UNITED STATES
SECURITIES AND EXCHANGE COMMISSION
Washington, D.C. 20549

FORM 8-K

CURRENT REPORT
Pursuant to Section 13 OR 15(d) of The Securities Exchange Act of 1934

April 16, 2021
Date of Report (Date of earliest event reported)

THE PNC FINANCIAL SERVICES GROUP, INC.
(Exact name of registrant as specified in its charter)

Commission File Number 001-09718

Pennsylvania	**25-1435979**
(State or other jurisdiction of incorporation)	**(I.R.S. Employer Identification No.)**

The Tower at PNC Plaza
300 Fifth Avenue
Pittsburgh, Pennsylvania 15222-2401
(Address of principal executive offices, including zip code)

(888) 762-2265
(Registrant’s telephone number, including area code)

Not Applicable
(Former name or former address, if changed since last report)

Check the appropriate box below if the Form 8-K filing is intended to simultaneously satisfy the filing obligation of the registrant under any of the following provisions:

☐ Written communications pursuant to Rule 425 under the Securities Act (17 CFR 230.425)

☐ Soliciting material pursuant to Rule 14a-12 under the Exchange Act (17 CFR 240.14a-12)

☐ Pre-commencement communications pursuant to Rule 14d-2(b) under the Exchange Act (17 CFR 240.14d-2(b))

☐ Pre-commencement communications pursuant to Rule 13e-4(c) under the Exchange Act (17 CFR 240.13e-4(c))

Securities registered pursuant to 12(b) of the Act:

Title of Each Class	Trading Symbol(s)	Name of Each Exchange on Which Registered
Common Stock, par value $5.00	PNC	New York Stock Exchange
Depositary Shares Each Representing a 1/4,000 Interest in a Share of Fixed-to-Floating Rate Non-Cumulative Perpetual Preferred Stock, Series P	PNC P	New York Stock Exchange

Indicate by check mark whether the registrant is an emerging growth company as defined in Rule 405 of the Securities Act of 1933 (§230.405 of this chapter) or Rule 12b-2 of the Securities Exchange Act of 1934 (§240.12b-2 of this chapter). Emerging growth company ☐

If an emerging growth company, indicate by check mark if the registrant has elected not to use the extended transition period for complying with any new or revised financial accounting standards provided pursuant to Section 13(a) of the Exchange Act. ☐

Item 2.02 Results of Operations and Financial Condition.

On April 16, 2021, The PNC Financial Services Group, Inc. ("the Corporation") issued a press release regarding the Corporation's earnings and business results for the first quarter of 2021. In connection therewith, the Corporation provided supplementary financial information on its web site. A copy of the Corporation's supplementary financial information is included in this Report as Exhibit 99.1 and is furnished herewith.

Item 8.01 Other Events

On April 16, 2021, the Corporation held a conference call for investors regarding the Corporation's earnings and business results for the first quarter of 2021. The Corporation provided electronic presentation slides on its web site used in connection with the related investor conference call. Copies of the electronic presentation slides are included in this Report as Exhibit 99.2 and are furnished herewith.

Item 9.01 Financial Statements and Exhibits.

(d) Exhibits.

Number	Description	Method of Filing
99.1	Financial Supplement (unaudited) for the First Quarter 2021	Furnished herewith
99.2	Electronic presentation slides for earnings release conference call	Furnished herewith
104	The cover page of this Current Report on Form 8-K, formatted in Inline XBRL.	

SIGNATURE

Pursuant to the requirements of the Securities Exchange Act of 1934, the registrant has duly caused this report to be signed on its behalf by the undersigned hereunto duly authorized.

THE PNC FINANCIAL SERVICES GROUP, INC.
(Registrant)

Date: April 16, 2021

By: Gregory H. Kozich
Gregory H. Kozich
Senior Vice President and Controller

Exhibit 99.1

THE PNC FINANCIAL SERVICES GROUP, INC.

FINANCIAL SUPPLEMENT
FIRST QUARTER 2021
(Unaudited)

THE PNC FINANCIAL SERVICES GROUP, INC.
FINANCIAL SUPPLEMENT
FIRST QUARTER 2021
(UNAUDITED)

The information contained in this Financial Supplement is preliminary, unaudited and based on data available on April 16, 2021. We have reclassified certain prior period amounts to be consistent with the current period presentation, which we believe is more meaningful to readers of our consolidated financial statements. This information speaks only as of the particular date or dates included in the schedules. We do not undertake any obligation to, and disclaim any duty to, correct or update any of the information provided in this Financial Supplement. Our future financial performance is subject to risks and uncertainties as described in our United States Securities and Exchange Commission (SEC) filings.

BUSINESS

PNC is one of the largest diversified financial services companies in the United States (U.S) and is headquartered in Pittsburgh, Pennsylvania. PNC has businesses engaged in retail banking, including residential mortgage, corporate and institutional banking and asset management, providing many of its products and services nationally. PNC's retail branch network is located primarily in markets across the Mid-Atlantic, Midwest and Southeast. PNC also has strategic international offices in four countries outside the U.S.

DISCONTINUED OPERATIONS

On May 15, 2020, PNC completed the sale of its 31.6 million shares of BlackRock, Inc., common and preferred stock through a registered secondary offering. In addition, BlackRock repurchased 2.65 million shares from PNC. The total proceeds from the sale were $14.2 billion in cash, net of $0.2 billion in expenses, and resulted in a gain on sale of $4.3 billion. Additionally, PNC contributed 500,000 BlackRock shares to the PNC Foundation on May 18, 2020. As a result, PNC has divested its entire holding in BlackRock. PNC and its affiliates only hold shares of BlackRock stock in a fiduciary capacity for clients of PNC and its affiliates. Activity for BlackRock for all periods presented on the Consolidated Income Statement have been reclassified to discontinued operations and prior period BlackRock investment balances have been reclassified to the Asset held for sale line on the Consolidated Balance Sheet in accordance with Accounting Standard Codification (ASC) 205-20, Presentation of Financial Statements - Discontinued Operations.

PENDING ACQUISITION OF BBVA USA BANCSHARES, INC.

On November 16, 2020, PNC announced the signing of a definitive agreement with BBVA, S.A. to acquire BBVA USA Bancshares, Inc., a U.S. financial holding company conducting its business operations primarily through its U.S. banking subsidiary, BBVA USA for a fixed purchase price of $11.6 billion in cash. BBVA USA has over 600 branches in Texas, Alabama, Arizona, California, Florida, Colorado and New Mexico. The transaction is expected to add approximately $102 billion in total assets, $86 billion of deposits and $66 billion of loans to PNC's Consolidated Balance Sheet and to close in mid-2021, subject to customary closing conditions, including receipt of regulatory approvals.

THE PNC FINANCIAL SERVICES GROUP, INC.
Cross Reference Index to First Quarter 2021 Financial Supplement (Unaudited)
Financial Supplement Table Reference

Table 1: Consolidated Income Statement (Unaudited)

In millions, except per share data	Three months ended March 31 2021	December 31 2020	September 30 2020	June 30 2020	March 31 2020
Interest Income					
Loans	$ 1,996	$ 2,074	$ 2,116	$ 2,257	$ 2,480
Investment securities	421	442	490	527	582
Other	66	60	70	71	138
Total interest income	2,483	2,576	2,676	2,855	3,200
Interest Expense					
Deposits	40	53	74	141	375
Borrowed funds	95	99	118	187	314
Total interest expense	135	152	192	328	689
Net interest income	2,348	2,424	2,484	2,527	2,511
Noninterest Income					
Asset management	226	221	215	199	201
Consumer services	384	387	390	330	377
Corporate services	555	650	479	512	526
Residential mortgage	105	99	137	158	210
Service charges on deposits	119	134	119	79	168
Other (a)	483	293	457	271	343
Total noninterest income	1,872	1,784	1,797	1,549	1,825
Total revenue	4,220	4,208	4,281	4,076	4,336
Provision For (Recapture of) Credit Losses	(551)	(254)	52	2,463	914
Noninterest Expense					
Personnel	1,477	1,521	1,410	1,373	1,369
Occupancy	215	215	205	199	207
Equipment	293	296	292	301	287
Marketing	45	64	67	47	58
Other	544	612	557	595	622
Total noninterest expense	2,574	2,708	2,531	2,515	2,543
Income (loss) from continuing operations before income taxes and noncontrolling interests	2,197	1,754	1,698	(902)	879
Income taxes (benefit) from continuing operations	371	298	166	(158)	120
Net income (loss) from continuing operations	1,826	1,456	1,532	(744)	759
Income from discontinued operations before taxes				5,596	181
Income taxes from discontinued operations				1,197	25
Net income from discontinued operations				4,399	156
Net income	1,826	1,456	1,532	3,655	915
Less: Net income attributable to noncontrolling interests	10	14	13	7	7
Preferred stock dividends (b)	57	48	63	55	63
Preferred stock discount accretion and redemptions	1	1	1	1	1
Net income attributable to common shareholders	$ 1,758	$ 1,393	$ 1,455	$ 3,592	$ 844
Earnings Per Common Share					
Basic earnings (loss) from continuing operations	$ 4.11	$ 3.26	$ 3.40	$ (1.90)	$ 1.59
Basic earnings from discontinued operations				10.28	0.37
Total basic earnings	$ 4.11	$ 3.26	$ 3.40	$ 8.40	$ 1.96
Diluted earnings (loss) from continuing operations	$ 4.10	$ 3.26	$ 3.39	$ (1.90)	$ 1.59
Diluted earnings from discontinued operations				10.28	0.36
Total diluted earnings	$ 4.10	$ 3.26	$ 3.39	$ 8.40	$ 1.95
Average Common Shares Outstanding					
Basic	426	425	426	426	429
Diluted	426	426	426	426	430
Efficiency	61 %	64 %	59 %	62 %	59 %
Noninterest income to total revenue	44 %	42 %	42 %	38 %	42 %
Effective tax rate from continuing operations (c)	16.9 %	17.0 %	9.8 %	17.5 %	13.7 %

(a) Includes net gains on sales of securities of $25 million, $51 million, $32 million, $40 million and $182 million for the quarters ended March 31, 2021, December 31, 2020, September 30, 2020, June 30, 2020 and March 31, 2020, respectively.
(b) Dividends are payable quarterly other than Series O, Series R and Series S preferred stock, which are payable semiannually, with the Series O payable in different quarters than the Series R and Series S preferred stock.
(c) The effective income tax rates are generally lower than the statutory rate due to the relationship of pretax income to tax credits and earnings that are not subject to tax.

