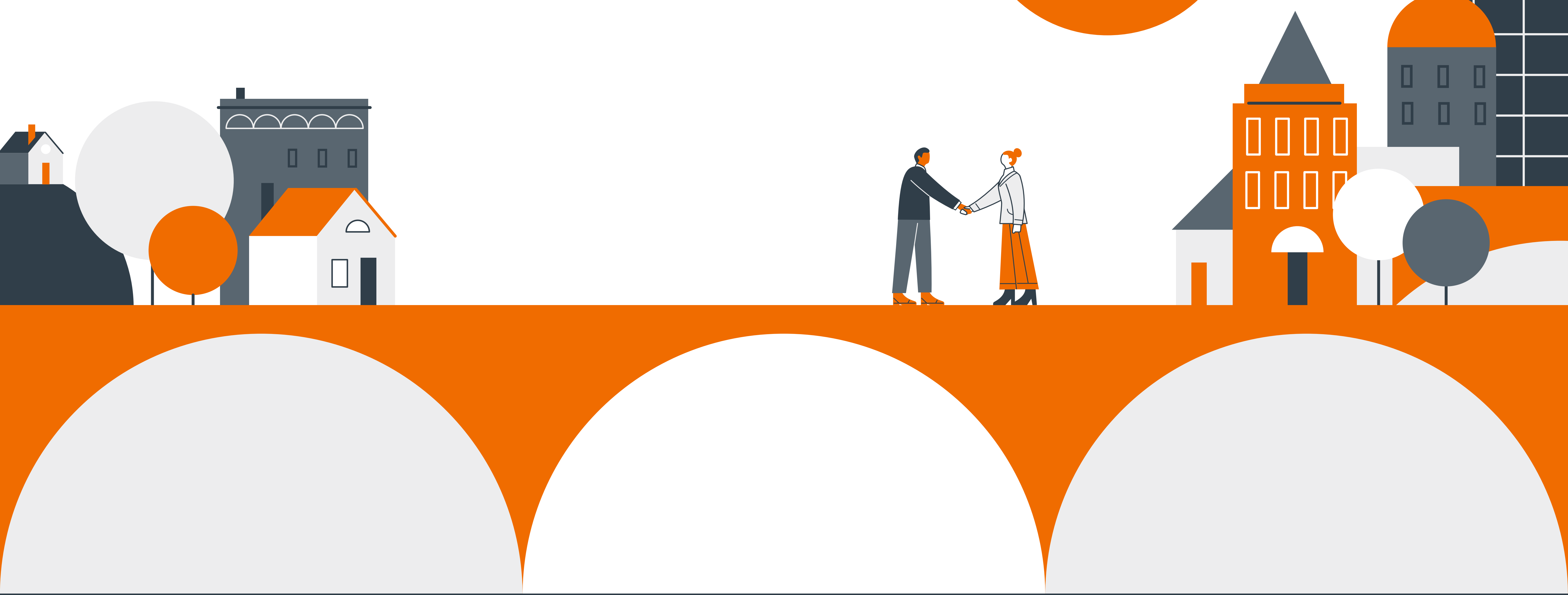
Growing our business; increasing our impact



2025

Corporate Responsibility Report

The PNC Financial Services Group, Inc.

Consistent. Dependable. Brilliantly Boring: a smarter way to serve our stakeholders.

For more than 160 years, PNC has embraced an approach grounded in reliability, responsibility and long-term strength. Our philosophy reflects the values that have guided us since our beginning. We build lasting relationships with our stakeholders by promoting financial well-being and supporting economic growth in the communities we serve. We strive for every decision to be in the best interests of our customers, employees, communities and shareholders, supported by our disciplined and responsible risk management practices. This balanced, dependable approach is how we continue to grow from a position of strength and how we help our stakeholders to thrive.

About PNC

A message from our **CEO** to our stakeholders

PNC's strength has always come from focusing on what matters: doing the right thing for our customers, our employees, our shareholders and the communities we serve.

We operate with a long-term view, making disciplined decisions that allow us to grow strategically and scale responsibly — not just to get bigger, but to get better. That mindset continues to drive the relationships that define who we are and how we show up in the communities we call home.

We also know a simple truth: When our communities are strong, we're strong. That's why we invest in efforts that expand access to opportunity, support economic mobility, and help build more vibrant and inclusive local economies. In this report, you'll see how our work — from financial education and neighborhood investment to sustainability and support for our employees — is making real impact where it matters most.

These efforts make us a stronger bank and a more resilient company. But more importantly, they make us a better employer, a better neighbor and a better partner for those who rely on us. That's the kind of growth that endures.

I want to close with acknowledgment of Richard Bynum, whose leadership as chief corporate responsibility officer is reflected and demonstrated throughout the pages of this report. With Richard's retirement earlier this year, Stacy Juchno assumed the role. Previously PNC's general auditor, Stacy brings a strong commitment to advancing our corporate responsibility priorities, ensuring we continue to make meaningful impact in the communities we serve.

Thanks for being part of the journey.

WILLIAM S. DEMCHAK
Chairman and Chief Executive Officer

WILLIAM S. DEMCHAK
Chairman and Chief Executive Officer

STACY M. JUCHNO
Chief Corporate Responsibility Officer

A message from our **CCRO** to our stakeholders

For more than 160 years, PNC's strategy has been focused on the communities and people we serve. PNC's investment in and collaboration with our employees, communities, customers and shareholders directly reflect the strength and character of our company. When our communities thrive, we thrive.

As I step into the chief corporate responsibility officer role, I'm honored to share the substantive progress our teams accomplished in 2025.

It's important to emphasize that we do not — and cannot — do this work alone. In 2025, we consistently engaged with our shareholders and community partners on topics such as corporate strategy, financial and operating performance, and our responsibility as a corporate citizen. These conversations provided valuable insight, reinforced accountability and helped to drive continuous improvement.

Sustained and Consistent Community Impact

At PNC, community investment isn't separate from our business. It is fundamental to it. In 2025, we completed and exceeded expectations on two transformative multiyear commitments — one focused on community improvement, the other on climate action:

- The four-year Community Benefits Plan surpassed our $88 billion pledge, with $119.3 billion in capital deployed to promote homeownership, support small business growth and advance community investment through loans, financing, investments and philanthropic contributions. In 2025, our Community Development Banking team extended $660 million in loans and investments, up from $469 million in 2024.
- Additionally, we successfully met and exceeded our $30 billion Environmental Finance pledge. Since 2021, we have mobilized $33.4 billion in financing across multiple lines of business, including renewable energy, green buildings, clean transportation and environmentally linked loan products. We also achieved our 100 percent renewable energy goal for purchased electricity by the end of 2025, driven by two long-term agreements.

More Accessible Financial Tools and Solutions

We continue to innovate on customer-focused financial solutions for the evolving marketplace. In 2025, we rolled out an enhanced online banking platform, delivering a more convenient, accessible and seamless experience for 11.5 million customers. We also invested in meeting customers where they are through our mobile branch network. In 2025, PNC mobile branches traveled nearly 94,000 miles, serving almost 20,000 customers in 3,449 visits coordinated by 255 community organizations. We complemented this outreach with 461 free financial education seminars designed to help participants make informed financial decisions.

Even as technology allows for new, more accessible service options, we understand many customers rely on the convenience of their neighborhood banks. We expanded our branch network in 2025, including 26 new branches and 170 renovations that modernize the in-branch experience while supporting local communities.

This growth will continue under PNC's $2 billion investment commitment in our branch network over the next five years — adding more than 300 new branches and 1,400 renovations. On January 5, 2026, PNC completed its acquisition of FirstBank Holding Company, including its banking subsidiary, FirstBank, significantly expanding our presence in Colorado and Arizona.

Early Childhood Education to Drive Economic Opportunity

PNC has invested in early childhood education for more than 20 years because we know education is a powerful driver of economic opportunity.

Through PNC Grow Up Great®, our signature $500 million, bilingual early childhood education initiative, we remain steadfast in our philanthropic commitment to help prepare children from birth to age 5 for success in school and life. From the program's inception in 2004 through 2025, PNC Grow Up Great has supported more than 11.5 million children through over $290 million in grants and educational programs. PNC employees have volunteered more than 1.3 million hours for this worthy cause. In 2025, they volunteered a total of 84,549 hours across nearly 2,000 partner organizations focused on early childhood education or economic opportunity.

Taking Action to Help Close the Housing Affordability Gap

Like education, homeownership is a powerful driver of economic opportunity and generational wealth. At a time when our country faces a clear shortage of affordable housing, we're focused on expanding access.

We know that homeownership is one of life's biggest decisions, and we are here to support individuals and families through that important process. In 2025, more than 40 percent of our mortgages in primary assessment area markets supported low- and moderate-income (LMI) borrowers.

In addition to homeownership, PNC also expands opportunity by supporting the development of affordable rental housing. In 2025, PNC Multifamily Capital, one of the nation's largest syndicators of affordable rental housing, provided $4.0 billion in debt and equity to create or preserve affordable rental housing across urban centers, suburban neighborhoods and rural communities. These investments produced 15,900 units of affordable rental housing in 127 properties across 31 states and Washington, DC.

Through this work, and our insights from the Community Benefits Plan, we will continue to make meaningful investments and improvements in our communities to support housing affordability and strengthen the trust that our stakeholders place in PNC.

Talent and Inclusion to Drive Growth

Our business stands on serving a diverse group of individuals, families and businesses across the country. To do so effectively, and win in the marketplace, we must recruit and retain talented employees with the relevant experiences, skills and perspectives to best support them. This is a business imperative, and we work every day to foster an accessible and inclusive workplace where all employees — and customers — can feel welcomed, valued and respected. To support this imperative, we do not discriminate against any employee, potential or current client, supplier, or any other stakeholder, consistent with applicable laws.

Our people are at the heart of everything we do. Our 55,000-plus employees strive to elevate our business, and we are intentional in supporting their well-being. In 2025, we advanced our competitive talent strategy by introducing Brilliant Thrives Here® — a new Employee Value Proposition (EVP) — reinforcing our commitment to help employees grow, contribute and thrive. We also continue to improve the employee experience by offering professional development and education benefits. More than 10,500 employees have enrolled in academic programs through PNC's education benefit in partnership with Guild since late 2022. Through PNC University (PNCU), employees had access to more than 26,000 learning content options, completing 4.2 million hours of training, including PNC's AI Skills Academy, which launched in 2025. Teams also leveraged multiple generative AI platforms that we deployed in 2025, including Microsoft Copilot®, to enhance employee productivity and support informed decision-making.

Looking Forward

When we help a child develop a love of learning or help a family access stable housing, we strengthen the communities where we live and work.

Our community investments, educational initiatives and support for housing affordability reinforce our approach to growth: serving communities well, earning long-term trust and building our coast-to-coast franchise responsibly. That includes the ethical and productive use of AI, which remains a critical focus for PNC and our stakeholders.

In 2025, PNC strengthened governance for the responsible use of AI through the establishment of the Generative Artificial Intelligence (GenAI) framework and policy, alongside the Responsible AI Working Group's continued oversight of adherence to and expansion of the firmwide application of PNC's Responsible AI principles.

These efforts in 2025 represent just a snapshot of the comprehensive accomplishments detailed throughout this report, demonstrating our commitment and service to our customers and stakeholders. It's how we've prospered for more than 160 years — and it's what we'll continue to do in communities across the country.

STACY M. JUCHNO
Chief Corporate Responsibility Officer

Our Company

The PNC Financial Services Group, Inc. is a financial services holding company headquartered in Pittsburgh, PA, and one of the largest diversified financial institutions in the U.S. PNC has businesses engaged in retail banking, asset management, corporate and institutional banking, and providing many of our products and services nationally.

We are organized around our customers and communities for strong relationships and local delivery of retail and business banking, including a full range of lending products; specialized services for corporations and government entities, including corporate banking, real estate finance and asset-based lending; wealth management; and asset management. We have a coast-to-coast retail branch network and we also have strategic international offices in four countries outside the U.S. At December 31, 2025, our consolidated total assets, total deposits and total shareholders' equity were $573.6 billion, $440.9 billion and $60.6 billion, respectively.

RETAIL BANKING

Retail Banking's core strategy is to build lifelong, primary relationships by creating a sense of financial well-being and ease for our clients. Over time, we seek to deepen those relationships by meeting the broad range of our clients' financial needs across savings, liquidity, lending, payments, investment and retirement solutions. We work to deliver these solutions in the most seamless and efficient way possible, meeting our customers where they are — whether in a branch, through digital channels, at an ATM or through our phone-based customer contact centers — while continually optimizing the cost to sell and service. We believe that, over time, we can grow our customer base, enhance the breadth and depth of our client relationships, and improve our efficiency through differentiated products and leading digital channels.

Retail Banking continues to enhance the customer experience with refinements to product and service offerings that drive value for consumers and small businesses. As part of our strategic focus on growing customers and meeting their financial needs, we operate and continue to optimize a coast-to-coast network of retail branches and ATMs, which are complemented by PNC's suite of digital capabilities. In 2024, PNC announced it would be investing approximately $1.5 billion, over the next five years, to open more than 200 new branches in key locations, including Atlanta, Austin, Charlotte, Dallas, Denver, Houston, Miami, Orlando, Phoenix, Raleigh, San Antonio and Tampa, while completing renovations of 1,400 existing locations across the country during the same time period. Additionally, in the fourth quarter of 2025, PNC announced that it was increasing the investment by $0.5 billion to open an additional 100 branches in markets that include Nashville, Chicago, Sarasota and Winston-Salem and reaffirmed plans to complete the renovation of 100 percent of the branch network by 2029.

ASSET MANAGEMENT GROUP

The Asset Management Group strives to be a leading relationship-based provider of investment, planning, credit and cash management solutions and fiduciary services to affluent individuals and institutions by endeavoring to proactively deliver value-added ideas, solutions and exceptional service. The Asset Management Group's priorities are to serve our clients' financial objectives, grow and deepen customer relationships, and deliver solid financial performance with prudent risk and expense management.

The Asset Management Group consists of two primary businesses:

- **PNC Private Bank** is focused on being a premier private bank in each of the markets it serves, seeking to deliver high-quality banking, trust and investment management services to our emerging affluent, high-net-worth and ultra-high-net-worth clients through a broad array of products and services.
- **Institutional Asset Management** provides outsourced chief investment officer, custody, cash and fixed income client solutions, and retirement plan fiduciary investment services to institutional clients, including corporations, healthcare systems, insurance companies, municipalities and nonprofits.

CORPORATE & INSTITUTIONAL BANKING

Corporate & Institutional Banking's strategy is to be the leading relationship-based provider of traditional banking products and services to its customers through economic cycles. We aim to grow our market share and drive higher returns by delivering value-added solutions that help our clients better run their organizations, all while maintaining prudent risk and expense management. We continue to focus on building client relationships where the risk–return profile is attractive. We are a coast-to-coast franchise,

Strategic Priorities

Our strategic priorities are designed to enhance value over the long term and consist of:

Growing our client base by providing diversified financial products and services on a national basis.

Leveraging technology to provide best-in-class client service as well as ensure safety and soundness.

Enhancing our brand by doing right by our constituents: our customers, communities, employees and shareholders.

To better extend access to banking services and financial expertise to clients and communities across the country, we're investing nearly $2 billion to open more than 300 new branch locations and renovate more than 1,400 existing locations through 2029.

Economic Profile

(in millions for year ended December 31, 2025)

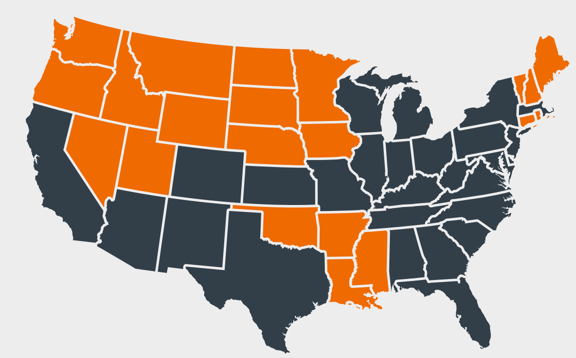
	2025
Revenues	$23,099
Operating Costs*	$4,698
Employee Wages & Benefits	$7,782
Payments to Providers of Capital**	$6,343
Government Payments	$1,529
Philanthropic Giving***	$109.3

Operating costs are calculated in accordance with Global Reporting Initiative (GRI) Standards.

***The Payments to Providers of Capital consists of Preferred Stock dividends paid plus Common Stock dividends paid plus Interest Expense – Borrowed Funds.*

****The philanthropic giving number includes PNC Foundation grants and charitable sponsorships paid by PNC Bank, N.A. It does not include PNC Foundation expenses and does not include mortgage assistance grants that are included in the Community Benefits Plan charitable giving number.*

PNC's Coast-to-Coast Franchise



NATIONAL: Asset Management, Corporate & Institutional Banking, and Retail Digital Presence (includes AK, HI)

REGIONAL: Asset Management, Corporate & Institutional Banking and Retail Bank Branch Presence

STRATEGIC INTERNATIONAL OFFICES

Canada | Germany | United Kingdom | China

Leading mortgage and home equity originator
In 2025, within our primary assessment area markets, over 40 percent of our mortgages supported LMI borrowers.

Top 5 small business bank by small business relationships

One of the largest U.S. wealth managers and multifamily office providers

One of the largest U.S. providers of outsourced chief investment officer ("OCIO") services

One of the largest commercial and industrial real estate lenders in the U.S.

One of the top treasury management providers in the U.S.

and our full suite of commercial products and services is offered nationally. In addition to credit and deposit products for commercial customers, Corporate & Institutional Banking offers treasury management capabilities, capital markets and advisory products and services, and commercial mortgage banking activities, for customers of all business segments.

Customer Experience

In 2025, PNC delivered customer-focused financial solutions by introducing product and service enhancements to meet our clients' evolving needs. This goes beyond customer satisfaction with everyday banking to also support customers' long-term financial health.

We expanded access, improved usability and strengthened inclusivity across our platforms and channels. The rollout of our enhanced online banking experience to 11.5 million customers enabled more seamless and efficient interactions, further reducing friction in daily banking. We also simplified banking through the launch of PNC Simple Checking, a straightforward, low-cost account option, and the Direct Deposit Switch tool, which streamlines the process of transferring recurring deposits to PNC. In addition, the introduction of PNC Spend Wise®, our new credit card offering, provides customers with clearer budgeting and spending insights to support their financial well-being.

Small business clients benefited from ongoing enhancements to PNC Mobile Accept®, for greater flexibility and ease in accepting payments on the go. We further broadened customer choice with the addition of Coinbase integration, providing Wealth clients with secure access to cryptocurrency capabilities within a trusted banking environment.

Customers also saw increased physical access to banking services through continued branch network expansion, including new locations and renovations that modernize the in-branch experience while supporting local communities. This growth will continue under PNC's $2 billion investment commitment. On January 5, 2026, PNC completed its acquisition of FirstBank Holding Company, including its banking subsidiary, FirstBank, a move that will significantly expand PNC's presence in Colorado and Arizona.

Through the ongoing efforts of our bankers and servicing teams, we saw our Net Promoter Score (NPS) increase by 3 points in Retail. Corporate & Institutional Banking improved by 15 points, and Private Bank improved by 6 points. We continue to refine our customer feedback capabilities and complaint-management processes to strengthen first-contact resolution and ensure a streamlined escalation experience when additional support is required. We are enhancing data and insights to help leaders clearly prioritize action and continually update products and services based on customer input. Our Customer Care Center and branch teams routinely monitor feedback and proactively engage customers to ensure appropriate follow-up.

Together, these initiatives reinforced our commitment to deliver a superior customer experience — providing greater control, improved access and more personalized banking solutions that help customers bank how they want, when they want.

Supporting Our Customers While Diligently Managing Risk

PNC is focused on providing financial advice and solutions to help our stakeholders achieve their goals. We evaluate client relationships and business opportunities in a manner consistent with our Enterprise Risk Management framework and overall risk appetite, using impartial, quantitative and risk-based criteria aligned with financial services standards and legal and regulatory expectations. PNC does not deny or discontinue services or otherwise discriminate against legal industries or current or prospective clients on the basis of race; ethnicity; religion or religious beliefs; national origin; gender; sexual orientation; gender identity; military status; disability; marital or familial status; political speech, expression or association; or age.

We also leverage a Responsible Banking Advisory (RBA) practice as one of several due diligence methods within our broader risk management framework. RBA provides consultative support and connects individualized client considerations to applicable line of business contacts and appropriate risk disciplines. RBA does not make onboarding or off-boarding decisions; those responsibilities rest with the applicable line of business and risk functions.

Doing right by our stakeholders also means offering accessible products and services. In 2025, we expanded scheduled remote American Sign Language interpreting for clients, including in-branch marketing to promote the service where it is available. We have onboarded national agencies to continue this expansion.

Our Approach to Corporate Responsibility

Growing responsibly

OUR CORPORATE RESPONSIBILITY PRIORITY ISSUES

Identifying our corporate responsibility priority issues is a core component of our stakeholder engagement strategy. By engaging a diverse range of perspectives and incorporating feedback, we strengthen trust, enhance transparency and ensure that our work reflects the corporate responsibility issues most important to our business and our stakeholders.

Our priority issue analysis process helps us identify emerging corporate responsibility–related risks and opportunities, focus our efforts where they matter most and ensure that our annual Corporate Responsibility Report remains relevant and responsive to a rapidly evolving landscape.

In 2024, we conducted a corporate responsibility priority issue analysis through a comprehensive process that considered the impact of key issues on our business operations, society and the environment. The resulting set of priority issues guides our decision-making processes, our disclosure strategy and our broader responsible business approach. Our stakeholders identified nine priority issues that they believe represent the highest impact for both PNC and society:

- Business ethics and compliance
- Community development
- Customer privacy
- Culture and engagement
- Financial access and inclusion
- Information security
- Responsible artificial intelligence (AI)
- Sustainable solutions for clients
- Talent recruitment, management and development

Beyond these priority issues, we continue to monitor and manage other areas that remain important to our business and stakeholders, including employee health, wellness and safety; energy and emissions; responsible management of current and emerging risks; and community engagement. We remain committed to communicating our performance and progress in these areas in a transparent and meaningful way.

As part of this ongoing governance approach, we periodically refresh our Corporate Responsibility Priority Issues Analysis to reflect stakeholder input and evolving business considerations.

Our Corporate Responsibility Progress

Doing what is right also means showing our progress to stakeholders openly and honestly. We continually refine our strategies to meet the changing needs of the people and communities we serve. Central to this approach is our commitment to human rights, as reflected in our Human Rights Statement, as well as our United Kingdom Modern Slavery Act Statement. The latter is a legal requirement for commercial organizations operating in the U.K., where we maintain a strategic international office.

We also align our disclosures with leading industry standards and frameworks, including the Global Reporting Initiative (GRI) and the Sustainability Accounting Standards Board (SASB). For the first time, we are reporting in alignment with the International Financial Reporting Standards (IFRS) S2 standard, transitioning from the Task Force on Climate-Related Financial Disclosures (TCFD) framework used in previous years. This shift enhances comparability and provides a more globally consistent approach to climate-related reporting while also improving the clarity and decision-usefulness of our disclosures for investors and other stakeholders. For more information on our GRI, SASB and IFRS S2 disclosures, please visit pages 50-63, and for additional progress updates, refer to our Corporate Responsibility Scorecard.

Doing what is right also means showing our progress to stakeholders openly and honestly. We continually refine our strategies to meet the changing needs of the people and communities we serve.

FINANCIAL EDUCATION IN 2025

1,350 financial education events, reaching 19,036 individuals in LMI communities. Through our Center for Financial Education (CFE), we held 359 English and Spanish workshops, reaching 3,896 adults.

Our progress highlights

CUSTOMER IMPACT

Customers saved more than

$1.4B

in overdraft fees through the use of Low Cash Mode® features and through our pricing changes since 2021.

We successfully met — and exceeded — our

$30B

Environmental Finance pledge, mobilizing $33.4B since 2021.

Increased our investment in the branch network to

$2B

reflecting our dedication to building a coast-to-coast franchise.

On January 5, 2026, PNC completed its acquisition of

FirstBank

Holding Company, including its banking subsidiary, FirstBank.

EMPLOYEE IMPACT

4.2M

total employee training hours in 2025.

More than

10,500

employees enrolled in academic programs through PNC's education benefit in partnership with Guild since late 2022.

COMMUNITY IMPACT

We met and exceeded our four-year $88B Community Benefits Plan, delivering

$119.3B

from January 2022 through December 2025.

Our CDB team extended

$660M

in loans and investments in 2025, up from $469 million in 2024.

Maintained an Outstanding rating for the

Community Reinvestment Act (CRA)

since its enactment in 1977.

$140.7M

in charitable giving in 2025.*

84,549

employee volunteer hours in 2025.

Mobile branches traveled **93,874** miles on **3,449** deployments, serving

19,793

customers in 2025.

In 2025, PNC clients representing approximately

$5.4B

in managed assets opted for our purpose-driven investment capabilities.

Operational Sustainability Impact

We have made measurable progress in reducing our operational impacts since the 2022 baseline.

-20%

energy reduction from our own operations

-73%

carbon emissions reduction (scopes 1 & 2)

-13%

water reduction from our own operations

100%

renewable electricity purchased

Charitable giving number includes mortgage assistance grants and PNC Foundation expenses, and it does not match the philanthropic giving number mentioned in other sections of this report.

Stakeholder Engagement

CREATING VALUE FOR SHAREHOLDERS

Our goal is to create long-term value for our shareholders and confidence in our governance structure, management, business strategy and day-to-day operations. PNC highly values interaction and active dialogue with our shareholders.

We regularly engage with current and prospective shareholders and fixed income investors, financial industry analysts and credit rating agencies, among others. Our engagement activities encompass both targeted outreach and inbound inquiries.

We discuss a variety of topics through our engagement such as strategy, financial and operating performance, corporate responsibility matters and corporate governance, among others. Engagements generally are coordinated by our investor relations team. In 2025, these engagements included participation from our CEO, President, CFO, leaders from our lines of business and technology, risk, corporate responsibility, corporate governance, and human resources functions. Our Presiding Director has also participated based on the topics being covered.

In 2025, PNC:

- Engaged with approximately 70 percent of our top 100 active shareholders
- Engaged with more than 170 equity and fixed income firms
- Met with more than 300 institutional investors
- Participated in 10 investor conferences

Management regularly reports to our board of directors regarding engagement with investors and provides those parties' feedback on topics of interest. Shareholder feedback may be considered by management or the board to inform company practices.

Creating Value — A Multifaceted Approach

We recognize that mitigating and minimizing risks are key components of creating value for our shareholders. We also acknowledge our influence in the community and make efforts to reduce risks beyond our walls. We do this by identifying opportunities that contribute to enhancing customer privacy and information security, prioritizing business ethics and compliance, providing access to capital, supporting community development and recruiting, developing and retaining talent. We value transparency and, throughout this report, we discuss our efforts on these and other corporate responsibility priority issues.

CONNECTING FOR SUCCESS

At PNC, we know our long-term success largely depends on maintaining meaningful, transparent and trusted relationships with our stakeholders, including but not limited to employees, customers, communities, shareholders, the government and suppliers. These relationships are foundational to how we identify risks and opportunities, create shared value, and operate responsibly.

Our stakeholder engagement approach is designed to foster open dialogue that enables continuous feedback. Through this engagement, we gain insights that inform our decision-making, enhance our reputation, support sound governance, and help ensure compliance with applicable legal and regulatory requirements, while also aligning with evolving stakeholder expectations.

We engage regularly with individuals, community organizations, industry groups, trade associations, shareholders, customers, suppliers and employees to discuss issues of mutual importance. We seek to address concerns proactively, elevate different perspectives and integrate relevant insights into business strategy, governance processes and operational practices.

Additionally, with the goal of advancing business priorities, here are some examples of the organizations that we engage with:

- American Bankers Association
- Bank Policy Institute
- Boston College Center for Corporate Citizenship
- Business for Social Responsibility
- Ceres
- Commercial Real Estate Finance Council
- International Association of Credit Portfolio Managers
- Mortgage Bankers Association
- National Multifamily Housing Council
- Partnership for Carbon Accounting Financials
- ProSight Financial Association
- The Conference Board
- U.S. Chamber of Commerce Foundation
- Urban Land Institute
- World 50

More information on our stakeholder engagement practices can be found on page 45.

