

# PNC points<sup>®</sup> Program

Terms and Conditions as of October 4, 2023

These *Terms and Conditions* are for the consumer and business PNC points credit card program. By using your PNC points 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 PNC points credit card if you have any questions.** Please note: Examples are for illustration purposes only.

## 1 Basic terms defined

| Term Used                            | What it means in these <i>Terms and Conditions</i>   |
|--------------------------------------|--|
| <b>Account, PNC points Account</b>   | Your PNC points credit card account associated with the Program  |
| <b>Balance Transfer</b>              | Any transaction that is identified as a “balance transfer” on your monthly Account statement   |
| <b>Billing Cycle(s)</b>              | The billing cycle or billing cycles of your Credit Card Account  |
| <b>Credit Card, Card</b>             | A personal Visa Credit Card or Business Visa Credit Card associated with a Credit Card Account   |
| <b>Credit Card Account</b>           | A personal or business credit card account that is eligible to participate in the Program  |
| <b>Participating Card</b>            | Any Card linked to a PNC points Account  |
| <b>PNC points, points</b>            | The PNC points you earn in your PNC points Account for Qualifying Purchases or by meeting other requirements as specified herein, and that can be redeemed for Rewards. The value of a PNC point is dependent on the Reward you select and varies from Reward to Reward. |
| <b>Primary Signer</b>                | For a personal Credit Card, the first named account owner, according to our records. This is the person listed first on your account statement.<br>For a business Credit Card, the individual who opens the account or as otherwise designated by the business entity.   |
| <b>Program</b>                       | The PNC points promotional incentive program, offered by PNC Bank, National Association  |
| <b>Qualifying Purchase</b>           | A purchase you make with a Card that earns points in a PNC points Account  |
| <b>Rewards</b>                       | Items for which you redeem your points   |
| <b>We, our, us, PNC Bank, issuer</b> | PNC Bank, National Association, which issues your Credit Card  |
| <b>You, your, Cardholder</b>         | The individual or business that is the obligated borrower on the Credit Card Account eligible to participate in the Program  |

## 2 Who is eligible to participate in this Program

To be eligible to participate in the Program, you must:

- Have a PNC points Visa Credit Card, PNC points Visa Signature Credit Card, PNC points Visa Business Credit Card, PNC points Visa Signature Business Credit Card or a Visa Signature **BusinessOptions** Credit Card that accesses a Credit Card Account in good standing; and
- A Credit Card Account that is “in good standing” is open, is not delinquent by 30 days or more, and, except for Visa Signature Accounts, has not exceeded the approved credit limit.

We may decide, in our sole discretion, whether any particular Card, Cardholder or Credit Card Account is eligible to participate in the Program.

### 3 Participation in the Program

1. Each eligible personal Credit Card is automatically enrolled in the Program and a PNC points Account is established in the name of the Primary Signer. All Cards associated with the Credit Card Account are linked to the PNC points Account associated with the Credit Card Account in the name of the Primary Signer, however, any signer on the Credit Card Account may access information about the PNC points Account or redeem Rewards.
2. Each PNC points Visa Business Credit Card, and Visa Signature **BusinessOptions** Credit Card that accesses a Credit Card Account participating in the Program is automatically enrolled in the Program, and each Card will have its own PNC points Account.
3. The points earned by each Card will be awarded to the PNC points Account associated with that Card.
4. There is no fee to participate in the Program.

### 4 Linking PNC points Accounts

1. If you have more than one PNC points Account and you are the Primary Signer on the Credit Card Account, you can ask us to link two or more PNC points Accounts. To link PNC points Accounts, you can access your PNC points Account information from the Rewards Center Page in Online Banking. This is a simple way to manage your PNC points Account information without any additional login required. Additionally, you can access your PNC points Account information by visiting [pnc.com/points](http://pnc.com/points) or calling 1-855-PNC-RWDS (1-855-762-7937).
2. **Personal Credit Card Accounts:** Any PNC points Accounts associated with personal Credit Card Accounts that belong to your household are eligible to link if:
  - Either the name or address of the Primary Signer matches the name or address on the PNC points Accounts being linked; or
  - The Primary Signer and a Primary Signer on another eligible personal Credit Card Account are both signers on any same PNC checking account, savings account, or CD.
3. A personal PNC points Account may be linked to an eligible business Credit Card points Account if either the name or address of the Primary Signer matches the name or address associated with the same individual's business PNC points Account.
4. **Business Credit Cards:** Each business Card associated with an eligible business Credit Card Account has its own PNC points Account. Only Cards associated with a PNC points Account will earn points. PNC points Accounts may be linked together to pool points to the PNC points Account associated with the Primary Signer's Card.
5. You may link a business PNC points Account with the PNC points Account for another eligible business Credit Card Account, if the business name, business address or Primary Signer is common to the Credit Card Accounts associated with the PNC points Accounts.
6. An eligible business PNC points Account may be linked to an eligible personal PNC points Account if either the name or address of the Primary Signer matches the name or address of the Primary Signer associated with the personal PNC points Account.
7. A Signer who is not a Primary Signer may also request linking by contacting the Customer Care Center, however, if the Signers subsequently disagree, the Primary Signer's instructions take precedence.
8. We will decide, in our sole discretion, whether any Card or Credit Card Account is eligible to link to any PNC points Account. Each Card, whether it belongs to you or to your household or to a business, may be linked to only one PNC points Account.