Table 2: Consolidated Balance Sheet (Unaudited)

In millions, except par value	March 31 2021	December 31 2020	September 30 2020	June 30 2020	March 31 2020
Assets					
Cash and due from banks	$ 7,455	$ 7,017	$ 6,629	$ 6,338	$ 7,493
Interest-earning deposits with banks (a)	86,161	85,173	70,959	50,233	19,986
Loans held for sale (b)	1,967	1,597	1,787	1,443	1,693
Asset held for sale (c)					8,511
Investment securities – available for sale	96,799	87,358	89,747	97,052	89,077
Investment securities – held to maturity	1,456	1,441	1,438	1,441	1,469
Loans (b)	237,013	241,928	249,279	258,236	264,643
Allowance for loan and lease losses	(4,714)	(5,361)	(5,751)	(5,928)	(3,944)
Net loans	232,299	236,567	243,528	252,308	260,699
Equity investments	6,386	6,052	4,938	4,943	4,694
Mortgage servicing rights	1,680	1,242	1,113	1,067	1,082
Goodwill	9,317	9,233	9,233	9,233	9,233
Other (b)	30,894	30,999	32,445	34,920	41,556
Total assets	$ 474,414	$ 466,679	$ 461,817	$ 458,978	$ 445,493
Liabilities					
Deposits					
Noninterest-bearing	$ 120,641	$ 112,637	$ 107,281	$ 99,458	$ 81,614
Interest-bearing	254,426	252,708	247,798	246,539	223,590
Total deposits	375,067	365,345	355,079	345,997	305,204
Borrowed funds					
Federal Home Loan Bank borrowings	1,500	3,500	5,500	8,500	23,491
Bank notes and senior debt	22,139	24,271	26,839	27,704	31,438
Subordinated debt	6,241	6,403	6,465	6,500	6,475
Other (b)	3,150	3,021	3,306	4,322	11,995
Total borrowed funds	33,030	37,195	42,110	47,026	73,399
Allowance for unfunded lending related commitments	507	584	689	662	450
Accrued expenses and other liabilities	11,931	9,514	10,629	12,345	17,150
Total liabilities	420,535	412,638	408,507	406,030	396,203
Equity					
Preferred stock (d)					
Common stock - $5 par value					
Authorized 800 shares, issued 543, 543, 542, 542, and 542 shares	2,713	2,713	2,712	2,712	2,712
Capital surplus	15,879	15,884	15,836	16,284	16,288
Retained earnings	48,113	46,848	45,947	44,986	41,885
Accumulated other comprehensive income	1,290	2,770	2,997	3,069	2,518
Common stock held in treasury at cost:118, 119, 118, 117 and 118 shares	(14,146)	(14,205)	(14,216)	(14,128)	(14,140)
Total shareholders’ equity	53,849	54,010	53,276	52,923	49,263
Noncontrolling interests	30	31	34	25	27
Total equity	53,879	54,041	53,310	52,948	49,290
Total liabilities and equity	$ 474,414	$ 466,679	$ 461,817	$ 458,978	$ 445,493

(a) Amounts include balances held with the Federal Reserve Bank of Cleveland of $85.8 billion, $84.9 billion, $70.6 billion, $50.0 billion and $19.6 billion as of March 31, 2021, December 31, 2020, September 30, 2020, June 30, 2020 and March 31, 2020, respectively.
(b) Amounts include assets and liabilities for which PNC has elected the fair value option. Our 2020 Form 10-K included, and our first quarter 2021 Form 10-Q will include, additional information regarding these items.
(c) Represents our held for sale investment in BlackRock. In the second quarter of 2020, PNC divested its entire holding in BlackRock. Prior period BlackRock investment balances have been reclassified to the Asset held for sale line in accordance with Accounting Standards Codification 205-20, Presentation of Financial Statements - Discontinued Operations. Our 2020 Form 10-K included additional information related to this divestiture.
(d) Par value less than $0.5 million at each date.

Table 3: Average Consolidated Balance Sheet (Unaudited) (a)

In millions	*Three months ended* March 31 2021	December 31 2021	September 30 2020	June 30 2020	March 31 2020
Assets					
Interest-earning assets:					
Investment securities					
Securities available for sale					
Residential mortgage-backed					
Agency	$ 45,298	$ 48,036	$ 52,215	$ 52,500	$ 49,636
Non-agency	1,236	1,337	1,437	1,529	1,617
Commercial mortgage-backed	6,241	6,568	6,927	7,232	6,734
Asset-backed	5,304	5,017	5,033	5,309	5,003
U.S. Treasury and government agencies	22,309	18,783	18,724	15,457	15,938
Other	4,561	4,561	4,723	4,952	4,024
Total securities available for sale	84,949	84,302	89,059	86,979	82,952
Securities held to maturity					
Asset-backed				22	51
U.S. Treasury and government agencies	797	793	788	783	779
Other	650	650	655	646	640
Total securities held to maturity	1,447	1,443	1,443	1,451	1,470
Total investment securities	86,396	85,745	90,502	88,430	84,422
Loans					
Commercial and industrial	129,996	134,944	139,795	153,595	128,723
Commercial real estate	28,598	28,991	29,081	28,707	28,275
Equipment lease financing	6,332	6,380	6,771	7,035	7,066
Consumer	50,904	52,872	54,692	56,485	57,680
Residential real estate	22,305	22,638	22,753	22,292	21,828
Total loans	238,135	245,825	253,092	268,114	243,572
Interest-earning deposits with banks (b)	85,410	76,374	60,327	34,600	17,569
Other interest-earning assets	7,829	8,134	9,752	10,867	9,468
Total interest-earning assets	417,770	416,078	413,673	402,011	355,031
Noninterest-earning assets	50,450	48,901	48,466	55,302	57,405
Total assets	$ 468,220	$ 464,979	$ 462,139	$ 457,313	$ 412,436
Liabilities and Equity					
Interest-bearing liabilities:					
Interest-bearing deposits					
Money market	$ 59,083	$ 62,621	$ 63,598	$ 61,346	$ 53,287
Demand	91,619	88,026	87,226	82,881	70,931
Savings	82,926	79,430	77,479	75,345	69,977
Time deposits	18,449	19,448	20,248	21,873	21,141
Total interest-bearing deposits	252,077	249,525	248,551	241,445	215,336
Borrowed funds					
Federal Home Loan Bank borrowings	2,411	4,761	7,196	12,559	13,440
Bank notes and senior debt	22,799	24,022	25,858	28,298	29,988
Subordinated debt	5,929	5,936	5,936	5,937	5,934
Other	4,057	3,433	4,354	6,435	7,826
Total borrowed funds	35,196	38,152	43,344	53,229	57,188
Total interest-bearing liabilities	287,273	287,677	291,895	294,674	272,524
Noninterest-bearing liabilities and equity:					
Noninterest-bearing deposits	113,299	109,878	101,931	93,776	74,396
Accrued expenses and other liabilities	14,258	14,348	15,341	16,989	16,437
Equity	53,390	53,076	52,972	51,874	49,079
Total liabilities and equity	$ 468,220	$ 464,979	$ 462,139	$ 457,313	$ 412,436

(a) Calculated using average daily balances.
(b) Amounts include average balances held with the Federal Reserve Bank of Cleveland of $85.2 billion, $76.1 billion, $60.0 billion, $34.2 billion and $17.3 billion for the three months ended March 31, 2021, December 31, 2020, September 30, 2020, June 30, 2020 and March 31, 2020, respectively.

Table 4: Details of Net Interest Margin (Unaudited)

	Three months ended				
	March 31 2021	December 31 2020	September 30 2020	June 30 2020	March 31 2020
Average yields/rates (a)					
Yield on interest-earning assets					
Investment securities					
Securities available for sale					
Residential mortgage-backed					
Agency	1.72 %	1.81 %	2.03 %	2.29 %	2.63 %
Non-agency	7.24 %	7.15 %	7.26 %	7.13 %	7.87 %
Commercial mortgage-backed	2.58 %	2.66 %	2.50 %	2.59 %	2.95 %
Asset-backed	1.84 %	2.04 %	2.44 %	2.60 %	3.05 %
U.S. Treasury and government agencies	1.68 %	1.77 %	1.64 %	1.77 %	2.29 %
Other	3.28 %	3.45 %	3.39 %	3.47 %	3.69 %
Total securities available for sale	1.95 %	2.05 %	2.16 %	2.39 %	2.77 %
Securities held to maturity					
Asset-backed				2.38 %	2.77 %
U.S. Treasury and government agencies	2.83 %	2.88 %	2.86 %	2.84 %	2.84 %
Other	4.17 %	4.20 %	4.20 %	4.27 %	4.48 %
Total securities held to maturity	3.43 %	3.47 %	3.47 %	3.47 %	3.56 %
Total investment securities	1.97 %	2.08 %	2.18 %	2.41 %	2.78 %
Loans					
Commercial and industrial	2.91 %	2.87 %	2.82 %	2.83 %	3.62 %
Commercial real estate	2.80 %	2.63 %	2.65 %	2.84 %	3.64 %
Equipment lease financing	3.90 %	3.90 %	3.80 %	3.82 %	3.93 %
Consumer	4.78 %	4.74 %	4.69 %	4.86 %	5.38 %
Residential real estate	3.53 %	3.69 %	3.74 %	3.86 %	3.96 %
Total loans	3.38 %	3.35 %	3.32 %	3.37 %	4.08 %
Interest-earning deposits with banks	0.10 %	0.10 %	0.10 %	0.10 %	1.27 %
Other interest-earning assets	2.34 %	1.99 %	2.23 %	2.26 %	3.51 %
Total yield on interest-earning assets	2.40 %	2.46 %	2.57 %	2.85 %	3.62 %
Rate on interest-bearing liabilities					
Interest-bearing deposits					
Money market	0.03 %	0.05 %	0.07 %	0.15 %	0.72 %
Demand	0.04 %	0.04 %	0.05 %	0.08 %	0.41 %
Savings	0.06 %	0.08 %	0.11 %	0.31 %	0.79 %
Time deposits	0.32 %	0.41 %	0.58 %	0.80 %	1.34 %
Total interest-bearing deposits	0.06 %	0.08 %	0.12 %	0.23 %	0.70 %
Borrowed funds					
Federal Home Loan Bank borrowings	0.43 %	0.40 %	0.47 %	1.00 %	1.69 %
Bank notes and senior debt	1.04 %	1.00 %	1.08 %	1.56 %	2.41 %
Subordinated debt	1.43 %	1.38 %	1.51 %	1.91 %	2.73 %
Other	1.21 %	1.39 %	1.31 %	0.92 %	1.69 %
Total borrowed funds	1.09 %	1.02 %	1.06 %	1.39 %	2.18 %
Total rate on interest-bearing liabilities	0.19 %	0.21 %	0.26 %	0.44 %	1.00 %
Interest rate spread	2.21 %	2.25 %	2.31 %	2.41 %	2.62 %
Benefit from use of noninterest bearing sources (b)	0.06	0.07	0.08	0.11	0.22
Net interest margin	2.27 %	2.32 %	2.39 %	2.52 %	2.84 %

(a) Yields and rates are calculated using the applicable annualized interest income or interest expense divided by the applicable average earning assets or interest-bearing liabilities. Net interest margin is the total yield on interest-earning assets minus the total rate on interest-bearing liabilities and includes the benefit from use of noninterest-bearing sources. To provide more meaningful comparisons of net interest margins, we use net interest income on a taxable-equivalent basis in calculating average yields used in the calculation of net interest margin by increasing the interest income earned on tax-exempt assets to make it fully equivalent to interest income earned on taxable investments. This adjustment is not permitted under GAAP in the Consolidated Income Statement. The taxable-equivalent adjustments to net interest income for the three months ended March 31, 2021, December 31, 2020, September 30, 2020, June 30, 2020 and March 31, 2020 were $15 million, $17 million, $17 million, $19 million and $22 million, respectively.

(b) Represents the positive effects of investing noninterest-bearing sources in interest-earning assets.

Table 5: Per Share Related Information (Unaudited)

	Three months ended				
In millions, except per share data	March 31 2021	December 31 2020	September 30 2020	June 30 2020	March 31 2020
Basic					
Net income (loss) from continuing operations	$ 1,826	$ 1,456	$ 1,532	$ (744)	$ 759
Less:					
Net income attributable to noncontrolling interests	10	14	13	7	7
Preferred stock dividends	57	48	63	55	63
Preferred stock discount accretion and redemptions	1	1	1	1	1
Net income (loss) from continuing operations attributable to common shareholders	1,758	1,393	1,455	(807)	688
Less: Dividends and undistributed earnings allocated to nonvested restricted shares	8	6	8	1	3
Net income (loss) from continuing operations attributable to basic common shareholders	$ 1,750	$ 1,387	$ 1,447	$ (808)	$ 685
Net income from discontinued operations attributable to common shareholders				$ 4,399	$ 156
Less: Undistributed earnings allocated to nonvested restricted shares				21	1
Net income from discontinued operations attributable to basic common shareholders				$ 4,378	$ 155
Basic weighted-average common shares outstanding	426	425	426	426	429
Basic earnings (loss) per common share from continuing operations (a)	$ 4.11	$ 3.26	$ 3.40	$ (1.90)	$ 1.59
Basic earnings per common share from discontinued operations (a)				$ 10.28	$ 0.37
Basic earnings per common share	$ 4.11	$ 3.26	$ 3.40	$ 8.40	$ 1.96
Diluted					
Net income (loss) from continuing operations attributable to diluted common shareholder	$ 1,750	$ 1,387	$ 1,447	$ (808)	$ 685
Net income from discontinued operations attributable to basic common shareholders				$ 4,378	$ 155
Less: Impact of earnings per share dilution from discontinued operations				1	1
Net income from discontinued operations attributable to diluted common shareholders				$ 4,377	$ 154
Basic weighted-average common shares outstanding	426	425	426	426	429
Dilutive potential common shares		1			1
Diluted weighted-average common shares outstanding	426	426	426	426	430
Diluted earnings (loss) per common share from continuing operations (a)	$ 4.10	$ 3.26	$ 3.39	$ (1.90)	$ 1.59
Diluted earnings per common share from discontinued operations (a)				$ 10.28	$ 0.36
Diluted earnings per common share	$ 4.10	$ 3.26	$ 3.39	$ 8.40	$ 1.95

(a) Dividends are payable quarterly other than the Series O, Series R and Series S preferred stock, which are payable semiannually, with the Series O payable in different quarters than the Series R and Series S preferred stock.