PUBLIC POLICY APPROACH

PNC's Regulatory Affairs and Government Affairs functions, which report to our General Counsel, provide regulatory and government affairs advice, respectively, to our strategic partners across PNC's business units and functional areas. This counsel supports the development of PNC's public policy strategy and helps us manage key risks such as credit, concentration, operational and compliance risks, while offering thought leadership and expertise on regulatory and legislative developments. We advance our public policy objectives by:

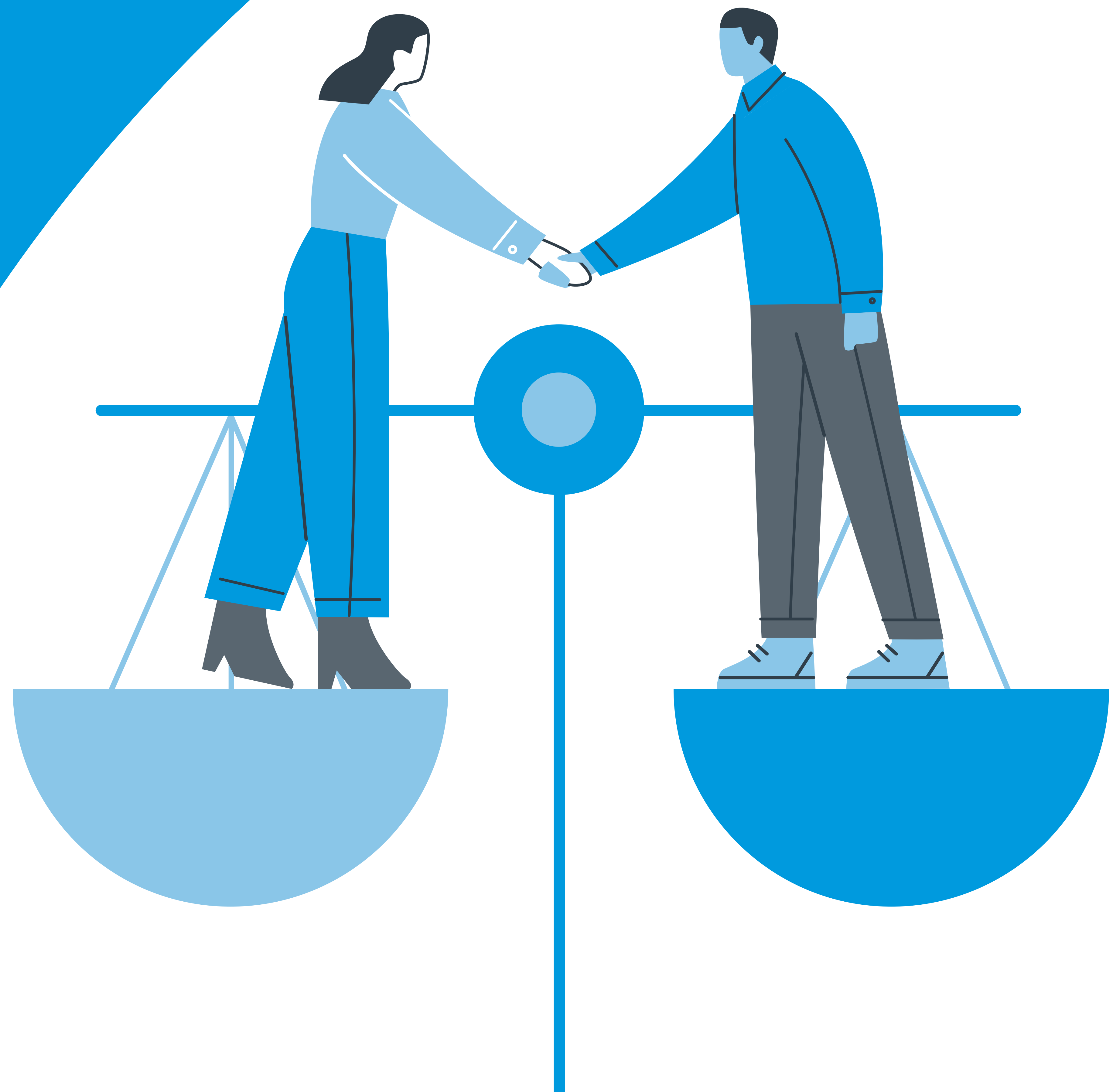
PNC's Political Engagement & Contributions page provides information about our political contributions policy and political engagement. Like any federally chartered bank, PNC Bank is prohibited by law from making contributions to candidates and political parties in all federal and many state elections.

- Actively participating in trade associations and other forums
- Developing industry and PNC comment letters on proposed regulations
- Attending meetings with government and congressional representatives

In 2025, key policymakers in Washington, DC, and across the states advanced guidance, regulations and/or legislation that could potentially impact PNC, including areas related to stress testing, capital, resolution and recovery planning, tailoring prudential thresholds, open banking, fair access to banking, small business lending, deposit insurance, artificial intelligence, tariffs, sanctions, fraud and digital assets.

Additionally, as differences in federal and state policy priorities continue to grow, we remain focused on pursuing our key public policy objectives while managing compliance under applicable laws and regulations.

Practicing Responsible Business



Building lasting relationships through integrity

CORPORATE GOVERNANCE

At PNC, we're committed to securing the trust of our stakeholders by managing our business with integrity, transparency and accountability. A strong foundation in governance helps drive our company's success and positive reputation.

03

Our board of directors is committed to high ethical standards and has ultimate oversight of PNC's strategy, including corporate responsibility issues that are material to our business. The full board oversees such matters directly, informed by each committee's oversight of the corporate responsibility matters within its purview as set forth in their respective committee charters.

PNC's Corporate Governance Guidelines address director and director candidate qualifications and responsibilities, as well as corporate governance policies and standards. As of our April 22, 2026, annual meeting of shareholders, 12 of our 13 board members are independent directors. Our directors collectively bring distinguished records of professional achievement and a wide range of perspectives, experience, knowledge and skills, including corporate responsibility; regulatory and risk management; cybersecurity; and talent management and succession planning. We maintain a balanced mix of newer, medium-tenured and longer-tenured directors to ensure both fresh viewpoints and the deep institutional insight gained over time. Since 2015, we have added 14 new directors and had 11 director retirements, and as of April 22, 2026, the average director tenure is 7.3 years.

Our board currently has six standing committees:

- Audit
- Corporate Responsibility
- Human Resources
- Nominating and Governance
- Risk
- Technology

PNC Corporate Responsibility Governance Structure

PNC BOARD OF DIRECTORS
Oversight of responsible business strategies, risks and opportunities, including through delegation of authority to the board's Corporate Responsibility Committee and other board committees

CEO AND MANAGEMENT EXECUTIVE COMMITTEE
Day-to-day management of responsible business strategies, risks and opportunities

RESPONSIBLE BUSINESS STRATEGIES (RBS) COMMITTEE*
Reviewing, challenging and/or approving voluntary disclosures, new commitments, new signatory relationships and select attestations by or on behalf of the CRG

ENTERPRISE RISK MANAGEMENT COMMITTEE
Oversight of risk management process, including corporate responsibility risks

- Line of Business/ Shared Area Risk Committee*
- Independent Risk Management Committee
- Independent Risk Management Climate Risk Working Group*

CORPORATE RESPONSIBILITY GROUP (CRG)
Create opportunities through impact finance, philanthropy, employee engagement and responsible business practices that drive positive outcomes for employees, customers, communities and shareholders

FREQUENT COLLABORATORS

- Balance Sheet Analytics and Modeling
- Corporate Communications
- Credit Portfolio Management
- Diversified Industries Group
- Enterprise Risk Management
- Human Resources
- Investor Relations
- Corporate Governance
- Realty Services
- Regional Presidents organization
- Finance
- Responsible Artificial Intelligence Working Group

Indicates intersection of and collaboration between lines of defense.

PNC Corporate Responsibility Oversight at the Board Level

PNC BOARD OF DIRECTORS
Ultimate oversight of PNC's strategy, including the risks and opportunities related to material corporate responsibility matters

RISK COMMITTEE

Risk Oversight
- Climate risk and risks flowing from environmental and human rights matters

Compliance with Most Non-Disclosure–Related Regulations

AUDIT COMMITTEE

Disclosures
- Internal controls
- Third-party assurance

Political Activity

Conduct Risk Management

NOMINATING & GOVERNANCE COMMITTEE

Shareholders
- Shareholder engagement on corporate responsibility matters

Board
- Appropriate board and board committee composition and functions

HUMAN RESOURCES COMMITTEE

Executives
- Compensation and performance objectives

Human Capital Management
- Recruitment, development, retention and advancement
- Engagement, health, safety and well-being
- Corporate culture

Succession Planning

CORPORATE RESPONSIBILITY COMMITTEE

CRA Plan and Performance

Products & Services
- Community development banking and product offerings and financial support for low- and moderate-income communities
- Greater access to a fully inclusive banking system

Employees
- Inclusive talent practices

Advocacy & Disclosures
- Partnerships
- Responsible business disclosure best practices

TECHNOLOGY COMMITTEE

Cybersecurity, Information Security and Physical Security

Business Continuity and Resiliency

Information Management and Security Risks

The scope of the corporate responsibility topics included is not comprehensive.

The board also has an Executive Committee composed of the CEO and the chairs of the Audit, Human Resources, Nominating and Governance, and Risk Committees, which meets as needed and may act on behalf of the full board between board meetings. Each board committee other than the Executive Committee performs an annual self-evaluation to assess its performance and effectiveness.

More information about our board composition and qualifications is available in our 2026 Proxy Statement.

CORPORATE RESPONSIBILITY OVERSIGHT AND LEADERSHIP

The Corporate Responsibility Committee of the PNC Board of Directors convenes regularly and reports to the full board regarding its activities. The full board reviews PNC's corporate responsibility strategic plan annually and receives regular updates on corporate responsibility matters, and the Corporate Responsibility Committee oversees management's efforts with respect to such matters. The Risk Committee receives periodic reports from management on climate-related risks.

At the management level, the Responsible Business Strategies Committee (RBSC) reports to the Management Executive Committee. The RBSC's responsibilities include risk mitigation, as well as reviewing, challenging and/or approving select voluntary disclosures, new commitments, new signatory relationships and select attestations by or on behalf of the Corporate Responsibility Group.

For information regarding climate-specific governance and risk management, see pages 27 and 29.

Business Ethics and Compliance

BUSINESS CONDUCT AND ETHICS

PNC requires our employees, our directors and third parties working on our behalf, to act according to the highest ethical standards. Consistent with this expectation, PNC has seven core values that serve as the foundation of everything we do. They guide our ethical practices, define who we are and drive the success of our company, customers, shareholders and the communities we serve.

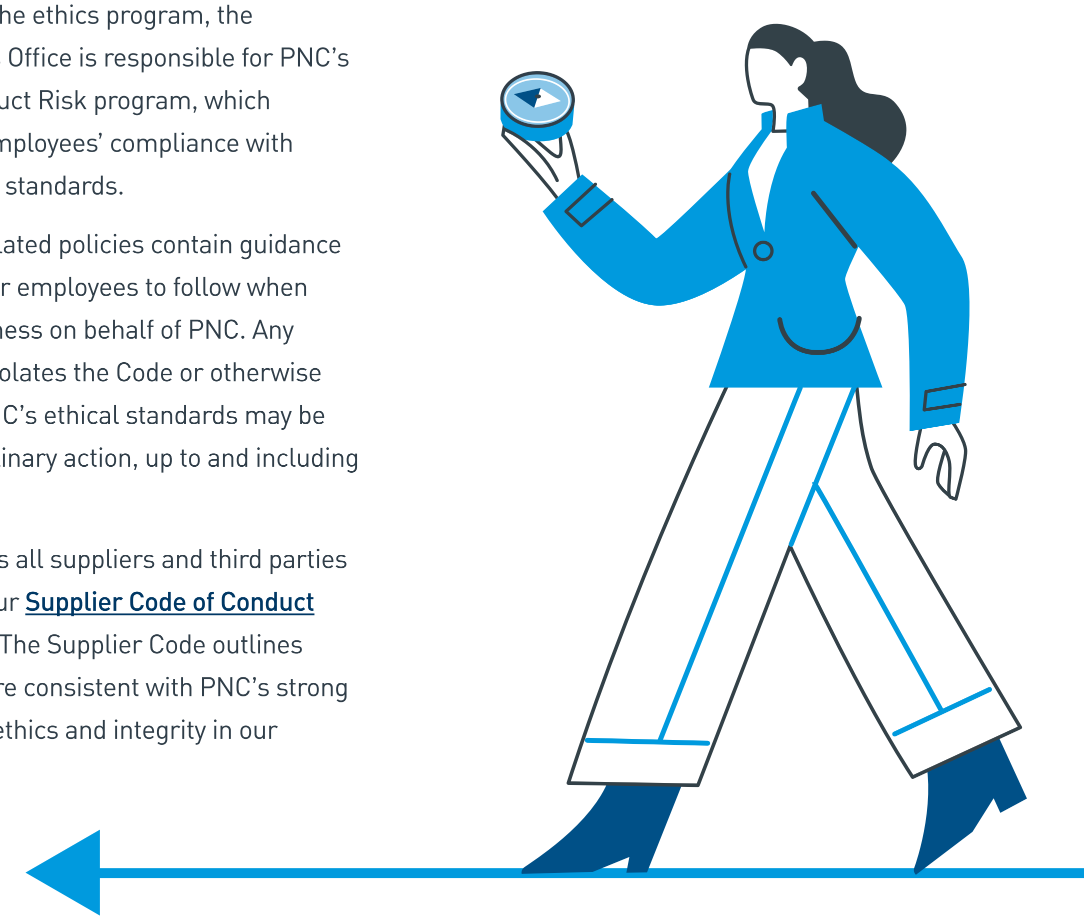
PNC's Ethics Program: Overriding Principles

PNC's Corporate Ethics Office is responsible for implementing our overall ethics program in support of our values and ensuring adherence to the law. As part of this program, the Corporate Ethics Office continues to enhance and implement PNC's Code of Business Conduct and Ethics (Code) and other ethics-related policies. The Code is available in English and Spanish. In addition, within the ethics program, the Corporate Ethics Office is responsible for PNC's Enterprise Conduct Risk program, which measures our employees' compliance with identified ethical standards.

The Code and related policies contain guidance and standards for employees to follow when conducting business on behalf of PNC. Any employee who violates the Code or otherwise fails to follow PNC's ethical standards may be subject to disciplinary action, up to and including termination.

PNC also expects all suppliers and third parties to comply with our Supplier Code of Conduct (Supplier Code). The Supplier Code outlines principles that are consistent with PNC's strong commitment to ethics and integrity in our

PNC operates with **seven core values** that serve as the foundation of everything we do. They guide our ethical practices, define who we are and drive the success of our company, customers and the communities we serve.



For the last 20+ years, PNC has been led by a set of values that drive our behavior and reflect our priorities. We hold all employees and managers accountable for demonstrating our values with customers and with one another. Upholding our values is critical to our success — and that of our customers and the communities we serve.

CUSTOMER FOCUS: We offer products, services and experiences that fulfill our customers' financial needs and goals in a clear and transparent way while delivering on the commitments we make to them.

DIVERSITY & INCLUSION: We value our differences and work together to create a diverse and inclusive workplace where everyone can contribute to the success of our company.

INTEGRITY: We are honest, do the right thing, conduct business with the highest ethical standards and enable our colleagues to raise concerns.

PERFORMANCE: We expect excellence in all that we do.

QUALITY OF LIFE: We promote the personal, physical and financial well-being of our employees, customers and communities.

RESPECT: We trust the capabilities, character and judgment of our colleagues and treat each other with respect.

TEAMWORK: We work together to achieve our goals and celebrate our successes.

business dealings and is informed by the International Labor Organization's Fundamental Conventions, the United Nations Universal Declaration of Human Rights, the United Nations Guiding Principles on Business and Human Rights, and the United Nations Global Compact.

PNC understands the importance of evolving and strengthening its ethics program to meet the demands of our growing organization, including business, compliance and technology needs. As a result, in 2025, PNC's Corporate Ethics Office expanded its engagement throughout the organization to provide important messaging about our ethical commitments and how they benefit our clients and each other. Examples include:

- Expanding participation in initiatives, including training for PNC's intern and development associates, new managers and retail markets, and by participating in town halls, highlighting our commitment to doing what is right in all of our interactions.
- Monitoring developments in generative artificial intelligence (GenAI) for ethical best practices to partner with technology teams as it becomes increasingly central to business, technology and risk management strategies.
- Updating the Code to simplify and clarify language, focusing on the obligation to speak up when ethical concerns are identified and adding a workplace safety and security section to bring awareness to emergency response procedures, training and relevant protocols.
- Aligning PNC's Control Room to the Corporate Ethics Office. In September 2025, PNC's Control Room became a part of the Corporate Ethics Office. The Control Room is an operations team that assists in the prevention of insider trading by monitoring the personal trading activity of certain employees and by enforcing trade restrictions. It also helps to manage the flow of sensitive data between the firm's private-side and public-side businesses. Through these functions, the Control Room plays a critical role in safeguarding and monitoring sensitive information, helping to ensure PNC's compliance with key securities regulations.

Governance of Ethics Policies

The Audit Committee of PNC's board of directors annually reviews and approves any updates to PNC's Code, as well as the Conduct Risk program documents and related ethics policies. In addition, PNC's leadership team regularly reviews these documents, and they are challenged by subject matter experts from PNC's risk management teams. Updates are made regularly to reflect changing laws, rules and regulations, and to address any identified trends in behavior.

PNC's Corporate Ethics Office assesses the ongoing effectiveness of the ethics program by reviewing employee-raised concerns and how they are resolved. Each year, an ethics and culture survey is administered to a randomly selected group of employees. Insights from survey responses, along with metrics from the Conduct Risk program, are used to inform training, leadership communications, and the development of guidance and ethics publications. These actions support our deeply held commitment to ensure that our employees, directors and others acting on behalf of PNC understand and comply with their obligation to act with integrity in all they do.

Reporting Ethical Concerns: PNC's Speak Up Culture

PNC's Code details the multiple avenues by which employees can contact PNC's Corporate Ethics Office to report ethical concerns, including through an anonymous PNC Business Conduct and Ethics telephone hotline or web portal. All employees are expected to speak up if they are aware of behavior that is inconsistent with our values or the ethical principles established by PNC's Code and related policies. The Corporate Ethics Office has strong anti-retaliation policies to protect employees who report concerns about suspected unethical behavior in good faith, regardless of an investigation's outcome. PNC expressly prohibits retaliation of any kind against employees for reports of suspicious activity or violations of the Code.

Robust Ethics Training and Importance of Ethical Behavior

Throughout their employment at PNC, all employees are required to complete annual training that reinforces their ethical obligations and the ethical behavior PNC expects of them. Training topics include preventing conflicts of interest, protection of customer data and business records, proper use of technology and electronic media, rules around gifts and entertainment, and the importance of following all relevant laws and regulations. The training also addresses employees' obligations to report ethics violations, and to know the process for seeking pre-approval or pre-clearance from the Corporate Ethics Office before engaging in certain activities. At the end of the training, employees must attest that they have read, have understood and will comply with the Code and related policies.

The importance of ethical behavior at PNC is also highlighted through the annual performance review process. Every employee has an enterprise risk goal that includes their understanding and responsibility to act in an ethical manner in accordance with the Code. The performance metrics are in place to ensure that our employees are held accountable for the ethical implications of their work and understand the significance of relevant policies. The Corporate Ethics Office communicates regularly with employees and managers through articles and brief updates to remind them of their ethical responsibilities and requirements.

ENTERPRISE COMPLIANCE PROGRAM

PNC is committed to maintaining a comprehensive Enterprise Compliance program to effectively manage risks arising from violations of laws, rules or regulations, including failures to comply with practices and industry standards set by self-regulatory organizations. At PNC, the board has delegated oversight of the compliance program to our Risk Committee. PNC's chief compliance officer (CCO) is responsible for designing, overseeing and continually enhancing the Enterprise Compliance program.

In addition to regularly reporting to the board, the CCO has the authority to identify and resolve compliance issues in a timely and effective manner, and to escalate issues promptly to the board and executive management as needed.

A core component of the Enterprise Compliance program is a policy framework approved by the management Compliance Risk Committee, which includes scheduled policy reviews to ensure alignment with evolving regulatory requirements.

PNC also maintains a robust Compliance Management System (CMS) that includes regulatory change management, internal monitoring, annual risk assessments and comprehensive compliance training.

Consistent with the requirements of the Equal Credit Opportunity Act (ECOA) and the Fair Housing Act (FHA), PNC is committed to providing fair, equitable and nondiscriminatory access to our credit products for all qualifying and potential consumers and businesses. To that end, PNC implements robust processes to design and deliver our products and services in a manner that prevents discrimination based on race or color; religion; national origin; sex (including sexual orientation and/or gender identity); marital status; age (provided the applicant has the capacity to contract); the applicant's receipt of income derived from any public assistance program; physical disability; or the applicant's exercise, in good faith, of any right under the Consumer Credit Protection Act in any aspect of a credit transaction.

PNC's policy is to conduct all lending activities, from marketing through the product life cycle, in accordance with fair lending laws while maintaining safe and sound credit standards. PNC's Fair Lending program includes employee training, compliance support for PNC's lines of business, and monitoring of customer communications, lending activities and operations.

PNC has policies in place that are intended to, among other things, cover the full life cycle of products and services. PNC's marketing policy and marketing governance program, Unfair or Deceptive Acts or Practices (UDAP) / Unfair, Deceptive, or Abusive Acts or Practices (UDAAP) Risk Management Policy and related program, and elements of the Operational Risk Management Policy covering product delivery are designed with a customer focus to help ensure that we deliver on the promises we make when marketing, delivering products and services.

PNC's Bank Secrecy Act / Anti–Money Laundering and Sanctions Program

PNC's Bank Secrecy Act (BSA) / Anti–Money Laundering (AML) and Sanctions program is led by the chief AML officer, who reports directly to the chief risk officer (CRO). The program's enterprise policy aligns with regulatory requirements and provides governance and oversight of PNC business units. The program sets forth minimum BSA/AML and sanctions standards designed to ensure that we are providing products and services and conducting business activities in compliance with applicable laws, rules and regulatory guidance. The chief AML officer provides program updates to multiple board and management committees throughout the year.

Our AML program is designed to safeguard our communities, company and country from money laundering, terrorist financing and other financial crimes.

Every PNC employee must review, understand and comply with all PNC policies. As such, we've implemented an annual, mandatory compliance training program that covers significant policies and other compliance-related issues. Each year, PNC employees are required to complete a Risk Refresher training that includes BSA/AML topics with escalation and reporting protocols. Employees can report unusual activity through established channels, including by filing a Security Incident Report (SIR), escalating to a manager and/or contacting the PNC Business Conduct and Ethics Hotline.

In addition, the board of directors also receives annual AML training regarding regulatory updates, emerging developments and combating the financing of terrorism, sanctions, notable enforcement actions, and changes in supervisory guidance and expectations.

Information Security and Customer Privacy

CUSTOMER PRIVACY AND SECURITY

At PNC, we remain steadfast in our commitment to safeguarding personal information and upholding the highest standards of privacy. We recognize that every individual has fundamental rights over their personal information, including the right to know what data is collected and how it will be used. These principles guide our policies, procedures and controls, and reinforce our overarching objective: to ensure that all personal information is handled appropriately, transparently and with respect.

PNC maintains a rigorous, enterprise-wide Privacy Program that establishes the framework for how customer and employee information is collected, used, shared and managed. The program considers relevant industry standards and regulatory requirements such as the Fair Information Practice Principles, the General Data Protection Regulation and applicable state-level consumer privacy laws, in support of responsible data practices.

The Privacy Program sets mandatory risk-management standards and privacy controls that are regularly reviewed and tested to safeguard customer and employee data. These controls are designed to ensure that individuals receive appropriate privacy notices and disclosures and that all personal information is handled in alignment with regulatory requirements and PNC's internal policies.

As artificial intelligence (AI) becomes increasingly embedded across industries and more deeply integrated into financial services operations, we have strengthened our governance with a goal to ensure that the use of personal information of our customers, prospects and employees in our AI systems meets high standards of accuracy, necessity and responsible handling. We also have strengthened our privacy risk-management approach to address AI-specific risks. New assessments and monitoring practices have been implemented in an effort to ensure that AI usage does not compromise the privacy of individuals, reinforcing our commitment to responsible innovation and maintaining trust in an evolving technology landscape. The PNC Privacy Office plays a central role in this oversight by reviewing planned AI use cases so that the personal data being processed or generated is appropriate and aligned with individuals' relationships with the bank.

To further reinforce governance, the Privacy Office actively participates in key enterprise bodies — the PNC AI Working Group and the Enterprise Information Committee (EIC) — which

PNC maintains a rigorous, enterprise-wide **Privacy Program** that establishes the framework for how customer and employee information is collected, used, shared and managed.

collectively evaluate and approve AI models and systems across the organization. This structure is designed so that AI-driven innovation advances in a controlled and privacy-protective manner.

We continue to advance our global privacy posture to help ensure that customers' personal information is protected consistently across all regions where the bank operates. As we support customers in increasingly diverse international markets, the organization recognizes that varying country-specific privacy laws require heightened compliance measures to safeguard customer data appropriately.

To meet these obligations, we have implemented a new International Privacy Framework designed to ensure alignment with local legal requirements and to strengthen protection standards for personal information abroad. This framework enhances PNC's ability to operate responsibly in international jurisdictions and reinforces the bank's commitment to maintaining the highest levels of privacy protection for all customers, regardless of location.

In 2025, we continued to strengthen our enterprise-wide privacy posture by prioritizing compliance with evolving privacy laws and enhancing protections for the personal information of both customers and employees. A key area of focus centered on improving how we collect and use personal information related to vulnerable adults and children, recognizing the heightened sensitivity and care required for these populations. As several states introduced new legislation mandating greater transparency and clearer disclosures for children's data, we reinforced our commitment to safeguarding this information. This work reflects the organization's broader commitment to fair, honest and responsible data practices that minimize risk and uphold customer trust.

This year we also enhanced our enterprise privacy training program to keep pace with rapid changes in both regulatory requirements and emerging technologies. Training updates focused on equipping employees with a deeper understanding of how personal information must be handled within AI systems, reflecting the growing importance of governance and responsible data use. Additionally, the curriculum was strengthened to incorporate new and amended regulatory obligations, including updates stemming from the California Consumer Privacy Act (CCPA) and the Children's Online Privacy Protection Act (COPPA). Together, these enhancements allow employees to remain fully informed of evolving expectations and be prepared to manage personal information in a compliant, transparent and ethically sound manner.

We evaluate the effectiveness of our Privacy Program through a strong, multi-layered oversight structure that includes both internal and external review mechanisms. Independent Risk Management conducts formal assessments and reports results directly to executive management, ensuring transparent visibility into program performance. Additionally, Internal Audit performs targeted audits, reinforcing accountability and compliance across the enterprise.

Throughout 2025, we strengthened our enterprise privacy posture by closely monitoring and responding to changes in the regulatory landscape. Through the support of the Regulatory Reform Program, the Privacy Office systematically identified and assessed new and amended privacy laws — including updates to the Telephone Consumer Protection Act (TCPA), CCPA and COPPA — to determine their impact on the organization. These requirements were then translated into updated policy standards and operational practices across the bank. The revised obligations were also incorporated into the refreshed privacy training program so that employees can remain fully aligned with evolving regulatory expectations and equipped to manage personal information responsibly and compliantly.

The Privacy Office also implemented a new workflow automation tool in 2025 to streamline its high volume of reviews and approvals. This technology significantly enhanced operational efficiency by modernizing and automating core review processes. Early results demonstrate that the tool not only accelerates workflows but also strengthens risk management by providing greater assurance that key risks and issues are identified and addressed in a timely and consistent manner.

At PNC, we maintain a strong commitment to privacy compliance, reinforcing our commitment to protecting customer and employee personal information. Any instance of non-compliance with privacy laws, regulations or internal standards is treated as an exception and addressed promptly through corrective action. This disciplined response framework helps ensure that privacy risks are swiftly mitigated and that we consistently uphold the highest standards of regulatory adherence and accountability.

Privacy remains a foundational element of our commitment to building and maintaining customer trust. As new technologies — particularly AI — continue to emerge, we rigorously evaluate their potential impact on customer privacy. Any new technology involving personal information undergoes thorough privacy due diligence designed to ensure it aligns with our standards and meets customer expectations for responsible data use.

Cybersecurity

PNC's cybersecurity program is designed to identify, prevent, respond to and recover from cyber threats. The program follows industry guidance and established security frameworks to help ensure that threats — and the risks they pose to information — are effectively addressed. Governance is maintained through working groups and internal committees, including the Technology Risk and Business Committee, the Independent Technology Risk Management Committee and the Technology Committee of the board of directors.

> **To strengthen our approach, PNC leverages a converged model — cyber, physical, fraud and insider — to provide unified intelligence across the company.**

PNC's information security program consists of policies and procedures for identifying new cyber risks and assessing their severity. PNC actively monitors and responds to the identified risks and overall cybersecurity threat landscape via active capabilities to share information and leverage intelligence, monitoring and response capabilities across the security industry, which include cybersecurity threats, physical threats and fraud. The effectiveness of the information security program is evaluated through our first, second and third lines of defense. Program maturity is assessed against an industry framework and reported to the appropriate committees. Additionally, a formal process is in place to determine necessary program updates resulting from new laws and regulations.

To strengthen our approach, PNC leverages a converged model — cyber, physical, fraud and insider — to provide unified intelligence across the company. This model enhances real-time threat awareness and improves our ability to protect, communicate with and educate both customers and employees.

In 2025, we maintained top cybersecurity scores among industry peers through disciplined spending and strengthened our risk framework to align with national-scale ambitions, achieving remediation timelines 50 percent faster than our peers.

Employee training is another critical component of our security program. Employees complete required security training on topics such as information privacy, security basics and recognizing potential threats. They are regularly tested on identifying phishing attempts, and those who fail the tests receive additional mandatory training. In 2025, we introduced an incentive program encouraging employees to complete voluntary cybersecurity awareness courses beyond annual requirements. During Cybersecurity Awareness Month in October, participants could complete extra training to earn "Spotlight Points" to redeem for gift items.

We also engage actively in industry collaboration and participate in multiple groups, including the Financial Services Information Sharing and Analysis Center (FS-ISAC), the National Cyber Forensics and Training Alliance (NCFTA) and the Financial Services Sector Coordinating Council (FSSCC). As part of our commitment to maintaining a secure financial services sector, PNC's head of technology has held the FSSCC chair position since 2023 and has worked with trade organizations to advocate for strong industry practices. In 2025, as FSSCC chair, we served as the U.S. lead for the G7 Cyber Experts Industry Group, representing the U.S. in international meetings focused on strengthening customer protections and advancing cybersecurity globally.

On the fraud prevention front, we enhanced our risk posture and matured two-way text message communication features to help keep customers informed and protected. We also invest time and resources to help customers protect themselves from fraud and scams. Our Security team partners with business lines to support client relationships, including providing presentations and responding to customer security assessments. In 2025, we updated our Verify PNC Contact page — a self-service tool that helps customers determine whether a call or text claiming to be from PNC is legitimate. Two communications campaigns further supported public awareness: one warning customers about malicious QR codes targeting summer travelers, and another highlighting how digital “deepfake” impersonations can be generated from a single photo or short audio clip. Both campaigns used public-facing channels, including syndicated articles in local newspapers nationwide, reaching a total circulation of 152 million people and broadening awareness of these emerging risks.

For more information, visit the PNC Security & Privacy Center.

