



# PNC Premier Traveler Reserve<sup>SM</sup> Reward Program

## TERMS AND CONDITIONS AS OF AUGUST 17, 2013

These *Terms and Conditions* are for the PNC Premier Traveler Reserve Reward Program. By using your PNC Premier Traveler Reserve Account, you acknowledge and agree to all of the provisions of these *Terms and Conditions*. **Please read these *Terms and Conditions* carefully and call us at the Customer Service number on the back of your credit card if have any questions about them.**

### 1 Basic terms defined

Term Used	What it means in these <i>Terms and Conditions</i>
<b>Account and PNC Premier Traveler Reserve Account</b>	Your PNC Premier Traveler Reserve credit card account associated with the Program
<b>Anniversary Month</b>	The month in which you opened your Account or in which your Account otherwise became eligible to participate in the Program
<b>Balance Transfer</b>	Any transaction that is identified as a "balance transfer" on your monthly Account statement
<b>Base Miles and Miles</b>	Miles you earn or have earned for Qualifying Purchases
<b>Bonus Miles</b>	Miles you can earn in addition to your Base Miles
<b>Billing Cycle(s)</b>	The billing cycle or cycles of your Account
<b>Program and PNC Premier Traveler Reserve Reward Program</b>	The PNC Premier Traveler Reserve Reward Program as described in these <i>Terms and Conditions</i>
<b>Qualifying Purchases</b>	<p>Purchases of goods or services made by you or your authorized user using your Account for personal, family or household purposes minus merchant credits and plus or minus appropriate purchase adjustments posted to your Account.</p> <p>Qualifying Purchases <b>do not</b> include (and you will not earn Miles for) – (A) interest, annual membership fees, Balance Transfers, transactions made at a financial institution (such as purchasing gift cards, money orders, traveler's checks or making loan payments), cash advance transactions (including ATM disbursements and automated teller or cash equivalent item transactions), convenience checks (regardless of whether any such check is a cash advance and subject to the cash advance rate or has been issued subject to the terms of a special offer that includes a promotional rate and/or fee), insurance premiums for insurance products obtained through us or our affiliates, debt cancellation fees, late fees, overlimit fees and other fees and charges assessed on your Account or (B) purchases made at merchants with gambling or gaming merchant category codes.</p>
<b>We, our, us and PNC Bank</b>	PNC Bank, National Association
<b>You or your</b>	Any individual who is an accountholder of a PNC Premier Traveler Reserve Account

### 2 Who is eligible to participate in this Program

To participate in this Program,

- you must be a legal U.S. resident; and
- except as specifically provided in Section 8, your Account must be in "good standing." This means your Account must be open and not deemed by PNC Bank to be 30 or more days delinquent.

### 3 How to earn Base Miles

You will earn 2 Miles for every one dollar (\$1.00) you make in Qualifying Purchases. When calculating the number of Miles earned on Qualifying Purchases, we will round Miles up or down to the nearest whole Mile.

## 4 How to earn Bonus Miles

Each year at the end of the Billing Cycle that ends in your Anniversary Month, if you made \$50,000 or more in Qualifying Purchases and Balance Transfers during the previous 12 Billing Cycles, you will receive 15,000 Bonus Miles.

### Example

Mary Smith opened her PNC Premier Traveler Reserve Account in February 2013. This means her Anniversary Month is February. The first Anniversary Month in which she can qualify for Bonus Miles is February 2014 and her second Anniversary Month is February 2015. Mary has a Billing Cycle that ends on February 22, 2015. If Mary has made \$50,000 in Qualifying Purchases and Balance Transfers in the 12 previous Billing Cycles (counting back 12 Billing Cycles, starting with the Billing Cycle that ends on February 22, 2015), she will receive 15,000 Bonus Miles. Bonus Miles, if awarded, will be credited to her Account as of February 22, 2015.

*Keep in Mind: You don't earn Miles on Balance Transfers. However, as described above, we do consider Balance Transfers you've made during the previous 12 Billing Cycles when determining whether you're eligible for Bonus Miles.*

## 5 Adjustments

Any returns, credits or chargebacks related to Qualifying Purchases earn "negative" Miles and such negative Miles will reduce the total earned Miles on your Account. The amount by which the total earned Miles on your Account will be reduced will be 2 Miles per \$1 of the amount of the return, credit, or chargeback.

