Gmail

Connie Marshall <conniecmarshall@gmail.com>

PNC Bank complaint matter #25-SP-00000419

1 message

Morris, Rick (KYOAG) <Rick.Morris@ky.gov>
To: "conniecmarshall@gmail.com" <conniecmarshall@gmail.com>

Tue, Jan 27, 2026 at 8:52 AM

January 27, 2026

Connie Marshall

1814 South 23rd Street

Louisville, KY 40210

Matter Number: 25-SP-00000419

Dear Consumer:

Thank you for contacting the Office of Senior Protection & Mediation. The voluntary mediation services provided by our office under the Consumer Protection Act assist consumers with problems, complaints, and disagreements over goods or services in the marketplace.

We have reached out to PNC on multiple occasions asking them to address the issues in your complaint but have received no response. The mediation service offered by Consumer Protection is voluntary and this office cannot compel PNC to respond. In addition, we do not enforce decisions and/or actions initiated by the Comptroller of the Currency. You will need to reach to them to see what further avenues are available to you.

By law, our office cannot provide legal advice or represent any individual or business, and we may not use the influence of the state to force or require settlements for private disputes.

If you wish to pursue this matter further, please consider contacting a private attorney. If you do not have a private attorney, the Kentucky Bar Association provides information on lawyer referral services available to Kentucky residents at https://kybar.org/For-Public/Lawyer-Referral-Services. If you do not have access to a computer, tablet or phone with internet, you can reach the Kentucky Bar Association by phone at (502) 564-3795. If your disputed claim is less than $2,500.00, you may also consider filing in Small Claims Court.

The Office of the Attorney General is not affiliated with any lawyer referral service.

Your complaint is now closed but will remain on file to assist in determining any pattern of practices which may develop in the future that would warrant our intervention.

Sincerely,

Rick Morris

Consumer Complaint Investigator/Analyst

Office of Senior Protection & Mediation

(502) 429-7134 | rick.morris@ky.gov