

Automated Payment Authorization Form Instructions

For PNC Mortgage and Home Equity Accounts



The Automated Payment Authorization Form must be completed as provided below and signed by the PNC Borrower who must also be the Deposit Account Holder. Any information that is incomplete or illegible may cause a delay in processing your request.

If you would prefer to have the Automated Payment Authorization Form emailed to you so that you may complete and submit the form electronically, please contact our Customer Care Center at 1-888-PNC-BANK (1-888-762-2265).

Important Information:

It may take up to ten (10) business days from the date we receive your authorization form to process your request. **If you have a payment due within the next 10 business days, please contact us to make sure the automated payments have been set up on the account.** You will receive a confirmation letter with the automated payment start date when your request has been processed.

You must contact PNC at least three (3) business days before your next payment due date if you wish to cancel this authorization. PNC may charge a reasonable fee for any returned payments. Please refer to the attached terms and conditions for more information.

Payment options:

1. **Minimum Payment Due** – Apply the minimum payment for the terms of your contract. Refer to the terms and conditions in your loan documents for additional details.

NOTE: If no payment option is selected, the minimum payment due will be withdrawn.

2. **Minimum Payment plus Additional Principal Payment Amount** – Apply an additional amount above the minimum payment due. *Subject to the terms of your loan agreement, the additional amount above the minimum payment will be applied to the principal balance only and cannot be applied as additional escrow funds.* Refer to the terms and conditions in your loan documents for additional details.

NOTE: Unless instructed otherwise by deposit account holder, the additional principal payment amount will remain the same regardless of increases in escrow or ARM adjustments.

3. **Fixed Payment Amount – Available for Home Equity Lines of Credit only.** Apply a fixed payment amount in whole dollars to your line of credit. The fixed payment amount selected should be more than the minimum payment due. If the amount is less than the minimum payment due as reflected on the statement for that payment due date, the minimum payment due will be deducted for that month.

NOTE: If the fixed payment amount is not provided in whole dollars, the payment amount will be rounded down to the nearest dollar. Any amount that exceeds your minimum payment due will be applied pursuant to the terms of your loan agreement. If you would like to pay the balance in full each month, do not use this form, please contact us at 1-888-PNC-BANK (1-888-762-2265) or sign on to online banking

4. **Delay Days Option – Available for Mortgage loans only.** You may request to have your payment withdrawn on a day other than your due date, taking into consideration your late charge assessment date per your mortgage Note. *The Delay Days option allows for the payment withdrawal to be delayed between 1 and 14 days from your due date. If the Delay Days option is requested for greater than 14 days, the automated payment will be set up for the maximum allowance of a 14-day delay.* Unless otherwise requested, your payment will be made on your due date.

Note: The Delay Days option is available for mortgage loans only. If the Delay Days option is selected for a Home Equity Loan or Line of Credit, the automated payment will continue to be made on the due date.

Instructions to complete the following sections of the form:

- Check either the New or Change box indicating whether the request is for a new automated payment or a change to a current automated payment.
- Borrower Information – Provide the first name, middle initial, and last name of the borrower.
- PNC Loan Information – Provide the 10 digit PNC loan account number. If you need assistance obtaining your loan account number, you may contact us by:
 - Calling us at 1-888-PNC-BANK (1-888-762-2265)
 - Visiting the nearest PNC Branch
- Payment Information – Check the applicable box for the payment type you wish to elect.
- Deposit Account Information – Check either the Checking or Savings box indicating whether the deposit account is a checking or savings account. Provide the name of the financial institution or bank, the 9 digit routing number, and the deposit account number. **The designated deposit account must be in the name of the PNC Bank Borrower signing the form.**