## 6 How to Transfer Miles

- In certain cases, we may permit you to transfer earned, but not redeemed, Miles from your PNC Premier Traveler Reserve Account to another PNC Bank credit card account that offers a travel rewards program (we call this account the "Receiving Account"). We will tell you which Receiving Accounts are available for transferring Miles.
- We restrict transfers to Receiving Accounts based on the following account ownership requirements:
  - If you are the sole accountholder of your PNC Premier Traveler Reserve Account and the Receiving Account is a consumer credit card account, you must be the sole or joint accountholder or authorized user of the Receiving Account.

### Examples

PNC Premier Traveler Reserve Accountholder	Receiving Account Accountholder(s)	Transfer permitted?
John Smith	John Smith	Yes
John Smith	John Smith Mary Smith	Yes
John Smith	Jane Doe John Smith – authorized user	Yes

- If your PNC Premier Traveler Reserve Account is a joint account and the Receiving Account is a consumer account, both accountholders of the PNC Premier Traveler Reserve Account must be accountholders on the Receiving Account.

### Examples

PNC Premier Traveler Reserve Accountholder	Receiving Account Accountholder(s)	Transfer permitted?
John Smith Mary Smith	John Smith Mary Smith	Yes
John Smith Mary Smith	John Smith	No
John Smith Mary Smith	John Smith Mary Smith – authorized user	No

- If your PNC Premier Traveler Reserve Account is an individual or joint account and the Receiving Account is a business account, you may transfer your Miles to that Receiving Account so long as at least one accountholder on your PNC Premier Traveler Reserve Account is also an accountholder on the Receiving Account.

### Examples

PNC Premier Traveler Reserve Accountholder(s)	Receiving Account Accountholder(s)	Transfer permitted?
John Smith	Smith, Inc. John Smith	Yes
John Smith Mary Smith	Smith, Inc. John Smith	Yes

- To transfer earned, but not redeemed, Miles call the Customer Service number on the back of your credit card. You must provide us with the account number for the Receiving Account.
- Transfers must be for a minimum of 1,000 Miles per Receiving Account. The transferred Miles will automatically be deducted from your PNC Premier Traveler Reserve Account and deposited into the Receiving Account. Each Mile transferred from your PNC Premier Reserve Traveler Account will be converted into the reward type of the Receiving Account on a one to one basis. For example, if you transfer your Miles to a Receiving Account that earns travel points, each Mile you transfer will convert to one travel point.
- All transferred Miles are subject to the terms and conditions of the reward program governing the Receiving Account. **Please review the terms and conditions for the Receiving Account prior to making any transfer.** Similarly, if we permit you to transfer miles, travel points or similar rewards you earned on another PNC Bank credit card account to your PNC Premier Traveler Reserve Account, once transferred, those miles, travel points or similar rewards will be subject to these *Terms and Conditions*.
- If you transfer your Miles into a Receiving Account where earned rewards expire, your Miles, once transferred and converted to the reward type of the Receiving Account, will be deemed earned as of the date of transfer for purposes of determining an expiration date.
- We, in our sole discretion, may refuse any transfer request. All transfers are final.

## 7 Redeeming your Miles when your Account is in Good Standing

### 7.1 Air travel redemption

- In order to redeem Miles for air travel, you must purchase your own airline ticket(s). You may book your air travel using such methods as, but not limited to, airline reservation centers, independent travel agents, or via the Internet at full-service travel sites or airline reservation sites. **The airline ticket must be purchased with your PNC Premier Traveler Reserve Account.** We will issue a monetary credit to your Account up to the price of each ticket purchased based on the number of Miles available for redemption.
- To receive a monetary credit, **you must contact PNC Bank within 90 days after the date the airline ticket purchase posts to your Account.** You may redeem your Miles for a monetary credit by calling PNC Bank at the Customer Service number on the back of your credit card or by using any other redemption method we offer. The monetary credit will be calculated based on the number of Miles you redeem.
- A monetary credit not greater than the airline ticket purchase amount (including related eligible expenses) will appear on your Account within 7 business days after your valid redemption request is received. Related eligible expenses include, but are not limited to: 9/11 security fees, landing fees, agent fees, and airport taxes. Not all related expenses are eligible to be included in the monetary credit. We, in our sole discretion, will determine whether a related eligible expense is eligible to be included in the monetary credit to your Account.
- You must redeem a minimum of 25,000 Miles.** Twenty-five thousand (25,000) Miles can be redeemed for a monetary credit to your Account up to \$315.00 for the airline ticket purchase amount (including eligible expenses). Redemptions of more than 25,000 Miles must be in increments of 5,000 Miles. You will receive an additional monetary credit of fifty dollars (\$50.00) for each additional five thousand (5,000) Miles you redeem, up to the total cost of the airline ticket purchased. The monetary credit may not exceed the total cost of the airline ticket purchased (including related eligible expenses). You may redeem your Miles for a portion of your airline ticket by redeeming at a lower Miles redemption level, with a minimum redemption of 25,000 Miles. If you request to redeem Miles and you do not have the necessary Miles required to fulfill your request, we will process your request at a lower Miles redemption level and post the corresponding monetary credit to your Account. Redemption for a monetary credit for the purchase of an airline ticket that is part of a cruise, car rental or hotel stay package is subject to section 7.2 ("Other travel redemption"), rather than this section 7.1, of these *Terms and Conditions*.