Table 6: Details of Loans (Unaudited)

In millions	March 31 2021	December 31 2020	September 30 2020	June 30 2020	March 31 2020
Commercial					
Commercial and industrial					
Retail/wholesale trade	$ 20,349	$ 20,218	$ 20,287	$ 21,747	$ 24,408
Manufacturing	20,032	20,712	22,551	25,590	27,225
Service providers	19,403	19,419	20,260	21,347	19,411
Financial services	13,382	14,909	15,005	13,596	13,473
Real estate related (a)	13,052	13,369	14,040	14,634	14,843
Health care	8,741	8,987	9,368	10,109	9,238
Transportation and warehousing	6,751	7,095	7,295	7,771	8,160
Other industries	28,088	27,364	28,381	29,541	32,373
Total commercial and industrial	129,798	132,073	137,187	144,335	149,131
Commercial real estate	28,319	28,716	29,028	28,763	28,544
Equipment lease financing	6,389	6,414	6,479	7,097	7,061
Total commercial	164,506	167,203	172,694	180,195	184,736
Consumer					
Home equity	23,493	24,088	24,539	24,879	25,081
Residential real estate	22,418	22,560	22,886	22,469	22,250
Automobile	13,584	14,218	14,977	16,157	17,194
Credit card	5,675	6,215	6,303	6,575	7,132
Education	2,842	2,946	3,051	3,132	3,247
Other consumer	4,495	4,698	4,829	4,829	5,003
Total consumer	72,507	74,725	76,585	78,041	79,907
Total loans	$ 237,013	$ 241,928	$ 249,279	$ 258,236	$ 264,643

(a) Represents loans to customers in the real estate and construction industries.

Allowance for Credit Losses (Unaudited)

Table 7: Change in Allowance for Loan and Lease Losses

	Three months ended				
Dollars in millions	March 31 2021	December 31 2020	September 30 2020	June 30 2020	March 31 2020
Allowance for loan and lease losses					
Beginning balance	$ 5,361	$ 5,751	$ 5,928	$ 3,944	$ 2,742
Adoption of ASU 2016-03 (a)					463
Gross charge-offs:					
Commercial and industrial	(59)	(133)	(59)	(112)	(78)
Commercial real estate	(5)	(1)	(1)		
Equipment lease financing	(5)	(4)	(4)	(10)	(5)
Home equity	(7)	(11)	(12)	(8)	(11)
Residential real estate	(4)	(6)	(2)		(2)
Automobile	(52)	(55)	(57)	(69)	(84)
Credit card	(69)	(72)	(74)	(76)	(78)
Education	(5)	(3)	(3)	(4)	(6)
Other consumer	(37)	(42)	(35)	(35)	(40)
Total gross charge-offs	(243)	(327)	(247)	(314)	(304)
Recoveries:					
Commercial and industrial	14	23	21	13	18
Commercial real estate	1	3	2		4
Equipment lease financing	3	3	3	2	2
Home equity	17	17	15	15	14
Residential real estate	5	4	4	4	4
Automobile	38	33	31	29	35
Credit card	12	9	9	9	8
Education	2	2	2	2	2
Other consumer	5	4	5	4	5
Total recoveries	97	98	92	78	92
Net (charge-offs) / recoveries:					
Commercial and industrial	(45)	(110)	(38)	(99)	(60)
Commercial real estate	(4)	2	1		4
Equipment lease financing	(2)	(1)	(1)	(8)	(3)
Home equity	10	6	3	7	3
Residential real estate	1	(2)	2	4	2
Automobile	(14)	(22)	(26)	(40)	(49)
Credit card	(57)	(63)	(65)	(67)	(70)
Education	(3)	(1)	(1)	(2)	(4)
Other consumer	(32)	(38)	(30)	(31)	(35)
Total net (charge-offs)	(146)	(229)	(155)	(236)	(212)
Provision for (recapture of) credit losses (b)	(502)	(164)	(23)	2,220	952
Other	1	3	1		(1)
Ending balance	$ 4,714	$ 5,361	$ 5,751	$ 5,928	$ 3,944
Supplemental Information					
Net charge-offs					
Commercial net charge-offs	$ (51)	$ (109)	$ (38)	$ (107)	$ (59)
Consumer net charge-offs	(95)	(120)	(117)	(129)	(153)
Total net charge-offs	$ (146)	$ (229)	$ (155)	$ (236)	$ (212)
Net charge-offs to average loans (annualized)	0.25 %	0.37 %	0.24 %	0.35 %	0.35 %
Commercial	0.13 %	0.25 %	0.09 %	0.23 %	0.14 %
Consumer	0.53 %	0.63 %	0.60 %	0.66 %	0.77 %

(a) Represents the impact of adopting ASU 2016-13, Financial Instruments - *Credit Losses* on January 1, 2020, and our transition from an incurred loss methodology for our reserves to an expected credit loss methodology. Our 2020 Form 10-K included additional information related to our adoption of the CECL standard.

(b) See Table 8 for the components of the Provision for (recapture of) credit losses being reported on the Consolidated Income Statement.

Allowance for Credit Losses (Unaudited) (Continued)

Table 8: Components of the Provision for (Recapture of) Credit Losses

	Three months ended				
In millions	March 31 2021	December 31 2020	September 30 2020	June 30 2020	March 31 2020
Provision for (recapture of) credit losses					
Loans and leases	$ (502)	$ (164)	$ (23)	$ 2,220	$ 952
Unfunded lending related commitments	(77)	(105)	27	212	(47)
Investment securities	26	11	39	30	
Other financial assets	2	4	9	1	9
Total provision for (recapture of) credit losses	$ (551)	$ (254)	$ 52	$ 2,463	$ 914

Table 9: Allowance for Credit Losses by Loan Class (a)

	March 31, 2021			December 31, 2020		
Dollars in millions	Allowance Amount	Total Loans	% of Total Loans	Allowance Amount	Total Loans	% of Total Loans
Allowance for loan and lease losses						
Commercial						
Commercial and industrial	$ 1,815	$ 129,798	1.40 %	$ 2,300	$ 132,073	1.74 %
Commercial real estate	1,126	28,319	3.98 %	880	28,716	3.06 %
Equipment lease financing	142	6,389	2.22 %	157	6,414	2.45 %
Total commercial	3,083	164,506	1.87 %	3,337	167,203	2.00 %
Consumer						
Home equity	239	23,493	1.02 %	313	24,088	1.30 %
Residential real estate	(17)	22,418	(0.08)%	28	22,560	0.12 %
Automobile	344	13,584	2.53 %	379	14,218	2.67 %
Credit card	693	5,675	12.21 %	816	6,215	13.13 %
Education	112	2,842	3.94 %	129	2,946	4.38 %
Other consumer	260	4,495	5.78 %	359	4,698	7.64 %
Total consumer	1,631	72,507	2.25 %	2,024	74,725	2.71 %
Total	4,714	$ 237,013	1.99 %	5,361	$ 241,928	2.22 %
Allowance for unfunded lending related commitments	507			584		
Allowance for credit losses	$ 5,221			$ 5,945		
Supplemental Information						
Allowance for credit losses to total loans			2.20 %			2.46 %
Commercial			2.12 %			2.29 %
Consumer			2.39 %			2.84 %

(a) Excludes allowances for investment securities and other financial assets, which together totaled $136 million and $109 million at March 31, 2021 and December 31, 2020, respectively.

Details of Nonperforming Assets (Unaudited)

Table 10: Nonperforming Assets by Type

Dollars in millions	March 31 2021	December 31 2020	September 30 2020	June 30 2020	March 31 2020
Nonperforming loans, including TDRs					
Commercial					
Commercial and industrial					
Retail/wholesale trade	$ 66	$ 61	$ 90	$ 117	$ 121
Manufacturing	55	81	80	58	79
Service providers	79	90	69	57	63
Real estate related (a)	48	95	140	158	25
Health care	19	20	20	19	14
Transportation and warehousing	18	20	14	20	23
Other industries	227	299	264	264	169
Total commercial and industrial	512	666	677	693	494
Commercial real estate	221	224	217	43	42
Equipment lease financing	16	33	21	22	30
Total commercial	749	923	915	758	566
Consumer (b)					
Home equity	656	645	639	636	617
Residential real estate	541	528	339	305	292
Automobile	178	175	171	156	154
Credit card	7	8	13	15	10
Other consumer	7	7	8	6	5
Total consumer	1,389	1,363	1,170	1,118	1,078
Total nonperforming loans (c)	2,138	2,286	2,085	1,876	1,644
OREO and foreclosed assets	41	51	67	79	111
Total nonperforming assets	$ 2,179	$ 2,337	$ 2,152	$ 1,955	$ 1,755
Nonperforming loans to total loans	0.90 %	0.94 %	0.84 %	0.73 %	0.62 %
Nonperforming assets to total loans, OREO and foreclosed assets	0.92 %	0.97 %	0.86 %	0.76 %	0.66 %
Nonperforming assets to total assets	0.46 %	0.50 %	0.47 %	0.43 %	0.39 %
Allowance for loan and lease losses to nonperforming loans	220 %	235 %	276 %	316 %	240 %

(a) Represents loans related to customers in the real estate and construction industries.
(b) Excludes most unsecured consumer loans and lines of credit, which are charged off after 120 to 180 days past due and are not placed on nonperforming status.
(c) Nonperforming loans exclude certain government insured or guaranteed loans, loans held for sale and loans accounted for under the fair value option.

Details of Nonperforming Assets (Unaudited) (Continued)

Table 11: Change in Nonperforming Assets

In millions	January 1, 2021 - March 31, 2021	October 1, 2020 - December 31, 2020	July 1, 2020 - September 30, 2020	April 1, 2020 - June 30, 2020	January 1, 2020 - March 31, 2020
Beginning balance	$ 2,337	$ 2,152	$ 1,955	$ 1,755	$ 1,752
New nonperforming assets	249	586	512	458	391
Charge-offs and valuation adjustments	(70)	(97)	(75)	(104)	(145)
Principal activity, including paydowns and payoffs	(186)	(185)	(175)	(85)	(158)
Asset sales and transfers to loans held for sale	(86)	(14)	(20)	(28)	(20)
Returned to performing status	(65)	(105)	(45)	(41)	(65)
Ending balance	$ 2,179	$ 2,337	$ 2,152	$ 1,955	$ 1,755

Table 12: Largest Individual Nonperforming Assets (a)

March 31, 2021 - Dollars in millions

Ranking	Outstandings	Industry
1	$ 141	Real Estate and Rental and Leasing
2	38	Wholesale Trade
3	31	Real Estate and Rental and Leasing
4	29	Real Estate and Rental and Leasing
5	28	Real Estate and Rental and Leasing
6	24	Mining, Quarrying, and Oil and Gas Extraction
7	24	Mining, Quarrying, and Oil and Gas Extraction
8	22	Mining, Quarrying, and Oil and Gas Extraction
9	22	Information
10	20	Mining, Quarrying, and Oil and Gas Extraction
Total	$ 379	
As a percent of total nonperforming assets		17%

(a) Amounts shown are not net of related allowance for loan and lease losses, if applicable.

Accruing Loans Past Due (Unaudited)

Pursuant to the interagency guidance issued in April 2020 and in connection with the credit reporting rules from the U.S. Coronavirus Aid, Relief and Economic Security Act (CARES Act), the delinquency status of loans modified due to COVID-19 related hardships are reported as of March 31, 2021, December 31, 2020, September 30, 2020 and June 30, 2020 in alignment with the rules set forth for banks to report delinquency status to the credit agencies. These rules require that COVID-19 related loan modifications be reported as follows:

- if current at the time of modification, the loan remains current throughout the modification period,
- if delinquent at the time of modification and the borrower was not made current as part of the modification, the loan maintains its reported as delinquent status during the modification period, or
- if delinquent at the time of modification and the borrower was made current as part of the modification or became current during the modification period, the loan is reported as current.