Technology and Innovation

Technology plays a critical role in supporting the growth strategy of PNC’s business lines. Our strategy is aligned to six objectives that define our organizational framework.

Our multi-year data center strategy progressed on schedule, ensuring a secure, scalable national hosting footprint. Construction of the new PNC East data center is well underway, and we signed a lease for a new facility in the Midwest — critical steps toward building the infrastructure that supports our growth and resilience.

TECHNOLOGY STRATEGY OBJECTIVES

1 Resilient National Hosting

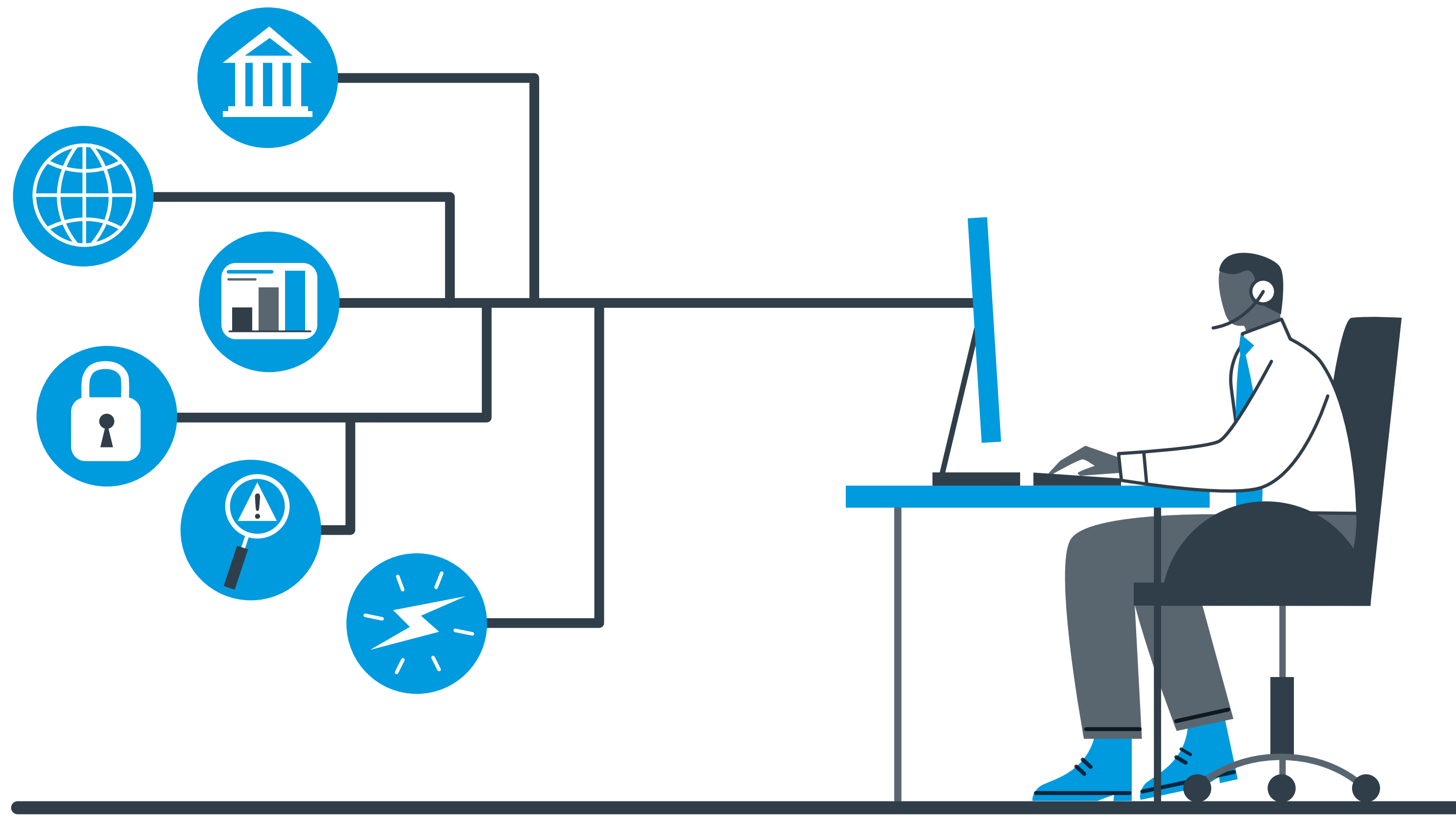
2 World-Class Workforce

3 Value Extracted from Well-Curated Data

4 Best-in-Class Security

5 Strong Risk & Governance

6 Amped-Up Delivery for the Business



A comprehensive world-class workforce approach enables us to place the right work in the right locations, make better use of our employees’ skills and thoughtfully introduce AI to support, not replace, our teams. For example, we are beginning to use Agentic AI to help define requirements more clearly at the start, which will improve both the quality of our work and the speed at which we deliver it. By focusing on clear tools, training and easy access to resources, we are creating a more engaged and connected workforce primed for productivity.

We’re improving how we organize and manage data through the rollout of our data domain approach, which establishes strong governance frameworks designed to mitigate risks while enabling our artificial intelligence strategy.

All of these opportunities are built on a strong foundation in cyber, fraud and physical security, where risk-based and right-sized investments have strengthened our best-in-class position and enabled us to operate with confidence and resilience.

In 2025, we continued to reinforce a strong risk and governance culture, supported by a framework that defines a “nowhere to hide” approach in how we manage technology risk. This approach ensures technology risks are clearly owned, transparently reported, independently challenged and escalated early — so leaders make informed decisions instead of reacting to surprises. This approach drives engineering compliance, program accountability, and control efficiency and effectiveness. We recognize that our risk is our customers’ risk, and we design, build and operate our technology environment with that responsibility at the center of every decision.

Key outcomes drove customer value in 2025, including the following:

- Our new online banking platform is cost-effective, high-quality and much faster than our previous system. As we retire older systems, we simplify our technology environment, which makes it easier to continue improving the mobile experience. Our approach to open banking helps us smoothly bring customers onto PNC when other banks face outages while also keeping our own systems steady and reliable. We are applying the same modern design used in online banking to Asset Management and Corporate & Institutional Banking, which will streamline operations and create more room to focus on developing new products and services.
- We made it possible for PNC Private Bank clients to trade Bitcoin directly within their digital banking experience through our partnership with Coinbase. We’re now exploring additional investments to bring the private and wealth digital experience up to the same standard as our new online banking platform.
- We added FedNow in 2025 and began testing FedWire-to-CHIPS, which allowed us to create multi-rail connectivity options that can be used to intelligently reroute payments depending on cost, availability, limits, destination and speed.
- We enhanced our enterprise artificial intelligence (AI) strategy and deployed multiple generative AI platforms across the organization, including Microsoft Copilot®, to enhance employee productivity and supplement decision-making.

BUSINESS RESILIENCY PROGRAM

Ensuring that customers have reliable, secure access to their finances — whenever and wherever they need it — is central to our approach to business resiliency. As banking services become increasingly digital and expectations rise for uninterrupted availability, resiliency remains a critical complement to our recovery capabilities. Our Business Resiliency Program is designed to help protect customers, employees and partners while safeguarding the bank’s operations, reputation and long-term stability in an evolving risk environment.

The program provides an enterprise-wide framework for identifying potential internal and external threats and understanding their impacts across people, facilities, third-party relationships, technology and data. Guided by comprehensive policies and standards, we proactively prepare

PNC'S RESPONSIBLE AI PRINCIPLES INCLUDE:

- **Accountability**
- **Transparency, explainability and accuracy**
- **Inclusion**
- **Fairness**
- **Reliability and security**
- **Privacy**

for a broad range of disruptions that could affect the confidentiality of customer information, the availability of services or the continuity of operations. Ongoing investments in resilient technology, processes and controls support our ability to maintain critical services and recover efficiently should a disruption occur.

Strong governance also underpins our resiliency efforts. Oversight includes direct engagement from executive management and the board of directors through established committees, with clearly defined roles, accountabilities and succession planning across business units and staff functions. Employees contribute significantly to program effectiveness through regular training and awareness activities, while recurring testing and exercises help validate readiness and drive continuous improvement.

Our Business Resiliency Program further incorporates a comprehensive crisis management strategy, supported by dedicated crisis teams, plans and standardized response processes. Close coordination with external agencies, authorities and industry partners enhances our ability to respond effectively to events such as natural disasters, cyber incidents and other significant disruptions. Together, these efforts help ensure we remain prepared to serve customers securely and reliably, even during challenging conditions.

For more information, visit our Business Resiliency site.

RESPONSIBLE AI

PNC is committed to maintaining a responsible, human-centric approach to the adoption of artificial intelligence (AI) that reflects our values. PNC's Responsible AI Principles include accountability; transparency, explainability and accuracy; inclusion; fairness; reliability and security; and privacy.

Our commitment to acting in the best interests of our stakeholders remains at the core of our AI strategy. This commitment is reflected in the launch of PNC's AI Skills Academy, an initiative that equips employees with the knowledge and skills needed to support our AI-readiness approach. The program helps advance PNC's strategic priorities by enabling teams to leverage technology to deliver best-in-class client service while ensuring that employees understand the appropriate and responsible use of AI.

In 2025, governance for the responsible use of AI was strengthened through the establishment of the Generative Artificial Intelligence (GenAI) policy. The policy is informed by the National Institute of Standards and Technology's (NIST) AI Risk Management Framework and integrates with our existing technology governance, including Model Risk Management and the Change Methodology Framework Policy.

Oversight of this policy is provided by the Enterprise Information Committee and the Operational Risk Committee. In addition, PNC's Responsible AI Working Group, administered by Model Risk Management, continued its remit to monitor adherence to and expand the firmwide application of PNC's Responsible AI principles.

We continued our engagement in several public- and private-sector efforts focused on helping define industry standards for AI. This included participation in the AI Executive Oversight Group, a collaboration between the Financial Services Sector Coordinating Council (FSSCC) and the U.S. Department of the Treasury. The FSSCC, currently chaired by PNC's Head of Technology, worked with the U.S. Department of the Treasury, alongside other financial services partners and regulatory agencies, to develop a set of deliverables designed to support responsible AI adoption across the sector. Notably, we led the Data Nutrition Label workstream, which provides a practical approach to enhancing transparency around the quality of the data that underpins AI systems.

The regulatory environment at both state and federal levels continues to evolve. Our Regulatory Change Management process reviews the applicability of proposed state regulations, such as the Colorado AI legislation, while also monitoring developments at the federal level. This is a robust process, engaging policy owners, risk professionals and technology teams to help ensure that our standards and framework for the responsible adoption of AI remain strong and effective.

As AI capabilities and technologies expand across departments and roles, our commitment to appropriate risk mitigation and responsible adoption remains steadfast.

Supplier Management and Engagement

THIRD-PARTY RISK MANAGEMENT

PNC works with third-party providers to comply with our Enterprise Third-Party Management (ETPM) program. This program helps us effectively identify, assess and manage third-party risks to ensure we comply with all related regulatory requirements. PNC always strives to enhance our ETPM program's effectiveness for both internal stakeholders and external third-party providers.

In addition, all firms or individuals that provide products or services to PNC, either directly or through another entity, are subject to the provisions of our Supplier Code of Conduct. As such, all suppliers must understand and implement its requirements, operate in accordance with its principles and stay up to date on any changes. These same requirements apply to any vendor to which a third party outsources work.

The ETPM program continues to adhere to interagency guidance and implement strong risk management practices consistent with PNC's Enterprise Risk Management (ERM) Framework.

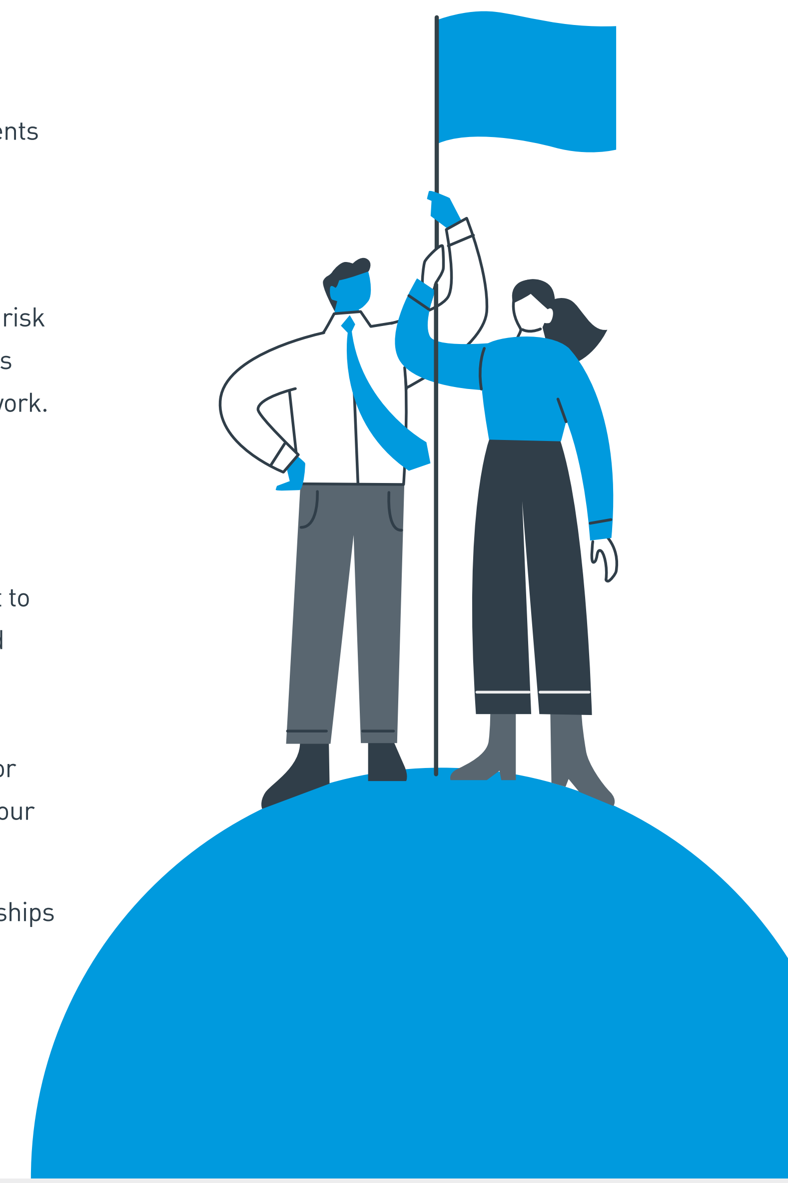
SUPPLIER ENGAGEMENT AND DEVELOPMENT

Our Supplier Engagement and Development program represents a strategic commitment to fostering business opportunities for qualified suppliers, spanning both small and large enterprises. The program provides an opportunity for these suppliers to compete for business, enhancing the competitiveness of our supply chain.

By actively building and maintaining relationships with a broad array of suppliers, the program creates pathways for increased market reach. This approach benefits PNC through operational efficiency and potential customer access, while also contributing to local economic development.

We are committed to supporting supplier businesses, recognizing that their growth is linked to the prosperity of local economies and to our own success. This mutual growth underscores the importance of Supplier Engagement and Development as a core component of the company's broader strategy.

As an active corporate member of multiple supplier-focused organizations, we advance business opportunities and provide mentoring and development services to suppliers at local, regional and national levels. These affiliations reinforce our commitment to supplier development and our role in promoting an inclusive supply chain.



Advancing a Talent-Focused Culture

Building a talented workforce for the future

PNC devotes substantial resources to managing and developing human capital. Our board of directors provides oversight of our human capital management strategies, programs and policies developed by our chief human resources officer and senior management team and is assisted by our board's Nominating and Governance and Human Resources Committees.

In addition, our board's Corporate Responsibility Committee monitors management's progress regarding its commitments to inclusive talent practices for employees. Our Management Executive Committee assists and makes recommendations to our chief executive officer, chief human resources officer and board of directors on human capital matters.

Talent Recruitment, Management and Development

In 2025, we advanced our talent strategy to strengthen PNC's competitive edge. We introduced a new Employee Value Proposition (EVP) — Brilliant Thrives Here® — reinforcing our commitment to creating an environment where employees can grow, contribute and thrive. The EVP serves as a unifying message across talent strategies, helping us attract, engage and retain top talent. In 2025, attrition among our top-rated talent was less than half the enterprise-wide voluntary rate, highlighting the strength of our culture and our success in retaining exceptional talent.

TALENT ACQUISITION AND OUTREACH

Our ability to attract and retain talent who can authentically serve our customers across the country is critical to our growth and success. We also strive to foster a culture of inclusion in which all of our employees and customers feel welcomed, valued and respected.

In 2025, we advanced our talent strategy by strengthening a people-first culture, expanding opportunities for new talent and delivering a more consistent, candidate-centered recruiting experience. Our Talent Acquisition and Outreach strategy continued its transition to a proactive, insights-driven approach that helped us remain competitive in a rapidly changing labor market. These efforts supported our enterprise priorities — expanding our reach, enhancing service through technology and strengthening our brand — while building the leadership and workforce capabilities needed for long-term growth.

Our approach to talent attraction emphasized quality, personalization and equitable access to opportunity. Guided by labor-market insights and stakeholder feedback, we refined sourcing strategies, improved early steps in the hiring process and refreshed our career sites to better reflect our value proposition. We also deepened partnerships with schools, associations, employers and Employee Business Resource Groups (EBRGs) to broaden outreach and strengthen our ability to connect candidates with meaningful opportunities across our footprint.

As candidate expectations evolved, we focused on delivering a modern, insight-driven experience. Despite a 53 percent increase in candidate volume, we maintained competitive offer-acceptance timelines. Feedback from candidates and hiring managers guided improvements to evaluation practices, onboarding and consistency across the hiring process. In 2025, we centralized onboarding to provide a more streamlined experience and introduced enhanced new-hire recognition to strengthen early connection.

"The development programs and internships are great ways to learn about the different areas of the bank and various roles. These programs are here to help you find the job that fits you best, so make sure you put in the effort needed to be successful."

– Joseph L.
Security Analyst

My internship experience was very special and showed our entire class how to take advantage of the opportunity to network and connect to people all throughout PNC.

– Hadassah S.
Investment Banking Analyst

Data-quality standards, ongoing reviews and careful monitoring help ensure that technology is used responsibly, while insights into job-seeker sentiment support a more authentic and positive candidate experience.

Through expanded outreach, strengthened early-career pathways, modernized candidate experiences and an inclusive, responsible approach to talent attraction and technology use, we advanced our ability to attract, develop and retain talent that supports long-term enterprise growth. These achievements underscore our commitment to cultivating a workforce that reflects the communities we serve and position PNC as an employer of choice for future generations.

Our Equal Opportunity Policy reflects our commitment to maintaining a work environment free from all forms of unlawful discrimination and harassment and to prohibiting discrimination and harassment on any basis that would be in violation of any applicable ordinance or law.

In compliance with government requirements and, in some cases, based on employee self-disclosure, we gather information related to the composition of our workforce. Information about our workforce is reflected in our EEO-1 report, which is posted in the Additional Reports & Documents section on our website.

Early Career Talent Engagement

Attracting and developing early-career talent remained central to our long-term workforce planning. During the 2024–2025 school year, the PartnerUp® program, a PNC-led initiative aimed at connecting high school graduates to well-paying careers in high-growth industries, served 694 students across 60 high schools and partnered with 29 employers to create pathways into high-growth careers. Since 2018, we have hired 180 PartnerUp graduates, with 75 percent retained through their first year and 21 percent advancing to higher career levels — demonstrating strong mobility outcomes and the long-term impact of early engagement.

We also expanded campus engagement across more than 200 universities, increased early touchpoints and accelerated offer timelines through virtual channels. Our 10-week summer internship program continued to serve as a key entry point into development programs across more than 50 markets, earning external recognition through the 2025 Campus Forward Award and a fourth consecutive Handshake Early Talent Award.

CAREER DEVELOPMENT AND LEADERSHIP PROGRAMS

Development Opportunities

At PNC, employees are central to our success and remain a key competitive advantage in the marketplace. We invest heavily in their growth — expanding access to education, strengthening essential skills and increasing visibility into career opportunities — so they can deliver for our customers, support our business objectives and advance their own professional journeys. Through comprehensive learning programs, tuition-free education, hands-on development experiences and an evolving skills strategy, we continue to build a stronger, more agile talent pipeline that benefits our employees, our customers and the organization as a whole.

Our partnership with Guild, which began in 2022, enables us to offer employees tuition-free associate and bachelor's degrees, along with professional certificates and college prep courses. This program supports employees, contributes to their professional growth and strengthens our company's success. More than 3,000 employees began education programs in 2025, and 1,700 graduated — powerful proof of our commitment to career growth. After three years, more than 10,500 employees have enrolled in programs.

In 2025, we welcomed more than 370 recent graduates and emerging talent into our development programs designed to support early-career pathways. We also enhanced our succession planning strategy and process to support talent planning for important roles and continue building leadership capability across the organization.

Our Growing Forward Mentoring Program continues to be a cornerstone of talent development at PNC. In 2025, we deepened mentoring relationships by aligning them to business-related skill development, ensuring our investment in employees supports PNC's enterprise priorities. Overall, 3,344 mentors and mentees participated, building leadership acumen, strengthening cross-functional networks and fostering career growth.

Celebrating Inclusive Leadership at 2025 Inclusion Conference

PNC's 2025 Inclusion Conference was a two-day event designed to invest in and celebrate champions of inclusive leadership across the enterprise. The conference brought together Employee Business Resource Group (EBRG) leaders and Line of Business and Regional Council chairs for an immersive experience focused on professional development, leadership growth and alignment to business priorities.

Attendees explored practical strategies for fostering belonging, leveraging diversity to drive innovation and connecting inclusive practices to measurable business outcomes. Breakout sessions offered actionable insights on building community within PNC, tracking impact and enhancing leadership effectiveness.

A centerpiece of the event was the Inclusion Awards Ceremony, which recognized outstanding contributions to PNC's inclusive culture. Honorees included:

- Regional Council Leader of the Year: **Dave Frank (Milwaukee)**
- Line of Business Council Leader of the Year: **Mary Mazur (Finance/Realty Services)**
- EBRG Chapter Leader of the Year: **John Urban (Military)**
- Legacy Award: **Michael Bickers**

These awards underscore the critical role of grassroots leadership in advancing PNC's culture of inclusion.

In addition to job training, we launched the AI Skills Academy in June 2025, which garnered more than 120,000 visits and over 24,000 learning completions, helping accelerate generative AI tool adoption across the organization.

This refreshed model emphasizes inclusive leadership skills, strategic business insight and operational excellence, preparing employees for future opportunities in a rapidly evolving environment. By integrating mentoring into broader talent strategies, we are creating pathways that connect employees to senior leaders, encourage innovation and support PNC's commitment to a resilient, inclusive culture.

Through PNC University (PNCU), PNC's internal learning and development organization, we provide employees with opportunities both in the classroom and through PNC's online platform, iLearn. In 2025, more than 54,000 active employees had access to over 26,000 learning content options, resulting in 4.2 million hours of completed training. We transformed our learning approach to meet business needs by expanding apprentice-style experiences, hands-on application, micro-learning and social learning — including mentoring, coaching, informal feedback, side-by-side observation, teamwork, and internal and external networking. We also piloted an internal talent marketplace to broaden access to stretch projects, with plans to expand access across PNC in 2026. PNCU continues to grow its content across educational topics, and we advanced skill development through PNC's education benefit, empowering employees to build new skills, pursue degrees and earn professional certifications that support their careers.

In 2025, we also strengthened our skills strategy through Career Hub, with nearly 70 percent of employees adopting skills on their career profiles and approximately 19 percent adding skill interests.

In addition to job training, we launched the AI Skills Academy in June 2025, which garnered more than 120,000 visits and over 24,000 learning completions, helping accelerate generative AI tool adoption across the organization. We also offered specialized training in areas such as credit, cybersecurity, fraud detection, anti–money laundering and safe data management to help employees maintain strong risk-management capabilities.

PNC's development strategy strengthens employee growth by expanding access to learning, building essential skills and increasing visibility into career opportunities. As employees engage with these resources, we continue to see improvements in retention, promotion and internal mobility — reinforcing the connection between development and long-term career success. This stronger, more agile talent pipeline translates directly into better customer experiences and enhances our competitiveness in the marketplace. By investing in our people, we equip them to grow with the organization and deliver stronger outcomes for our customers and our business.

Leadership and Manager Development and Support

Helping PNC leaders grow their skills and capabilities continued to be a priority in 2025, and we delivered a range of development opportunities that supported talent mobility across the organization. Our Leadership Development team provided programming for high-performing emerging leaders, including several learning sessions focused on creating a broadly skilled workforce.

We continued to prioritize support for new people managers across the enterprise. In 2025, approximately 4,150 new managers participated in the Managing at PNC (MAP) program, a multi-year curriculum that includes orientation, Expert Insights workshops and the Leadership Skills series. The Evolve program supported more than 750 first-time managers through a four-month cohort experience that offered practical skill-building, access to subject matter experts, insights from experienced PNC leaders and ongoing resources. We also offered the Leadership Standards Series, providing a deeper examination of the key behaviors associated with each standard.

We enhanced our performance management approach by simplifying processes and elevating the employee and manager experience through a clearer focus on achievement and growth. We launched the Performance Management Hub, which saw more than 20,000 visits in its first 30 days and quickly became the central resource for tools and guidance. With the enterprise rollout of Copilot in 2025, we engaged approximately 1,700 managers in Copilot Performance Review workshops to strengthen feedback and development conversations.

Culture and Engagement

EMPLOYEE ENGAGEMENT OPPORTUNITIES

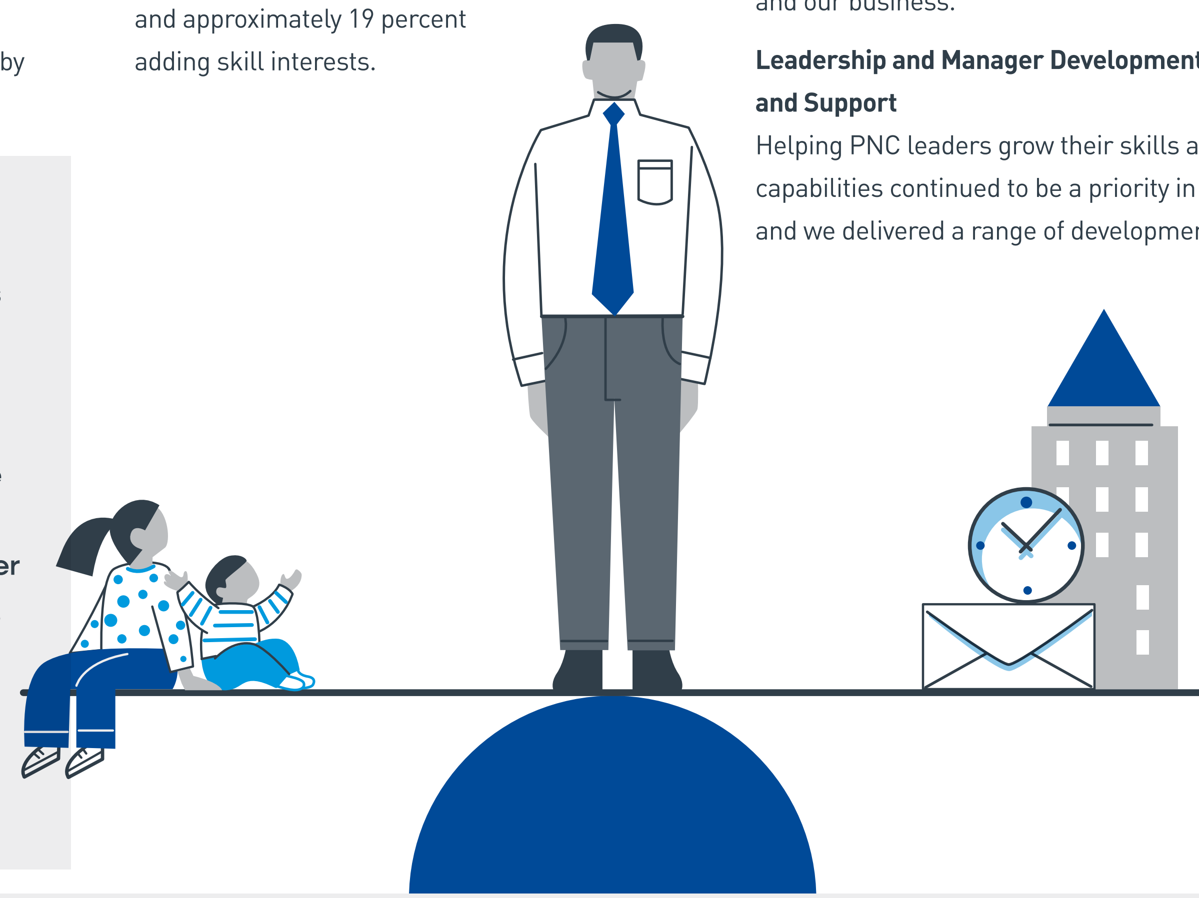
Established in 2025, PNC's Culture and Engagement team ensures that our Values — Customer Focus, Diversity & Inclusion, Integrity, Performance, Quality of Life, Respect and Teamwork — are lived every day across the organization.

Employee Business Resource Groups

Employee Business Resource Groups (EBRGs) are employee-led, company-supported groups that provide a forum to learn about and discuss culture, shared backgrounds and experiences, personal interests, and unique perspectives. EBRGs are voluntary and open to all employees, providing members with opportunities to network, learn from each other and develop as professionals. We launched six new Employee Business Resource Group chapters, increasing membership to 19,400 employees, or about 35% of our workforce, and 19% of all employees are members of two or more EBRG chapters.

Working Parents EBRG

In 2025, PNC's Working Parents EBRG delivered outcomes that strengthened PNC's inclusive culture and support for employees with families. Membership grew to more than 2,300 employees, reflecting the group's expanding influence. Through targeted initiatives, the EBRG addressed the real needs of working parents by hosting an inclusive parenting panel with members from multiple EBRGs to explore raising children with cultural awareness, as well as Balance Blueprint, a senior leader discussion focused on work–life balance. Additional efforts advanced career development, strengthened family communication through a parenting book club, activated community engagement with 32% of members logging volunteer hours, and provided expert guidance on financial planning for higher education. Together, these efforts empowered employees to thrive at work and at home, reinforcing PNC's commitment to inclusion, empathy and shared success.