### 5 Earning points

#### 5.1 Awarding and crediting points

1. You will earn base points at the following rates:
  - **Personal (Consumer) Credit Cards:** 4 points for every \$1.00 in Qualifying Purchases
  - **Business Credit Cards:** 5 points for every \$1.00 in Qualifying Purchases
2. We round points earned on Qualifying Purchases, including tax, to the nearest point. If you pay part of a Qualifying Purchase with your Participating Card and part with another form of payment, you will earn points only for the amount you pay for with your Participating Card.
3. When you earn points, we will typically credit them to your PNC points Account within 10 business days. However, it may take up to 90 days to credit points earned from some transactions to your PNC points Account, such as online purchases or foreign transactions.

#### 5.2 Qualifying Purchases

1. A Qualifying Purchase is any eligible purchase you make with a Participating Card that is processed or submitted through the Visa U.S.A. Inc. payment system, subject to exclusions. This includes the following:
  - Purchases made by swiping your Card
  - Internet purchases
  - Phone or mail order purchases
  - Bill payments (other than to us or another financial institution)
  - Contactless purchases (purchases you make by holding your Card or other device up to a secure reader instead of swiping your Card)

2. The following transactions are not Qualifying Purchases and will not earn points:
  - Payments of existing Credit Card balances or other loan payments
  - Balance transfers
  - Cash Advances
  - ATM Transactions
  - Convenience checks
  - Insurance premiums for insurance products obtained through us or our affiliates
  - Fees charged by us (for example, annual fees, interest, and related service charges)
  - Payments made for pre-paid and re-loadable cards such as certain gift cards, Visa Buxx®, and similar cards
  - Payments made for payment instruments that can readily be converted to cash (for example, traveler's checks, money orders, wire transfers, and similar products or services)
  - Purchases made at merchants with gambling or gaming merchant category codes
3. We may decide, in our sole discretion, whether any particular transaction is a Qualifying Purchase.

### 5.3 Adjustments to earned points

If you make a return or receive a credit or chargeback on a transaction that earned points, we will deduct the associated points from your PNC points Account.

