PNC BANK

January 15, 2025

Connie Marshall
(Via OCC Portal)

RE: Office of the Comptroller of the Currency - Case Number CS0357489

Dear Connie Marshall:

This letter is in response to your complaint filed on December 18, 2024, with the Office of the Comptroller of the Currency regarding PNC Bank, National Association ("PNC") accounts associated with your name and email. I was unsuccessful in my attempts to reach you by phone beginning on December 19, 2024; however, I appreciate the opportunity to address your concerns.

In your complaint, you stated that you are receiving PNC bank statements via email for accounts in your name. You further stated that you do not have any accounts with PNC and expressed concerns about potential identity theft.

We appreciate your communication regarding this matter, and we want to acknowledge its importance to us. PNC reviewed your concerns regarding this matter and determined that you are not an authorized signer on the accounts. PNC cannot provide information on an account that does not belong to you or for which you are not an authorized signer due to privacy reasons.

Additionally, PNC has confirmed that there was an error involving your email address, and the error has been corrected.

Thank you for bringing this matter to our attention and on behalf of PNC, I apologize for any inconvenience you experienced as a result of this.

If you have any further questions regarding this issue, please feel free to contact me directly at 412-803-1631. I am available Monday through Friday from 8:00 a.m. to 5:00 p.m., Eastern Time.

Sincerely,

Paula S.
Paula S.
Executive Client Relations

PNC Reference Number 224354728418