PNC's Line of Business Councils serve as strategic connectors between employees, leadership and enterprise priorities, embedding our values into daily operations. These councils act as culture multipliers — driving engagement, fostering inclusive leadership and aligning talent development with business goals. In 2025, Line of Business (LOB) Councils delivered measurable impact across talent, culture and inclusive leadership focus areas.

Key accomplishments included leadership development initiatives such as the Customer Care Center's mentoring expansion and Retail & Home Lending's Career and Leadership Showcases, which drew hundreds of employees and strengthened visibility with senior leaders. Councils also championed innovation and collaboration, highlighted by Risk Management's first crowdsourced innovation challenge, Innovate Independent Risk Management, and by Retail Product Management's Elevate 2025 conference, which featured breakout sessions on AI, automation and executive presence.

Councils further amplified engagement and inclusion through creative programming. Merchant Services reached 43 percent EBRG participation — well above enterprise benchmarks — while Treasury Management introduced neurodiversity workshops for managers. Retail councils supported community impact through initiatives such as Sky's the Limit, securing grants for entrepreneurs, and by promoting enterprise programs such as PNC The Thread and mentoring efforts.

In 2025, the Human Resources (HR) Council launched the People of PNC podcast series, featuring internal experts discussing the impact of AI on the future of work. The series reached 21 percent of HR employees and reinforced PNC's commitment to technology readiness and inclusive innovation.

In practice, this work centers on driving accountability, consultation and alignment so employees experience our culture through meaningful interactions, recognition and storytelling. The team manages PNC's employee networks — including Employee Business Resource Groups (EBRGs) and Line of Business (LOB) Councils — and supports the Talent & Inclusion Council, a corporate advisory body that promotes strategic alignment, leadership accountability and measurable outcomes across the organization.

Employee feedback is foundational to PNC's Culture. Our employee experience methodology measures five key performance indicators:

- Engagement measured by three dimensions:
  - Likelihood to recommend PNC as a place to work
  - My work gives me a sense of accomplishment
  - My manager inspires me to do my best work
- Intent to stay at PNC
- Experience vs. expectations:
  - The extent to which expectations are met at work
- Inclusion measured by two dimensions:
  - Having a sense of belonging at PNC
  - The ability to be yourself at work
- Well-being measured by two dimensions:
  - Feeling energized by work
  - Having trusting relationships at work

This feedback, together with other inputs that include those from our annual Ethics & Culture Survey, gives PNC information that reflects employees' day-to-day experiences, not just a high-level view of their willingness to recommend PNC as a place to work. The outcomes of these responses are shared with business leadership, managers and human resources so that action plans can be developed based on the feedback provided.

In 2025, we strengthened our feedback loop to ensure employee insights inform decision-making at multiple levels. LOB Councils played a critical role by communicating key messages, aligning strategies with business outcomes, supporting leadership alignment, and elevating employee perspectives to internal partners and senior leaders. Council leaders were encouraged to review employee sentiment results within their LOBs and incorporate those insights into their annual strategies focused on talent, culture and inclusive leadership. For example, the Retail LOB Council hosted a roundtable series featuring PNC's head of retail banking to promote open dialogue and reinforce listening as an essential expectation of executive leadership.

Building on this commitment to employee engagement, we delivered meaningful experiences for employees, customers and communities. These efforts included celebrating nine federally recognized holidays and month-long observances and expanding the reach of our EBRGs. EBRG membership grew to approximately 35 percent of all PNC employees across 135 chapters, including six newly launched chapters, strengthening connection, inclusion and community impact across the organization.

Employee Compensation and Well-Being

At PNC, our competitive advantage is our people. Our employees' commitment to providing outstanding service and helping customers reach their financial goals is central to who we are as a company. We are dedicated to remaining an employer of choice, and a key part of that commitment is taking a thoughtful and purposeful approach to how we reward and support employees.

Total compensation is designed to reward employees' performance in the context of company and business performance, reflecting their impact and keeping them motivated to deliver results for our clients, communities and one another. We reward employees who demonstrate strong performance, uphold our leadership standards, focus on the customer and exhibit appropriate risk-management behaviors. We also participate in market surveys and review pay equity twice a year to help ensure that our pay remains competitive.

We take a holistic view of compensation, benefits and other support programs with the goal of offering meaningful options that have the greatest impact on employees. These offerings are carefully aligned with our company business strategy and values, and are designed to attract, retain and engage top talent. We gather input through engagement surveys and total rewards-specific surveys. We also regularly review competitive and external benchmarks, and we monitor the utilization and optimization of our programs. These ongoing efforts ensure we deliver meaningful and effective reward outcomes for both our employees and PNC.

We also evolved our total rewards to meet employees' needs. Announced in 2025, for implementation in 2026, we introduced a new Exclusive Provider Organization (EPO) medical option with lower deductibles and set-dollar copays for in-network services while keeping contributions flat for employees earning under $50,000. We expanded no-cost telehealth — including mental health — across all medical plans and enhanced our 401(k) plan to offer greater flexibility, including separate deferral elections for base and incentive pay. These enhancements build on the strength of PNC's long-standing offerings, most notably our defined benefit pension plan, which set us apart in the industry and reflect our focus on well-being and financial security for every employee.

Celebrating Our Employees

Celebrating employee success remains a core part of PNC's culture and an important way we reinforce our values, support engagement and acknowledge extraordinary contributions across the company.

The Market All-Stars corporate program honored more than

2,800

top-performing, customer-facing employees.

More than

800,000

employees received recognitions from managers and colleagues.

One of our many Spotlight stars…

Dear Carly and Natalie (Marketing and Communications),

What an incredible year! I'm so proud of the impact you've made — strengthening our culture and driving meaningful employee engagement through your leadership and creativity. Thank you for your dedication and passion, which have truly set the tone for what's possible when we work together.

Congratulations on all you've accomplished, and here's to an even more inspiring year ahead!

– Marne B., Inclusion Advisor
Culture and Engagement team

In 2025, employees were recognized through several enterprise-wide and market-level programs designed to highlight exceptional performance, service and impact.

The PNC Performance Award — our highest annual employee recognition for more than 30 years — was presented to eight outstanding employees during a livestreamed ceremony in Pittsburgh on December 10, 2025, hosted by Chairman and CEO Bill Demchak. Winners were selected by senior leaders through a rigorous, months-long review of nominees' next-level performance, meaningful leadership and commitment to community impact.

The Market All-Stars corporate program honored more than **2,800** top-performing, customer-facing employees across our lines of business. Regional Presidents hosted in-market celebrations to recognize employees who consistently deliver exceptional client experiences and advance PNC's business goals.

Employees also received more than **800,000 recognitions** from managers and colleagues through PNC Spotlight, our all-employee, on-demand recognition platform. Spotlight makes it simple and engaging for employees to acknowledge peers who demonstrate PNC's values through digital cards, messages and reward points. Employees redeemed their points for merchandise, travel experiences and charitable donations across PNC's footprint.

Launched in May 2025, the New Hire Recognition program celebrated the early contributions of 5,000 external new hires during their first month at PNC. Participants received Spotlight points and branded merchandise as part of their onboarding experience, reinforcing a welcoming and inclusive start to their career at PNC.

More than 18,000 employees were recognized for milestone years of service through the Service Anniversary program, including 637 colleagues inducted into the Quarter Century Club for 25 years of service. PNC also honored the dedicated careers of 287 retiring employees through the corporate Retirement Recognition program.

Beyond the benefits themselves, we've also invested in helping employees better understand and fully utilize them. We launched a consolidated employee benefits and rewards website, making it easier for employees to connect with comprehensive information and guides about the benefits and programs available to them throughout their journey at PNC.

For more information regarding employee benefits, including time off, health and financial health benefits, visit pncthrive.com.

EMPLOYEE SAFETY AND SECURITY

We take concrete actions to protect our employees and the communities we serve. We adhere to the Bank Protection Act of 1968 to defend our employees from robbery and larcenies. Our opening and closing procedures are designed to alert branch employees of any suspicious activities.

We use security monitoring and access management protocols as countermeasures and conduct physical security assessments to judge their effectiveness. Regularly, our branches complete a bank robbery prevention and response walk-through exercise.

ACCESSIBILITY SERVICES FOR EMPLOYEES

Ensuring an accessible workplace where all employees can thrive is foundational to what we do at PNC. Our Accessibility Office, Digital Accessibility and other core teams have established the Universal Accessibility Group to align with this mission. The group is made up of accessibility professionals who provide assistive technology, training and consultative services.

Creating a workspace that is accessible to all begins with our recruitment approach. To provide a great experience for our candidates, our recruiting team focuses on inclusive attraction and recruiting of qualified candidates with various skills and abilities. To support our efforts, we provide our recruiters with Americans with Disabilities Act (ADA) information, training on hiring practices and an accessibility resource guide.

We welcome requests from employees for required accommodation. Employees may request accommodation through a variety of formats, including email, phone and an online request form. Our assistive technology catalog has also expanded sevenfold over the past few years, giving employees access to tools such as larger monitors, screen magnifiers, adaptive headsets and more. In addition, we have streamlined American Sign Language (ASL) interpreter requests by leveraging technology and using AI-based tools, such as Power Automate, for more efficient tracking and management.

Sustaining and building an accessible culture is an ongoing endeavor, and onboarding is an important step in its cultivation. Shared virtually with all new employees, the All Access Learning Journey introduces PNC's accessibility strategy, how to lead with accessibility in mind and guidance on disability etiquette. This curriculum expanded this year with content focused on deaf or hard-of-hearing communities.

Throughout their tenure, employees receive accessibility education through training and communications, including a monthly article that shares information and updates. Throughout 2025, PNC reached more than 2,000 employees through accessibility content and events such as Disability Mentorship, National Disability Employment Awareness Month (NDEAM) and Global Accessibility Awareness Day (GAAD), bringing awareness to digital accessibility and inclusion. As part of our broader accessibility programming, we launched our first in-house Accessibility Experience Lab.

Banking on a Sustainable Future

Balancing climate risk and opportunity

This year, we expanded the climate-related information included in our Corporate Responsibility Report to provide stakeholders with a more comprehensive view of our climate strategy, governance and performance. By consolidating these disclosures within this report, we aim to offer a clearer and more integrated view of our approach to managing climate-related risks and opportunities.

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For the first time, we are reporting in alignment with the International Financial Reporting Standards (IFRS) S2 standard, transitioning from the Task Force on Climate-Related Financial Disclosures (TCFD) framework used in previous years. This shift enhances comparability and provides a more globally consistent approach to climate-related reporting, while also improving the clarity and decision-usefulness of our disclosures for investors and other stakeholders.

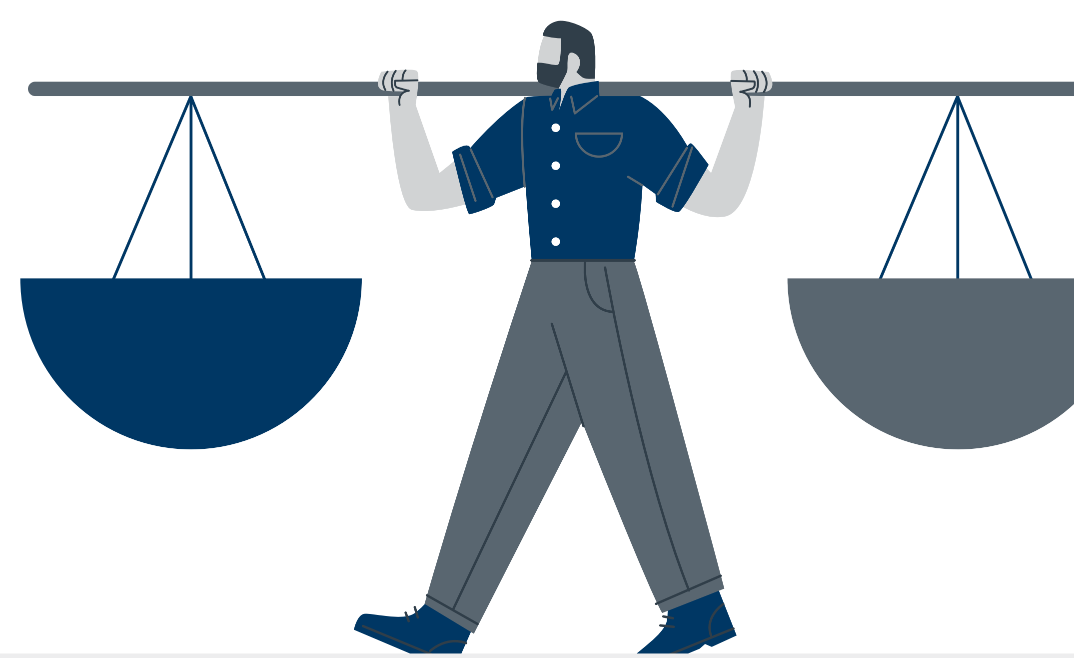
Climate Governance

PNC's climate governance, focused on both risks and opportunities, begins with PNC's board of directors. Given the highly integrated nature of environmental matters, including climate change, the full board of directors provides oversight that is informed by insights from its committees. The governance responsibilities of the board-level committees include, but are not limited to, overseeing and monitoring the development of business strategy, the setting and progress of corporate targets, and compliance with corporate policies and commitments.

As part of its mandate, the Risk Committee of the board (Risk Committee) reviews, when appropriate, management reports on climate-related risks and evaluates how effectively those risks are being managed. The Risk Committee also oversees and approves the Enterprise Risk Management (ERM) Framework, and oversees the processes we've established to identify, assess, monitor and report risks, including climate-related risks. The Responsible Business Strategies Committee (RBSC), whose members include the chief corporate responsibility officer, chief risk officer (CRO) and general counsel, among others, reports to the Management Executive Committee. The RBSC's responsibilities include reviewing, challenging and/or approving voluntary disclosures, new commitments, new signatory relationships and select attestations by or on behalf of the Corporate Responsibility Group.

The Enterprise Risk Management Committee (ERMC), chaired by the CRO, oversees the execution of the ERM Framework and ensures that risk management is appropriate and in alignment with accepted risk exposure, including climate-related risks owned by the business lines. The Independent Risk Management (IRM) Climate Risk Working Group supports management-level committees, including the ERMC, and provides a forum for the discussion, assessment and monitoring of enterprise-wide activities to identify, monitor, manage and report on climate-related risks and concerns. Members are accountable for driving the incorporation of climate risk within their individual risk areas.

PNC's Climate Action Strategy provides a clear, practical and forward-looking framework for how we advance climate action across the company and in support of our client's related goals.



Climate Strategy

PNC'S CLIMATE ACTION STRATEGY

PNC's Climate Action Strategy provides a clear, practical and forward-looking framework for how we advance climate action across the company and in support of our client's climate-related goals. Centered on areas where we can create the greatest impact, the strategy guides our efforts to reduce operational emissions, strengthen climate-related risk management and transparency, and expand sustainable finance solutions that support our clients' transition plans. Designed to remain adaptable as needs and expectations evolve, this enterprise approach ensures that our climate action continues to be both meaningful and additive to the business.

The Responsible Business Strategies team collaborates across PNC to develop our Climate Action Strategy and manages stakeholder engagement, new commitments and related disclosures. The Energy and Sustainability team within Realty Services manages our operational climate commitments and progress. Balance Sheet Analytics and Modeling works with Enterprise Risk Management to analyze and manage risks and to incorporate climate considerations into our ERM Framework, and with Sustainable Finance to identify opportunities to support clients' goals. Many other teams contribute to this strategy — from data and technology groups improving internal data and analytics to relationship managers identifying when clients may benefit from sustainable financing solutions.

During 2025, we continued to execute on our Climate Action Strategy, making significant progress in five areas:

1. Employee Engagement

In 2025, after incorporating feedback from our pilot, we launched our Climate Solutions Partner internal certification program, designed to empower employees to better support customers' climate-related goals and plans. Using videos, an in-depth course on climate risks and opportunities, and supplemental resources, the program helps employees understand fundamental climate concepts and PNC's Climate Action Strategy, and creates awareness on the internal teams that work on climate-related matters. In 2025, 130 employees completed the program to become Certified Climate Solutions Partners, and 366 employees participated in some aspect of the program. Over the next year, we plan to enhance the program with additional line-of-business and sector-specific resources, incorporate feedback from participants and increase certifications among front-line employees who interact the most with our customers.

2. Long-Term Collaboration

This year marks our third year of disclosing financed emissions through our participation in the Partnership for Carbon Accounting Financials (PCAF). Through this partnership, we continue to improve financed-emissions data and disclosures. Engagements with PCAF and other climate-focused organizations inform our climate analytics and disclosure processes along with our client-facing capabilities.

3. Supporting Customer Transition Plans

We employ a strategic, client-driven approach to support our customers' business strategies. We successfully met — and exceeded — our $30 billion Environmental Finance pledge, driven by client demand. As of December 31, 2025, we had mobilized $33.4 billion toward the pledge.

4. Executing on Operational Sustainability

PNC is focused on reducing the environmental impact of its operations. As of December 31, 2025, we reduced carbon emissions by 73 percent, energy consumption by 20 percent, and water consumption by 13 percent. We also achieved our goal of sourcing 100 percent renewable energy for purchased electricity by the end of 2025, driven by two long-term agreements.

5. Climate Analytics and Risk Management

As external and internal data capabilities improve, so does our ability to manage these risks. Continual improvements to data and internal processes also help us identify opportunities to support clients as they advance their climate-related strategies — many such clients are navigating similar challenges in data capture, disclosure and methodological changes.

RESPONDING TO INCREASING ENERGY DEMAND

At PNC, we provide a broad range of financing solutions and strategic advice designed to support our clients' business objectives while enabling progress toward their climate-related goals. We understand the massive challenge our power and energy sector clients face: balancing rapidly growing energy demand with sustainability, reliability and affordability for all stakeholders.

According to the U.S. Energy Information Administration, for nearly two decades U.S. electricity demand was largely flat as energy efficiency gains outweighed population growth. That period has come to an end. Electricity demand is now accelerating at a pace not seen in over 20 years, driven primarily by data center growth and advanced manufacturing, but also by the onshoring of domestic manufacturing, electrification trends, world population growth and the need for more reliable sources of energy to support that growth.

According to the North American Electric Reliability Corporation, multiple U.S. regions face elevated reliability risk as early as 2028 if new supply does not come online in time. Meeting this demand — and ensuring reliability, affordability and energy security for our customers and communities — will require significant, sustained investment across the entire energy system, from renewable, nuclear and natural gas energy generation to grid modernization and energy storage.

Banks play a critical role in enabling this transformation, and PNC supports energy systems that are both dependable today and adaptable for the future. In alignment with our clients' needs and goals, we finance a wide range of both conventional and renewable energy solutions. Energy resiliency is not about promoting one technology over another; it is about ensuring sufficient, dispatchable and diversified supply to support economic growth, protect customers from disruption and strengthen the overall stability of the energy system.

PNC remains supportive of well-structured, utility-scale wind, solar and battery projects that contribute to long-term system resilience and customer value, such as better reliability and reduced volatility.

As of December 31, 2025, PNC's total loans to the conventional energy and utilities sector was $7.3 billion, representing approximately 2 percent of total loans; loans to the renewable energy sector were $2.0 billion, or 0.5 percent of total loans.

As energy demand continues to evolve, PNC works closely with clients to align financing structures with project economics, risk profiles and long-term energy needs. Through our Power, Utilities & Renewable Energy platform, we support investor-owned electric and gas utilities, renewable energy developers, and other energy-related businesses across the U.S. Our Energy Group supports conventional energy companies engaged in producing, transporting, refining and marketing of crude oil, natural gas and petroleum products. Our broader Corporate & Institutional Banking team supports large and small companies that manufacture energy and storage components.

This comprehensive approach provides our clients with the confidence to invest in their business needs — and in our communities' energy needs — as the energy grid continues to evolve.

SUSTAINABLE SOLUTIONS FOR CLIENTS

Sustainable Finance Strategy and Opportunity

Our sustainable finance strategy supports our clients' transition to a lower-carbon economy while acknowledging that rising energy demand and system transformation will occur over time, not overnight. We partner with corporate and commercial clients to deliver strategic capital solutions and advisory services aligned with their energy transition pathways, capital expenditure needs and sustainability objectives, working closely with frontline bankers to balance near-term energy reliability with long-term decarbonization goals. Through an economic development lens, we also evaluate federal and state incentives that can strengthen project viability, accelerate investment and support job creation to help clients advance sustainable growth while meeting the realities of today's energy demands.

Throughout 2025, our Sustainable Finance team advanced this strategy by expanding our impact and deepening alignment with client needs, economic development priorities and PNC's broader Corporate Responsibility framework. Our efforts reflected a rapidly evolving market, increased client demand for decarbonization and energy transition support, and the successful completion and surpassing of our $30 billion Environmental Finance pledge, positioning us to build on this foundation as clients continue navigating the path toward a more sustainable economy.

Ongoing Commitment to Client-Driven Support

Our client-driven approach remains central to how we deliver sustainable finance solutions. PNC supports our clients by first understanding their sustainability journey and identifying the opportunities and challenges they may encounter. We do this through conversations with various functional teams in our clients' organizations, such as corporate treasury, sustainability operations, procurement or legal. As we work with our clients, we leverage a comprehensive toolkit created to support and assist impactful actions, no matter where the client is on their journey.

For organizations with established sustainability strategies, we offer a full suite of environmentally aligned financing tools that support continued investment in clean energy, efficiency improvements and other impact-focused initiatives. Our tools include labeled finance products such as green bonds, loans and sustainability linked financing as well as exempt facility bonds for certain recycling and waste to energy projects. At the same time, as the business case for sustainability grows, we are engaging more actively with smaller or less capital-intensive clients by providing knowledge-based support such as market insights, peer benchmarking and emerging supply chain expectations. This balanced approach ensures that every client receives the guidance and resources to advance their goals.

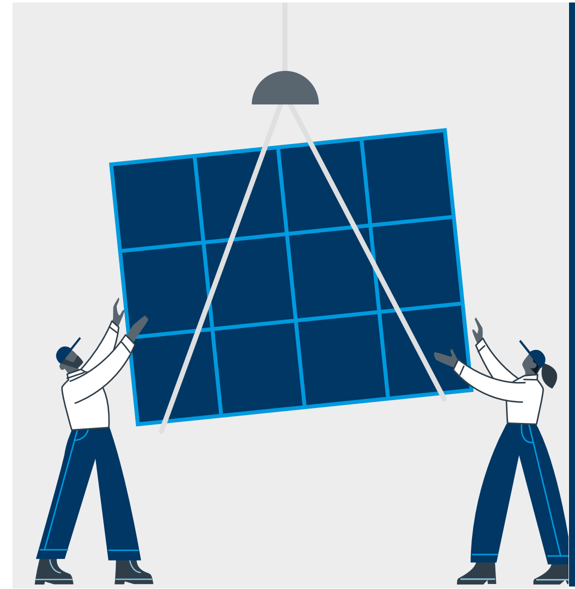
In 2025, we broadened our sustainable finance scope to include economic and infrastructure development financing, reinforcing our support for U.S. domestic growth and job creation. This expanded set of tools enhances our ability to provide creative solutions that meet client needs while contributing to regional economic vitality through job growth and retention.

Our Commercial Green Loan program continued to deliver strong results across a wide range of sectors. Financing supported qualified equipment and technologies — including electric vehicles, electric forklifts, recycling equipment and rooftop solar installations — demonstrating the program's versatility and alignment with clients' operational decarbonization priorities.

Strengthening Frontline Connectivity to Advance Sustainable Solutions

Our bankers are focused on bringing value-added solutions and advice to their clients. We believe that sustainable solutions are a critical part of PNC's toolkit. Maintaining and building relationships with frontline employees in our Corporate & Institutional Bank, primarily relationship managers and underwriters, is essential for helping our clients access sustainable solutions. A key activity of the Sustainable Finance team is staying closely connected with these bankers to share trends, developments in sustainable solutions, and strategies for approaching and discussing these topics with their clients. Internal newsletters and a champion network are important communication channels to keep sustainable solutions top of mind. As more clients adopt emission-reduction initiatives, we are expanding our front-line connectivity efforts to meet their evolving needs. Additionally, PNC's Climate Solutions Partners program is a valuable component of our efforts to educate and activate the front line on climate-related matters. Client engagement is our preferred method of addressing the challenges and opportunities associated with climate transition.

More information is available in our Sustainable Finance Solutions website.

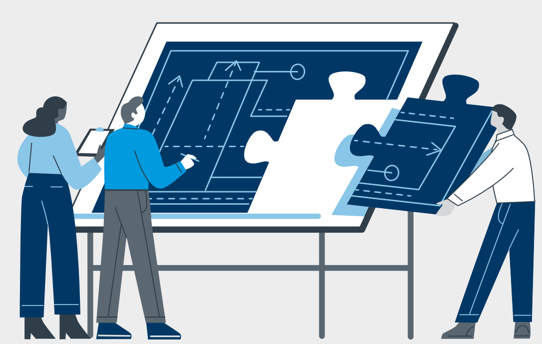


Southpaw Enterprises

Southpaw Enterprises, a manufacturer of adaptive and multisensory products for therapists, educators and families, is strengthening its operations through energy-efficient building upgrades. With support from the Ohio Air Quality Development Authority and a $2 million PNC loan, Southpaw is improving the roof infrastructure at its Moraine, Ohio, facility, including the installation of onsite solar and enhanced insulation. These upgrades will reduce operating costs, modernize the 37-year-old facility and improve long-term energy performance. The project will stabilize Southpaw's skilled manufacturing workforce and create six part-time construction jobs during installation, supporting both local employment and the company's continued mission-driven growth.

Howard Industries

A privately held, family-owned company founded in 1968, Howard Industries is headquartered in Mississippi and operates across four core divisions: technology, medical, power and transportation. PNC recently closed a financing transaction to support the expansion of Howard's electrical distribution transformer and technology products manufacturing operations in Mississippi. The investment will fund capacity growth across multiple manufacturing facilities in Clarke, Jones and Simpson counties. These expansions are expected to generate approximately 450 new jobs and support local and regional communities.



Climate Risk Management

Climate risk is a transversal risk that manifests through existing risk types. Therefore, Climate risk is not a vertical risk type in PNC's risk taxonomy, but rather a driver of new — or an accelerator of existing — risks. We manage climate-related risk just as we manage all risk — by considering our risk appetite to optimize long-term shareholder value while supporting our employees, customers and communities. PNC's multidisciplinary ERM Framework, which consists of seven core components[1] and defines PNC's risk taxonomy, sets the standard by which PNC will identify, assess, monitor and report known organizational risks throughout the year in the pursuit of our business strategies. This framework provides PNC's executive leadership and board of directors with assessments (communicated through quarterly enterprise risk reporting) of our ability to manage significant risks for the organization, anticipate and control emerging risks, and remain within PNC's risk appetite. Within the ERM Framework's risk taxonomy, all risks are classified based on the following seven categories:

- Credit Risk
- Market Risk
- Liquidity Risk
- Operational Risk (comprising eight risk domains)
- Strategic Risk
- Reputational Risk
- Conduct Risk

The ERM Framework is aligned with prudential regulatory standards, which set minimum expectations for the design and implementation of a risk governance framework, as well as the expectations set by senior and executive leadership and the Risk Committee of the board of directors. The ERM Framework and Risk Appetite focus on risks in a nine-quarter window as that is the basis for our determination of which

1 The seven core components of the ERM Framework are risk culture, enterprise strategy (including risk appetite, strategic planning, capital planning and stress testing), risk governance and oversight, risk identification, risk assessments, risk controls and monitoring, and risk reporting.

PNC Risk Culture

Risk Governance and Oversight

PNC continually enhances the ERM Framework to adapt to new and emerging risks and to account for the growth in size and complexity of the organization.

risks, set of risks or risk themes could have a material impact on the organization. As such, we currently define short-term risks as up to three years, medium-term as three to five years and long-term as more than five years. However, we are still determining capabilities to identify risks (existing and/or emerging) over longer time frames. As we define those capabilities, we will also refine the medium- and long-term time horizons, as necessary. For risk management assessments, we define material (or substantive) financial impact as one that meets an enterprise materiality threshold that would require it to be formally incorporated into our capital plan. The materiality threshold is calibrated as a percentage of PNC's current common equity tier 1 (CET1) capital position. For more information on our risk management practices, refer to PNC's 2025 10-K Part II Item 7 — Risk Management.

PNC continuously enhances the ERM Framework to adapt to new and emerging risks and to account for the growth in size and complexity of the organization. This includes the incorporation of climate-related risks into the ERM Framework and the consideration of financial or operational risks arising from new or expanded products and services.

CLIMATE RISK IDENTIFICATION AND INTEGRATION ACTIVITIES

PNC has a responsibility to assess the impact of new and emerging risks to the organization and to adapt the ERM Framework accordingly. Since 2020, PNC has been evaluating the impact of and building capabilities for the management of climate-related financial risks. This is done while remaining responsive to forward-looking external factors such as future regulatory guidance; competing demands from governments, investors and public policy organizations; and evolving best practices for incorporating climate into our ERM Framework.