As a result, certain loans modified due to COVID-19 related hardships are not being reported as past due as of March 31, 2021, December 31, 2020, September 30, 2020 and June 30, 2020 based on the contractual terms of the loan, even where borrowers may not be making payments on their loans during the modification period. Our 2020 Form 10-K included, and our first quarter 2021 Form 10-Q will include, additional information on COVID-19 related loan modifications.

Table 13: Accruing Loans Past Due 30 to 59 Days (a)

	Amount					Percent of Total Outstandings				
Dollars in millions	Mar. 31 2021	Dec. 31 2020	Sept. 30 2020	Jun. 30 2020	Mar. 31 2020	Mar. 31 2021	Dec. 31 2020	Sept. 30 2020	Jun. 30 2020	Mar. 31 2020
Commercial and industrial	$ 80	$ 106	$ 56	$ 49	$ 97	0.06 %	0.08 %	0.04 %	0.03 %	0.07 %
Commercial real estate	12	6	6	51	6	0.04 %	0.02 %	0.02 %	0.18 %	0.02 %
Equipment lease financing	21	31	7	8	42	0.33 %	0.48 %	0.11 %	0.11 %	0.59 %
Home equity	43	50	48	70	65	0.18 %	0.21 %	0.20 %	0.28 %	0.26 %
Residential real estate										
Non government insured	61	89	99	135	121	0.27 %	0.39 %	0.43 %	0.60 %	0.54 %
Government insured	101	92	89	63	52	0.45 %	0.41 %	0.39 %	0.28 %	0.23 %
Automobile	76	134	116	105	177	0.56 %	0.94 %	0.77 %	0.65 %	1.03 %
Credit card	31	43	44	53	59	0.55 %	0.69 %	0.70 %	0.81 %	0.83 %
Education										
Non government insured	6	5	6	3	7	0.21 %	0.17 %	0.20 %	0.10 %	0.22 %
Government insured	43	50	51	36	45	1.51 %	1.70 %	1.67 %	1.15 %	1.39 %
Other consumer	11	14	17	17	17	0.24 %	0.30 %	0.35 %	0.35 %	0.34 %
Total	$ 485	$ 620	$ 539	$ 590	$ 688	0.20 %	0.26 %	0.22 %	0.23 %	0.26 %

Table 14: Accruing Loans Past Due 60 to 89 Days (a)

	Amount					Percent of Total Outstandings				
Dollars in millions	Mar. 31 2021	Dec. 31 2020	Sept. 30 2020	Jun. 30 2020	Mar. 31 2020	Mar. 31 2021	Dec. 31 2020	Sept. 30 2020	Jun. 30 2020	Mar. 31 2020
Commercial and industrial	$ 13	$ 26	$ 37	$ 28	$ 22	0.01 %	0.02 %	0.03 %	0.02 %	0.01 %
Commercial real estate	1	1	6	4	1	0.00 %	0.00 %	0.02 %	0.01 %	0.00 %
Equipment lease financing	1	5	4	9	2	0.02 %	0.08 %	0.06 %	0.13 %	0.03 %
Home equity	20	21	22	27	28	0.09 %	0.09 %	0.09 %	0.11 %	0.11 %
Residential real estate										
Non government insured	13	16	22	34	30	0.06 %	0.07 %	0.10 %	0.15 %	0.13 %
Government insured	60	62	58	59	52	0.27 %	0.27 %	0.25 %	0.26 %	0.23 %
Automobile	19	34	32	34	49	0.14 %	0.24 %	0.21 %	0.21 %	0.28 %
Credit card	24	30	33	38	37	0.42 %	0.48 %	0.52 %	0.58 %	0.52 %
Education										
Non government insured	3	2	2	2	4	0.11 %	0.07 %	0.07 %	0.06 %	0.12 %
Government insured	22	27	24	21	26	0.77 %	0.92 %	0.79 %	0.67 %	0.80 %
Other consumer	6	10	11	8	10	0.13 %	0.21 %	0.23 %	0.17 %	0.20 %
Total	$ 182	$ 234	$ 251	$ 264	$ 261	0.08 %	0.10 %	0.10 %	0.10 %	0.10 %

Accruing Loans Past Due (Unaudited) (Continued)

Table 15: Accruing Loans Past Due 90 Days or More (a)

	Amount					Percent of Total Outstandings				
Dollars in millions	Mar. 31 2021	Dec. 31 2020	Sept. 30 2020	Jun. 30 2020	Mar. 31 2020	Mar. 31 2021	Dec. 31 2020	Sept. 30 2020	Jun. 30 2020	Mar. 31 2020
Commercial and industrial	$ 63	$ 30	$ 36	$ 34	$ 51	0.05 %	0.02 %	0.03 %	0.02 %	0.03 %
Residential real estate										
Non government insured	17	27	28	19	18	0.08 %	0.12 %	0.12 %	0.08 %	0.08 %
Government insured	258	292	241	245	282	1.15 %	1.29 %	1.05 %	1.09 %	1.27 %
Automobile	6	12	12	19	19	0.04 %	0.08 %	0.08 %	0.12 %	0.11 %
Credit card	52	60	60	61	70	0.92 %	0.97 %	0.95 %	0.93 %	0.98 %
Education										
Non government insured	2	2	1	1	2	0.07 %	0.07 %	0.03 %	0.03 %	0.06 %
Government insured	74	75	62	65	82	2.60 %	2.55 %	2.03 %	2.08 %	2.53 %
Other consumer	7	11	8	12	10	0.16 %	0.23 %	0.17 %	0.25 %	0.20 %
Total	$ 479	$ 509	$ 448	$ 456	$ 534	0.20 %	0.21 %	0.18 %	0.18 %	0.20 %

(a) Excludes loans held for sale.

Business Segment Descriptions (Unaudited)

Retail Banking provides deposit, lending, brokerage, insurance services, investment management and cash management products and services to consumer and small business customers. Our customers are serviced through our branch network, ATMs, call centers, online banking and mobile channels. The branch network is located primarily in markets across the Mid-Atlantic, Midwest and Southeast. In 2018, Retail Banking launched its national expansion strategy designed to grow customers with digitally-led banking and a thin branch network in markets outside of our existing retail branch network. Deposit products include checking, savings and money market accounts and certificates of deposit. Lending products include residential mortgages, home equity loans and lines of credit, auto loans, credit cards, education loans and personal and small business loans and lines of credit. The residential mortgage loans are directly originated within our branch network and nationwide, and are typically underwritten to agency and/or third-party standards, and either sold, servicing retained, or held on our balance sheet. Brokerage, investment management and cash management products and services include managed, education, retirement and trust accounts.

Corporate & Institutional Banking provides lending, treasury management, and capital markets-related products and services to mid-sized and large corporations, and government and not-for-profit entities. Lending products include secured and unsecured loans, letters of credit and equipment leases. The Treasury Management business provides payables, receivables, deposit and account services, liquidity and investments, and online and mobile banking products and services to our clients. Capital markets-related products and services include foreign exchange, derivatives, securities underwriting, loan syndications, mergers and acquisitions advisory and equity capital markets advisory related services. We also provide commercial loan servicing and technology solutions for the commercial real estate finance industry. Products and services are provided nationally.

Asset Management Group provides personal wealth management for high net worth and ultra high net worth clients and institutional asset management. The Asset Management group is comprised of three distinct operating units:

- Wealth management provides products and services to individuals and their families including investment and retirement planning, customized investment management, private banking, and trust management and administration for individuals and their families.
- Our Hawthorn unit provides multi-generational family planning including estate, financial, tax planning, fiduciary, investment management and consulting, private banking, personal administrative services, asset custody and customized performance reporting to ultra high net worth clients.
- Institutional asset management provides outsourced chief investment officer, custody, private real estate, cash and fixed income client solutions, and fiduciary retirement advisory services to institutional clients including corporations, healthcare systems, insurance companies, unions, municipalities and non-profits.

Table 16: Period End Employees

	March 31 2021	December 31 2020	September 30 2020	June 30 2020	March 31 2020
Full-time employees					
Retail Banking	27,690	27,621	27,808	29,051	28,737
Other full-time employees	22,281	21,928	21,997	21,752	21,776
Total full-time employees	49,971	49,549	49,805	50,803	50,513
Part-time employees					
Retail Banking	1,697	1,611	1,593	1,854	1,780
Other part-time employees	101	97	104	476	129
Total part-time employees	1,798	1,708	1,697	2,330	1,909
Total	51,769	51,257	51,502	53,133	52,422

Table 17: Summary of Business Segment Net Income and Revenue (Unaudited) (a)

	Three months ended				
In millions	March 31 2021	December 31 2020	September 30 2020	June 30 2020	March 31 2020
Income					
Retail Banking	$ 607	$ 336	$ 530	$ (223)	$ 201
Corporate & Institutional Banking	1,058	992	670	(358)	370
Asset Management Group	99	82	91	28	54
Other	52	32	228	(198)	127
Net income (loss) from continuing operations excluding noncontrolling interest	$ 1,816	$ 1,442	$ 1,519	$ (751)	$ 752
Revenue					
Retail Banking	$ 2,016	$ 1,853	$ 2,056	$ 1,975	$ 2,244
Corporate & Institutional Banking	1,808	1,913	1,748	1,790	1,660
Asset Management Group	322	316	310	293	292
Other	74	126	167	18	140
Total revenue	$ 4,220	$ 4,208	$ 4,281	$ 4,076	$ 4,336

(a) Our business information is presented based on our internal management reporting practices. Net interest income in business segment results reflects PNC's internal funds transfer pricing methodology. Assets receive a funding charge and liabilities and capital receive a funding credit based on a transfer pricing methodology that incorporates product repricing characteristics, tenor and other factors.

Table 18: Retail Banking (Unaudited) (a)

	Three months ended				
Dollars in millions	March 31 2021	December 31 2020	September 30 2020	June 30 2020	March 31 2020
Income Statement					
Net interest income	$ 1,362	$ 1,380	$ 1,383	$ 1,390	$ 1,456
Noninterest income	654	473	673	585	788
Total revenue	2,016	1,853	2,056	1,975	2,244
Provision for (recapture of) credit losses	(257)	(81)	(157)	761	445
Noninterest expense	1,476	1,482	1,512	1,497	1,528
Pretax earnings (loss)	797	452	701	(283)	271
Income taxes (benefit)	183	105	162	(63)	62
Noncontrolling interest	7	11	9	3	8
Earnings (loss)	$ 607	$ 336	$ 530	$ (223)	$ 201
Average Balance Sheet					
Loans held for sale	$ 891	$ 672	$ 700	$ 829	$ 779
Loans					
Consumer					
Home equity	$ 21,833	$ 22,366	$ 22,647	$ 22,790	$ 22,736
Residential real estate	17,468	18,042	18,435	18,244	17,964
Automobile	13,890	14,536	15,573	16,688	17,096
Credit card	5,819	6,218	6,408	6,690	7,207
Education	2,938	3,027	3,119	3,218	3,343
Other consumer	1,898	2,086	2,262	2,454	2,533
Total consumer	63,846	66,275	68,444	70,084	70,879
Commercial	13,743	13,391	13,356	13,612	10,524
Total loans	$ 77,589	$ 79,666	$ 81,800	$ 83,696	$ 81,403
Total assets	$ 92,891	$ 94,303	$ 98,731	$ 102,103	$ 97,062
Deposits					
Noninterest-bearing demand	$ 44,845	$ 43,818	$ 43,752	$ 39,134	$ 32,225
Interest-bearing demand	54,269	50,702	49,274	47,339	42,865
Money market	24,198	24,112	23,816	22,942	22,866
Savings	75,180	72,041	70,236	67,947	62,781
Certificates of deposit	9,742	10,156	10,852	11,661	12,233
Total deposits	$ 208,234	$ 200,829	$ 197,930	$ 189,023	$ 172,970
Performance Ratios					
Return on average assets	2.65 %	1.41 %	2.13 %	(0.88)%	0.84 %
Noninterest income to total revenue	32 %	26 %	33 %	30 %	35 %
Efficiency	73 %	80 %	74 %	76 %	68 %

(a) See note (a) on page 14.