1. **Earning bonus points with personal PNC points Visa Credit Cards or PNC points Visa Signature Credit Cards (“personal points Cards”):**
  - Depending on the qualifying deposit account you have, you may earn a bonus of 25%, 50%, or 75% of all base points earned in your PNC points Account during a Billing Cycle. (You cannot earn a bonus on points that were already earned as a bonus, Purchase Payback points or other promotional points.) To earn these bonus points, you must have a qualifying personal deposit account that is not used for business purposes. If your Credit Card Account has more than one account owner, all owners must also be account owners of the qualifying deposit account.
  - If you qualify for more than one bonus level, or if you have multiple PNC personal points Cards linked to your PNC points Account, we will use your highest applicable level to calculate the bonus that you earn on base points. If one of your personal points Cards was closed, linked, de-linked, or qualified for a lower earnings rate in the prior Billing Cycle, you may forfeit some of the bonus points you earned for that prior Billing Cycle.
  - For the purpose of determining your average monthly balance or combined average monthly balance, **“linked accounts”** are accounts that have been linked to waive the monthly service charge on your qualifying personal deposit account.
2. **To earn a bonus of 25% of all base points:**  
 You must have met one of the following requirements.
  - During your Credit Card Billing Cycle, on or before your due date for that Credit Card Billing Cycle, we issued you a statement for a Virtual Wallet, a Virtual Wallet with Performance Spend, a Performance Checking Account, a Performance Select Checking Account, or a Virtual Wallet with Performance Select.
3. **To earn a bonus of 50% of all base points:**  
 On the due date of your Credit Card Billing Cycle, you must have had a Performance Checking account or Virtual Wallet with Performance Spend and met one of the following requirements (as reflected on the last statement issued for that account on or before the due date of your Credit Card Billing Cycle):
  - Maintained an average monthly balance of \$2,000 or more in that account (for the Virtual Wallet with Performance Spend, the balance must be in the Spend and/or Reserve Accounts);
  - Had a qualifying aggregate monthly direct deposit (such as payroll, pension, or Social Security) of \$2,000 or more made to that account. (For the Virtual Wallet with Performance Spend, the deposit must be made into the Spend account. See the *Consumer Schedule for Service Charges and Fees* for your deposit accounts for a definition of “qualifying aggregate monthly direct deposit.”); or
  - Maintained a combined average monthly balance of \$15,000 or more in that account and any linked consumer Standard Checking or Performance Checking, savings, money market, certificates of deposit, retirement CDs, investment, or loan (line of credit, auto, home equity installment, or mortgage loan) accounts for which you are an account owner.
4. **To earn a bonus of 75% of all base points:**  
 On the due date of your Credit Card Billing Cycle, you must have had a Performance Select Checking account or Virtual Wallet with Performance Select and met one of the following requirements (as reflected on the last statement issued for that account on or before the due date of the Credit Card Billing Cycle):
  - An average monthly balance of \$5,000 or more in that account and/or any linked consumer Standard Checking or Performance Select Checking account (for the Virtual Wallet with Performance Select, the balance must be in the Spend and/or Reserve Accounts); or
  - A combined average monthly balance of \$25,000 or more in that account and any linked consumer Standard Checking or Performance Select Checking, savings, money market, certificates of deposit, retirement CDs or investment accounts for which you are an account owner; or

- Had a qualifying aggregate monthly direct deposit (such as payroll, pension or Social Security) of \$5,000 or more made to that account (for the Virtual Wallet with Performance Select, the deposit must be made into the Spend account). See the *Consumer Schedule for Service Charges and Fees* for your deposit accounts for a definition of qualifying aggregate monthly direct deposit.

**OR**

On the due date of your Credit Card Billing Cycle, you must have had Private Banking Checking. We may decide, in our sole discretion, whether any Account is eligible for bonus points.

**5. Special bonus offers**

From time to time, we may make special bonus offers available through Online Banking that allow you to earn bonus points in other ways with your enrolled Card, such as making Qualifying Purchases at certain merchants (“Purchase Payback”). These offers will state how many points per dollar of your purchase that you will earn and any additional terms and conditions that apply to the offer. The calculation for a Purchase Payback reward is based on 400 points per dollar rounded to the nearest cent. For example, if the offer is for 20 points per dollar spent, then the reward is for 5% of 400 points per dollar. If you made a \$30.28 purchase you would earn ( $\$30.28 \times .05 = 1.514$  cents (rounded to 1.51 cents)  $\times 400 =$  a 604 points reward). The points you earn through a special bonus offer will be added to your PNC points Account within 60 days of the transaction, unless the terms state otherwise.

**6 Redeeming points for rewards**

1. To see a list of currently available Rewards and redeem your points, you can access your PNC points Account information from the Rewards Center Page in Online Banking. This is a simple way to manage your PNC points Account information without any additional login required. Additionally, you can access your PNC points Account information by visiting [pnc.com/points](http://pnc.com/points) or calling 1-855-PNC-RWDS (1-855-762-7937).
2. If you reside outside of the U.S. you may not redeem points for Rewards that need to be shipped to you. You may redeem points for a cash credit to your Credit Card Account, digital Rewards or by booking travel Rewards through the Program.
3. You can redeem points for Rewards whenever your points balance is sufficient to obtain one of the Rewards offered at that time. You must have the required number of points for a specific Reward in your PNC points Account, and you cannot combine points from multiple PNC points Accounts.
4. Each Reward will be subject to its own specific terms and conditions, which we will provide with the offer of the Reward. These may include information on expected shipping, any applicable warranties, and any limitations or restrictions, such as an expiration date for a Reward. If a Reward expires before you use it, we do not have any obligation to replace the Reward, to refund the points used to redeem the Reward, or to otherwise compensate you.
5. When you order a Reward, we deduct points from your PNC points Account on a “first in, first out” basis, so the first points you earn will be the first points redeemed. Certain Rewards may require you to make a purchase at a merchant or do something within a specified time period in order to receive the Reward.
6. The points required to obtain the Rewards will be deducted at the time of your redemption request. If you don’t complete the purchase or take other specified action within the required time period, we will refund your points to your PNC points Account.
7. If a Reward was available at the time you ordered it, but is later cancelled or otherwise becomes unavailable (and there is no substitute Reward available), we will refund your points to your PNC points Account and notify you of the cancelled Reward order.
8. If your points total is reduced because of a return, chargeback, credit or other adjustment to your PNC points Account, and you no longer have enough points for a Reward you ordered, we will cancel the order. If you receive a Reward and we later discover that you did not have enough points for that Reward in your PNC points Account, you may forfeit future point earnings, or we may apply future points to that Reward until enough points are accrued to make up the difference. We may also take any other action we deem appropriate.
9. Many Rewards are certificates that you can use at a participating merchant. You and the merchant must comply with all laws related to the Reward, including paying and collecting any federal, state, or local taxes. See the Reward certificate for details.