Climate-related risks are identified through PNC's enterprise-wide Risk Identification (Risk ID) Framework across the existing risk domains. These risks are identified within the Risk Inventory by the tagging of climate-specific drivers to identify risks that could be accelerated due to climate change, while still being aligned with traditional risk categories such as credit, liquidity and operational risk. Climate risk drivers fall into two categories: transition risks and physical risks. All risks in the Risk Inventory also include estimated severity and likelihood ratings. Thus far, we have not identified any risks driven by climate change with a material severity rating. However, some of the themes attributed to climate change captured in the Risk ID Framework that could manifest at varying levels of impact include:

Transition risks

- Customer preference shifts
- Technology improvements
- Regulatory change
- Increasing credit and/or operating losses
- Reputational impacts

Physical risks

- Collateral value loss (e.g., coastal erosion, natural disasters)
- Geographic credit concentrations in areas exposed to natural disasters
- Increased operational losses from acute and chronic weather events
- Increased insurance premiums and potential for reduced availability of insurance in certain locations

Once risks are identified, we evaluate them following the ERM Framework's processes for assessing and measuring risk, including risk-based thresholds, prioritization and decision-making. Due to recent physical risk events and learnings from our specialized monitoring, we have enhanced our assessment capabilities for insurance affordability and the potential for reduced availability of insurance in certain geographic locations.

We report all risk results through the risk governance structure quarterly, at a minimum, to provide senior and executive leadership with the current risk profile and performance against our risk appetite to inform decision-making processes. ERM also compiles a risk-monitoring report that consolidates climate-related information and risk results into a single document. The report is provided each quarter to the Independent Risk Management (IRM) Climate Risk Working Group and to other key stakeholders to support their ongoing risk management and assessment processes.

Climate Risk Analytics

While recognizing data- and scope-related limitations, our climate-related scenario analysis proof-of-concept exercise did not identify material climate-related risks to PNC's strategy or risk profile.

As part of our Climate Action Strategy, we remain committed to refining risk assessment approaches in response to evolving internal and external risks. PNC will develop and disclose a climate risk heatmap of our lending portfolio in PNC's 2026 Corporate Responsibility Report (to be published in 2027). During this next phase, we will focus on conducting thorough due diligence to determine the most helpful and informative view that aligns with our strategy, risk management practices, data capabilities and stakeholder expectations.

Climate Metrics and Targets

SUCCESSFUL COMPLETION OF THE $30B ENVIRONMENTAL FINANCE PLEDGE

Established in 2021 and expanded in 2023 due to increasing client demand, we successfully met — and exceeded — our $30 billion Environmental Finance pledge. Since 2021, we have mobilized $33.4 billion, surpassing our pledge by more than $3 billion. In 2025 alone, we mobilized $2.2 billion.

The pledge supported financing across multiple lines of business, including renewable energy, green buildings, clean transportation and environmentally linked loan products. This milestone marks five years of meaningful progress, strengthened by deep collaboration with our lines of business and the continued maturation of our data collection and governance practices.

We remain committed to supporting our clients and disclosing our environmental financing activity.

We successfully met — and exceeded — our
$30B
Environmental Finance pledge.

Since 2021, we have mobilized
$33.4B
surpassing our Environmental Finance pledge by more than $3 billion.

ENVIRONMENTAL PERFORMANCE & FINANCE EMISSIONS DATA

Environmental Performance Table	2022*	2023	2024	2025
GENERAL INFORMATION				
Employees	61,545	56,411	55,184	55,333
Real estate (square feet, thousands)	27,622	25,698	25,072	23,731
Annual revenue ($MM)	21,120	21,490	21,555	23,099
INTERNAL PAPER USE				
8.5 x 11 sheets (thousands)	137,944	128,960	138,224	139,075
Sheets per employee	2,241	2,286	2,505	2,513
FACILITIES				
LEED-certified projects	**337**	**340**	**350**	**355**
New construction	193	193	194	195
Commercial interiors	144	147	156	160
ENERGY STAR–certified buildings	**288**	**314**	**339**	**373**
Space certified (square feet, thousands)	10,844	11,060	11,277	11,593
Portfolio certified	39%	43%	47%	49%
EMISSIONS (METRIC TONS CO_2e)				
Direct emissions (Scope 1)	**32,100**	**29,438**	**28,268**	**30,388**
Natural gas	21,002	18,993	18,186	20,597
Jet fuel	5,454	4,768	5,246	5,114
Other direct sources	5,644	5,677	4,836	4,677
Location-Based Indirect Emissions (Scope 2)	**170,661**	**146,674**	**126,311**	**115,652**
Market-Based Indirect Emissions (Scope 2)	**84,961**	**75,649**	**6,719**	**898**
Purchased electricity (location-based)	166,888	143,742	124,319	114,754
Purchased electricity (market-based)	81,187	72,717	4,727	0
Other indirect sources	3,773	2,932	1,992	898
Other emissions (Scope 3 Categories 5–7)**	**60,922**	**58,728**	**79,085**	**75,859**
Commuting	34,052	30,687	48,553	48,649
Business air travel	13,650	15,251	17,285	14,265
Rental cars	4,686	4,335	4,094	3,565
*Other sources****	8,534	8,455	9,154	9,380
Target emissions (Scopes 1 & 2 location-based)	**202,761**	**176,112**	**154,580**	**146,039**
Target emissions (metric tons CO_2e) per 1,000 square feet	7.34	6.85	6.17	6.15
Target emissions (metric tons CO_2e) per employee	3.29	3.12	2.80	2.64
Target emissions (metric tons CO_2e) per million $ revenue	9.60	8.20	7.17	6.32
Target emissions (Scopes 1 & 2 market-based)	**117,060**	**105,087**	**34,988**	**31,286**
Target emissions (metric tons CO_2e) per 1,000 square feet	4.24	4.09	1.40	1.32
Target emissions (metric tons CO_2e) per employee	1.90	1.86	0.63	0.57
Target emissions (metric tons CO_2e) per million $ revenue	5.54	4.89	1.62	1.35

Environmental Performance Table (continued)	2022*	2023	2024	2025
BUILDING ENERGY CONSUMPTION (MWh)				
Total building energy consumption	**540,819**	**484,005**	**454,020**	**434,198**
Purchased electricity	407,865	365,422	342,769	316,021
Natural gas	115,870	104,811	101,887	113,655
Purchased steam	14,562	10,987	6,669	3,961
Other	2,522	2,785	2,695	562
Energy use (kWh) per square foot	19.58	18.83	18.11	18.3
Energy use (kWh) per employee	8,787	8,580	8,227	7,847
Energy use (kWh) per million $ revenue	25,607	22,522	21,497	18,797
GREEN POWER (MWh)				
Purchased Renewable Energy Credits (RECs)	206,753	176,725	323,925	329,370
WATER CONSUMPTION				
Purchased water (gallons, thousands)	343,484	331,317	289,250	298,060

*2022 is the base year for environmental operational targets. 2022's data represent PNC's expanded operational footprint into the Southwest, which grew by over 20% in terms of square footage from 2021 to 2022 based on the acquisition of BBVA-USA.

**Data not reported — Categories 2, 4, 8, 9, 10, 11, 12, 13 and 14 are either outside the operational control boundary or considered not material to PNC.

*** Scope 3 Other sources — this includes waste, paper, water and natural gas distribution losses. All emissions within this category are minimal compared to other categories within Scope 3.

Financed Emissions 2025

PCAF Categories	Financed Scopes 1 & 2 Emissions (MM $mtCO_2e$)	Average Economic Emission Intensity ($mtCO_2e$/$MM OS)	Data Quality Score
Business loans	26.8	134.2	4.1
Mortgages	0.3	6.8	4.1
Commercial real estate	0.5	18.1	4.0
Motor vehicle loans	1.6	95.5	3.0
Equity investments	0.3	30.6	5.0
Corporate bonds	0.1	59.9	3.3
Project finance	0.0	1.0	5.0

As of December 31, 2025

Business loans comprise 91 percent of our total estimated financed emissions (client scope 1 and 2) with 26.8 million metric tons of CO_2e on balance sheet assets of $200 billion. Overall average economic emissions intensity for this asset class was 134.2 metric tons CO_2e per million dollars outstanding.

In addition to assessing scope 3 financed emissions, PNC evaluates the physical emission intensity of the Power sector, as it is the largest contributor to our financed scopes 1 and 2 emissions within Business Loans and Project Finance, comprising 2.3 million metric tons of CO_2e, or 9 percent, of those asset classes. The Power sector is defined as electric utilities, other power generating companies and renewable energy projects.

PNC's 2022 baseline DHE-weighted physical emissions intensity of our power generation portfolio was 330 kg CO_2e/MWh. As of year-end 2025, that number was reduced by 16 percent, to 278.2 kg CO_2e/MWh, due to additional lending and investment in clean energy and customer decarbonization activities. We continue to trend toward an estimated intensity reduction in this portfolio of from 36 percent (to 211 kg CO_2e/MWh) to 46 percent (to 175 kg CO_2e/MWh) from our baseline to 2030. Better data availability and a change in our customers' transition plans could change this range over time. For more information, visit PNC's Supplemental Financed Emission Disclosure.

2030 OPERATIONAL TARGETS AND PROGRESS IN EMISSIONS, ENERGY, WATER AND WASTE

PNC is focused on reducing the environmental impact of its operations by lowering energy use and emissions, expanding renewable electricity, and improving how it uses energy, water and materials across its facilities and branch network — while supporting resilient operations and disciplined, long-term cost management. As of 2025, measured against a 2022 baseline, PNC has reduced carbon emissions by 73 percent, energy consumption by 20 percent and water consumption by 13 percent, and met our goal to source 100 percent renewable energy from purchased electricity.

To further these efforts, PNC continues to modernize building systems and operational practices, with a focus on energy efficiency and performance across its real estate portfolio. A key component of this work is PNC's lighting program, which has been refined to support a more turnkey approach — helping to streamline project execution, standardize implementation across the footprint and align upgrades with the retail branch strategy. Efforts also include scaling additional efficiency improvements, leveraging available utility incentives where appropriate and using performance data to inform project selection and improve asset-level outcomes. PNC continues to pilot rooftop solar at select locations and to evaluate additional initiatives to further reduce energy use and manage operating costs across its buildings, while disciplined utility oversight supports cost management and helps reduce the risk of service disruptions.

PNC has met its commitment to source 100 percent renewable purchased electricity through long-term renewable energy agreements designed to cover purchased electricity demand. This approach supports long-term planning and helps reduce exposure to electricity market volatility, while maintaining flexibility as market conditions evolve. Meeting this goal is not a one-time achievement; PNC is committed to sustaining 100 percent renewable purchased electricity over time, including as its portfolio grows.

Water stewardship remains an area of increasing focus as PNC's footprint expands into regions with differing climate conditions, water availability and cost structures. Rather than applying a one-size-fits-all approach, PNC evaluates water use on a region-by-region basis and conducts site-level reviews and audits to better understand baseline consumption, identify leaks and prioritize actions in higher-risk locations. Solutions may include smart irrigation controls, xeriscaping and other drought-tolerant landscaping strategies selected to align with local conditions and operational needs.

PNC also recognizes waste as an important component of its operational footprint. While PNC does not currently have a specific waste reduction target, we are working to strengthen data and improve visibility into waste streams across its footprint to better inform future opportunities and initiatives.

Operational Environmental Performance Table

Emissions (Metric tons CO_2e)	Baseline (2022)*	2025	Operational Sustainability Goals	Progress as of Dec . 31, 2025
Target Emissions (Scopes 1 & 2 Market-Based)	117,060	31,286	80% carbon emissions reduction (Scopes 1 & 2) by 2030	(73)%
Building Energy Consumption (MWh)				
Total building energy consumption	540,819	434,198	30% energy reduction by 2030	(20)%
Water Consumption (gallons, thousands)				
Purchased water	343,484	298,060	30% water reduction by 2030	(13)%
Renewable Energy (MWh)				
Renewable purchased electricity	51%	100%	100% renewable purchased electricity by 2025	—

**2022 is the base year for environmental operational targets. 2022's data represent PNC's expanded operational footprint into the Southwest, which grew by over 20% in terms of square footage from 2021 to 2022 based on the acquisition of BBVA-USA.*

PNC'S 2030 OPERATIONAL TARGETS

80%
Carbon Emissions Reduction (Scopes 1 & 2) from 2022 baseline by 2030

To achieve this goal, PNC is:

- Reducing energy and carbon emissions through energy-efficiency projects, real estate optimization and exploration of electrification, without reliance on the purchase of carbon offsets
- Executing renewable energy power purchase agreements, installing on-site solar and buying certified renewable energy credits; we have met our goal of 100% purchased renewable electricity by 2025

30%
Water Reduction from 2022 baseline by 2030

To achieve this goal, PNC is:

- Assessing water use regionally to inform targeted actions
- Completing site reviews and audits to establish baselines, identify leaks and prioritize higher-risk locations
- Deploying water-saving measures, including smart irrigation controls and drought-tolerant landscaping
- Using data and monitoring to detect leaks and track performance

30%
Energy Reduction from 2022 baseline by 2030

To achieve this goal, PNC is:

- Pursuing lighting retrofit projects
- Upgrading heating and cooling systems
- Refining and optimizing our real estate strategy
- Aligning efficiency projects with branch expansion and renovation strategy
- Achieving 100% renewable purchased electricity by end of 2025

100%
renewable purchased electricity by 2025 achieved

Investing in Communities

Empowering the communities where we live and work

At PNC we know a simple truth: When our communities are strong, we're strong. That's why we invest in efforts that expand access to opportunity, support economic mobility, and help build more vibrant and inclusive local economies. From financial education and neighborhood investment to leveraging local insights to deliver a more impactful customer-centered experience, we are making real impact where it matters most.

Financial Access and Inclusion

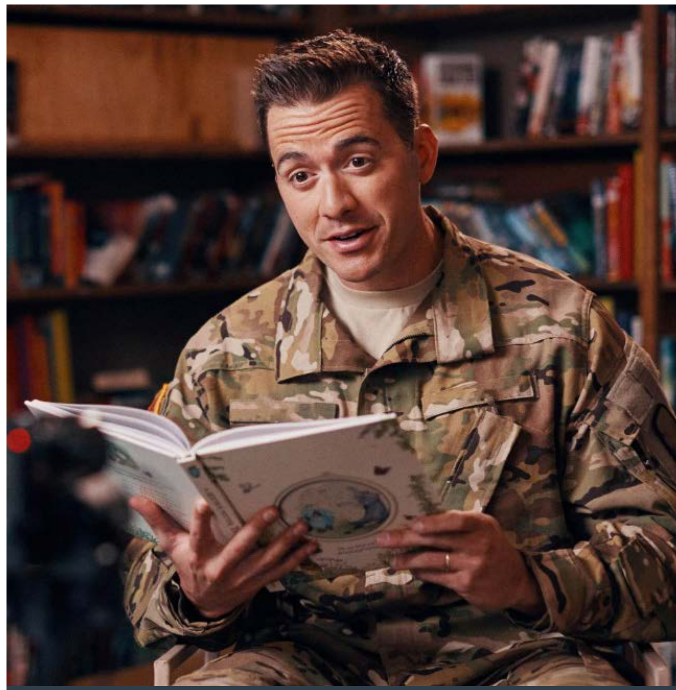
At PNC, we're dedicated to helping our customers progress confidently in their financial journeys. Ensuring financial access to our comprehensive range of convenient products helps our customers manage their money at every phase of life and financial aspiration.

Through Low Cash Mode® on Virtual Wallet®, PNC provides customers with Intelligent Alerts, Payment Control and Extra Time, empowering them to proactively manage cash flow and avoid overdraft fees. Since 2021, we have reduced overdraft fees by over 65 percent, saving customers more than $1.4B through a combination of pricing changes and Low Cash Mode enhancements. Once reaching a negative balance, nearly two-thirds of Low Cash Mode customers have used the allotted extra time to return their accounts to positive and avoid fees. In 2023, we continued to provide overdraft fee relief, reducing the maximum number of overdraft fees to one per day for consumer accounts. As a result of these initiatives, 2025 overdraft complaints remained significantly down, just above half the number prior to the launch of Low Cash Mode.

In 2025, PNC continued its commitment to expanding financial access with the launch of PNC Simple Checking, a Bank On–certified account available nationwide across branch, customer care center and digital channels. PNC Simple Checking includes a $5 monthly service charge, which is waived for PNC employees, customers under age 25 or age 62 and older,

Since 2021, we have reduced overdraft fees by over **65%**, saving customers more than **$1.4B** through a combination of pricing changes and Low Cash Mode enhancements.

Year	Action
2019	• Overdraft protection transfer fee elimination
2020	• Continuous overdraft fee elimination • ACH/check representment fee elimination
2021	• Introduction of Low Cash Mode for Virtual Wallet, including the elimination of NSF fees, reduction of the Virtual Wallet daily OD cap: four (4) to one (1), and the rollout of Extra Time
2022	• All other customer account NSF fee elimination • Elimination of overdraft fees on ATM and one-time, authorize positive, settle negative, debit card transactions
2023	• Return Deposit Item fee elimination • Lowered daily overdraft cap from four (4) to one (1) on remaining consumer accounts
2025	• Launch of PNC Simple Checking, an account that does not charge overdraft fees



A service member utilizes the USO Reading Program to record himself reading to his child back home.

Fostering Family Connections for Those Who Serve

In November 2025, PNC strengthened its commitment to military families by collaborating with the United Service Organizations (USO) in its Reading Program during National Family Literacy Month. This effort made it possible to deliver 1,369 recordings and 1,642 books, creating meaningful reading experiences that connected more than 4,000 military family members during times of service-related separation. PNC employees further personalized the initiative by selecting *The Wonderful Things You Will Be* as the featured book in USO centers worldwide, where service members can record themselves reading a story and have both the recording and a copy of the book sent to their little ones back home. The partnership also gained notable visibility through USO social media channels and the USO's military spouse newsletter, which reached 163,000 readers.

Expanding Our Commitment to Veteran Financial Stability

Members of the PNC Military EBRG gather in Tampa, FL, for the celebration event alongside a former Pittsburgh Penguins player and a Tampa Bay Lightning hockey player.

For more than a decade, PNC has proudly partnered with the Military Warriors Support Foundation to help veterans build stable, independent futures through long-term housing and reliable transportation. In 2025, we deepened that commitment by expanding our support to include mortgage paydowns for veterans in three key markets: Denver, CO; Dallas, TX; and Tampa, FL. Each veteran and family received down payment financial support and access to financial education resources designed to strengthen their long-term financial confidence.

To honor this milestone, Stacy Juchno, PNC's chief corporate responsibility officer — who serves as the executive sponsor of our Military Employee Business Resource Group — joined in celebrating the veterans recognized through this expanded program. The events brought together families, community partners and PNC employees to reflect on the service of these veterans and to reaffirm our commitment to supporting their financial well-being. Across the three events, more than 100 participants attended, with Tampa drawing the largest audience.

Through this continued partnership, PNC is helping to create solid paths to financial stability for those who have bravely served our country — ensuring they have the tools, resources and support needed to thrive long after their military service has ended.

or those with a qualifying direct deposit of any amount. With its simplified structure and multiple fee-waiver options, the account supports transparent, accessible everyday banking.

When Foundation Checking was discontinued in November 2025, customers transitioned to PNC Simple Checking with enhanced benefits, including additional options to avoid the low monthly service charge. The Bank On certification of PNC Simple Checking reflects the same commitment that guided Foundation Checking and continues PNC's effort to deliver a safe and affordable account to help integrate more individuals and families into the banking system.

EXPANDING ACCESS TO AFFORDABLE HOUSING

We know that homeownership is one of life's biggest decisions, and we are here to support individuals and families through that important process. That means doing our best to enhance homeownership opportunities for all, including low- and moderate-income (LMI) borrowers. Our flexible products, programs and wide variety of down payment options help customers buy and stay in their homes.

In 2025, within our primary assessment area markets, over 40 percent of our mortgages supported LMI borrowers. Our 2025 affordable lending achievements include:

- Recognition as Best Mortgage Lender by NerdWallet and Best Mortgage Lender for Low or No Down Payment and First-Time Homebuyers
- Increase in the PNC Grant for LMI tract loans of up to $15,000 in select geographic locations to assist with down payment, closing costs and possible interest rate reductions for qualified borrowers
- $26.4 million in PNC mortgage assistance grants benefiting 4,023 recipients
- 100+ renewed/approved down payment assistance programs
- Aggregate Residential Mortgage and Home Equity loans nationwide totaling $23.0 billion, including 21,326 borrowers in minority census tracts

Our affordable lending sales staff and management team consists of 14 Affordable Lending Specialists focused specifically on assisting LMI borrowers and communities with their mortgage needs. Additionally, we added three Sales and Client Experience Advisors focused on developing business and cultivating relationships in LMI communities. These individuals support the Retail Bank and the Affordable Lending Specialists with lending, production, outreach and marketing for LMI borrowers and communities.

In 2025, the Affordable Lending team facilitated 27 Affordable Lending Solutions educational outreach events, some in partnership with Freddie Mac, National Link and Federal National Mortgage Association (FNMA). These sessions helped potential LMI borrowers navigate the homeownership process by offering resources on available grants and subsidies, product options, the benefits of homeownership, and local market and real-estate forecasting insights. The team also delivered over 200 homebuyer education seminars throughout the year.

PNC conducts ongoing affordable lending training for our sales teams, operations and branch network employees. This training emphasizes the use of our affordable lending product suite and our processes for offering subsidies to consumers. Topics for internal training include, but are not limited to, Federal Housing Administration (FHA), Federal National Mortgage Association's HomeReady®, Federal Home Loan Mortgage Corporation's Home Possible®, PNC community, grants and concessions, Down Payment Assistance Programs, and Home Equity.

Multifamily Capital*

PNC understands the profound and far-reaching impacts of the nation's affordable housing crisis. Through PNC Multifamily Capital, we deploy significant equity and debt capital to support the development and preservation of affordable homes for low-income families, seniors, people with disabilities and formerly homeless individuals. Housing stability serves as a foundation for positive outcomes across health, education and economic mobility.

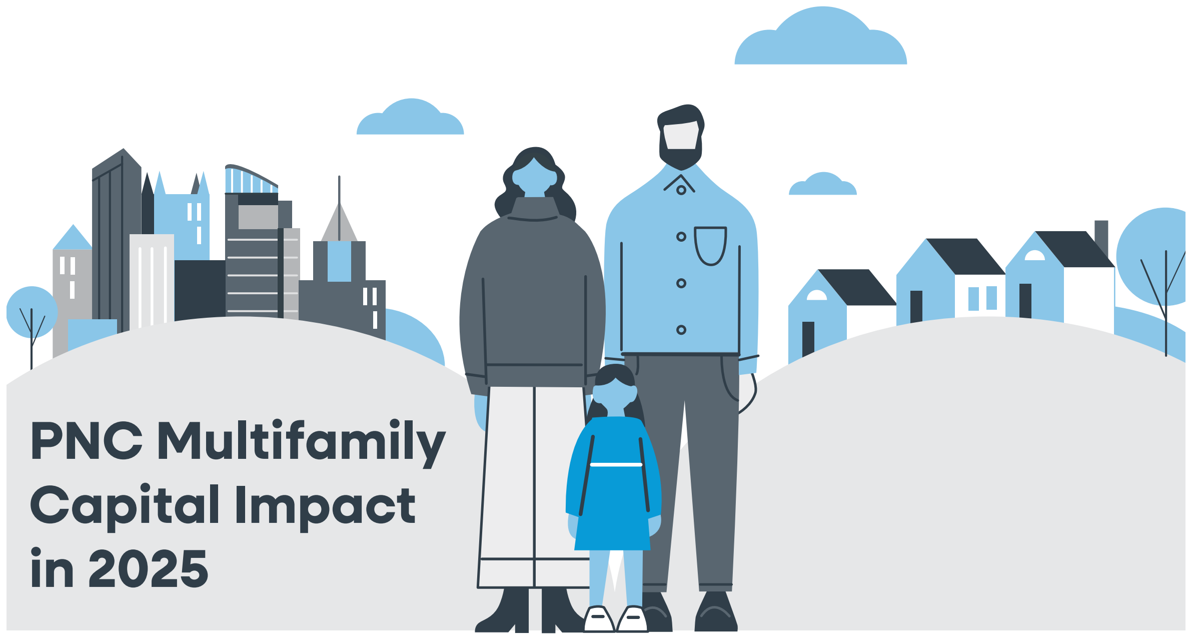
Our financing solutions include Low-Income Housing Tax Credits (LIHTC) and Agency debt from Fannie Mae, Freddie Mac and the Federal Housing Administration (FHA), as well as PNC balance sheet lending. These tools help to provide stable housing and expand long-term affordability across diverse markets.

In 2025, PNC Multifamily Capital provided $8.9 billion in debt and equity across the United States, of which 45 percent — or $4.0 billion — went toward the creation or preservation of affordable rental housing across urban centers, suburban neighborhoods and rural communities. Our commitment supported the creation and preservation of 15,900 affordable rental homes in 127 properties across 31 states and Washington, DC, positively impacting local economies.

A significant portion of our affordable housing activity is delivered through LIHTC equity investments, deployed through both direct investments and syndicated funds to institutional investors. As one of the nation's leading tax credit equity syndicators, PNC Multifamily Capital has sponsored more than 100 affordable housing funds.

We also invest in broader community development. In 2025, PNC Multifamily Capital deployed $41.3 million in New Markets Tax Credit (NMTC) equity to develop and expand facilities supporting arts and culture, education,

*Agency portfolio data includes loans serviced through Midland Loan Services and Commercial Lending and Leasing Operations.



PNC Multifamily Capital Impact in 2025

$1.3B
in Agency debt to support 60 properties and 8,909 affordable homes in 19 states

$1.6B
invested in 92 properties to create or preserve 10,170 affordable units in 25 states

$121.6M
invested in rehabilitating 15 historic properties in 11 states

$41.3M
invested in supporting 12 NMTC projects across 6 states

**Unless otherwise indicated, equity deployed incorporates PNC direct investments as well as equity invested through syndicated funds with third-party investors providing financing.*

healthcare, food access, business incubation and workforce development in underserved areas. We also invested $121.6 million in Historic Tax Credit (HTC) equity, preserving historic properties while reinforcing community identity and economic vitality.

Furthermore, PNC Multifamily Capital delivered Agency debt financing for seniors housing and conventional multifamily properties, supporting a broad range of housing needs across the country. Our long-standing commitment to affordable housing and community development is reflected in the scale, reach and continuity of our work.

As of December 31, 2025, PNC Multifamily Capital managed approximately $16.2 billion in equity investments supporting more than 137,797 affordable rental homes nationwide, along with 138 NMTC investments and 78 historic properties. In addition, we managed approximately $35.2 billion in Agency debt across 1,535 loans.

EXPANDING FINANCIAL ACCESS FOR SMALL BUSINESSES

We recognize that small businesses are the engine of local economic growth and job creation. We have continued our efforts to reduce barriers to banking services, expand access to credit and capital, and support the growth of small businesses as intentional and ongoing priorities. Since 2022, we have deployed $19.4 billion into the small business sector, including more than $4.8 billion in 2025 to help business owners start, grow and sustain operations.

More information about business products and services for small business is available on our website.

SUPPORTING CUSTOMER AND MARKET GROWTH

Established in 2025, the Corporate Responsibility Group's Strategic Business Development (SBD) team advanced PNC's enterprise growth agenda by helping drive client acquisition, elevating market visibility through curated client experiences and deepening engagement in the community. SBD aims to strengthen local execution by aligning with PNC's Regional President market model. Working with our Regional Presidents, Regional Councils elevate local insights to deliver a more impactful customer-centered experience. In 2025, we delivered three immersive thought leadership events that reached 25,000 attendees. All of these efforts together, in addition to strategic partnerships, broadened connections and distribution channels, enabling scalable models designed to support sustainable, long-term growth across the communities where we live and work.

A key part of our client-centric approach is PNC's focus on supporting the unique needs of each client, wherever they may be on their personal or professional financial journey. For example, we offer a range of insights, tools, expertise and solutions designed to support women financial decision-makers.

More than 50 Women's Business Development market champions have been appointed by PNC Regional Presidents (RPs). These champions play an important role in engaging across PNC lines of business within their markets and strengthening local connections with women financial decision-makers. They mobilize market teams to deliver valuable insights tailored to support the long-term financial well-being of women, their families and their businesses.

Women in Business Week in May 2025 marked the 15th year of this annual PNC-hosted event. PNC colleagues connected with more than 27,000 women through in-person and virtual sessions. Programming included PNC The Thread | Women in Business Week Kickoff Event, held in person and broadcast virtually. In addition, PNC launched its MONEY is every woman's business® thought leadership video series, featuring women financial decision-makers who share their inspirational stories and financial insights.

FINANCIAL EDUCATION INITIATIVES

We make financial education more accessible and equip local community residents with money-management resources, ensuring they have the information they need to understand their finances and make informed decisions that support long-term stability.

Building on this commitment, our employees organized and served as instructors for 1,350 financial education events, reaching 19,036 individuals in low- and moderate-income communities. Through the Center for Financial Education (CFE) — now active in 21 markets — we partnered with 41 community-based organizations to host year-round workshops. In 2025, CFE instructors delivered 359 English and Spanish workshops, reaching 3,896 adults. The CFE Community Partner Program continues to expand as one of our flagship Community Development Banking initiatives, offering a collaborative solution to build financial capability for low- and moderate-income individuals. In 2025, we expanded CFE by establishing new partnerships in Charlotte, Columbus, Denver, Greater Washington, Louisville and Trenton.

Advancing Affordable Housing in Pittsburgh**

In 2025, PNC Multifamily Capital supported several mixed-income housing investments that are helping to revitalize historic and underutilized properties in Pittsburgh, expanding access to affordable housing in neighborhoods where demand remains high.

Phase Two of the Bedford Dwellings transformation is part of a broader 823-unit redevelopment near the Strip District. Delivered across three components developed simultaneously, the project will introduce 180 new homes serving seniors and families across a wide range of income levels. The development includes new townhomes with affordable, income-restricted units alongside market-rate homes, a six-story senior housing building serving households earning 20–80 percent of area median income (AMI), and a six-story family housing building serving residents within the same income range. Together, these investments are designed to increase housing choice, support long-term affordability and strengthen neighborhood stability. PNC supported the project through loans and equity investments totaling more than $44 million.

PNC Multifamily Capital also supported the transformation of the historic 12-story K.V. May Building in downtown Pittsburgh. The redevelopment will convert the long-vacant structure into 86 mixed-income homes, including LIHTC-supported units for families and seniors earning up to 50 percent of AMI, alongside market-rate residences. Planned upgrades include modernization, accessibility enhancements and energy-efficient features designed to achieve National Green Building Standard Gold certification. PNC invested $18.5 million in tax credit equity and provided a $14 million bridge loan.