Retail Banking (Unaudited) (Continued)

	Three months ended				
Dollars in millions, except as noted	March 31 2021	December 31 2020	September 30 2020	June 30 2020	March 31 2020
Supplemental Noninterest Income Information					
Consumer services	$ 368	$ 369	$ 371	$ 315	$ 372
Residential mortgage	$ 105	$ 99	$ 137	$ 158	$ 210
Service charges on deposits	$ 119	$ 133	$ 118	$ 80	$ 166
Residential Mortgage Information					
Residential mortgage servicing statistics (in billions, except as noted) (a)					
Serviced portfolio balance (b)	$ 117	$ 121	$ 119	$ 122	$ 118
Serviced portfolio acquisitions	$ 7	$ 12	$ 8	$ 11	$ 2
MSR asset value (b)	$ 1.0	$ 0.7	$ 0.6	$ 0.6	$ 0.6
MSR capitalization value (in basis points) (b)	83	56	50	47	51
Servicing income: (in millions)					
Servicing fees, net (c)	$ 5	$ 13	$ 25	$ 36	$ 44
Mortgage servicing rights valuation, net of economic hedge	$ 14	$ (1)	$ 17	$ 20	$ 101
Residential mortgage loan statistics					
Loan origination volume (in billions)	$ 4.3	$ 3.7	$ 4.0	$ 4.2	$ 3.2
Loan sale margin percentage	3.28 %	3.75 %	3.62 %	3.67 %	3.16 %
Percentage of originations represented by:					
Purchase volume (d)	34 %	45 %	44 %	34 %	36 %
Refinance volume	66 %	55 %	56 %	66 %	64 %
Other Information (b)					
Customer-related statistics (average)					
Non-teller deposit transactions (e)	66 %	66 %	67 %	65 %	59 %
Digital consumer customers (f)	79 %	77 %	75 %	73 %	71 %
Credit-related statistics					
Nonperforming assets	$ 1,229	$ 1,211	$ 1,077	$ 1,037	$ 1,011
Net charge-offs - loans and leases	$ 108	$ 136	$ 125	$ 142	$ 166
Other statistics					
ATMs	8,874	8,900	9,058	9,058	9,048
Branches (g)	2,137	2,162	2,207	2,256	2,277
Brokerage account client assets (in billions) (h)	$ 61	$ 59	$ 55	$ 53	$ 49

(a) Represents mortgage loan servicing balances for third parties and the related income.
(b) Presented as of period end, except for average customer-related statistics and net charge-offs, which are both shown for the three months ended.
(c) Servicing fees net of impact of decrease in MSR value due to passage of time, including the impact from both regularly scheduled loan payments, prepayments, and loans that were paid down or paid off during the period.
(d) Mortgages with borrowers as part of residential real estate purchase transactions.
(e) Percentage of total consumer and business banking deposit transactions processed at an ATM or through our mobile banking application.
(f) Represents consumer checking relationships that process the majority of their transactions through non-teller channels.
(g) Excludes stand-alone mortgage offices and satellite offices (e.g., drive-ups, electronic branches and retirement centers) that provide limited products and/or services.
(h) Includes cash and money market balances.

Table 19: Corporate & Institutional Banking (Unaudited) (a)

	Three months ended				
Dollars in millions	March 31 2021	December 31 2020	September 30 2020	June 30 2020	March 31 2020
Income Statement					
Net interest income	$ 1,001	$ 994	$ 1,025	$ 1,064	$ 966
Noninterest income	807	919	723	726	694
Total revenue	1,808	1,913	1,748	1,790	1,660
Provision for (recapture of) credit losses	(282)	(166)	211	1,585	458
Noninterest expense	711	801	663	670	722
Pretax earnings (loss)	1,379	1,278	874	(465)	480
Income taxes (benefit)	318	282	201	(110)	110
Noncontrolling interest	3	4	3	3	
Earnings (loss)	$ 1,058	$ 992	$ 670	$ (358)	$ 370
Average Balance Sheet					
Loans held for sale	$ 691	$ 1,039	$ 904	$ 704	$ 395
Loans					
Commercial					
Commercial and industrial	$ 114,944	$ 120,297	$ 125,187	$ 138,992	$ 117,288
Commercial real estate	27,182	27,509	27,511	27,106	26,589
Equipment lease financing	6,332	6,381	6,772	7,036	7,066
Total commercial	148,458	154,187	159,470	173,134	150,943
Consumer	9	10	11	8	9
Total loans	$ 148,467	$ 154,197	$ 159,481	$ 173,142	$ 150,952
Total assets	$ 170,531	$ 177,792	$ 183,266	$ 199,254	$ 172,502
Deposits					
Noninterest-bearing demand	$ 66,666	$ 64,334	$ 56,433	$ 53,157	$ 40,651
Interest-bearing demand	28,118	28,793	29,730	27,674	21,101
Money market	33,182	36,705	38,015	36,595	28,468
Other	8,368	8,928	8,956	9,546	7,868
Total deposits	$ 136,334	$ 138,760	$ 133,134	$ 126,972	$ 98,088
Performance Ratios					
Return on average assets	2.52 %	2.21 %	1.45 %	(0.72)%	0.87 %
Noninterest income to total revenue	45 %	48 %	41 %	41 %	42 %
Efficiency	39 %	42 %	38 %	37 %	43 %
Other Information					
Consolidated revenue from:					
Treasury Management (b)	$ 494	$ 472	$ 452	$ 469	$ 491
Capital Markets (b)	$ 403	$ 530	$ 345	$ 388	$ 344
Commercial mortgage banking activities					
Commercial mortgage loans held for sale (c)	$ 30	$ 45	$ 46	$ 42	$ 29
Commercial mortgage loan servicing income (d)	90	82	76	67	69
Commercial mortgage servicing rights valuation, net of economic hedge (e)	17	14	16	22	20
Total	$ 137	$ 141	$ 138	$ 131	$ 118
MSR asset value (f)	$ 702	$ 569	$ 515	$ 490	$ 477
Average loans by C&IB business					
Corporate Banking	$ 74,459	$ 76,664	$ 81,617	$ 91,634	$ 78,057
Real Estate	38,395	41,427	40,592	42,124	37,368
Business Credit	21,552	21,337	21,845	23,943	23,251
Commercial Banking	10,807	11,375	11,770	10,708	7,784
Other	3,254	3,394	3,657	4,733	4,492
Total average loans	$ 148,467	$ 154,197	$ 159,481	$ 173,142	$ 150,952
Credit-related statistics					
Nonperforming assets (f)	$ 658	$ 827	$ 832	$ 674	$ 508
Net charge-offs - loans and leases	$ 44	$ 99	$ 32	$ 99	$ 50

(a) See note (a) on page 14.
(b) Amounts reported in net interest income and noninterest income.
(c) Represents other noninterest income for valuations on commercial mortgage loans held for sale and related commitments, derivative valuations, originations fees, gains on sale of loans held for sale and net interest income on loans held for sale.
(d) Represents net interest income and noninterest income (primarily in corporate service fees) from loan servicing net of reduction in commercial mortgage servicing rights due to amortization expense and payoffs. Commercial mortgage servicing rights valuation, net of economic hedge is shown separately.
(e) Amounts are reported in corporate service fees.
(f) Presented as of period end.

Table 20: Asset Management Group (Unaudited) (a)

	Three months ended				
Dollars in millions, except as noted	March 31 2021	December 31 2020	September 30 2020	June 30 2020	March 31 2020
Income Statement					
Net interest income	$ 93	$ 91	$ 89	$ 89	$ 88
Noninterest income	229	225	221	204	204
Total revenue	322	316	310	293	292
Provision for (recapture of) credit losses	(9)	(2)	(19)	39	3
Noninterest expense	202	211	211	217	219
Pretax earnings	129	107	118	37	70
Income taxes	30	25	27	9	16
Earnings	$ 99	$ 82	$ 91	$ 28	$ 54
Average Balance Sheet					
Loans					
Consumer					
Residential real estate	$ 3,635	$ 3,326	$ 2,976	$ 2,636	$ 2,385
Other consumer	4,008	4,077	4,065	3,975	4,052
Total consumer	7,643	7,403	7,041	6,611	6,437
Commercial	756	774	810	883	856
Total loans	$ 8,399	$ 8,177	$ 7,851	$ 7,494	$ 7,293
Total assets	$ 8,873	$ 8,615	$ 8,361	$ 7,958	$ 7,801
Deposits					
Noninterest-bearing demand	$ 1,754	$ 1,689	$ 1,692	$ 1,421	$ 1,468
Interest-bearing demand	9,104	8,404	8,101	7,742	6,850
Money market	1,520	1,606	1,542	1,597	1,709
Savings	7,747	7,388	7,243	7,398	7,197
Other	454	482	554	722	847
Total deposits	$ 20,579	$ 19,569	$ 19,132	$ 18,880	$ 18,071
Performance Ratios					
Return on average assets	4.52 %	3.78 %	4.32 %	1.41 %	2.81 %
Noninterest income to total revenue	71 %	71 %	71 %	70 %	70 %
Efficiency	63 %	67 %	68 %	74 %	75 %
Other Information					
Nonperforming assets (b)	$ 68	$ 66	$ 39	$ 38	$ 34
Net charge-offs (recoveries) - loans and leases		$ 1	$ 1		$ (1)
Client Assets Under Administration (in billions) (b) (c)					
Discretionary client assets under management	$ 173	$ 170	$ 158	$ 151	$ 136
Nondiscretionary client assets under administration	161	154	142	138	128
Total	$ 334	$ 324	$ 300	$ 289	$ 264
Discretionary client assets under management					
Personal	$ 110	$ 108	$ 99	$ 94	$ 84
Institutional	63	62	59	57	52
Total	$ 173	$ 170	$ 158	$ 151	$ 136

(a) See note (a) on page 14.
(b) As of period end.
(c) Excludes brokerage account client assets.

Glossary of Terms

2019 Tailoring Rules – Rules adopted by the federal banking agencies to better tailor the application of their capital, liquidity, and enhanced prudential requirements for banking organizations to the asset size and risk profile (as measured by certain regulatory metrics) of the banking organization. Effective January 1, 2020, the agencies' capital and liquidity rules classify all BHCs with $100 billion or more in total assets into one of four categories (Category I, Category II, Category III, and Category IV).

Adjusted average total assets - Primarily consisted of total average quarterly (or annual) assets plus/less unrealized losses (gains) on investment securities, less goodwill and certain other intangible assets (net of eligible deferred taxes).

Allowance for credit losses (ACL) – A valuation account that is deducted from or added to the amortized cost basis of the related financial assets to present the net carrying value at the amount expected to be collected on the financial asset.

Amortized cost basis - Amount at which a financial asset is originated or acquired, adjusted for applicable accretion or amortization of premiums, discounts and net deferred fees or costs, collection of cash, charge-offs, foreign exchange and fair value hedge accounting adjustments.

Basel III common equity Tier 1 (CET1) capital (Tailoring Rules) - Common stock plus related surplus, net of treasury stock, plus retained earnings, less goodwill, net of associated deferred tax liabilities, less other disallowed intangibles, net of deferred tax liabilities and plus/less other adjustments. Investments in unconsolidated financial institutions, as well as mortgage servicing rights and deferred tax assets, must then be deducted to the extent such items (net of associated deferred tax liabilities) individually exceed 25% of our adjusted Basel III common equity Tier 1 capital.

Basel III common equity Tier 1 capital ratio - Common equity Tier 1 capital divided by period-end risk-weighted assets (as applicable).

Basel III Tier 1 capital - Common equity Tier 1 capital, plus qualifying preferred stock, plus certain trust preferred capital securities, plus certain noncontrolling interests that are held by others and plus/less other adjustments.

Basel III Tier 1 capital ratio - Tier 1 capital divided by period-end risk-weighted assets (as applicable).

Basel III Total capital - Tier 1 capital plus qualifying subordinated debt, plus certain trust preferred securities, plus, under the Basel III transitional rules and the standardized approach, the allowance for loan and lease losses included in Tier 2 capital and other.

