CUSTOMER DISCLOSURE ON DISASTER RECOVERY PLANNING

To whom it may concern:
In accordance with FINRA Rule 3510, set forth below is a brief explanation of how PNC Capital Markets' business resiliency plan addresses the possibility of a future significant business disruption and the plan to respond to events of varying scope.
Consistent with PNC Capital Markets' commitment to provide exceptional customer service and pursuant to FINRA requirements, PNC Capital Markets maintains an active business resiliency-planning program.

PNC Capital Markets' business continuity strategy is multi-faceted and multi-dimensional, addressing the following issues in the contexts of both short-term and long-term disruptions:

- Business Processes
- Technology
- Personnel
- Facilities
- Communication (internal and external)

In the event of a short-term disruption, such as an evacuation of one or more primary sites, alternative recovery site arrangements have been made. Different courses of action will be pursued depending on the impacted sites. To the extent necessary: Critical processing will be rerouted to processing locations that are a significant distance from the affected processing location, and critical impacted staff will be relocated to another local site displacing less critical staff from their workspaces or to a "hot" alternate site dedicated to recovery, which is not occupied during normal operations.

In the event of a long-term disruption, such as structural damage to one or more primary sites or occupation of a primary site being prohibited for a significant period of time, alternative staff recovery site arrangements exist and alternative technology recovery sites exist. Critical processing will be rerouted to processing locations that are a significant distance away from the affected processing location. Critical impacted staff will be relocated to a site that has the capacity to sustain a longer period of disruption. Agreements have been reached with local telecommunication carriers to reroute incoming customer calls so that PNC Capital Markets should be able to provide uninterrupted customer service.

Communication with customers, vendors and employees is critical to PNC Capital Market's ability to provide exceptional customer service during a disruption. Our business resiliency plan provides for employee communications from the executive leadership throughout the entire employee population. Emergency employee contact lists are updated throughout the year to ensure that these lists are accurate. Vendor and customer contact information is also updated throughout the year.

PNC Capital Markets acknowledges that testing is a key element to ensuring its business resiliency plan is comprehensive, adequate and accurate. Regularly scheduled testing occurs across all product lines within PNC Capital Markets. PNC Capital Markets has established a structured scenario-based testing approach based on process risk valuation and recovery time objectives for both business processes and the technology supporting them. Testing is multi-faceted and includes:

- Employee Call Tree Testing
- Crisis Management Testing
- Business Continuity Testing
- Alternate Staff Recovery Site Testing
- Application and Infrastructure Recovery Testing
- Interdependency and Third Party Testing

In conclusion, PNC Capital Markets has a robust business resiliency program that is focused on customer service, the safety of employees and risk mitigation. Commitment from all levels of management to maintain the program is demonstrated through active participation in strategy planning, regular testing and identifying areas for continued process improvement.

If you have any questions regarding our business resiliency plan or seek additional information, please contact your PNC Capital Markets' representative.

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