Additionally, the Smithfield Lofts project will repurpose a 123-year-old former office building into 46 modern mixed-income homes. The redevelopment includes accessibility-enhanced apartments and Section 8–supported units. PNC invested $17.5 million and provided both bridge and construction financing.

***The example provided is for illustrative purposes only and reflects specific circumstances that pertain to this project. Other projects may seek to address needs that are relevant to the community or region in which properties are located and will be subject to different considerations.*

Organizational Financial Wellness (OFW)

For more than 25 years, PNC Organizational Financial Wellness (OFW) has served organizations and their employees through customized financial wellness programs that combine innovative service and solutions. These solutions help our clients' employees gain financial confidence and security while helping organizations improve productivity, performance and retention.

PNC OFW offers Student Debt Solution to our customers' employees with a holistic approach that helps them reduce the impact of student loans on their financial well-being. The solution provides options ranging from identifying loan forgiveness and refinancing to helping borrowers better manage their repayment schedule. It also provides organizations with new options to directly help their employees tackle student debt, either through employer contributions or employer matching contributions. It also helps organizations automate and digitize the certification process for Public Service Loan Forgiveness, where applicable.

In 2025, PNC OFW:

Released the 2025 Financial Wellness in the Workplace Report: What today's workers value most, across generations. The study offered insights for organizations to consider as they look to enhance benefits to help their diverse workforce secure their financial futures and lower stress.

2025 Report Highlights

Delivered
26,500
financial wellness events across 2,600 organizations

Hosted more than
7,000
individual financial wellness consultations to better understand and address employees' unique financial goals and needs

Facilitated
700
financial education seminars designed to engage and educate participants across a variety of relevant topics

Helped
314,000
employees manage healthcare expenses and plan for the future through Health Savings Accounts and other benefit spending accounts

My Finance Academy

PNC's My Finance Academy provides a wide range of financial wellness education resources to help students build healthy financial habits for high school, college and beyond. My Finance Academy offers students and parents access to educational articles, videos and other interactive tools — such as the College Savings Calculator and Student Budgeting Calculator — to help build financial knowledge and confidence.

In 2025, PNC:

- Created a financial wellness webinar calendar with student-centric topics like banking basics, credit, budgeting, identity theft and more. More than 800 students participated in over 100 PNC student-specific webinars.
- Promoted free financial education through My Finance Academy to our existing university and college relationships. The site had over 12,000 views.
- Offered a $10,000 Student Scholarship for undergraduate and graduate-level students. Any student attending an accredited post-secondary institution was eligible to register. Twelve winners were selected, each receiving $10,000, which was credited to tuition.

Mobile Branches

Since 2020, our mobile branches have continued to help unbanked and underbanked communities access essential banking services while providing resources that support financial education and empowerment. In 2025, we operated dedicated teams in 10 U.S. markets and launched our 11th team in Birmingham. Today, our mobile branches serve Atlanta, Baltimore, Birmingham, Chicago, Cleveland, Dallas–Fort Worth, Detroit, Greater Philadelphia, Houston, Phoenix and South Florida.

Opportunity Finance Network (OFN)

PNC's new $5 million investment in Opportunity Finance Network (OFN) underscores our commitment to expanding economic opportunity and supporting long-term community development by strengthening OFN's capacity to provide flexible funding to Community Development Financial Institutions (CDFIs) serving LMI communities.

This long-term support provides OFN members with resources to increase lending for projects that benefit local residents, including affordable housing, small business development and community facilities. A portion of the funds is allocated to environmentally focused initiatives that help nonprofits, entrepreneurs and housing providers reduce energy expenses, modernize facilities and improve long-term operational efficiency.

By partnering with OFN, we help ensure that capital reaches community-focused lenders who understand local needs and have a strong track record of impact, reinforcing our broader commitment to inclusive growth and environmental sustainability in resilient, opportunity-rich communities.

In 2025, our dedicated mobile branches traveled nearly 94,000 miles to complete 3,449 visits. This reach served nearly 20,000 customers through collaboration with 255 community organizations.

In 2025, our dedicated mobile branches traveled nearly 94,000 miles to complete 3,449 visits. This reach served nearly 20,000 customers through collaboration with 255 community organizations. Our Mobile Branch teams continue to lead discussions focused on financial education and wellness. They provided consultations on personal and small business banking — including account openings — and issued debit cards on-site.

Community members also receive guidance on reading credit reports, exploring credit history, considering affordable homeownership options and more. We tailor these services and our financial curriculum to the specific needs of each community we serve, reinforcing our commitment to financial empowerment.

Our Mobile Branch teams conducted 461 free financial education seminars designed to help participants make informed financial decisions.

Community Development

PNC Community Development Banking is committed to expanding economic opportunity in low- and moderate-income (LMI) communities through innovative lending, mission-aligned investments and initiatives that strengthen financial health. With a focus on increasing affordable housing, supporting small-business growth and reinforcing resilient neighborhood infrastructure, we deploy a wide range of flexible capital solutions — including traditional real estate financing, Community Development Financial Institution (CDFI) lending and equity-equivalent investments, nonprofit credit lines and small-business loans that benefit LMI areas.

Through strategic partnerships with mission-driven developers, CDFIs and local stakeholders, we broadened opportunities for LMI families and small businesses to build wealth and participate fully in the economic mainstream. Our team extended $660 million in loans and investments in 2025, up from $469 million in 2024.

Our dedicated support for small businesses includes tailored lending solutions, capacity-building resources and collaborations with community organizations to ensure that entrepreneurs in LMI neighborhoods have access to capital, technical assistance and long-term growth opportunities. By elevating small business success as a core component of our broader community development goals, we help strengthen economic inclusion and vitality across communities.

Our capital deployment strategy is further enhanced by social impact programming that deepens community capacity and empowerment. Through community conversations, financial education initiatives and charitable giving, PNC works to address systemic barriers and improve quality of life in LMI communities.

INVESTING IN RESILIENT, ENERGY-EFFICIENT COMMUNITY PROJECTS

PNC deploys capital to expand affordable housing, support small businesses and finance essential community facilities while integrating environmental sustainability into project development. Through lending, investments and tax credit equity — including LIHTC and NMTC — we channel resources to initiatives that stabilize communities and strengthen local economies. Incorporating energy-efficient design and resilient infrastructure promotes long-term environmental and economic health. These investments advance equitable opportunities for LMI communities by increasing access to services, creating jobs and supporting organizations that foster inclusion and upward mobility. The following financing initiatives have demonstrated how this commitment translates into meaningful, on-the-ground impact across our footprint.

COMMUNITY BENEFITS PLAN

Our ongoing commitment to enhancing community outcomes underpins our economic empowerment initiatives. We recognize the importance of tailoring these efforts to the specific needs of the communities we serve, working collaboratively with strategic partners to maximize impact.

PNC continued to demonstrate the transformative power of intentional investment with the conclusion of its landmark Community Benefits Plan (CBP). With an emphasis on economic empowerment and financial inclusion, the CBP delivered measurable impact across low- and moderate-income (LMI) communities over a four-year period beginning January 1, 2022, and concluding December 31, 2025.

Throughout the duration of the plan, PNC successfully exceeded its original $88 billion pledge, deploying a total of $119.3 billion in capital investments, loans and philanthropic

Esperanza Health Centers

Esperanza Health Centers' Brighton Park Health Center in Chicago is a 26,100-square-foot, two-story facility funded by a $6 million PNC term loan that refinanced a New Market Tax Credit loan. The project transformed a former brownfield into a community health hub with outdoor walking paths, gardens and parking, and includes a pharmacy and offices. The facility has been recognized with multiple architectural awards.

The center's design uses warm colors and natural light to support intuitive wayfinding and strengthen the connection between caregivers and the neighborhood. The site redevelopment also prioritizes green spaces, incorporating bioswales and native plantings to support watershed management and detention.

Energy efficiency is achieved through features such as an exterior rainscreen façade, LED lighting, ENERGY STAR® HVAC systems, recycled materials in ceiling baffles and carpet tiles, recessed windows, overhangs for shading and extensive green spaces.

As a Federally Qualified Health Center, Esperanza has been named a National Quality Leader by Health Resources & Services Administration for five consecutive years. The center serves a predominantly low-income population, with 76.5 percent of patients at or below 200 percent of the poverty line and 57.7 percent relying on Medicaid.

Expanding consumer products and programs

To increase financial access in underserved communities during the Community Benefits Plan period, PNC pledged to deliver 20 new branches and 25 remote automated teller machines in LMI communities across PNC's footprint. The bank also launched mobile banking units to expand access for unbanked and underbanked communities in 11 markets. Through 2025, PNC continued to deliver on this commitment with more than 19 branches and 25 remote ATMs added to serve unbanked and underbanked populations.

support to accelerate homeownership, small business growth and community investment initiatives.*

Working across business lines and in partnership with community organizations, we delivered $33.8 billion in total capital in 2025 to catalyze investment in LMI communities across our footprint. Over the four-year period, the total funds deployed exceeded 136 percent of our $88 billion commitment, supporting the plan's core focus areas:

- $47 billion in residential mortgage financing and home lending
- $26.5 billion in small business loans
- $14.5 billion in community development lending and investments
- $500 million in charitable giving

Highlights of our 2025 CBP impact include:

Home lending: Through targeted investment, innovative financing and collaborative community building, PNC continued to direct capital where it can do the most good. Over the course of the plan, PNC originated $79.7 billion in residential mortgage and home equity loans to help bridge the affordability gap and promote generational wealth building. In 2025, PNC deployed $23 billion in home lending as part of its long-term strategy to accelerate homeownership and financial mobility.

Small business lending: PNC remained at the forefront of expanding access to capital for entrepreneurs. Over the course of the CBP, PNC funneled $19.4 billion into the small business sector, including more than $4.8 billion in 2025 to help business owners start, grow and sustain operations.

Community financing: Consistent with its efforts to advance economic opportunity and build stronger communities, PNC deployed more than $20.1 billion in cumulative community financing through 2025 to support affordable rental housing, critical community infrastructure and neighborhood revitalization. In 2025, more than $5.9 billion supported affordable rental housing, workforce development and economic revitalization initiatives in LMI neighborhoods nationwide. We also provided $236 million in loans and investments to Community Development Financial Institutions (CDFIs) last year. Since 2022, we have provided a cumulative $644.1 million to strengthen the operational capacity and long-term sustainability of CDFIs.

Grants and charitable support*: Beyond delivering financial services and investments, we continued to deepen the company's impact. Since 2022, PNC provided more than $522 million in grants, charitable sponsorships and mortgage assistance to advance education, housing and economic opportunity, and financial wellness. In 2025, PNC awarded $140.7 million* in charitable giving, including $26.5 million in first-time homebuyer grants to expand homeownership opportunities in LMI communities.

Listening to Our Communities

PNC engages community stakeholders throughout the year to ensure our strategies reflect the priorities of the people and communities we serve. We seek dialogue that is specific, actionable and grounded in the lived experience of local partners. Their feedback helps us understand emerging needs, identify gaps and strengthen the impact of our community investment work. This ongoing engagement is central to our commitment to responsible banking and to aligning our efforts with measurable community outcomes.

Our national Community Advisory Council (CAC) represents a group of essential stakeholders who help ensure our strategy aligns with local needs and priorities. The council is composed of 19 community development leaders who bring deep local expertise and independent perspectives. Their guidance helps inform our strategies, strengthen accountability and ensure our community investment efforts remain responsive and effective.

In 2025, the CAC met twice in person and once virtually to review our progress, discuss emerging community issues and provide feedback on opportunities to deepen impact. These meetings offered meaningful insight into challenges facing households and nonprofits across our markets and reinforced the value of maintaining consistent, transparent engagement with trusted community leaders.

PNC Community Benefits Plan (CBP) YEAR 4 COMPLETION

Four years into the plan, PNC has deployed
$119.3B
of $88B toward plan, exceeding 136% of commitment.

HOME LENDING
$79.7B OF $47B
in residential mortgage and home equity loans

SMALL BUSINESS LENDING
$19.4B OF $26.5B
in small business loans

COMMUNITY FINANCING
$20.1B OF $14.5B
in community loans and investments, including $644.1M to CDFIs

GRANTS & CHARITABLE SUPPORT
$522.2M OF $500M**
in philanthropic grants, mortgage assistance and sponsorships

*As of December 31, 2025.

**Charitable giving number includes mortgage assistance grants and PNC Foundation expenses and does not match with the philanthropic giving number mentioned in other sections of this report.*

In October 2025, we held our fourth and final Community Leadership Symposium in Pittsburgh. The symposium brought together 182 attendees, including bankers, policy experts, community investors and developers, to discuss industry trends, equitable economic development and strategies to drive impactful community investment.

Our Regional Presidents also hosted 30 local community stakeholder meetings to gather direct feedback, share updates on our market impact and identify opportunities to collaborate on future initiatives. These "Blueprint for Opportunity" gatherings provided critical insight into community priorities and reinforced the importance of transparent, two-way communication.

Building on our commitment to listen and respond to community needs, we partnered with the Urban Institute for our second Stakeholder Needs Assessment in 2025. More than 800 community leaders from across our markets participated in the survey, offering insights into the most urgent challenges affecting LMI households and the nonprofits that serve them. This ongoing community feedback continues to play a pivotal role in shaping our investment strategies and informing decisions that strengthen local impact.

PNC's Purpose-Driven Team

PNC Asset Management Group's Purpose-Driven team includes dedicated professionals focused on developing investment solutions and analytics to create scalable pathways for customization that supports clients' unique goals. The team delivers an integrated client experience by seamlessly combining a client's philanthropic and family objectives with their investment strategy.

Purpose-Driven Investing at PNC helps clients align their investments with their interests, values and missions. The program enables collaboration with clients through education, personalized portfolio construction, investment stewardship and research. Our process provides insights and ongoing monitoring for alignment with each client's unique goals, supporting them in identifying ways to:

- Capture thematic exposures to local and global trends
- Avoid portfolio exposures that may conflict with their personal mission or values
- Seek and support opportunities for impact across the capital continuum, from philanthropy to public markets and alternative investments

Purpose-Driven Investing is designed to help clients feel confident and informed about what they own. In 2025, PNC clients representing approximately $5.4 billion in managed assets opted for our purpose-driven investment capabilities.

In 2025, we focused our efforts on collaboration by combining expertise from Philanthropy & Impact, The Institute for Family Success, board and governance expertise, and Purpose-Driven Investing groups to provide clients with a simplified, unified engagement process. Together, these teams offer capabilities to help clients build purposeful plans by addressing three key questions:

- Philanthropy and Impact: How do you want to impact your community?
- Institute for Family Success, Board & Governance Expertise: How do you want your family or board to relate to one another?
- Purpose-Driven Investing: How do you want to reflect your values in your investments?

Once we understand each client's unique goals, we consider the various levers through which capital can be used to achieve them, such as traditional and venture philanthropy, catalytic capital, public markets or alternative investments. Considering this capital continuum is essential, as the outcomes our clients seek may be best addressed through one or more levers.

Following our recognition for Best Philanthropic Initiative at the Private Asset Management Awards 2025, we continue to evolve our process to empower clients to align their values and generate impact.

More information about our Purpose-Driven Investing solutions and process is available on our website.

Community Engagement

PNC's Community Affairs group is responsible for the corporate strategy for charitable giving from the PNC Foundation, PNC's volunteerism programs and PNC Grow Up Great®, the company's signature philanthropic initiative. In collaboration with PNC's Regional Presidents organization and the Community Development Banking team, Community Affairs supports local market efforts to implement the corporate strategy.

In 2025, PNC provided critical grant funding to support nonprofit organizations, including:

- **Denver, CO:** Brothers Redevelopment's Housing Counseling initiative strengthens housing stability and financial security for residents navigating economic hardship by providing individualized support and group education workshops covering topics such as financial literacy, renter's rights, homeownership preparation, foreclosure prevention and fair housing awareness.
- **Grand Rapids, MI:** Start Garden's "The 100" initiative supports 100 entrepreneurs annually by providing capital to advance small businesses in underserved communities, including support for product launches, storefront openings and job creation, strengthening the entrepreneurial pipeline in western Michigan.
- **Nashville, TN:** Second Harvest Food Bank of Middle Tennessee's Mobile Market program increases access to fresh produce and dairy products in neighborhoods where residents lack reliable transportation by creating a one-stop shop that ensures participants' basic needs are met through high-quality foods.
- **Seattle, WA:** The Museum of Glass's Kids Design Glass™ program, inspired by an exhibition celebrating the relationship between designers and master glassblowers, allows young artists to interact with the museum's glassblowers to transform children's drawings into glass sculptures for presentation at the museum.

SUPPORTING EARLY CHILDHOOD EDUCATION

An early start to learning is a jump start on life. We believe that all young children, particularly those in underserved communities, deserve access to high-quality early learning experiences to help pave the path for lifelong success.

Hopeworks (Camden, NJ)

Hopeworks Camden supports young adults who face systemic barriers, limited job prospects and financial instability by providing technical training in high-demand skills that employers desire such as web development, GIS and data visualization. The Recode Your Future training program teaches coding and technical skills that help employ young adults in living-wage, desirable occupations and strengthens the local community. In addition to technical and professional skill development, the program emphasizes social and emotional development through career readiness and academic coaching workshops. This unique combination of workforce training allows Hopeworks to help young adults find a place to succeed and stabilize economic mobility for participants and their families.

Los Angeles Area Chamber of Commerce Foundation (Los Angeles, CA)

The Los Angeles Area Chamber of Commerce Foundation, established to deliver community-focused programming, has evolved into a regional leader in economic mobility, small business development, workforce training and equitable growth by implementing high-impact programs to support underserved entrepreneurs and small business ecosystems. After tragic wildfires affected roughly 1,800 small businesses that employed nearly 10,000 workers, the LA Area Chamber Foundation administered grant programming that provided immediate financial relief to the most vulnerable small businesses that were disrupted in the declared disaster zone. The Small Business Disaster Recovery Fund helped businesses stabilize, rehire staff, receive technical assistance and revitalize their place in the local economy.

United We Learn
Tampa Bay, FL

With a $1 million grant from the PNC Foundation, United Way Suncoast (UWS) launched its United We Learn initiative, which aims to improve kindergarten readiness in Tampa Bay. The funding helps to provide essential resources to young children and families, ensure access to high-quality early learning and address student achievement gaps before children enter school. Through PNC's ongoing support, UWS is engaged in a three-year alliance with local Early Learning Coalitions and child care providers in underserved areas. Collectively, these efforts support UWS's work in positioning local youth and families for better futures.

Expanding Nature-Based Learning
Mobile, AL

Since 2024, 63 outdoor play and learning spaces were built or refreshed from coast to coast, made possible as part of a special grant initiative marking the 20th anniversary year of PNC Grow Up Great. Building on the success of this work, the PNC Foundation awarded a three-year grant to Gulf Regional Early Childhood Services to renovate and revitalize the outdoor play areas at 10 child care centers throughout greater Mobile, AL. This initiative is transforming outdated areas into nature-rich, sensory-friendly spaces to foster imaginative play in natural settings.

Since 2004, we've supported early childhood education through PNC Grow Up Great®, our signature $500 million, multiyear, bilingual initiative. Research shows that high-quality early childhood education provides the foundational bedrock for educational achievement, economic productivity, responsible citizenship, lifelong health and strong communities. An investment in children across PNC's communities matters — and helps to deliver that jump start on life.

Since the program's inception and through the end of 2025, PNC Grow Up Great has supported more than 11.5 million children through grants and educational programs. We've provided over $290 million in grants to organizations championing high-quality early childhood education and engaged PNC employees in volunteering more than 1.3 million hours for the cause.

PNC and Sesame Workshop, the global nonprofit behind Sesame Street and longtime PNC Grow Up Great partner, collaborated to create free financial educational resources for young children and the parents and caregivers who support them. "For Me, For You, For Later: First Steps to Spending, Sharing and Saving" offers print materials, digital resources and videos. In April, free family activity guides were available in PNC Bank branches for customers and at community events across the country. These materials help children learn basic financial concepts that highlight the importance of making good choices on spending, sharing and saving.

To complement this effort, PNC Grow Up Great and the PNC Center for Financial Education established a pilot program to deliver family-centered financial education workshops throughout 2025. Early financial education helps to build a foundation for a lifetime of smart choices and financial well-being. And, because children learn by example, when parents understand financial concepts, they can pass these habits on to help set children on a path toward financial stability. More than two dozen workshops were held for families of young children at PNC-partner early childhood education centers. PNC employee volunteers facilitated training on topics such as budgeting, identity theft and planning for financial emergencies to parents and caregivers while young children participated in lessons and activities from Sesame Workshop's "For Me, For You, For Later."

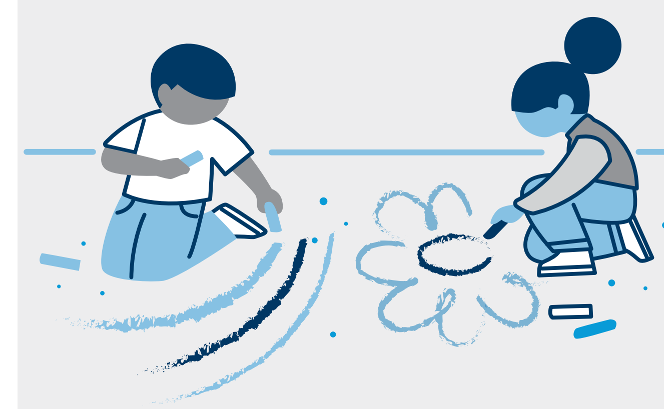
The PNC Foundation extended its partnership with Fred Rogers Productions by awarding a $1.5 million grant to help underwrite Alma's Way, the hit series recently greenlit for a third season on PBS KIDS. Alma's Way features a confident 6-year-old girl in the Bronx who learns self-awareness, empathy and problem-solving by sharing her "way" of figuring things out with viewers. The grant also supports community-based events such as Be My Neighbor Days. Forty-nine Be My Neighbor Day events were held across PNC communities in 2025. These free, family-friendly events, hosted by local PBS stations in collaboration with Fred Rogers Productions and PNC, are inspired by Daniel Tiger's Neighborhood and promote kindness, community helpers and early learning through various activities.

PNC Grow Up Great continues to recognize and amplify the extraordinary work being done by those in the field of early childhood education. In early 2025, PNC hosted a multiday gathering for dozens of early education providers from across the country. Participants enjoyed the opportunity to learn from PNC Grow Up Great partners, including Sesame Workshop, PBS KIDS, National Center for Families Learning, National Institute for Early Education Research and DonorsChoose, and shared their perspectives and practices. DonorsChoose gift cards, worth $5,000, were awarded to participants to help them obtain more classroom resources through the DonorsChoose education funding platform.

> **This was amazing! We were welcomed in such a delightful way! Early childhood has its tough times, but the way PNC values our mission and profession is truly amazing and humbling! I really cannot express the correct words to acknowledge the appreciation I had for this event.**
>
> **– Mandi Woodward, Early Childhood Educator from Lansing, MI**

Educating, Guiding, Inspiring Entrepreneurs
Orange County, CA

Since 2023, the PNC Foundation has provided funding to help low-income Orange County residents — primarily women — open and operate in-home child care businesses. Through the Community for Innovation, Entrepreneurship, Leading & Opportunities (CIELO) Childcare Business Incubator, participants attend an intensive six-week boot camp, taught in English and Spanish, with support and coaching through launch of their child care business. Participants who attend all sessions and complete the program receive a stipend to help cover startup costs for their business launch. In 2025, the program helped launch 35 new licensed child care businesses, offering new employment opportunities for early educators and the addition of 2,100 slots for children in underserved communities.



VOLUNTEERISM

At PNC, we're committed to making a difference in our communities, not only with our products and services, but with our time. We share our employees' passion for our communities by empowering volunteerism and participation in our volunteer grant program.

To support and encourage our employees' community commitment, our paid volunteerism policy provides up to 40 hours of paid time off each year to volunteer with approved organizations. In 2025, PNC employees volunteered a total of 84,549 hours across approximately 2,000 partner organizations focused on early childhood education or economic opportunity.

Individual volunteers reaching 40 hours at an approved volunteer partner organization could earn a $1,000 grant, teams of two to three volunteers combining to reach 60 hours could earn a $1,500 grant, and teams of four to 10 volunteers combining to reach 100 hours could earn a $3,000 grant. By the end of 2025, nearly $1.8 million in volunteer grants was earned by employees and paid to volunteer partner organizations.

Economic Opportunity Volunteerism

PNC supports a continuum of volunteerism that strengthens high-quality early education for our youngest learners and advances economic opportunity through adulthood. Through our Economic Opportunity volunteer program, we partner with organizations that support a majority of low- and moderate-income individuals and communities and have a mission and programming that focus on economic empowerment, education or entrepreneurship. In Dayton, OH, several PNC volunteer teams reached their 100 volunteer hours milestone supporting Habitat for Humanity Greater Dayton, an Economic Opportunity volunteer partner. Through their efforts to help build homes for families in need throughout 2025, they earned $57,000 in volunteer grants.

By the end of 2025, nearly

$1.8M

in volunteer grants was earned by employees and paid to volunteer partner organizations.

Pro Bono Project

The Legal department's Pro Bono Project offers PNC attorneys and legal professionals an opportunity to provide free legal services to individuals and organizations in their local communities who need, but cannot afford, legal assistance. The program enables members of PNC Legal to acquire new competencies and fulfill practice requirements by working with local legal service providers to benefit the community.

The project is run by a council of PNC lawyers and other PNC legal professionals who periodically approve new pro bono opportunities and encourage their legal colleagues to participate. Now in its 13th year, the Pro Bono Project continues to serve our local communities across the U.S. In 2025, PNC lawyers and legal professionals contributed more than 200 hours of pro bono service through a range of initiatives, including clinics for wills, veterans services and expungements, among others.

PNC attorneys also participate in an annual Pro Bono Week each October, offering seminars, training sessions and pro bono opportunities.

The PNC Pro Bono Project participates annually in Financial Institution Pro Bono Day, a joint initiative in which legal departments of more than 40 financial institutions across the U.S. and parts of Europe volunteer on pro bono projects on the same day.

Reporting Transparently

Building trust transparently

ABOUT THIS REPORT

PNC publishes an annual Corporate Responsibility (CR) Report. This is our tenth full GRI-based report and has been prepared in accordance with the GRI Universal Standards. We also disclose metrics in alignment with the Sustainability Accounting Standards Board's (SASB) Commercial Banks, Consumer Finance, Asset Management and Custody Activities, Mortgage Finance, and Investment Banking & Brokerage (IB&B) sector standards.

For the first time, we are reporting in alignment with the International Financial Reporting Standards (IFRS) S2 standard, transitioning from the Task Force on Climate-Related Financial Disclosures (TCFD) framework used in previous years. This shift enhances comparability and provides a more globally consistent approach to climate-related reporting, while also improving the clarity and decision-usefulness of our disclosures for investors and other stakeholders.

PNC's 2025 CR Report covers PNC operations during the period of Jan. 1 through Dec. 31, 2025. Additional information about our corporate responsibility efforts, including important legal disclosures and information, is available on our Corporate Responsibility website.

CONTACT US

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For customer inquiries, please call 1-888-PNC-BANK.

For registered shareholder services, please call 1-800-982-7652. 5

For investor inquiries, please email investor.relations@pnc.com

For community inquiries, please email community.development@pnc.com

For media inquiries, please call 1-412-762-4550 or email media.relations@pnc.com

You also can find us on social media:

Facebook: PNC

X: @PNCNews, @PNCBank and @PNCBank_Help

LinkedIn: PNC

Instagram: @PNCBank

At PNC, we know our long-term success largely depends on maintaining meaningful, transparent and trusted relationships with our stakeholders, including but not limited to employees, customers, communities, shareholders, the government and suppliers. These relationships are foundational to how we identify risks and opportunities, create shared value and operate responsibly. Our stakeholder engagement approach is designed to foster open dialogue that enables continuous feedback. Through this engagement, we gain insights that inform our decision-making, enhance our reputation, support sound governance and help ensure compliance with applicable legal and regulatory requirements while also aligning with evolving stakeholder expectations.