Basel III Total capital ratio - Basel III Total capital divided by period-end risk-weighted assets (as applicable).

BBVA – BBVA USA Bancshares, Inc.

BBVA, S.A. – Banco Bilbao Vizcaya Argentaria, S.A.

BBVA USA – BBVA USA, the Alabama-chartered bank subsidiary of BBVA USA Bancshares, Inc.

BlackRock – BlackRock, Inc.

Charge-off - Process of removing a loan or portion of a loan from our balance sheet because it is considered uncollectible. We also record a charge-off when a loan is transferred from portfolio holdings to held for sale by reducing the loan carrying amount to the fair value of the loan, if fair value is less than carrying amount.

Common shareholders’ equity - Total shareholders' equity less the liquidation value of preferred stock.

Credit valuation adjustment - Represents an adjustment to the fair value of our derivatives for our own and counterparties’ non-performance risk.

Criticized commercial loans - Loans with potential or identified weaknesses based upon internal risk ratings that comply with the regulatory classification definitions of “Special Mention,” “Substandard” or “Doubtful.”

Current Expected Credit Loss (CECL) - Methodology for estimating the allowance for credit losses on in-scope financial assets held at amortized cost and unfunded lending related commitments which uses a combination of expected losses over a reasonable and supportable forecast period, a reversion period and long run average credit losses for their estimated contractual term.

Discretionary client assets under management - Assets over which we have sole or shared investment authority for our customers/clients. We do not include these assets on our Consolidated Balance Sheet.

Earning assets - Assets that generate income, which include: interest-earning deposits with banks; loans held for sale; loans; investment securities; and certain other assets.

Effective duration - A measurement, expressed in years, that, when multiplied by a change in interest rates, would approximate the percentage change in value of on- and off-balance sheet positions.

Efficiency - Noninterest expense divided by total revenue.

Fair value - The price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date.

Fee income - Refers to the following categories within Noninterest income: Asset management; Consumer services; Corporate services; Residential mortgage; and Service charges on deposits.

FICO score - A credit bureau-based industry standard score created by Fair Isaac Co. which predicts the likelihood of borrower default. We use FICO scores both in underwriting and assessing credit risk in our consumer lending portfolio. Lower FICO scores indicate likely higher risk of default, while higher FICO scores indicate likely lower risk of default. FICO scores are updated on a periodic basis.

GAAP - Accounting principles generally accepted in the United States of America.

Leverage ratio - Basel III Tier 1 capital divided by average quarterly adjusted total assets.

Nondiscretionary client assets under administration - Assets we hold for our customers/clients in a nondiscretionary, custodial capacity. We do not include these assets on our Consolidated Balance Sheet.

Nonperforming assets - Nonperforming assets include nonperforming loans, OREO and foreclosed assets. We do not accrue interest income on assets classified as nonperforming.

Nonperforming loans - Loans accounted for at amortized cost whose credit quality has deteriorated to the extent that full collection of contractual principal and interest is not probable, including TDRs which have not returned to performing status. Interest income is not recognized on nonperforming loans. Nonperforming loans exclude certain government insured or guaranteed loans for which we expect to collect substantially all principal and interest, loans held for sale and loans accounted for under the fair value option.

Operating leverage - The period to period dollar or percentage change in total revenue less the dollar or percentage change in noninterest expense. A positive variance indicates that revenue growth exceeded expense growth (*i.e*., positive operating leverage) while a negative variance implies expense growth exceeded revenue growth (*i.e*., negative operating leverage).

Other real estate owned (OREO) and foreclosed assets - Assets taken in settlement of troubled loans primarily through deed-in-lieu of foreclosure or foreclosure. Foreclosed assets include real and personal property. Certain assets that have a government-guarantee which are classified as other receivables are excluded.

Purchased credit deteriorated assets (PCD) - Acquired loans or debt securities that, at acquisition, are determined to have experienced a more-than-insignificant deterioration in credit quality since origination or issuance.

Risk-weighted assets - Computed by the assignment of specific risk-weights (as defined by the Board of Governors of the Federal Reserve System) to assets and off-balance sheet instruments.

Servicing rights - Intangible assets or liabilities created by an obligation to service assets for others. Typical servicing rights include the right to receive a fee for collecting and forwarding payments on loans and related taxes and insurance premiums held in escrow.

Supplementary leverage ratio - Basel III Tier 1 capital divided by Supplementary leverage exposure.

Taxable-equivalent interest income - The interest income earned on certain assets that is completely or partially exempt from federal income tax. These tax-exempt instruments typically yield lower returns than taxable investments. To provide more meaningful comparisons of yields and margins for all interest-earning assets, we use interest income on a taxable-equivalent basis in calculating average yields and net interest margins by increasing the interest income earned on tax-exempt assets to make it fully equivalent to interest income earned on other taxable investments. This adjustment is not permitted under GAAP on the Consolidated Income Statement.

Troubled debt restructuring (TDR) - A loan whose terms have been restructured in a manner that grants a concession to a borrower experiencing financial difficulties.

Unfunded lending related commitments - Standby letters of credit, financial guarantees, commitments to extend credit and similar unfunded obligations that are not unilaterally, unconditionally, cancelable at PNC's option.

Yield curve - A graph showing the relationship between the yields on financial instruments or market indices of the same credit quality with different maturities. For example, a "normal" or "positive" yield curve exists when long-term bonds have higher yields than short-term bonds. A "flat" yield curve exists when yields are the same for short-term and long-term bonds. A "steep" yield curve exists when yields on long-term bonds are significantly higher than on short-term bonds. An "inverted" or "negative" yield curve exists when short-term bonds have higher yields than long-term bonds.

Exhibit 99.2

First Quarter 2021

Earnings Conference Call

April 16, 2021

The PNC Financial Services Group

Cautionary Statement Regarding Forward-Looking and Non-GAAP Financial Information

Our earnings conference call presentation is not intended as a full business or financial review and should be viewed in the context of all of the information made available by PNC in its SEC filings and on our corporate website.

The presentation contains forward-looking statements regarding our outlook for earnings, revenues, expenses, tax rates, capital and liquidity levels and ratios, asset levels, asset quality, financial position, and other matters regarding or affecting PNC and its future business and operations. Forward-looking statements are necessarily subject to numerous assumptions, risks and uncertainties, which change over time. The forward-looking statements in this presentation are qualified by the factors affecting forward-looking statements identified in the more detailed Cautionary Statement included in the Appendix. We provide greater detail regarding these as well as other factors in our 2020 Form 10-K and our other subsequent SEC filings. Our forward-looking statements may also be subject to risks and uncertainties including those we may discuss in this presentation or in our SEC filings. Future events or circumstances may change our outlook and may also affect the nature of the assumptions, risks and uncertainties to which our forward-looking statements are subject. Forward-looking statements in this presentation speak only as of the date of this presentation. We do not assume any duty and do not undertake to update those statements. Actual results or future events could differ, possibly materially, from those anticipated in forward-looking statements, as well as from historical performance. As a result, we caution against placing undue reliance on any forward-looking statements.

We include non-GAAP financial information in this presentation. Non-GAAP financial information includes financial metrics such as fee income, tangible book value, pretax, pre-provision earnings, net interest margin and return on tangible common equity. Reconciliations for such financial information may be found in our presentation, in these slides, including the Appendix, in other materials on our corporate website, and in our SEC filings. This information supplements our results as reported in accordance with GAAP and should not be viewed in isolation from, or as a substitute for, our GAAP results. We believe that this information and the related reconciliations may be useful to investors, analysts, regulators and others to help understand and evaluate our financial results, and with respect to adjusted metrics, because we believe they better reflect the ongoing financial results and trends of our businesses and increase comparability of period-to-period results. We may also use annualized, pro forma, estimated or third party numbers for illustrative or comparative purposes only. These may not reflect actual results.

References to our corporate website are to www.pnc.com under "About Us - Investor Relations." Our SEC filings are available both on our corporate website and on the SEC's website at www.sec.gov. We include web addresses here as inactive textual references only. Information on these websites is not part of this presentation.

First Quarter 2021 Highlights

PNC

- Solid financial performance:
  - Generated linked quarter positive operating leverage
  - Large provision recapture due to improving economic outlook
  - Robust deposit growth; loans remained challenged
  - Maintained strong capital and liquidity position
- Continued solid progress toward closing and integration of BBVA USA transaction
- Launched Low Cash Mode℠ solution to help Virtual Wallet® customers avoid overdraft fees

Net Income
$1.8 billion

Diluted Earnings Per Share
$4.10

Loan to Deposit Ratio
63%

Linked Quarter Operating Leverage
5.2%

CET1 Ratio
12.6%

- Basel III common equity Tier 1 (CET1) capital ratio – March 31, 2021 ratio is estimated. Details of the calculation are presented in the capital table in the financial highlights.

Balance Sheet: **Well-Positioned with Record Capital and Liquidity**

Average balances, $ billions	1Q21	1Q21 vs. 4Q20 $ Chg.	1Q21 vs. 4Q20 % Chg.	1Q21 vs. 1Q20 $ Chg.	1Q21 vs. 1Q20 % Chg.
Commercial	**$164.9**	($5.4)	(3%)	$0.8	1%
Consumer	**$73.2**	($2.3)	(3%)	($6.3)	(8%)
Total loans	**$238.1**	($7.7)	(3%)	($5.5)	(2%)
Investment securities	**$86.4**	$0.7	1%	$2.0	2%
Federal Reserve Bank balances	**$85.2**	$9.1	12%	$67.9	392%
Deposits	**$365.4**	$6.0	2%	$75.7	26%
Borrowed funds	**$35.2**	($3.0)	(8%)	($22.0)	(38%)
Common shareholders' equity	**$49.8**	$0.3	1%	$4.8	11%

	1Q21	4Q20	Chg.	1Q20	Chg.
Basel III common equity Tier 1 capital ratio	**12.6%**	12.2%	0.4%	9.4%	3.2%
Tangible book value per common share	**$96.57**	$97.43	(1%)	$84.93	14%

1Q21 Highlights

Total Average Assets Grew LQ
1%

Spot Investment Securities Grew LQ
11%

Deposit Costs Declined LQ
-2 bps

Return on Average Assets
1.58%

- Basel III common equity Tier 1 capital ratio – March 31, 2021 ratio is estimated. Details of the calculation are presented in the capital table in the financial highlights.
- Tangible book value per common share (Non-GAAP) – See reconciliation in appendix.
- LQ – Linked Quarter, which is 1Q21 vs. 4Q20 for average comparisons and 3/31/21 vs. 12/31/20 for spot comparisons.

