PNC BANK

January 29, 2026

Connie Marshall
1814 South 23rd Street
Louisville, KY 40210

RE: Office of the Comptroller of the Currency – Case Number CS0403178

Dear Connie Marshall:

This letter is in response to your recontact filed on January 22, 2026, with the Office of the Comptroller of the Currency regarding PNC Bank, National Association ("PNC") accounts associated with your name and email address. I was unsuccessful in my attempts to reach you, which began on January 23, 2026; however, I appreciate the opportunity to address your concerns.

In your complaint, you stated that you have continued to receive notifications regarding PNC statements, even after filing the original complaint. You expressed concern, as you do not have any accounts with PNC.

PNC reviewed your concerns in this matter and determined that PNC has requested to remove the email address you provided from our system. Furthermore, we have escalated this matter to the appropriate department to ensure that you no longer receive any further notifications from PNC.

On behalf of PNC, I apologize for any inconvenience this situation may have caused you.

Thank you for allowing me to clarify PNC's position in this matter. If you have any further questions regarding this issue, please feel free to contact me directly at 269-544-4117. I am available Monday through Friday from 8:00 a.m. to 5:00 p.m., Eastern Time.

Sincerely,

Twinkle Q.
Twinkle Q.
Executive Client Relations

PNC Reference Number 225296679946

CC: Office of the Comptroller of the Currency