### 7.2 Other travel redemption – cruises, car rentals or hotel stays

- In order to redeem Miles for cruises, car rentals, or hotel stays, **you must make your purchase using your PNC Premier Traveler Reserve Account.** PNC Bank will issue a monetary credit to your Account up to the dollar amount of each purchase based on the number of Miles available for redemption. You may redeem Miles for a portion of your travel purchase by redeeming at a lower Miles redemption level. If you request to redeem Miles and you do not have the necessary Miles required to fulfill your request, we will process your request at a lower Miles redemption level and post the corresponding monetary credit to your Account.
- To receive a monetary credit, **you must contact PNC Bank within 90 days after the date the travel purchase posts to your Account.** You may redeem your Miles for a monetary credit by calling PNC Bank at the Customer Service number on the back of your credit card or by using any other redemption method we offer. The monetary credit will be calculated based on the number of Miles you redeem.
- A monetary credit not greater than the travel purchase amount will appear on your Account within 7 business days after your valid redemption request is received.
- You must redeem a minimum of 5,000 Miles and Miles may only be redeemed in increments of 5,000 Miles.** You will receive a monetary credit of fifty dollars (\$50.00) for every five thousand (5,000) Miles you redeem.

### 7.3 Monetary credit/deposit redemption

You may redeem your Miles for a monetary credit or deposit to an eligible account by calling PNC Bank at the Customer Service number on the back of your credit card or by using any other redemption method we offer. The monetary credit or deposit will be calculated based on the number of Miles you redeem.

- You have three options for redeeming Miles for a monetary credit or deposit. You may redeem your Miles for:
  - A monetary credit to your PNC Premier Traveler Reserve Account.** A monetary credit will be applied to your Account within 7 business days after your valid redemption request is received. The monetary credit is not a payment on your Account. You must still make at least your required minimum payment in accordance with the credit card agreement that governs your Account.
  - A deposit to your eligible PNC Bank consumer checking account or PNC Bank consumer savings account.** The deposit will be made to your account within 7 business days after your valid redemption request is received.
  - A deposit to your eligible PNC Investments LLC account.** The deposit will be made to your account within 7 business days after your valid redemption request is received.
- We may, in our sole discretion, permit you to redeem Miles for a monetary credit to other accounts you may have at PNC Bank or one of its affiliates. Any such redemption will be subject to any restrictions or limitations as we may set.
- If your PNC Premier Traveler Reserve Account is a joint account, the account to which you are requesting the credit or deposit must be in the name of all of the owners of your Account.
- You will receive a forty dollar (\$40) monetary credit for every five thousand (5,000) Miles you redeem on your Account. You must redeem a minimum of 5,000 Miles and Miles may only be redeemed in increments of 5,000 Miles.

## 8 Limits on redeeming your Miles when your Account is not in Good Standing

1. Earned Miles totaling less than \$1 are automatically forfeited.
2. If your PNC Premier Traveler Reserve Account has been assigned a closed status: Any remaining unredeemed Miles will automatically be redeemed for a monetary credit to your PNC Premier Reserve Traveler Account within 30 days after your Account has been assigned a closed status.
3. If your PNC Premier Traveler Reserve Account is open: You may only redeem your Miles by requesting a monetary credit to your PNC Premier Traveler Reserve Account in accordance with the requirements set forth in section 7.3 of these *Terms and Conditions*.
4. Whether your Account is open or closed, a redemption monetary credit is not a payment on your PNC Premier Traveler Reserve Account. You must still make at least your required minimum payment in accordance with the credit card agreement that governs your Account.
5. Any unredeemed Miles are automatically forfeited upon the commencement of any proceedings under any bankruptcy or insolvency laws by or against you.