Stakeholder Engagement Table

	EMPLOYEES	CUSTOMERS	COMMUNITIES	SHAREHOLDERS	GOVERNMENT	SUPPLIERS
CHANNELS AND FREQUENCY	• Corporate, line of business and market town halls • Employee engagement surveys • News Online, an intranet site that features articles, videos, and other news and information for employees • Just for Managers, an intranet site for timely and relevant information for managers • PNC's Corporate Ethics Office • PNC University (PNCU) • AI Skills Academy • Performance Management Hub • Line of Business Councils • Employee Business Resource Groups	• Closed-loop calls on select survey feedback to learn more about a customer's experience • Feedback link on pnc.com • Interactions on social media (Facebook, X, LinkedIn, Instagram) • Interactions with Customer Service & Support employees • Interactions with Sales & Service employees • Measurement and improvement of the experience through our Net Promoter Score and Net Promoter System program • PNC's Privacy and Security Center • Regional Presidents' offices • Relationship, transaction and panel surveys	• National Community Advisory Council meetings • Local Community Advisory groups • Community Leadership Symposiums • Blueprint community stakeholder meetings • Stakeholder Needs Assessment in partnership with the Urban Institute • Center for Financial Education Workshops • PNC's My Finance Academy • Mobile branches • Ongoing communication with community partners and grantees • PNC employees' service on community boards of directors and committees • PNC Grow Up Great Advisory Council • PNC Grow Up Great Mobile Learning Adventure • PNC Grow Up Great website • PNC Foundation website • Be My Neighbor Day Events • PNC's Regional Councils to identify and act on business opportunities • Social media (Facebook, X, LinkedIn, Instagram)	• Annual meeting of shareholders • Quarterly earnings calls • Investor conferences and presentations • Investor inquiries and meetings • SEC and regulatory information website • Press releases • PNC's Investor Relations website	• Ongoing engagement with senior elected officials and those running for office, regulators, and other federal, state and local government officials • Participation in government-sponsored events and initiatives • Participation in industry-sponsored events and initiatives in which government officials also participate • Participation in government outreach activities arranged by industry groups or senior leaders at PNC • Regular communications between PNC's Executive Committee and Regional Presidents and government officials • Regular interactions through Government and Regulatory Affairs teams	• Emails and phone calls between suppliers and PNC representatives • PNC's Regional Councils to identify and act on business opportunities that result from changing community demographics • PNC supports and participates in national conferences that provide a platform to identify and build relationships with potential suppliers. • Quarterly, annual and biannual meetings during which PNC business leaders and executives meet with our key suppliers
KEY TOPICS AND CONCERNS	• Benefits that support employees' physical, mental and financial health • Volunteer opportunities • Culture and engagement • Line of business and staff function topics • Talent strategies that drive employee engagement, attraction, retention, promotion, development and leadership • Employee feedback	• Better self-serve and in-person support when the customer needs help with products and services • Customer privacy • Ethics and compliance • Financial access and inclusion, e.g., innovative overdrafts and accessibility measures • Information security • Opportunities to improve and simplify our banking experience in digital channels • Opportunities to improve products and services	• Community and philanthropic commitments • Access to capital, financial services and products • Affordable housing opportunities • Community Development Financial Institutions (CDFIs) • Early childhood education • Economic development • Financial education and literacy • Financial support for community development • Initiatives for unbanked or underbanked populations • Neighborhood/community revitalization • Products and services for low- and moderate-income (LMI) communities • Small business support • Volunteer activities for our employees	• Financial and operating performance • Strategy • Long-term value • Business resiliency • Information security and data privacy • Corporate governance • SEC and regulatory information • Corporate responsibility matters	• Corporate governance • Risk management • Data privacy and information security • Ethics and compliance with laws and regulations • Illicit finance laws, including relating to anti–money laundering and countering the financing of terrorism, sanctions and fraud • Payments-related issues, including faster payments, open banking and payment stablecoins • Restrictions on and calculation of fees (e.g., overdraft, interchange) • Public welfare and community development activities or investments • Core prudential laws, including relating to stress testing, capital, liquidity, resolution planning and tailoring • Fair access to banking • Deposit insurance • Artificial intelligence • Tariffs • Digital assets	• Legal terms and conditions and due diligence • Third-Party Risk Management • Prosperity of local economies • Business opportunities • Mentoring and development services to suppliers

RESPONSE TO TOPICS AND CONCERNS

Stakeholder Engagement Table

EMPLOYEES

See the following sections within this report:
- Business Ethics and Compliance, pp. 14-16
- Technology and Innovation, pp. 18-19
- Talent Recruitment, Management and Development, pp. 21-23
- Early Career Talent Engagement, p. 22
- Development Opportunities, pp. 22-23
- Leadership and Manager Development and Support, p. 23
- Employee Engagement Opportunities, pp. 23-24
- Employee Recognition, p. 25
- Employee Compensation and Well-Being, pp. 24-25
- Employee Safety and Security, p. 25
- Accessibility Services for Employees, p. 25
- Volunteerism, p. 42

Additional links:
- Code of Business Conduct and Ethics
- Corporate Responsibility
- Human Rights Statement
- pncthrive.com

CUSTOMERS

See the following sections within this report:
- Customer Experience, p. 7
- Business Ethics and Compliance, pp. 14-16
- Customer Privacy and Security, pp. 16-17
- Cybersecurity, pp. 17-18
- Technology and Innovation, pp. 18-19
- Business Resiliency Program, pp. 18-19
- Responsible AI, p. 19
- Responding to Increasing Energy Demand, p. 28
- Sustainable Solutions for Clients, pp. 28-29
- Financial Access and Inclusion, pp. 34-38
- Financial Education Initiatives, pp. 36-38
- Mobile Branches, pp. 37-38
- PNC's Purpose-Driven Team, p. 40

Additional links:
- Business Resiliency Program
- Corporate Responsibility
- Human Rights Statement
- Security and Privacy Center
- Privacy Policy

COMMUNITIES

See the following sections within this report:
- Financial Access and Inclusion, pp. 34-38
- Expanding Access to Affordable Housing, pp. 35-36
- Multifamily Capital, pp. 35-36
- Expanding Financial Access for Small Business, p. 36
- Supporting Customer and Market Growth, p. 36
- Financial Education Initiatives, pp. 36-38
- Mobile Branches, pp. 37-38
- Community Benefits Plan, pp. 38-40
- Listening to Our Communities, pp. 39-40
- Community Engagement, pp. 40-42
- Supporting Early Childhood Education, pp. 40-41
- Volunteerism, p. 42
- Pro Bono Project, p. 42

Additional links:
- Community Benefits Plan
- Community Development Banking
- Corporate Responsibility
- Human Rights Statement
- PNC Foundation
- PNC Grow Up Great®
- Multifamily Capital

SHAREHOLDERS

See the following sections within this report:
- Our Company, pp. 6-7
- Our Corporate Responsibility Progress, pp. 9-10
- Creating Value for Shareholders, p. 11
- Public Policy Approach, p. 11
- Corporate Governance, pp. 13-14
- Business Ethics and Compliance, pp. 14-16
- Customer Privacy and Security, pp. 16-18
- Cybersecurity, pp. 17-18
- Business Resiliency Program, pp. 18-19
- Responsible AI, p. 19
- Talent Recruitment, Management and Development, pp. 21-23
- Career Development and Leadership Programs, pp. 22-23
- Employee Engagement Opportunities, pp. 23-24
- Employee Compensation and Well-Being, pp. 24-25
- PNC's Climate Action Strategy, p. 28
- Sustainable Solutions for Clients, pp. 28-29
- Climate Risk Management, pp. 29-30
- Climate Risk Identification and Integration Activities, p. 30
- Successful Completion of the $30 billion Environmental Finance Pledge, pp. 30-31
- Environmental Performance and Finance Emissions Data Table, p. 31
- 2030 Operational Targets and Progress in Emissions, Energy, Water and Waste, p. 32
- PNC's Purpose-Driven Team, p. 40

Additional links:
- Business Resiliency Program
- Corporate Responsibility
- Governance Documents
- Human Rights Statement
- Investor Relations website
- SEC filings
- Sustainable Finance Solutions website

GOVERNMENT

See the following sections within this report:
- Public Policy Approach, p. 11
- Corporate Governance, pp. 13-14
- Business Ethics and Compliance, pp. 14-16
- Customer Privacy and Security, pp. 16-18
- Cybersecurity, pp. 17-18
- Business Resiliency Program, pp. 18-19
- PNC's Climate Action Strategy, p. 28
- Climate Risk Management, pp. 29-30
- Climate Risk Identification and Integration Activities, p. 30
- 2030 Operational Targets and Progress in Emissions, Energy, Water and Waste, p. 32
- Financial Access and Inclusion, pp. 34-38
- Expanding Access to Affordable Housing, pp. 35-36
- Multifamily Capital, pp. 35-36
- Expanding Financial Access for Small Business, p. 36
- Financial Education Initiatives, pp. 36-38
- Mobile Branches, pp. 37-38
- Community Benefits Plan, pp. 38-40
- Listening to Our Communities, pp. 39-40

Additional links:
- Business Resiliency Program
- Community Benefits Plan
- Community Development Banking
- Corporate Responsibility
- Multifamily Capital
- Political Engagement and Contributions

SUPPLIERS

See the following sections within this report:
- Business Conduct and Ethics, pp. 14-15
- Third-Party Risk Management, p. 19
- Supplier Engagement and Development, p. 19

Additional links:
- Code of Business Conduct and Ethics
- Corporate Responsibility
- Human Rights Statement
- Supplier Code of Conduct
- Supplier Engagement and Development

CORPORATE RESPONSIBILITY SCORECARD

METRIC	2023	2024	2025	OBJECTIVES
PRACTICING RESPONSIBLE BUSINESS				
SUSTAINABLE FINANCE				
Environmental finance	$7.0 billion	$6.1 billion	$2.2 billion	$30 billion in environmental finance over five years, from January 2021 through December 2025 (achieved and exceeded in 2025, totaling $33.4 billion)
Purpose-Driven Investing assets under management (AUM)	$6.5 billion	$4.1 billion[1]	$5.4 billion	
ETHICAL CONDUCT				
Percent of employees (both part-time and full-time) completing annual ethics training	100%	100%	100%	100% of part-time and full-time employees will complete annual ethics training
SUSTAINABLE OPERATIONS[2]				
OPERATIONAL TARGETS				
Carbon emissions reduction percentage (Scopes 1 & 2)	-10%	-70%	-73%	80% carbon emissions reduction (Scopes 1 & 2) by 2030
Energy Consumption Reduction Percentage	-11%	-16%	-20%	30% energy reduction by 2030
Water Consumption Reduction Percentage	-4%	-16%	-13%	30% water reduction by 2030
Renewable Purchased Electricity Percentage	48%	95%	100%	Achieve 100% renewable purchased electricity by 2025 (achieved in 2025)
FACILITIES ENVIRONMENTAL CERTIFICATIONS				
LEED-certified projects	340	350	355	
ENERGY STAR–certified buildings	314	339	373	
Portfolio certified	43%	47%	49%	
INTERNAL PAPER CONSUMPTION				
8.5x11 sheets (thousands)	128,960	138,224	139,075	

1 In prior years the term "managed assets" included client assets where we were asked to provide analytics as to client portfolio data using our values-based and risk reporting capabilities. While we continue to provide these reporting capabilities, the term "managed assets" will now include only assets that are specifically invested in one of our Purpose-Driven strategies.

2 More Environmental data available in the Climate Metrics and Targets section of this Report, pp. 30-32.

CORPORATE RESPONSIBILITY SCORECARD

METRIC	2023	2024	2025	OBJECTIVES
ADVANCING A TALENT-FOCUSED CULTURE				
ADVANCING A TALENT-FOCUSED CULTURE | TALENT RECRUITMENT, MANAGEMENT AND DEVELOPMENT | CULTURE AND ENGAGEMENT | EMPLOYEE COMPENSATION AND WELL-BEING				
Voluntary retention rate	85.0%	86.9%	84.5%	
401(k) plan participation	93%	92%	93.9%	
Total Health Savings Account funds committed	$33.2+ million	$31 million	$26.9 million	
Value of pension benefits	$130 million	$128 million	$128 million	
Percent of unique PNC employees who are members of Employee Business Resource Groups	32%	34%	35%	
Number of Employee Business Resource Groups	123	129	135	
Change in employee engagement score	5 point decrease year over year	Flat year over year	1 point increase year over year	
Total employee training hours	3.2 million hours	3.5 million hours	4.2 million hours	
INVESTING IN COMMUNITIES				
COMMUNITY ENGAGEMENT				
Charitable giving[3]	$128.6 million	$131.6 million	$140.7 million	$500 million in charitable support over a four-year period beginning January 1, 2022 (achieved and exceeded in 2025, totaling $522.2 million)
PNC's volunteerism program / volunteer hours	83,433 hours	88,670 hours	84,549 hours	

3 Charitable giving number includes mortgage assistance grants and PNC Foundation expenses, and it does not match the philanthropic giving number mentioned in other sections of this report.

CORPORATE RESPONSIBILITY SCORECARD

METRIC	2023	2024	2025	OBJECTIVES
COMMUNITY DEVELOPMENT BANKING				
Participants in PNC financial education classes focused on LMI individuals and communities[4]	27,447	25,751	28,516	
Financial education classes focused on LMI communities	1,584	1,683	1,892	
Participants in CFE Workshops	—[5]	—[5]	3,896	
CFE Workshops	—[5]	—[5]	359	
Community Reinvestment Act (CRA) rating	Outstanding	Outstanding	Outstanding	Maintain "Outstanding" CRA Rating
Home Lending	$13.2 billion	$18.4 billion	$23 billion	$47 billion in residential mortgage and home equity loans to LMI and minority borrowers and in LMI and majority-minority census tracts, over a four-year period beginning January 1, 2022, and ending December 31, 2025 (achieved and exceeded in 2025, totaling $79.7 billion)
Small Business Loans	$4.7 billion	$4.8 billion	$4.8 billion	$26.5 billion in small business loans to small businesses in majority-minority census tracts, to small businesses in LMI communities and to businesses with revenues of less than $1 million and small farms, over a four-year period beginning January 1, 2022, and ending December 31, 2025 (not achieved)
Community Financing	$3.2 billion	$5.3 billion	$5.9 billion	$14.5 billion for community development loans and investments, over a four-year period beginning January 1, 2022, and ending December 31, 2025 (achieved and exceeded in 2025, totaling $20.1 billion)
DELIVERING AN EXCEPTIONAL CUSTOMER EXPERIENCE				
CUSTOMER EXPERIENCE				
Retail Net Promoter Score	1-point decrease year over year	3-point increase year over year	3-point decrease year over year	
Corporate & Institutional Net Promoter Score	5-point increase year over year	11-point increase year over year	15-point decrease year over year	
PNC Private Bank Net Promoter Score	Flat year over year	6-point increase year over year	6-point decrease year over year	

4 The variance in the number of individuals reached is attributed to a change in methodology. Prior to 2024, workshop topics were recorded separately, which may reflect the same audience in some cases. Beginning in 2025, each individual is counted only once per day regardless of the number of workshop topics.

5 This number was added to the CR Scorecard in 2025 and was not tracked in previous years.

GLOBAL REPORTING INITIATIVE (GRI) INDEX

CODE	DISCLOSURE	2025 RESPONSE
GRI 2: GENERAL DISCLOSURES 2021		
2-1	Organizational details	About PNC, Our Company, pp. 6-7 PNC 2025 10-K, Business Overview, p. 1
2-2	Entities included in the organization's sustainability reporting	The reporting entities for the sustainability and financial report are the same.
2-3	Reporting period, frequency and contact point	About This Report, p. 44
2-4	Restatements of information	There are no restatements of information for this report.
2-5	External assurance	Keramida, an accredited California Lead GHG Verifier, provided limited assurance of PNC's GHG emissions inventory (Scope 1, Scope 2 and selected categories of Scope 3), energy and water consumption data. Additionally, they provided verification of PNC's progress toward operational targets. Keramida is a certified Women-Owned Business, DBE-Certified and CDP Gold Accredited Verification Provider. 2025 PNC Verification Statement
2-6	Activities, value chain and other business relationships	About PNC, Our Company, pp. 6-7 PNC 2025 10-K, Business Overview, p. 1 PNC 2025 10-K, Business Segments Review, pp. 43-50
2-7	Employees	In compliance with government requirements and, in some cases, based on employee self-disclosure, we gather information related to the composition of our workforce. PNC does not disclose the employee breakdown by permanent, temporary or non-guaranteed hours. Nor does PNC disclose the breakdown of employment by region. Information about our workforce is reflected in our EEO-1 reports, which are posted on our website. EEO-1 Report PNC 2025 10-K, Human Capital, pp. 9-10
2-8	Workers who are not employees	PNC considers this information to be confidential.
2-9	Governance structure and composition	Practicing Responsible Business, Corporate Governance, pp. 13-14 Corporate Governance Documents
2-10	Nomination and selection of the highest governance body	Corporate Governance Guidelines, p. 2
2-11	Chair of the highest governance body	The Board strives to maintain a governance structure that enables appropriate board oversight of PNC's business, operations and enterprise strategy. The board believes the interests of our shareholders are best served at this time through the current combined Chair and CEO leadership structure, in conjunction with a Presiding Director who has robust oversight and board governance responsibilities. This structure strikes an appropriate balance between a Chair and CEO with responsibilities for day-to-day management, board leadership and setting long-term strategy, and an empowered independent Presiding Director with well-defined responsibilities for supervising various aspects of board operations and governance. See the response to GRI-215 for information regarding how conflicts of interest are prevented and mitigated. Corporate Governance Guidelines, pp. 4,7
2-12	Role of the highest governance body in overseeing the management of impacts	Practicing Responsible Business, Corporate Responsibility Oversight and Leadership, p. 14 Corporate Governance Guidelines, p. 5
2-13	Delegation of responsibility for managing impacts	The Corporate Responsibility Committee of the PNC Board of Directors convenes regularly and reports to the full board regarding its activities. The full board reviews PNC's corporate responsibility strategic plan annually and receives regular updates on corporate responsibility matters, and the Corporate Responsibility Committee oversees management's efforts with respect to such matters. The Risk Committee receives periodic reports from management on climate-related risks. Practicing Responsible Business, Corporate Responsibility Oversight and Leadership, p. 14
2-14	Role of the highest governance body in sustainability reporting	Our board of directors is committed to high ethical standards and has ultimate oversight of PNC's strategy, including corporate responsibility issues that are material to our business. The full board oversees such matters directly, informed by each committee's oversight of the corporate responsibility matters within its purview as set forth in their respective committee charters. The Corporate Responsibility Committee of the PNC board of directors convenes regularly and reports to the full board regarding its activities. The full board reviews PNC's corporate responsibility strategic plan annually and receives regular updates on corporate responsibility matters, and the Corporate Responsibility Committee oversees management's efforts with respect to such matters. The Risk Committee receives periodic reports from management on climate-related risks.

GRI INDEX

CODE	DISCLOSURE	2025 RESPONSE
2-15	Conflicts of interest	At PNC, we strive to always manage our business with integrity, transparency and accountability. We are expected to make sound business decisions in the best interest of PNC and its clients, undistorted by personal interests. PNC has adopted a Code of Business Conduct and Ethics that applies generally to all employees, including executive officers, and to our directors. The Code of Business Conduct and Ethics is reviewed and approved annually by the Audit Committee, the board committee that is responsible for oversight of conduct risk management. Additionally, the Audit Committee and the Nominating and Governance Committee have each approved the Related Person Transactions Policy, which provides a written framework for board-level review of potential related person transactions and approval or ratification of related person transactions. A related person transaction is generally any transaction in which (1) PNC or its subsidiaries is or will be a participant, (2) the amount involved exceeds $120,000 and (3) a director or nominee, executive officer, family member or any beneficial owner of more than 5% of our common stock has or will have a direct or indirect material interest. PNC's Related Person Transactions Policy provides that a related person transaction may be completed or shall continue only if the appropriate board committee approves the transaction as not inconsistent with the interests of PNC and its shareholders, and the transaction is on terms comparable to those that could be obtained in arm's length dealings with an unrelated third party. The policy also provides that the Presiding Director shall assign responsibility for reviewing the transaction to the full board, a board committee solely composed of independent directors, or such PNC officers or management-level committee as the Presiding Director determines to be appropriate. In general, a potential related person transaction that involves a director shall be reviewed by the Nominating and Governance Committee, as the transaction could also impact independence. A transaction that involves an executive officer or beneficial owner of more than 5% of our common stock shall be reviewed by the Audit Committee. Approval or disapproval of each related person transaction shall be reported to the full board. PNC Code of Business Conduct and Ethics, pp. 10-16 Supplier Code of Conduct, p. 3
2-16	Communication of critical concerns	Practicing Responsible Business, Business Conduct and Ethics, pp. 14-15 Corporate Governance Guidelines, p. 13
2-17	Collective knowledge of the highest governance body	Corporate Governance Guidelines, p. 12 The Corporate Responsibility Committee of the PNC Board of Directors convenes regularly and reports to the full board regarding its activities. The full board reviews PNC's corporate responsibility strategic plan annually and receives regular updates on corporate responsibility matters, and the Corporate Responsibility Committee oversees management's efforts with respect to such matters. The Risk Committee receives periodic reports from management on climate-related risks.
2-18	Evaluation of the performance of the highest governance body	PNC 2026 Proxy Statement, pp. 67-74 Corporate Governance Guidelines, pp. 1-2
2-19	Remuneration policies	PNC 2026 Proxy Statement, pp. 50-55
2-20	Process to determine remuneration	PNC 2026 Proxy Statement, pp. 50-55
2-21	Annual total compensation ratio	PNC 2026 Proxy Statement, p. 110
2-22	Statement on sustainable development strategy	About PNC, A Message from Our CEO to Our Stakeholders, p. 4 About PNC, A Message from Our CCRO to Our Stakeholders, p. 4
2-23	Policy commitments	About PNC, Supporting Our Customers While Diligently Managing Risk, p. 7 Our Approach to Corporate Responsibility, Our Corporate Responsibility Progress, p. 9 PNC Code of Business Conduct and Ethics Supplier Code of Conduct Privacy Policy PNC Human Rights Statement

GRI INDEX

CODE	DISCLOSURE	2025 RESPONSE
2-24	Embedding policy commitments	Practicing Responsible Business, Corporate Governance, pp. 13-14 Practicing Responsible Business, Business Conduct and Ethics, pp. 14-15 Practicing Responsible Business, Enterprise Compliance Program, p. 16 Practicing Responsible Business, Customer Privacy and Security, pp. 16-18 Practicing Responsible Business, Responsible AI, p. 19 Practicing Responsible Business, Supplier Management and Engagement, p. 19 Banking on a Sustainable Future, Climate Risk Management, pp. 29-30
2-25	Processes to remediate negative impacts	Practicing Responsible Business, Business Conduct and Ethics, pp. 14-15 PNC Code of Business Conduct and Ethics, pp. 7-8 Supplier Code of Conduct, p. 3 Consumer Complaint Database website
2-26	Mechanisms for seeking advice and raising concerns	Practicing Responsible Business, Business Conduct and Ethics, pp. 14-15 Stakeholder Engagement, Connecting for Success, p. 11 PNC Code of Business Conduct and Ethics, pp. 7-8
2-27	Compliance with laws and regulations	Practicing Responsible Business, Business Conduct and Ethics, pp. 14-15 Practicing Responsible Business, Enterprise Compliance Program, p. 16 Banking on a Sustainable Future, Climate Risk Management, pp. 29-30 Please refer to Item 3, Note 20 Legal Proceedings of our 2025 Form 10-K, pp. 165-169.
2-28	Membership associations	Practicing Responsible Business, Supplier Engagement and Development, p. 19 Our Approach to Corporate Responsibility, Connecting for Success, p. 11
2-29	Approach to stakeholder engagement	Our Approach to Corporate Responsibility, Our Corporate Responsibility Priority Issues, p. 9 Our Approach to Corporate Responsibility, Stakeholder Engagement, p. 11 Reporting Transparently, Stakeholder Engagement Table, p. 45
2-30	Collective bargaining agreements	None of PNC's employees are covered by collective bargaining agreements.
GRI 3: MATERIAL TOPICS 2021		
3-1	Process to determine material topics	Our Approach to Corporate Responsibility, Our Corporate Responsibility Priority Issues, p. 9
3-2	List of material topics	Our Approach to Corporate Responsibility, Our Corporate Responsibility Priority Issues, p. 9
INFORMATION SECURITY		
3-3	Management of material topics	Practicing Responsible Business, Customer Privacy and Security, pp. 16-18 Practicing Responsible Business, Cybersecurity, pp. 17-18
CULTURE AND ENGAGEMENT		
3-3	Management of material topics	Advancing a Talent-Focused Culture, Talent Acquisition and Outreach, pp. 21-22 Advancing a Talent-Focused Culture, Employee Engagement Opportunities, pp. 23-24 EEO-1 Report
405-1	Diversity of governance bodies and employees	Practicing Responsible Business, Corporate Governance, pp. 13-14 PNC 2026 Proxy Statement, p. 27 EEO-1 Report
406-1	Incidents of discrimination and corrective actions taken	PNC considers this information to be confidential.

GRI INDEX

CODE	DISCLOSURE	2025 RESPONSE
TALENT RECRUITMENT, MANAGEMENT AND DEVELOPMENT		
3-3	Management of material topics	Advancing a Talent-Focused Culture, Talent Acquisition and Outreach, pp. 21-22 Advancing a Talent-Focused Culture, Career Development and Leadership Programs, pp. 22-23 Advancing a Talent-Focused Culture, Employee Engagement Opportunities, pp. 23-24 Advancing a Talent-Focused Culture, Employee Recognition, p. 25 Advancing a Talent-Focused Culture, Employee Compensation and Well-Being, pp. 24-25 Advancing a Talent-Focused Culture, Employee Safety and Security, p. 25 Reporting Transparently, Stakeholder Engagement Table, pp. 45-46 EEO-1 Report
401-1	New employee hires and employee turnover	Advancing a Talent-Focused Culture, Talent Acquisition and Outreach, pp. 21-22 Reporting Transparently, Corporate Responsibility Scorecard, pp. 47-49 PNC does not disclose the breakdown of this information.
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Advancing a Talent-Focused Culture, Employee Compensation and Well-Being, pp. 24-25 PNC Benefits
401-3	Parental leave	PNC Benefits
404-1	Average hours of training per year per employee	Advancing a Talent-Focused Culture, Development Opportunities, pp. 22-23 Reporting Transparently, Corporate Responsibility Scorecard, pp. 47-49
404-2	Programs for upgrading employee skills and transition assistance programs	Advancing a Talent-Focused Culture, Talent Acquisition and Outreach, pp. 21-22 Advancing a Talent-Focused Culture, Development Opportunities, pp. 22-23 Advancing a Talent-Focused Culture, Leadership and Manager Development and Support, p. 23
404-3	Percentage of employees receiving regular performance and career development reviews	Practicing Responsible Business, Business Conduct and Ethics, pp. 14-15 Advancing a Talent-Focused Culture, Leadership and Manager Development and Support, p. 23
403-4	Worker participation, consultation and communication on occupational health and safety	Advancing a Talent-Focused Culture, Employee Safety and Security, p. 25 PNC Code of Business Conduct and Ethics, pp. 23-24
403-5	Worker training on occupational health and safety	Advancing a Talent-Focused Culture, Employee Safety and Security, p. 25 PNC Code of Business Conduct and Ethics, pp. 23-24
403-6	Promotion of worker health	Advancing a Talent-Focused Culture, Employee Compensation and Well-Being, pp. 24-25 Advancing a Talent-Focused Culture, Employee Safety and Security, p. 25 PNC Benefits
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Advancing a Talent-Focused Culture, Employee Safety and Security, p. 25 PNC Code of Business Conduct and Ethics, pp. 23-24
CUSTOMER PRIVACY		
3-3	Management of material topics	Practicing Responsible Business, Customer Privacy and Security, pp. 16-18 Security and Privacy Center Privacy Policy
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	PNC experienced no significant data breaches in 2025.

GRI INDEX

CODE	DISCLOSURE	2025 RESPONSE
BUSINESS ETHICS AND COMPLIANCE		
3-3	Management of material topics	Practicing Responsible Business, Business Conduct and Ethics, pp. 14-15 Practicing Responsible Business, Enterprise Compliance Program, p. 16 Practicing Responsible Business, Responsible AI, p. 19 Banking on a Sustainable Future, Climate Risk Management, pp. 29-30 PNC Code of Business Conduct and Ethics PNC Human Rights Statement
201-1	Direct economic value generated and distributed	PNC 2025 10-K, Business Segments Review, pp. 43-50
201-3	Defined benefit plan obligations and other retirement plans	Reporting Transparently, Corporate Responsibility Scorecard, pp. 47-49 PNC Benefits
203-1	Infrastructure investments and services supported	Investing in Communities, Community Benefits Plan, pp. 38-39 Investing in Communities, Community Engagement, p. 40 Community Benefits Plan
203-2	Significant indirect economic impacts	Investing in Communities, Community Benefits Plan, pp. 38-39 Community Benefits Plan
205-1	Operations assessed for risks related to corruption	PNC Code of Business Conduct and Ethics, p. 31
205-2	Communication and training about anti-corruption policies and procedures	Practicing Responsible Business, Business Conduct and Ethics, pp. 14-15 Practicing Responsible Business, Enterprise Compliance Program, p. 16
205-3	Confirmed incidents of corruption and actions taken	While PNC maintains records of employee discipline confidential, PNC has not been subject to any public enforcement actions or civil litigation relating to corruption.
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	In October 2024, PNC, along with five other large banks, was named as a defendant in a putative antitrust class action in federal court in Connecticut. The suit alleges that PNC and the other banks cooperated to fix, raise, and stabilize interest rates for consumer and small business loans beginning as early as 1992. Contrary to the allegations in the Complaint, PNC engaged in no such conduct and intends to move to dismiss the complaint.
408-1	Operations and suppliers at significant risk for incidents of child labor	Supplier Code of Conduct PNC Human Rights Statement
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	Supplier Code of Conduct PNC Human Rights Statement
413-1	Operations with local community engagement, impact assessments, and development programs	Investing in Communities, Community Benefits Plan, pp. 38-39 Community Benefits Plan
413-2	Operations with significant actual and potential negative impacts on local communities	PNC Human Rights Statement
415-1	Political contributions	Our Approach to Corporate Responsibility, Public Policy Approach, p. 11 Political Engagement & Contributions
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	PNC does not disclose this information publicly.
417-1	Requirements for product and service information and labeling	Practicing Responsible Business, Enterprise Compliance Program, p. 16 Investing in Communities, Financial Access and Inclusion, pp. 34-38
417-2	Incidents of non-compliance concerning product and service information and labeling	PNC does not disclose this information publicly.