**6.1 Shipping**

There is no shipping or handling fee for standard delivery of Rewards. We will generally send Rewards to you within four to six weeks after you place your order. We will not ship Rewards to any address outside of the United States.

**6.2 Returns**

If a merchandise Reward is damaged in transit, you can return it at our cost and receive a full refund of the points you redeemed to order the Reward. To get a refund, you must return the damaged Reward in its original packaging within ten (10) days of receiving it. Call 1-855-PNC-RWDS (1-855-762-7937) for return instructions.

Otherwise, you cannot return, transfer, replace, or exchange Rewards under any circumstances. Non-merchandise Rewards (such as gift cards and certificates) are never returnable. Unless damaged in transit as stated above, we, and participating merchants are not responsible for replacing mutilated, lost or stolen Rewards of any kind.

## 7 Tracking activity in your PNC points Account

**You can access your PNC points Account information from the Rewards Center Page in Online Banking. This is a simple way to manage your PNC points Account information without any additional login required. This includes information about:**

- Qualifying Purchases and the points earned for such Qualifying Purchases
- Bonuses earned with a qualifying deposit account or through special offers
- Redemption activity, including the status of Rewards you have ordered

Additionally, you can access your PNC points Account by visiting [pnc.com/points](http://pnc.com/points) or calling 1-855-PNC-RWDS (1-855-762-7937).

## 8 Expiration or forfeit of points

All points expire at the end of the month, 48 months after they were added to your PNC points Account. **If a Credit Card Account participating in the Program is closed, either by you or by us, all of your unused points associated with that Credit Card Account will be forfeited.** We may terminate your PNC points Account for any reason, in our sole discretion.

We will not notify you if your points expire or are forfeited. You are not entitled to compensation from us, or any other entity, when your points expire or are forfeited for any reason.

## 9 What to do if your Card is lost, stolen, or damaged

To report a lost or stolen card, call us at the telephone number provided on your Credit Card statement or Account Rules. If you do not have these documents available, call us at 1-855-PNC-RWDS (1-855-762-7937). You will not lose your points if your enrolled Card is lost, stolen or damaged and we provide a replacement Card, even if the replacement Card has a different Card number.

## 10 Customer service

For any questions about or problems with the Program, you can reach us in the following ways:

- *Online:* your Rewards Center Page in Online Banking or at [pnc.com/points](http://pnc.com/points)
- *By phone:* 1-855-PNC-RWDS (1-855-762-7937)
- *By mail:* PNC points, P.O. Box 3469, Pittsburgh, PA 15230-9457

If you contact us online by email, send your full name and address. Do not send your Card number, other personal financial information, or confidential information by email, because email may not be secure.

### 10.1 If you have a dispute

1. If you contact us about a dispute or error regarding any aspect of the Program or your PNC points Account, we will make a reasonable effort to investigate and correct the error, if we determine one occurred, within the limitations described in these Terms and Conditions. You must notify us within 60 days of the posting date, or the date you believe the error occurred, and we may require you to provide your notice in writing.
2. If we request written notice from you, we must receive it at the address and within the time frame we specify. If we do not receive the written notice, we may decide not to correct the alleged error, in our sole discretion. If we complete our investigation and notify you of our decision, we have no further responsibilities if you later make the same dispute. We will resolve all questions or disputes, including those regarding eligibility, earning points, or redeeming points for Rewards, in our sole discretion.