## 9 Other important information about this Program

1. Base Miles will be available for redemption or transfer within 7 business days after they are earned.
2. Any Bonus Miles earned will be available for redemption or transfer within 7 business days after they are credited to your Account.
3. Earned, redeemed and transferred Miles will be reflected on your monthly Account statement.
4. There is no limit to the number of Miles you can earn in any calendar year.
5. Miles earned on your Account have no cash value until redeemed and may not be used as a direct payment for obligations owed to us or our affiliates.  
**All redemptions are final.**
6. Whether a purchase qualifies as air travel, cruise, car rental, hotel or otherwise is determined by the merchant category code assigned to the merchant by the merchant's credit card processor. We assume no responsibility for the accuracy of the category code assigned to any purchase.
7. We reserve the right to alter, change and/or terminate these *Terms and Conditions* and to alter, change and/or terminate the Program, which may result in the cancellation of unredeemed Miles, upon written (including electronic) notice to you. In addition, we reserve the right to immediately disqualify you from the Program if you have violated these *Terms and Conditions* or if you have, in our sole determination, misused the Program. Violation of these *Terms and Conditions* or misuse of the Program may result in forfeiture of unredeemed Miles.
8. You are responsible for determining any tax liability for your Account. The Program is void where prohibited by federal, state or local laws.
9. Premier Traveler Reserve Accounts may not be owned by a business entity, established in the name of a business entity, or used for business or non-household or non-family purposes. We have the right to determine in our sole discretion whether a particular cardholder is eligible to participate in the Program.
10. If you dispute any aspect of the Program with respect to your Account, including a dispute regarding the number of Miles you earned, redeemed, or transferred, you must notify us in writing at PNC Bank, P.O. Box 3429, Pittsburgh, PA 15230-3429, within sixty (60) days of the date of the first Account statement to which your Miles dispute relates. If you do not properly notify us in this timeframe, we will have no obligation to you to adjust or correct any error. For example, if you made a purchase on April 15 that appears on your statement dated May 1 and you believe that we miscalculated the Miles you earned for that purchase, you must notify us as specified above within sixty (60) days of May 1.

## 10 Disclaimers and limitations

- **We may waive any obligation you have under these *Terms and Conditions* without losing our right at a later time to enforce that same obligation. We will not lose any of our rights under these *Terms and Conditions* if we delay taking action for any reason. If we take any other action, we will not lose any rights under these *Terms and Conditions*.**
- We and any of our service providers, including Visa U.S.A., Inc.:
  - are not responsible for any disputes between or involving cardholders relating to Miles, redemption of Miles, transfer of Miles, or use of Miles.
  - are not liable for any bodily harm, injury, damage or other loss or damage to person or property or any expense, accident or inconvenience of any type or nature that may arise from the use of Miles, the redemption of Miles, the transfer of Miles or otherwise in connection with the Program.
  - do not make any representation or endorsement of any airline, hotel, car rental company, cruise company, travel agent, travel website or any other merchant in connection with the Program.
  - unless required by law or agreement, are not responsible for airlines, hotels, rental car companies, cruise companies, travel agents, travel websites or any other merchant that discontinues or cancels a purchased item or reservation due to bankruptcy or for any other reason.
- You hereby release and hold us, Visa U.S.A. Inc. and all parties associated with the Program harmless from any claim, liability or damage relating to the Program or your use of the Miles.

### Privacy

All information collected about you in connection with the Program is subject to our privacy policy, which can be found at [pnc.com/privacypolicy](https://pnc.com/privacypolicy).

### Important Investor Information: Brokerage and insurance products are:

**NOT FDIC INSURED ■ NOT BANK GUARANTEED ■ MAY LOSE VALUE**

**Securities and brokerage services are provided by PNC Investments LLC, a registered broker-dealer and investment adviser and member FINRA, and SIPC.**

PNC Premier Traveler Reserve is a registered service mark of The PNC Financial Services Group, Inc.  
PNC Bank, National Association (N.A.) is the issuer of the PNC Bank Premier Traveler Reserve credit card.  
PNC Bank, N.A., **Member FDIC**