Balance Sheet: **Continued Deposit Growth Increasing Liquidity**

PNC

Average Loans and Deposits

2% YoY Decline in Loans; 26% YoY Growth in Deposits

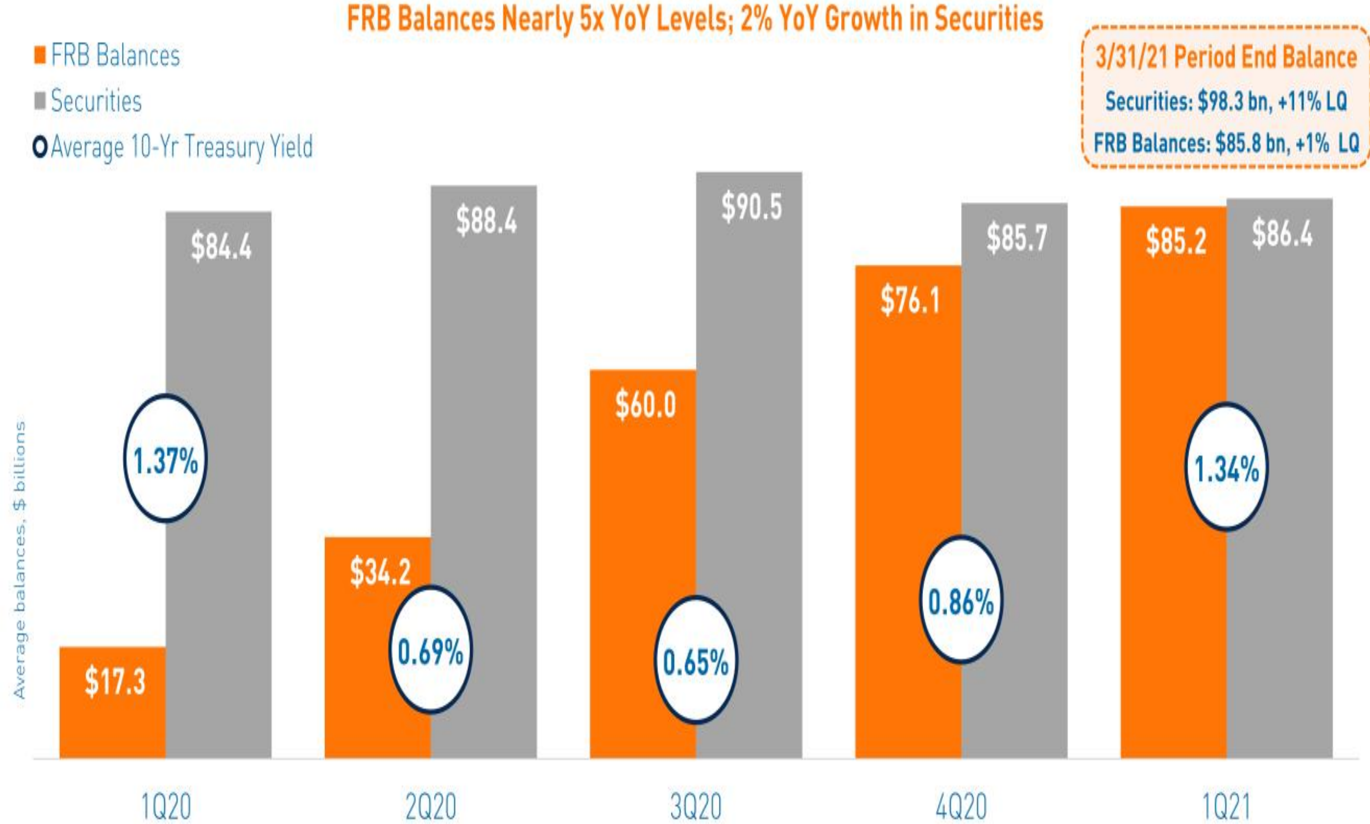
	1Q20	2Q20	3Q20	4Q20	1Q21
Loan Yield	4.08%	3.37%	3.32%	3.35%	3.38%
Deposit Cost	0.70%	0.23%	0.12%	0.08%	0.06%

- YoY - Year-over-year, which is 1Q21 vs. 1Q20 for average comparisons and 3/31/21 vs. 3/31/20 for spot comparisons.

Balance Sheet: Substantial Liquidity Presents Upside

Average Securities and Federal Reserve Bank (FRB) Balances

FRB Balances Nearly 5x YoY Levels; 2% YoY Growth in Securities



	1Q20	2Q20	3Q20	4Q20	1Q21
Securities Yield	2.78%	2.41%	2.18%	2.08%	1.97%
Avg. IOR	1.25%	0.10%	0.10%	0.10%	0.10%

- Avg. IOR – Period average of the daily rate for Interest on Reserves (IOR) on balances held at the Federal Reserve.

Income Statement: **Solid Results in the Current Environment**

$ millions	1Q21	1Q21 vs. 4Q20 $ Chg.	1Q21 vs. 4Q20 % Chg.	1Q21 vs. 1Q20 $ Chg.	1Q21 vs. 1Q20 % Chg.
Revenue	**$4,220**	$12	0%	($116)	(3%)
Noninterest expense	**$2,574**	($134)	(5%)	$31	1%
Pretax, pre-provision earnings	**$1,646**	$146	10%	($147)	(8%)
Provision for (recapture of) credit losses	**($551)**	($297)	117%	($1,465)	(160%)
Net income from continuing operations	**$1,826**	$370	25%	$1,067	141%

	1Q21	4Q20	Chg.	1Q20	Chg.
Efficiency ratio	**61%**	64%	(3%)	59%	2%
Net interest margin	**2.27%**	2.32%	(5 bps)	2.84%	(57 bps)
Diluted EPS from continuing operations	**$4.10**	$3.26	26%	$1.59	158%

1Q21 Highlights

Net Income from Continuing Ops. Grew LQ

25%

Pretax, Pre-Provision Earnings Grew LQ

10%

Noninterest Income to Revenue

44%

Return on Average Common Equity

14.31%

- Pretax, pre-provision earnings (Non-GAAP) – See the reconciliation in the appendix.
- Net interest margin is calculated using taxable-equivalent net interest income, a Non-GAAP measure, a reconciliation of which is provided in the appendix.

Income Statement: **Broad Based Business Mix**

Total Revenue
Stable Linked Quarter Revenue

- NII – Net interest income.
- NIM – Net interest margin.

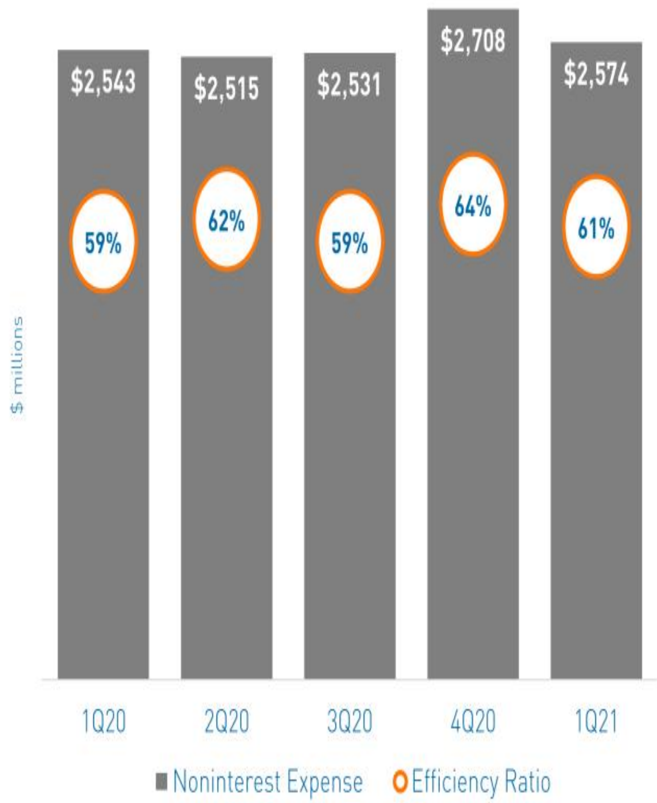
Details of Total Revenue
Linked Quarter Noninterest Income Up 5% but NII Down 3%

$ millions	1Q21	1Q21 vs. 4Q20 $ Chg.	1Q21 vs. 4Q20 % Chg.	1Q21 vs. 1Q20 $ Chg.	1Q21 vs. 1Q20 % Chg.
Net interest income	**$2,348**	($76)	(3%)	($163)	(6%)
Asset management	**$226**	$5	2%	$25	12%
Consumer services	**$384**	($3)	(1%)	$7	2%
Corporate services	**$555**	($95)	(15%)	$29	6%
Residential mortgage	**$105**	$6	6%	($105)	(50%)
Service charges on deposits	**$119**	($15)	(11%)	($49)	(29%)
Fee Income	**$1,389**	($102)	(7%)	($93)	(6%)
Other noninterest income	**$483**	$190	65%	$140	41%
Noninterest income	**$1,872**	$88	5%	$47	3%
Total Revenue	**$4,220**	$12	0%	($116)	(3%)

Income Statement: **Well Controlled Expenses**

PNC

Noninterest Expense
Linked Quarter Decline of 5%



Details of Noninterest Expense
All Categories Declined or Were Flat Linked Quarter

$ millions	1Q21	1Q21 vs. 4Q20 $ Chg.	1Q21 vs. 4Q20 % Chg.	1Q21 vs. 1Q20 $ Chg.	1Q21 vs. 1Q20 % Chg.
Personnel	**$1,477**	($44)	(3%)	$108	8%
Occupancy	**$215**	$0	0%	$8	4%
Equipment	**$293**	($3)	(1%)	$6	2%
Marketing	**$45**	($19)	(30%)	($13)	(22%)
Other	**$544**	($68)	(11%)	($78)	(13%)
Noninterest expense	**$2,574**	($134)	(5%)	$31	1%

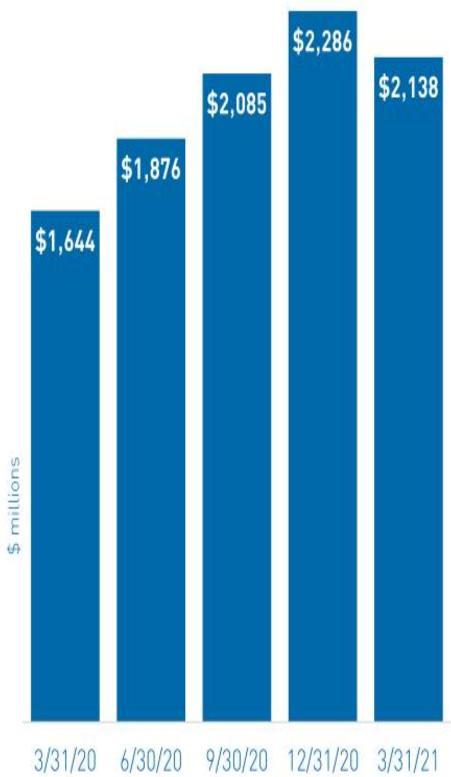
– Efficiency ratio calculated as noninterest expense divided by total revenue.

Credit: **Better Than Expected Credit Quality Performance**

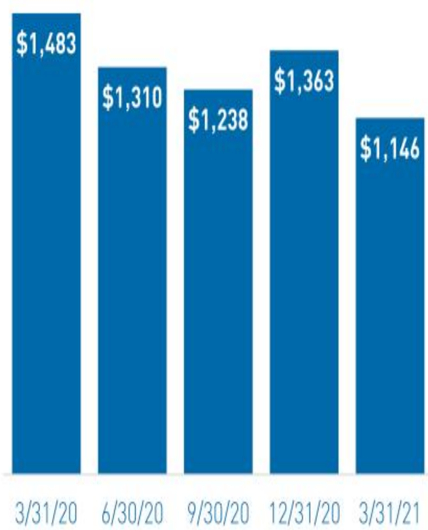
Credit Quality Metrics

	1Q20	2Q20	3Q20	4Q20	1Q21
NPLs / Total Loans *(Period End)*	0.62%	0.73%	0.84%	0.94%	**0.90%**
Delinquencies / Total Loans *(Period End)*	0.56%	0.51%	0.50%	0.56%	**0.48%**
NCOs / Average Loans	0.35%	0.35%	0.24%	0.37%	**0.25%**

Nonperforming Loans



Delinquencies



Net Charge-Offs

- NCO / Average Loans represents annualized net charge-offs (NCO) to average loans for the three months ended.
- Delinquencies represents accruing loans past due 30 days or more. Delinquencies to Total Loans represents delinquencies divided by spot loans.
- Under the CARES Act credit reporting rules, certain loans modified due to pandemic-related hardships were considered current and not reported as past due for the dates shown.

Credit: **Well Reserved for the Current Environment**

Allowance for Credit Losses (ACL)

- ACL is Allowance for Loan and Lease Losses plus Allowance for Unfunded Lending Related Commitments, and excludes Allowances for Investment Securities and Other Financial Assets.
- Portfolio Changes primarily represent the impact of increases / decreases in loan balances, age and mix due to new originations / purchases, as well as credit quality and net charge-off activity. Economic / Qualitative Factors primarily represent our evaluation and determination of an economic forecast applied to our loan portfolio, as well as updates to qualitative factor adjustments.
- ACL at 1/1/20 is Allowance for Credit Losses inclusive of $642 million, Day 1 CECL Impact, divided by 12/31/19 total loans.