## 11 How we may communicate with you

1. We may communicate with you by mail, telephone, or electronically. If you use the Program website, we may send you email or post messages to you in the Message Center on the Program website. We consider any electronic communication from us to be delivered on the date you receive it or five days from the date we post or send it, whichever comes first. It is your responsibility to ensure that we have your most current contact information. To change your contact information, visit your Rewards Center Page in Online Banking, visit [pnc.com/points](http://pnc.com/points) or call 1-855-PNC-RWDS (1-855-762-7937) and update your PNC points Account profile.
2. You must have your login ID and password for Online Banking to access your information electronically or to conduct any activity online regarding your PNC points Account on the Program website.
3. By participating in the Program, you allow us to use information you provided and information related to your Program participation to customize your Program experience. This may include notifying you about special offers and featured Rewards, and customizing promotional information that we send you.
4. If you would like to receive a paper copy of these Terms and Conditions, call us at 1-855-PNC-RWDS (1-855-762-7937), or write to us at PNC points, P.O. Box 3469, Pittsburgh, PA 15230-9457. If you use the Program website, we are not obligated to provide any additional hard copy communications to you (other than these Terms and Conditions).

## 12 Other information, disclaimers, and limitations

1. All information we collect from you in connection with the Program is subject to our privacy policy. You can find the privacy policy at [pnc.com/privacypolicy](https://pnc.com/privacypolicy).
2. The redemption value of a PNC Point depends on the Reward you select, cannot be redeemed for US currency and may only be redeemed for the Rewards offered through the Rewards Center. The redemption value for a point varies depending on the Reward you select and is not equivalent from Reward to Reward. You may not purchase points or transfer points from one PNC points Account to another, even if both PNC points Accounts are in your name. You also may not transfer or sell your points or PNC points Account.
3. Any Reward offered under this Program is void where prohibited by law.
4. You are responsible for all activity in your PNC points Account.
5. We may change or terminate these Terms and Conditions and/or the Program, for any reason, without any responsibility or compensation to you. For example, we may, among other things, change the way points are earned, redeemed, expired, or forfeited. We may also change the selection of Rewards, the number of points required for Rewards, or Program fees. 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, engaged in, or intended to engage in misuse, abuse, or gaming of the Program. Violation of these Terms and Conditions, or disqualification from the Program for any reason, including for misuse, abuse, or gaming of the Program, may result in, without limitation and without prior notice, any or all of the following: (i) forfeiture of any unredeemed PNC points; (ii) reversal of the credit provided for, or the recoupment of the cash equivalent of, redeemed PNC points, even if your PNC points Account has been closed by you or us; (iii) suspending or closing your PNC points Account; or (iv) taking legal action to recover the cash equivalent of redeemed PNC points and to recover our monetary losses, including litigation costs and damages. Your misuse, abuse, or gaming of the Program is a default under your Credit Card Agreement.
6. Any other agreement between you and us for the participating Credit Card Account will continue to govern your use of the Card and the Program. If there is a conflict between the other agreement and these Terms and Conditions, the agreement will govern in matters related to the Credit Card Account, and these Terms and Conditions will govern in matters related to the Program.
7. We may waive any obligation you have under these Terms and Conditions without losing our right to enforce that same obligation at a later time. We will not lose any of our rights under these Terms and Conditions if we delay taking action for any reason, or if we take any other action.
8. We, and any of our service providers:
  - Are not responsible for the quality or performance of Rewards, or the products purchased or obtained with Rewards;
  - Do not make any guarantee, warranty, or representation of any kind regarding Rewards, including but not limited to, warranties of merchantability or fitness for a particular purpose;
  - Do not endorse any Reward, merchant, or other provider of a Reward in connection with the Program;
  - Are not responsible for merchants, manufacturers, or other providers of Rewards that discontinue or cancel a Reward for any reason, including bankruptcy;
  - Are not responsible for any injury, damage, loss, expense, or inconvenience that may arise in connection with the Program; and
  - Have no liability to you in connection with the Program, even if these Terms and Conditions include anything to the contrary.
9. You may be subject to additional terms and conditions, warranties, or other requirements of the merchant, manufacturer, or other provider of Rewards.
10. You release and hold us, and all parties associated with the Program harmless from any claim, liability, or damage relating to the Program or your use of Rewards.

### Need help?

Call us at: **1-855-PNC-RWDS (1-855-762-7937)**



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PNC Bank, National Association (N.A.) is the creditor and issuer of the PNC Bank credit cards.

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