Automated Payment Terms and Conditions

For PNC Mortgage and Home Equity Accounts

Please keep for your records

1. Automated Payment Authorization Forms must be completed entirely to ensure accurate setup and changes.
2. By enrolling in the Automated Payment Service (the "Service"), you are authorizing PNC Bank to make your loan payment each month by automatically transferring funds from the financial institution account specified by you.
3. The Service is available to PNC Bank customers at no cost.
4. The Service will deduct your monthly payment, plus additional principal amounts (optional), once a month from a single bank account. The Service cannot make automated payments multiple times per month nor can the Service make automated payments from multiple bank accounts.
5. The Service cannot be used to pay fees or additional escrow payments, if applicable. Payments for fees or additional escrow must be remitted separately.
6. The designated deposit account must be in the name of the PNC Bank Borrower signing the form.
7. For first lien mortgages only (not applicable for Home Equity loans or lines of credit), you may request for your automated payment to be made up to 14 calendar days after your mortgage payment due date ("Delay Days"), taking into consideration your late charge assessment date per your mortgage Note. Unless otherwise requested, your automated payment will be made on your due date.
8. Before your first automated payment, PNC Bank will send you a written notification of the transaction's start date (the "Automated Payment Date"), banking information, additional principal amounts, and/or Delay Days (if applicable). Please review and confirm this information for accuracy and report any errors or changes to PNC Bank immediately. You are responsible for making all payments on time up to the initial Automated Payment Date.
NOTE: The Automated Payment Date is the payment due date, unless this is a mortgage and Delay Days have been selected.
9. Your loan must be due for the current billing period at least two business days prior to the Automated Payment Date before the Service will start. If your loan is not in a current status, your automated payment will not be made, the Service may be cancelled, and you will be responsible for making your monthly payments on time using another payment method. If we are unable to process your request to set up automated payments, we will notify you by mail regarding why the request could not be completed.
10. All notifications regarding automated payments sent by mail will be directed to the address on file for the PNC Bank Loan Account. To confirm or change the address on file, please contact us at 1-888-PNC-BANK (1-888-762-2265).
11. If your scheduled Automated Payment Date falls on a weekend or legal bank holiday, the automated payment will occur on the next business day, but the payment will be applied to your account as if the payment had been received on the Automated Payment Date.
12. Be sure to check your financial institution account statement to verify the date and amount of any automated payments initiated by PNC Bank. In the event of an error, please notify your financial institution and PNC Bank immediately.
13. Under the terms of your loan, your PNC Bank payment may change (for example, an escrow or adjustable rate change for a mortgage loan). The Service will adjust the amount of the automated payment from your financial institution account to accommodate these changes. If you have opted for an additional principal amount to be included with your automated payment each month, the additional principal amount will not change.
14. If you intend to remit an additional principal payment separately from the Service, mail your check to the PNC address in the "How to contact us" section below. Write "PRINCIPAL ONLY" on the memo portion of the check along with your loan account number.
NOTE: Excess funds will be applied pursuant to the terms of your loan agreement.
15. You may request that PNC Bank make changes to the Service (*e.g., banking information, additional principal amounts, and/or Delay Days (if applicable)*) by completing a new Automated Payment Authorization Form and either faxing it to 1-855-242-0633 or mailing it to the Automated Payment correspondence address below. Automated Payment Authorization Forms are available by calling our Customer Care Consultants or online (www.pnc.com/AutomatedPaymentForm)
NOTE: Please allow at least ten (10) business days prior to the next scheduled Automated Payment Date for PNC Bank to process your request.
16. Cancellations must be made at least three (3) business days before the next payment due date by using any of the following methods: (a) call Customer Service, (b) fax your request to 1-855-242-0633, (c) visit the nearest PNC Branch, (d) mail your request to the Automated Payment Correspondence address below.
17. You are responsible for making all payments on time following cancellation or other termination of the Service. The payment due date set forth in your loan agreement is unaffected by enrollment with or cancellation of the Service.
18. If your financial institution returns an automated payment unpaid for any reason, PNC Bank has the right to assess a reasonable fee, subject to applicable law. You are then responsible to remit that payment to PNC Bank. If your payment is not received before the end of your courtesy period, your payment for that period will be past due and a late payment fee will be assessed, subject to applicable law.
19. PNC Bank reserves the right to cancel or otherwise terminate the Service for any reason, including without limitation, if:
 - a. Your automated payment is returned by your financial institution because of "Authorization Revoked," "Account Frozen," or "Account Closed";
 - b. Automated payments are returned unpaid for insufficient funds;
 - c. Your loan enters Bankruptcy, a Loss Mitigation program, or Foreclosure status;
 - d. Your principal balance is less than your monthly payment;
 - e. Your loan is paid-in-full or reaches the maturity date; or
 - f. You fail to comply with these terms and conditions or the terms and conditions of your loan.
20. How to contact us:
 - a. PNC Customer Care Consultants are available at 1-888-PNC Bank (1-888-762-2265)
 - b. Visit pnc.com/homehq and click on *Customer Service & Support* to access account information, make payments and more – 24/7.
 - c. Automated Payment Correspondence Address: PNC Bank – Automated Payments, Mailcode: B6-YM10-01-4, PO Box 1820, Dayton, OH 45401
 - d. Fax Number: 1-855-242-0633