



THE PNC FINANCIAL SERVICES GROUP, INC.

COMMUNICATING WITH DIRECTORS

You may communicate directly with any director or the full Board. To do so, please write to the person or persons desired and mail the communication to:

Presiding Director
The PNC Financial Services Group, Inc. Board of Directors
P.O. Box 2705
Pittsburgh, Pennsylvania 15230-2705

Our employees will not open or otherwise screen any communications sent to this address. The communications will be delivered directly to the Presiding Director, who will determine how to respond, including whether to present to the full Board or to forward to an individual director.

If you send director-related communications to our offices, we will handle them in accordance with a collection and organization process approved by the Board's independent directors. These communications are subject to a screening process that will determine which communications will be relayed to directors.

Shareholders who wish to:

- make a nomination for the election of a director;
- submit proposals to be considered for inclusion in our 2014 proxy materials; or
- make a proposal for action at an annual meeting of shareholders

should follow the instructions set forth in our most recent annual meeting proxy statement.