Welcome to PNC Bank.

To get started, say your User ID or enter it on your phone's keypad.

You can also say, "I don't have one."

Thank you. Please tell me your PIN or use your keypad to enter it.

Now select your account.*

If you'd like me to repeat your balance
PRESS 1

To hear recent activity
PRESS 2

To transfer funds
PRESS 3

To switch accounts
PRESS 4

Okay. What kind of activity would you like to hear?
You can ask about...

Checks
PRESS 1

Deposits
PRESS 2

Withdrawals
PRESS 3

All Recent Activity
PRESS 4

To hear about all checks, say "All Recent Checks."
PRESS 1

For information about a specific check, say "A specific check."
PRESS 2

To hear recent activity
PRESS 2

To transfer funds
PRESS 3

To switch accounts
PRESS 4

Notes & Tips

• If you're using touch-tone to key in selections, you can use the "#" key to speed up your selection.
• When using touch-tone entry, wait to be prompted before entering your selection.
• You can enter "#6" at any time to work with touch-tone-only menus.
• Recent Activity includes pending and posted account activity together and are read back from most recent to oldest in groups of five (5) transactions at a time.
• Transfer Funds and Switch Account menu options are dynamic, so will play or not play depending on the other accounts you have.
• While not a spoken menu selection, you can say "Main Menu" or "Representative" at any time within Voice Banking (global commands).
  > Saying "Main Menu" will take you to a main speech prompt that asks you to "Tell me why you're calling." Depending on what is spoken, you can either be routed to a self-service option in Voice Banking if available, or transferred to a live consultant.
  > Saying "Representative" or "Consultant" or "Agent" will take you to a prompt to identify the reason for your call to ensure proper routing.

Fast-Path Commands

• Checking account balance [Authenticate] Press 2
• Pending and posted deposits [Authenticate] Press 2>2
• Pending and posted withdrawals [Authenticate] Press 2>3
• Last 5 pending and posted transactions [Authenticate] Press 2>4
• Last 5 checks [Authenticate] Press 2>1>1
• Savings account balance [Authenticate] Switch Accounts

Global Commands

Main Menu
PRESS *4

Speak to a representative
SAY "CONSULTANT" PRESS 0

Touch-tone–only menu
PRESS *6

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*A federal regulation limits the number of transfers that may be made from a savings or money market account. Please see our Consumer Schedule of Service Charges and Fees for additional information.