GRI INDEX

CODE	DISCLOSURE	2025 RESPONSE
417-3	Incidents of non-compliance concerning marketing communications	PNC does not disclose this information publicly.
FINANCIAL SERVICES SECTOR		
3-3	Management of material topics	Investing in Communities, Community Benefits Plan, pp. 38-39 Investing in Communities, Financial Access and Inclusion, pp. 34-38 Community Benefits Plan
G4-FS14 Initiatives to improve access to financial services for disadvantaged people	Initiatives to improve access to financial services for disadvantaged people	Advancing a Talent-Focused Culture, Accessibility Services for Employees, p. 25 Investing in Communities, Financial Access and Inclusion, pp. 34-38 Investing in Communities, Community Development, pp. 38-40
ADDITIONAL GRI TOPIC STANDARDS REPORTED [1,2]		
3-3	Management of material topics	Practicing Responsible Business, Corporate Responsibility Oversight and Leadership, p. 14 Banking on a Sustainable Future, Climate Governance, p. 27 Banking on a Sustainable Future, Climate Risk Management, pp. 29-30 Reporting Transparently, IFRS S2 Index, pp. 61-63
103-2	Energy consumption and self-generation within the organization	Banking on a Sustainable Future, Environmental Performance and Finance Emissions Data Table, p. 31
103-4	Energy intensity	Banking on a Sustainable Future, Environmental Performance and Finance Emissions Data Table, p. 31
103-5	Reduction of energy consumption	Banking on a Sustainable Future, Environmental Performance and Finance Emissions Data Table, p. 31
303-5	Water consumption	Banking on a Sustainable Future, Environmental Performance and Finance Emissions Data Table, p. 31
102-5	Scope 1 GHG emissions	Banking on a Sustainable Future, Environmental Performance and Finance Emissions Data Table, p. 31
102-6	Scope 2 GHG emissions	Banking on a Sustainable Future, Environmental Performance and Finance Emissions Data Table, p. 31
102-7	Scope 3 GHG emissions	Banking on a Sustainable Future, Environmental Performance and Finance Emissions Data Table, p. 31
102-8	GHG emissions intensity	Banking on a Sustainable Future, Environmental Performance and Finance Emissions Data Table, p. 31
201-2	Financial implications and other risks and opportunities due to climate change	Banking on a Sustainable Future, Responding to Increasing Energy Demand, p. 28 Banking on a Sustainable Future, Sustainable Solutions for Clients, pp. 28-29 Banking on a Sustainable Future, Climate Risk Identification and Integration Activities, p. 30 Reporting Transparently, IFRS S2 Index, pp. 61-63 See pp.14-15 of the Risks Related to the Economy and Other External Factors, including Regulation section of our 2025 Form 10-K.
305-5	Reduction of GHG emissions	Banking on a Sustainable Future, Environmental Performance and Finance Emissions Data Table, p. 31 Banking on a Sustainable Future, 2030 Operational Targets and Progress in Emissions, Energy, Water and Waste, p. 32 Banking on a Sustainable Future, Operational Environmental Targets Performance Table, p. 31 Reporting Transparently, Corporate Responsibility Scorecard, pp. 47-49
306-1	Waste generation and significant waste impacts	Banking on a Sustainable Future, 2030 Operational Targets and Progress in Emissions, Energy, Water and Waste, p. 32
306-2	Management of significant waste-related impacts	Banking on a Sustainable Future, 2030 Operational Targets and Progress in Emissions, Energy, Water and Waste, p. 32

GRI INDEX

CODE	DISCLOSURE	2025 RESPONSE
306-3	Waste generated	Banking on a Sustainable Future, Environmental Performance and Finance Emissions Data Table, p. 31 Banking on a Sustainable Future, 2030 Operational Targets and Progress in Emissions, Energy, Water and Waste, p. 32 Reporting Transparently, Corporate Responsibility Scorecard, pp. 47-49
306-5	Waste directed to disposal	Banking on a Sustainable Future, Environmental Performance and Finance Emissions Data Table, p. 31 Banking on a Sustainable Future, 2030 Operational Targets and Progress in Emissions, Energy, Water and Waste, p. 32 Reporting Transparently, Corporate Responsibility Scorecard, pp. 47-49

1 PNC reports additional GRI topic standards not aligned with our priority issues to provide information requested by certain stakeholders.

2 PNC has transitioned reporting from GRI 305: Emissions 2016 and GRI 302: Energy 2016 to GRI 102: Climate Change 2025 and GRI 103: Energy 2025, respectively, to align with updated standards.

SUSTAINABILITY ACCOUNTING STANDARDS BOARD (SASB) INDEX

TOPIC	ACCOUNTING METRIC	SASB CODE	2025 RESPONSE
DISCLOSURES IN MULTIPLE STANDARDS			
Data Security	(1) Number of data breaches, (2) percentage that are personal data breaches, (3) number of account holders affected	FN-CF-230a.1 FN-CB-230a.1	PNC experienced no significant data breaches in 2025. See the Security and Privacy Center on our website and the Risk Factors section of our 2025 Form 10-K, pp. 11-26. Item 1C – Cybersecurity of our 2025 Form 10-K, pp. 26-27.
	Description of approach to identifying and addressing data security risks	FN-CF-230a.3 FN-CB-230a.2	Practicing Responsible Business, Customer Privacy and Security, pp. 16-18 Practicing Responsible Business, Cybersecurity, pp. 17-18 See the Security and Privacy Center on our website and the Risk Factors section of our 2025 Form 10-K, pp. 11-26. Item 1C – Cybersecurity of our 2025 Form 10-K, pp. 26-27.
Business Ethics	Total amount of monetary losses as a result of legal proceedings associated with fraud, insider trading, antitrust, anti-competitive behavior, market manipulation, malpractice, or other related financial industry laws or regulations	FN-CB-510a.1 FN-AC-510a.1 FB-IB-510a.1	Legal proceedings are discussed in Item 3, Note 20 Legal Proceedings of our 2025 Form 10-K, pp.165-169. Updated information can be found in our subsequent 10-Q filings.
	Description of whistleblower policies and procedures	FN-CB-510a.2 FN-AC-510a.2 FN-IB-510a.2	Content related to whistleblower policies and procedures can be found on p. 7 of our Code of Business Conduct and Ethics.
Employee Diversity & Inclusion	Percentage of (1) gender and (2) diversity group representation for (a) executive management, (b) non-executive management, (c) professionals, and (d) all other employees	FN-AC-330a.1 FN-IB-330a.1	In compliance with government requirements and, in some cases, based on employee self-disclosure, we gather information related to the composition of our workforce. Information about our workforce is reflected in our EEO-1 reports, which are posted on our website. For information on PNC's policies and programs for fostering equitable employee representation across our operations, see our 2025 10-K, Human Capital, pp. 9-10, and Stakeholder Engagement Table, pp. 45-46. EEO-1 Report
Systemic Risk Management	Global Systemically Important Bank (G-SIB) score, by category	FN-CB-550a.1 FN-IB-550a.1	PNC is not a U.S. global systemically important bank (GSIB). PNC's estimated GSIB score is significantly below the thresholds for a GSIB designation.
	Description of approach to integrate results of mandatory and voluntary stress tests into capital adequacy planning, long-term corporate strategy, and other business activities	FN-CB-550a.2 FN-IB-550a.2	PNC's Dodd-Frank Act stress test disclosures can be found on the Regulatory Disclosures page of our Investor Relations website. Details of how PNC's stress testing influences capital adequacy planning, and standardized risk-weighted assets and capital ratio tables, are provided on p. 5 of our Q4 2025 Basel III Pillar 3 Report.
COMMERCIAL BANKS			
Financial Inclusion & Capacity Building	(1) Number and (2) amount of loans outstanding that qualify for programs designed to promote small business and community development	FN-CB-240a.1	For the year ended December 31, 2025, the number of CRA-eligible loans to small business was 70,946 loans with a total value of $6,710,782,000, and the number of CRA-eligible loans for community development was 693 CD loans totaling $4,788,545,078.
	Number of no-cost retail checking accounts provided to previously unbanked or underbanked customers	FN-CB-240a.3	PNC does not publicly disclose this information.
	Number of participants in financial literacy initiatives for unbanked, underbanked, or underserved customers	FN-CB-240a.4	Investing in Communities, Financial Education Initiatives, pp. 36-38 In 2025, our employees organized and served as instructors for 28,516 financial education events, reaching 1,892 individuals in low- and moderate-income communities. Through our Center for Financial Education (CFE) initiative — now active in 21 markets — we partnered with 41 community-based organizations to host year-round workshops. In 2025, CFE instructors delivered 359 English and Spanish workshops, reaching 3,896 adults. The CFE Community Partner Program continues to expand as one of our flagship Community Development Banking initiatives, offering a collaborative solution to build financial capability for low- and moderate-income individuals. In 2025, we expanded CFE by establishing new partnerships in Charlotte, Columbus, Denver, Greater Washington, Louisville and Trenton. Information on our financial literacy resources can be found on our Products & Service section of our website or see Stakeholder Engagement Table, Customers, pp. 45-46 of this report.

SASB INDEX

TOPIC	ACCOUNTING METRIC	SASB CODE	2025 RESPONSE
Financed Emissions	Absolute gross financed emissions, disaggregated by (1) Scope 1, (2) Scope 2 and (3) Scope 3	FN-CB-410b.1	PNC has chosen to disclose absolute gross scopes 1 and 2 financed emissions in aggregate. PNC's Supplemental Financed Emissions and Emission Intensity Disclosure
	Gross exposure for each industry by asset class	FN-CB-410b.2	PNC has chosen to disclose financed emissions by PCAF asset class, with a total gross exposure of $298 billion across varying industries. PNC's Supplemental Financed Emissions and Emission Intensity Disclosure
	Percentage of gross exposure included in the financed emissions calculation	FN-CB-410b.3	PNC has chosen to disclose the vast majority of its financing activity that is in scope of PCAF asset classes for financed emission calculation. As of year-end 2025, ~51% of PNC's total consolidated assets are represented. PNC no longer reports this number as a percentage of loans due to the inclusion of investment assests. PNC's Supplemental Financed Emissions and Emission Intensity Disclosure
	Description of the methodology used to calculate financed emissions	FN-CB-410b.4	In 2021, PNC joined the Partnership for Carbon Accounting Financials (PCAF) and committed to disclosing its greenhouse gas (GHG) emissions from lending and financing activities. As per this commitment, PNC has measured its financed emissions data using the PCAF framework and is now disclosing the greenhouse gas (GHG) emissions from its loans, corporate bonds and equity investments. For more information, visit the PNC's Supplemental Financed Emissions and Emission Intensity Disclosure.
Activity Metrics	(1) Number and (2) value of checking and savings accounts by segment: (a) personal and (b) small business	FN-CB-000.A	As of December 31, 2025, PNC had 21.0 million consumer checking and savings accounts with a balance of $172.7 billion, and 1.1 million small business checking and savings accounts with a balance of $38.5 billion.
	(1) Number and (2) value of loans by segment: (a) personal, (b) small business, and (c) corporate	FN-CB-000.B	As of December 31, 2025, PNC had 1.1 million personal loan accounts with a balance of $23.4 billion (excluding HELOCs, PLOCs, mortgages and credit cards), and 22,102 small business accounts with a balance of $2.34 billion. For detail on corporate loan figures, see the Corporate & Institutional Banking Business Segment Review section of Item 7 – MD&A in our 2025 Form 10-K, p. 32, and further references within.
CONSUMER FINANCE			
Customer Privacy	Number of account holders whose information is used for secondary purposes	FN-CF-220a.1	Details on how we collect, use and share customer information, and their rights as customers, are found in the PNC Privacy Policy. Our expectations of our third parties around customer data privacy, and our employees' responsibilities are provided in the PNC Supplier Code of Conduct and PNC Code of Business Conduct and Ethics. Additional information on our privacy policies and data security is located in the Security section of the Security and Privacy Center and the Information Security Risk section of our 2025 Form 10-K, p. 73.
	Total amount of monetary losses as a result of legal proceedings associated with customer privacy	FN-CF-220a.2	Legal proceedings are discussed in Item 3, Note 20 Legal Proceedings of our 2025 Form 10-K, pp.165-169. Updated information can be found in our subsequent 10-Q filings.
Data Security	Card-related fraud losses from (1) card-not-present fraud and (2) card-present and other fraud	FN-CF-230a.2	PNC does not publicly disclose this information.
Selling Practices	Percentage of total remuneration for covered employees that is variable and linked to the amount of products and services sold	FN-CF-270a.1	PNC does not publicly disclose this information.
	Approval rate for (1) credit and (2) pre-paid products for applicants	FN-CF-270a.2	Details including credit risk management and FICO score ranges can be found on pp. 54-63 and in the Credit Quality section of Note 3 Loans and Related Allowance for Credit Losses in our 2025 Form 10-K, p. 109.
	(1) Average fees from add-on products, (2) average APR of credit products, (3) average age of credit products, (4) average number of credit accounts, and (5) average annual fees for pre-paid products	FN-CF-270a.3	Details including credit risk management and FICO score ranges can be found on pp. 54-63 and in the Credit Quality section of Note 3 Loans and Related Allowance for Credit Losses in our 2025 Form 10-K, p. 109.
	(1) Number of customer complaints filed, (2) percentage with monetary or non-monetary relief	FN-CF-270a.4	In 2025, there were 3,199 complaints filed through the CFPB's Consumer Complaint Database for PNC Bank N.A.
	Total amount of monetary losses as a result of legal proceedings associated with selling and servicing of products	FN-CF-270a.5	Legal proceedings are discussed in Item 3, Note 20 Legal Proceedings of our 2025 Form 10-K, pp.165-169. Updated information can be found in our subsequent 10-Q filings.
Activity Metrics	Number of (1) credit card accounts and (2) pre-paid debit card accounts	FN-CF-000.B	As of December 31, 2025, PNC had 3.7 million consumer credit card accounts.

SASB INDEX

TOPIC	ACCOUNTING METRIC	SASB CODE	2025 RESPONSE
ASSET MANAGEMENT & CUSTODY ACTIVITIES			
Transparent Information & Fair Advice for Customers	(1) Number and (2) percentage of licensed employees and identified decision-makers with a record of investment-related investigations, consumer-initiated complaints, private civil litigations, or other regulatory proceedings	FN-AC-270a.1	Legal proceedings are discussed in Item 3, Note 20 Legal Proceedings of our 2025 Form 10-K. pp.165-169. Updated information can be found in our subsequent 10-Q filings.
	Total amount of monetary losses as a result of legal proceedings associated with marketing and communication of financial product-related information to new and returning customers	FN-AC-270a.2	Legal proceedings are discussed in Item 3, Note 20 Legal Proceedings of our 2025 Form 10-K. pp.165-169. Updated information can be found in our subsequent 10-Q filings.
	Description of approach to informing customers about products and services	FN-AC-270a.3	For information on PNC's approach to informing customers about products and services, visit the Products and Services section of our website and Stakeholder Engagement Table, pp. 45-46 in our report.
Incorporation of Environmental, Social, and Governance Factors in Investment Management & Advisory	Amount of assets under management, by asset class, that employ (1) integration of environmental, social, and governance (ESG) issues, (2) sustainability themed investing and (3) screening	FN-AC-410a.1	Purpose-Driven Investing is designed to help clients feel confident and informed about what they own. In 2025, PNC clients representing approximately $5.4B of managed assets used our investment capabilities per client request. Investing in Communities, PNC's Purpose-Driven Team, p. 40 Purpose-Driven Investment website
	Description of approach to incorporation of environmental, social and governance (ESG) factors in investment or wealth management processes and strategies	FN-AC-410a.2	Banking on a Sustainable Future, Successful Completion of the $30B Environmental Finance pledge, pp. 30-31 Investing in Communities, PNC's Purpose-Driven Team, p. 40 Purpose-Driven Investment website
	Description of proxy voting and investee engagement policies and procedures	FN-AC-410a.3	Clients of PNC's Asset Managment Group (AMG), which includes PNC Private Bank and and PNC Institutional Asset Management, typically delegate authority to AMG to vote proxies on their behalf. In accordance with its fiduciary duty, AMG's proxy voting practice seeks to align the investment objective of an investment portfolio or strategy with proxy voting recommendations. AMG accesses research and recommendations from Glass Lewis, a third-party proxy advisory firm, to determine appropriate voting practices. For matters over which Glass Lewis has a conflict or is otherwise unable to vote, AMG's proxy voting committee has the authority to vote proxies in accordance with the its proxy voting policies and procedures.
Activity Metrics	Total assets under management (AUM)	FN-AC-000.A	Excluding brokerage account client assets, PNC's Asset Management Group had $234 billion in assets under management (all unregistered) and $238 billion in assets under administration for a total of $472 billion as of December 31, 2025. Refer to the Asset Management Group table in the Business Segments Review section of our 2025 Form 10-K for additional detail, p. 49.
	Total assets under custody and supervision	FN-AC-000.B	Excluding brokerage account client assets, PNC's Asset Management Group had $234 billion in assets under management (all unregistered) and $238 billion in assets under administration for a total of $472 billion as of December 31, 2025. Refer to the Asset Management Group table in the Business Segments Review section of our 2025 Form 10-K for additional detail, p. 49.
MORTGAGE FINANCE			
Lending Practices	(1) Number and (2) value of residential mortgages of the following types: (a) combined fixed- and variable-rate, (b) prepayment penalty, and (c) total	FN-MF-270a.1	For details on our residential mortgage loans, see the Residential Real Estate section of our 2025 Form 10-K, pp. 56-57.
	(1) Number and (2) value of (a) residential mortgage modifications, (b) foreclosures, and (c) short sales or deeds in lieu of foreclosure	FN-MF-270a.2	For details on the composition and delinquency status of our loan portfolio including residential mortgages, see the Analysis of Loan Portfolio (a)(b) table in our 2025 Form 10-K, pp. 56, 110.
	Total amount of monetary losses as a result of legal proceedings associated with communications to customers or remuneration of loan originators	FN-MF-270a.3	Legal proceedings are discussed in Item 3, Note 20 Legal Proceedings of our 2025 Form 10-K, pp. 165-169. Updated information can be found in our subsequent 10-Q filings.

SASB INDEX

TOPIC	ACCOUNTING METRIC	SASB CODE	2025 RESPONSE
Discriminatory Lending	(1) Number, (2) value, and (3) weighted average loan-to-value ratio of mortgages issued to (a) minority and (b) all other borrowers	FN-MF-270b.1	For details on our residential mortgage loans, see the Residential Real Estate section of our 2025 Form 10-K, pp. 56-57.
	Total amount of monetary losses as a result of legal proceedings associated with discriminatory mortgage lending	FN-MF-270b.2	Legal proceedings are discussed in Item 3, Note 20 Legal Proceedings of our 2025 Form 10-K, pp. 165-169. Updated information can be found in our subsequent 10-Q filings.
	Description of policies and procedures for ensuring non-discriminatory mortgage origination	FN-MF-270b.3	Investing in Communities, Expanding Access to Affordable Housing, pp. 35-36 Community Benefits Plan Update, pp. 38-40
Environmental Risk to Mortgaged Properties	Description of how climate change and other environmental risks are incorporated into mortgage origination and underwriting	FN-MF-450a.3	For information on climate change and other environmental risks, see pp. 14-15 of the Risks Related to the Economy and Other External Factors, Including Regulation section of our 2025 Form 10-K.
Activity Metrics	(1) Number and (2) value of mortgages originated by category: (a) residential and (b) commercial	FN-MF-000.A	PNC originated 13,000 residential mortgage loans with a total principal balance of $5.8 billion in 2025. For additional detail about residential mortgage data, see our 2025 Form 10-K, pp. 45, 54-57.
INVESTMENT BANKING & BROKERAGE			
Professional Integrity	Total amount of monetary losses as a result of legal proceedings associated with professional integrity, including duty of care	FN-IB-510b.3	Legal proceedings are discussed in Item 3, Note 20 Legal Proceedings of our 2025 Form 10-K, pp. 165-169. Updated information can be found in our subsequent 10-Q filings.
	Description of approach to ensuring professional integrity, including duty of care	FN-IB-510b.4	Practicing Responsible Business, Business Conduct and Ethics, pp. 14-15 Code of Business Conduct and Ethics
Employee Incentives & Risk-Taking	Percentage of total remuneration that is variable for Material Risk Takers (MRTs)	FN-IB-550b.1	PNC 2026 Proxy Statement, pp. 53-55
	Percentage of variable remuneration of Material Risk Takers (MRTs) to which malus or clawback provisions were applied	FN-IB-550b.2	PNC 2026 Proxy Statement, pp. 53-55
	Discussion of policies around supervision, control, and validation of traders' pricing of Level 3 assets and liabilities	FN-IB-550b.3	Information on Level 3 assets and liabilities are discussed in Item 8, Note 14 Fair Value, in our 2025 Form 10-K, pp. 135-146.
Activity Metrics	(1) Number and (2) value of market, making transactions in (a) fixed income, (b) equity, (c) currency, (d) derivatives, and (e) commodity products	FN-IB-000.C	PNC 2025 10-K, Consolidated Income Statement, p. 84.

INTERNATIONAL FINANCIAL REPORTING STANDARDS (IFRS) S2 INDEX*

DISCLOSURE DESCRIPTION	STANDARD	PNC'S RESPONSE
GOVERNANCE		
Describe the governance body(s) or individual(s) responsible for oversight of climate-related risks and opportunities.	S2.6.a.1 S2.6.a.3 S2.6.a.4	PNC's climate governance begins with PNC's Board of Directors. Given the highly integrated nature of environmental matters, including significant climate change issues, the full board of directors provides oversight, informed by insights from its committees. The governance responsibilities of the board-level committees include, but are not limited to, overseeing and monitoring the development of business strategy, the setting and progress of corporate targets, and compliance with corporate policies and commitments. As part of its mandate, the Risk Committee of the board (Risk Committee) reviews, when appropriate, management reports on climate-related risks and evaluates how effectively those risks are being managed.
		Practicing Responsible Business, Corporate Responsibility Oversight and Leadership, p. 14 Banking on a Sustainable Future, Climate Governance, p. 27
Describe management's role in governance processes, controls and procedures used to monitor, manage and oversee risks and opportunities.	S2.6.b.1	The Enterprise Risk Management Committee (ERMC), chaired by the CRO, oversees the execution of the ERM Framework and ensures risk management is appropriate and in alignment with accepted risk exposure, including climate-related risks owned by the business lines. The Independent Risk Management (IRM) Climate Risk Working Group supports management-level committees, including the ERMC, and provides a forum for the discussion, assessment and monitoring of enterprise-wide activities to identify, monitor, manage and report on climate-related risks and concerns. Members are accountable for driving the incorporation of climate risk within their individual risk areas.
		Practicing Responsible Business, Corporate Responsibility Oversight and Leadership, p. 14 Banking on a Sustainable Future, Climate Governance, p. 27
STRATEGY		
Describe how climate-related risks or opportunities could reasonably be expected to affect entity's prospects, considering physical and transition risk over the short, medium and long term, including how the entity defines short, medium and long term and how that is linked to their planning horizons for strategic decision-making.	S2.10.a S2.10.b S2.10.d	While recognizing data- and scope-related limitations, our climate-related scenario analysis proof-of-concept exercise did not identify material climate-related risks to PNC's strategy or risk profile. As part of our Climate Action Strategy, we remain committed to refining risk assessment approaches in response to evolving internal and external risks. PNC will develop and disclose a climate risk heatmap of our lending portfolio through PNC's 2026 Corporate Responsibility Report (to be published in 2027). During this next phase, we will focus on conducting thorough due diligence to determine the most helpful and informative view that aligns with our strategy, risk management practices, data capabilities and stakeholder expectations. We currently define short-term risks as up to three years, medium-term as three to five years and long-term as greater than five years.
		Banking on a Sustainable Future, Climate Risk Management, pp. 29-30
		See Risks Related to the Economy and Other External Factors, Including Regulation section of our 2025 Form 10-K, pp. 14-15.
Describe current and anticipated effects of climate-related risks and opportunities on entity's business model and its value chain.	S2.13.a	PNC identifies climate-related risks through its enterprise-wide Risk Identification (Risk ID) Framework across the existing risk domains. These risks are identified within the Risk Inventory by the tagging of climate-specific drivers to identify risks that could be accelerated due to climate change, while still being aligned with traditional risk categories such as credit, liquidity and operational risk. Climate risk drivers fall into two categories: transition risks and physical risks. All risks in the Risk Inventory also include estimated severity and likelihood ratings. Thus far, we have not identified any risks driven by climate change with a material severity rating. However, some of the themes attributed to climate change captured in the Risk ID Framework that could manifest at varying levels of impact include: Transition risks • Customer preference shifts • Technology improvements • Regulatory change • Increasing credit and/or operating losses • Reputational impacts Physical risks • Collateral value loss (e.g., coastal erosion, natural disasters) • Geographic credit concentrations in areas exposed to natural disasters • Increased operational losses from acute and chronic weather events • Increased insurance premiums and potential for reduced availability of insurance in certain locations
		Banking on a Sustainable Future, Climate Risk Identification and Integration Activities, p. 30
		See Risks Related to the Economy and Other External Factors, Including Regulation section of our 2025 Form 10-K, pp. 14-15.

*PNC acknowledges that it is still working to fully conform to the specific recommendations of the ISSB framework, resulting in partial fulfillment for some recommendations.

IFRS S2 INDEX

DISCLOSURE DESCRIPTION	STANDARD	PNC'S RESPONSE
Describe how the entity has responded to or plans to respond to climate-related risks and opportunities.	S2.14.a.1	Once risks are identified, we evaluate them following the ERM Framework's processes for assessing and measuring risk, including risk-based thresholds, prioritization and decision-making. Due to recent physical risk events and learnings from our specialized monitoring, we have enhanced our assessment capabilities for insurance affordability and the potential for reduced availability of insurance in certain geographic locations.
		Banking on a Sustainable Future, Climate Risk Identification and Integration Activities, p. 30
Describe the effects of climate-related risks and opportunities on the entity's financial position, financial performance and cash flows for the reporting period.	S2.16.a	PNC does not disclose the financial impacts of climate-related risks and opportunities. For general information about climate risks and opportunities see: Banking on a Sustainable Future, Sustainable Solutions for Clients, pp. 28-29. Banking on a Sustainable Future, Climate Risk Management, pp. 28-29
Describe the entity's assessment of its climate resilience and if a climate scenario was carried out.	S2.22.a.1	While recognizing data- and scope-related limitations, our climate-related scenario analysis proof-of-concept exercise did not identify material climate-related risks to PNC's strategy or risk profile.
		Banking on a Sustainable Future, Climate Risk Analytics, p. 30
RISK MANAGEMENT		
Describe the processes to identify, assess, prioritize and monitor climate-related risks and opportunities, including whether and how those processes are integrated into and inform the entity's overall risk management process.	S2.25.a.1 S2.25.a.2 S2.25.a.5	Climate-related risks are identified through PNC's enterprise-wide Risk Identification (Risk ID) Framework across the existing risk domains. These risks are identified within the Risk Inventory by the tagging of climate-specific drivers to identify risks that could be accelerated due to climate change, while still being aligned with traditional risk categories such as credit, liquidity and operational risk. Climate risk drivers fall into two categories: transition risks and physical risks. All risks in the Risk Inventory also include estimated severity and likelihood ratings.
		Banking on a Sustainable Future, Climate Risk Identification and Integration Activities, p. 30
		2025 Form 10-K, Risk Management, p. 50
Describe the processes the entity uses to identify, assess, prioritize and monitor opportunities.	S2.25.b	PNC's Climate Action Strategy helps identify and prioritize climate-related opportunities across our operations and with clients, guiding our work to reduce operational emissions, strengthen climate-related risk management and disclosure, and expand sustainable finance solutions that support client transition plans. This enterprise-wide approach ensures that opportunities are evaluated consistently and add value to the business. Our sustainable finance strategy supports our clients' transition to a lower-carbon economy while acknowledging that rising energy demand and system transformation will occur over time, not overnight. We partner with corporate and commercial clients to deliver strategic capital solutions and advisory services aligned with their energy transition pathways, capital expenditure needs, and sustainability objectives, working closely with front-line bankers to balance near-term energy reliability with long-term decarbonization goals. Through an economic development lens, we also evaluate federal and state incentives that can strengthen project viability, accelerate investment and support job creation to help clients advance sustainable growth while meeting the realities of today's energy demands. Banking on a Sustainable Future, Responding to Increasing Energy Demand, p. 28 Banking on a Sustainable Future, Sustainable Solutions for Clients, pp. 28-29
METRICS AND TARGETS		
Describe the quantitative or qualitative target(s) the entity has set or is required to meet.	S2.33.a S2.33.d S2.33.e S2.36.b	PNC has 2030 operational targets including: Scope 1 & 2 GHG Emissions: - 80% reduction by FY2030 from a FY2022 base year Water: - 30% reduction by FY2030 from a FY2022 base year Energy: - 30% reduction by FY2030 from a FY2022 base year - 100% renewable purchased electricity by 2025
		Banking on a Sustainable Future, 2030 Operational Targets and Progress in Emissions, Energy, Water, and Waste, p. 32

IFRS S2 INDEX

DISCLOSURE DESCRIPTION	STANDARD	PNC'S RESPONSE
Climate-related metrics: Gross Scope 1 and 2 greenhouse gas emissions	S2.29.a.i.1 S2.29.a.i.2 S2.29.a.v	Scope 1: 30,388 (tCO_2e) Scope 1 includes Natural gas, Jet fuel and Other direct sources. Scope 2 (market-based): 898 (tCO_2e) | Scope 2 (location-based): 115,652 (tCO_2e) Scope 2 emissions cover Purchased Electricity (location and market based) and Other indirect sources.
		Banking on a Sustainable Future, Environmental Performance Table, pp. 31-32
		PNC's Supplemental Financed Emissions and Emission Intensity Disclosure
Climate-related metrics: Gross Scope 3 greenhouse gas emissions	S2.29.a.i.3 S2.29.a.vi.1 S2.29.a.vi.2	Scope 3: 75,859 (tCO_2e) PNC discloses Scope 3 emissions across four categories: Commuting, Business air travel, Rental cars, and Other sources.
		Banking on a Sustainable Future, Environmental Performance Table, pp. 31-32
		PNC's Supplemental Financed Emissions and Emission Intensity Disclosure
		Assurance Statement
Describe the approach the entity uses to measures its greenhouse gas emissions.	S2.29.a.ii S2.29.a.iii.1	For PNC's operational emission and target disclosures, we calculate those values using an operational control approach. PNC uses The Greenhouse Gas Protocol and US EPA Emission & Generation Resource Integrated Database (eGRID) to calculate our emissions.
		Banking on a Sustainable Future, Financed Emissions Table, p. 31
Describe whether and how climate-related considerations are factored into executive remuneration.	S2.29.g.i	PNC does not disclose whether it considers climate-related factors in executive remuneration.

THE PNC FINANCIAL
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