Update on BBVA USA Acquisition

PNC

Progress to Date

- Filed all key regulatory applications
- Finalized integration strategy and key milestones through conversion
- Established direct connections between PNC and BBVA USA data centers, and initiated test data transmissions and mapping
- Conducted numerous listening sessions with community organizations across combined footprint
- Re-affirmed plan to migrate core systems to PNC applications, significantly reducing complexity

Next Steps

- Conduct mock application and technology conversions to ensure system readiness
- Finalize alignment strategy for businesses and functional areas
- Prepare for implementation of PNC Regional President model across BBVA USA markets
- Plan for system and bank conversion in 4Q21
- Expect to close transaction by mid-2021

On Track to Build Coast-to-Coast National Franchise

Outlook: **Second Quarter 2021 Compared to First Quarter 2021**

Balance Sheet	Average loans	Stable
Income Statement	Net interest income	Up approximately 2%
	Fee income	Up approximately 3 - 5%
	Other noninterest income	\$300 - \$350 million
	Noninterest expense	Stable
	Net charge-offs	\$150 - \$200 million

- Refer to Cautionary Statement in the Appendix, including economic and other assumptions. Does not take into account impact of potential legal and regulatory contingencies and merger integration costs.
- Average loans, net interest income, fee income, and noninterest expense outlook represents estimated percentage change for second quarter 2021 compared to first quarter 2021.
- The range for Other noninterest income excludes net securities gains and activities related to Visa Class B common shares.

Outlook: **PNC Standalone FY 2021 Compared to FY 2020**

Balance Sheet	Average loans	Down approximately 3 - 4%
Income Statement	Revenue	Stable
	Noninterest expense	Stable
	Effective tax rate	17%

BBVA USA Projected to Add $700 million in PPNR to PNC 2021 Standalone Results

- FY – Full year.
- Refer to Cautionary Statement in the Appendix, including economic and other assumptions. Does not take into account impact of potential legal and regulatory contingencies and merger integration costs. BBVA USA projected PPNR benefit to PNC standalone results does not include integrations costs and assumes a mid-year close.
- Average loans, revenue, and noninterest expense outlook represents estimated percentage change for PNC standalone full year 2021 compared to full year 2020.
- PPNR – Pre-provision net revenue.

Appendix: **Cautionary Statement Regarding Forward-Looking Information**

This presentation includes "snapshot" information about PNC used by way of illustration and is not intended as a full business or financial review. It should not be viewed in isolation but rather in the context of all of the information made available by PNC in its SEC filings.

We also make statements in this presentation, and we may from time to time make other statements, regarding our outlook for earnings, revenues, expenses, tax rates, capital and liquidity levels and ratios, asset levels, asset quality, financial position, and other matters regarding or affecting PNC and its future business and operations that are forward-looking statements within the meaning of the Private Securities Litigation Reform Act. Forward-looking statements are typically identified by words such as "believe," "plan," "expect," "anticipate," "see," "look," "intend," "outlook," "project," "forecast," "estimate," "goal," "will," "should" and other similar words and expressions.

Forward-looking statements are necessarily subject to numerous assumptions, risks and uncertainties, which change over time. Future events or circumstances may change our outlook and may also affect the nature of the assumptions, risks and uncertainties to which our forward-looking statements are subject. Forward-looking statements speak only as of the date made. We do not assume any duty and do not undertake to update forward-looking statements. Actual results or future events could differ, possibly materially, from those anticipated in forward-looking statements, as well as from historical performance. As a result, we caution against placing undue reliance on any forward-looking statements.

Our forward-looking statements are subject to the following principal risks and uncertainties.

- Our businesses, financial results and balance sheet values are affected by business and economic conditions, including the following:
  - Changes in interest rates and valuations in debt, equity and other financial markets,
  - Disruptions in the U.S. and global financial markets,
  - Actions by the Federal Reserve Board, U.S. Treasury and other government agencies, including those that impact money supply and market interest rates,
  - Changes in customer behavior due to changing business and economic conditions or legislative or regulatory initiatives,
  - Changes in customers', suppliers' and other counterparties' performance and creditworthiness,
  - Impacts of tariffs and other trade policies of the U.S. and its global trading partners,
  - The length and extent of the economic impact of the COVID-19 pandemic,
  - The impact of the results of the recent U.S. elections on the regulatory landscape, capital markets, and the response to and management of the COVID-19 pandemic, including the effectiveness of already-enacted fiscal stimulus from the federal government and a potential infrastructure bill, and
  - Commodity price volatility.

Appendix: **Cautionary Statement Regarding Forward-Looking Information**

- Our forward-looking financial statements are subject to the risk that economic and financial market conditions will be substantially different than those we are currently expecting and do not take into account potential legal and regulatory contingencies. These statements are based on our view that:
  - The U.S. economy is in an economic recovery, following a very severe but very short economic contraction in the first half of 2020 due to the COVID-19 pandemic and public health measures to contain it.
  - Despite the improvement in the economy in recent months, economic activity remains below its pre-pandemic level and unemployment remains elevated.
  - Growth will pick up in the spring of 2021 as vaccine distribution continues and the federal government provides aid to households, small and medium-sized businesses, and state and local governments. PNC expects real GDP to return to its pre-pandemic level in the third quarter of 2021, and employment in the second half of 2022.
  - PNC expects the Federal Open Market Committee to keep the fed funds rate in its current range of 0.00 to 0.25 percent until late 2023.
- PNC's ability to take certain capital actions, including returning capital to shareholders, is subject to PNC meeting or exceeding a stress capital buffer established by the Federal Reserve Board in connection with the Federal Reserve Board's Comprehensive Capital Analysis and Review (CCAR) process. The Federal Reserve also has imposed additional limitations on capital distributions through the second quarter of 2021 by CCAR-participating bank holding companies.
- PNC's regulatory capital ratios in the future will depend on, among other things, the company's financial performance, the scope and terms of final capital regulations then in effect and management actions affecting the composition of PNC's balance sheet. In addition, PNC's ability to determine, evaluate and forecast regulatory capital ratios, and to take actions (such as capital distributions) based on actual or forecasted capital ratios, will be dependent at least in part on the development, validation and regulatory review of related models.
- Legal and regulatory developments could have an impact on our ability to operate our businesses, financial condition, results of operations, competitive position, reputation, or pursuit of attractive acquisition opportunities. Reputational impacts could affect matters such as business generation and retention, liquidity, funding, and ability to attract and retain management. These developments could include:
  - Changes to laws and regulations, including changes affecting oversight of the financial services industry, consumer protection, bank capital and liquidity standards, pension, bankruptcy and other industry aspects, and changes in accounting policies and principles.
  - Unfavorable resolution of legal proceedings or other claims and regulatory and other governmental investigations or other inquiries. These matters may result in monetary judgments or settlements or other remedies, including fines, penalties, restitution or alterations in our business practices, and in additional expenses and collateral costs, and may cause reputational harm to PNC.
  - Results of the regulatory examination and supervision process, including our failure to satisfy requirements of agreements with governmental agencies.
  - Impact on business and operating results of any costs associated with obtaining rights in intellectual property claimed by others and of adequacy of our intellectual property protection in general.

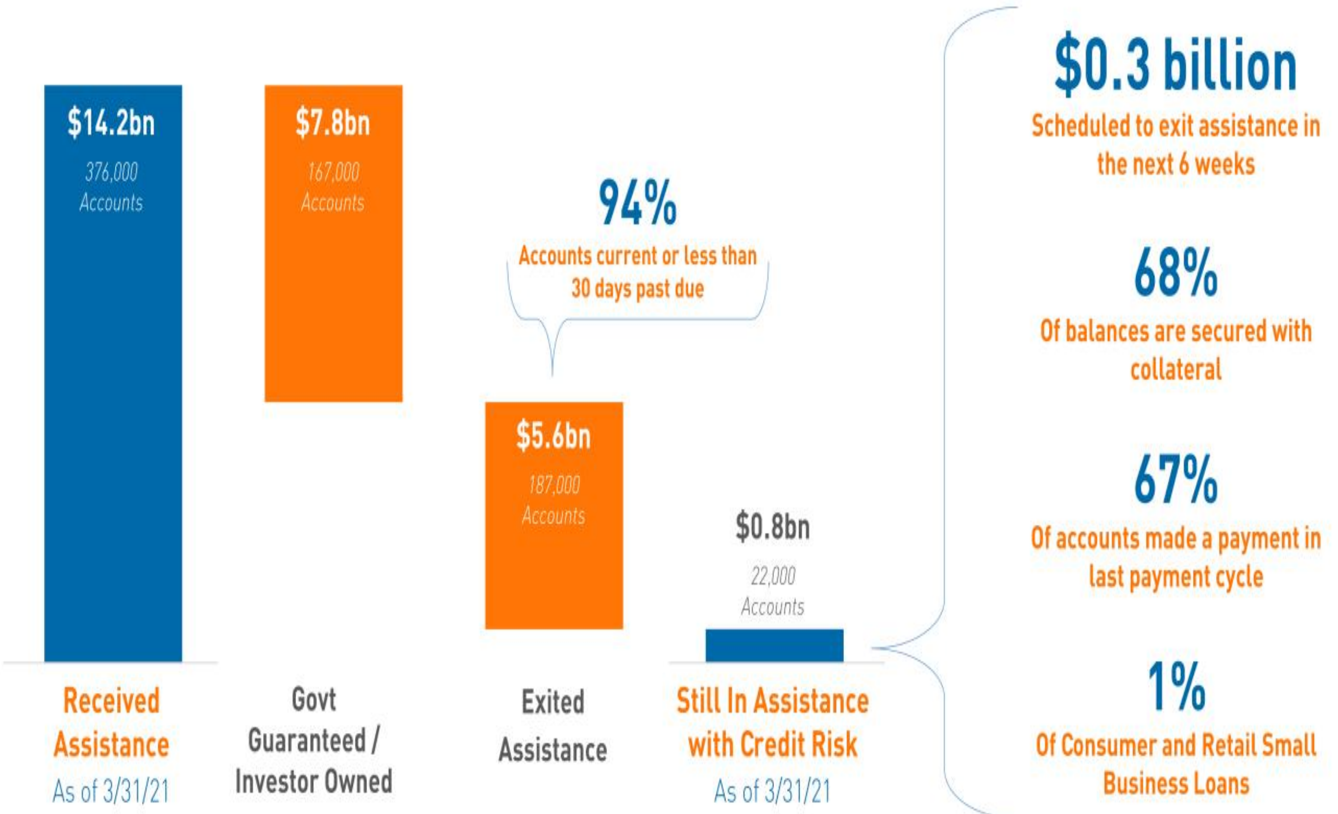
Appendix: **Cautionary Statement Regarding Forward-Looking Information**

- Business and operating results are affected by our ability to identify and effectively manage risks inherent in our businesses, including, where appropriate, through effective use of systems and controls, third-party insurance, derivatives, and capital management techniques, and to meet evolving regulatory capital and liquidity standards.
- Our planned acquisition of BBVA USA Bancshares, Inc. presents us with risks and uncertainties related both to the acquisition transaction itself and to the integration of the acquired business into PNC after closing:
  - The business of BBVA USA Bancshares, Inc., including its U.S. banking subsidiary, BBVA USA, going forward may not perform as we currently project or in a manner consistent with historical performance. As a result, the anticipated benefits, including estimated cost savings, of the transaction may be significantly harder or take longer to achieve than expected or may not be achieved in their entirety as a result of unexpected factors or events, including those that are outside of our control.
  - The combination of BBVA USA Bancshares, Inc., including its U.S. banking subsidiary, BBVA USA, with that of PNC and PNC Bank may be more difficult to achieve than anticipated or have unanticipated adverse results relating to BBVA USA Bancshares, Inc., including its U.S. banking subsidiary, BBVA USA, or our existing businesses.
  - Completion of the transaction is dependent on the satisfaction of customary closing conditions, which cannot be assured. The timing of completion of the transaction is dependent on various factors that cannot be predicted with precision at this point.
- In addition to the planned BBVA USA Bancshares, Inc. transaction, we grow our business in part through acquisitions and new strategic initiatives. Risks and uncertainties include those presented by the nature of the business acquired and strategic initiative, including in some cases those associated with our entry into new businesses or new geographic or other markets and risks resulting from our inexperience in those new areas, as well as risks and uncertainties related to the acquisition transactions themselves, regulatory issues, and the integration of the acquired businesses into PNC after closing.
- Competition can have an impact on customer acquisition, growth and retention and on credit spreads and product pricing, which can affect market share, deposits and revenues. Our ability to anticipate and respond to technological changes can also impact our ability to respond to customer needs and meet competitive demands.
- Business and operating results can also be affected by widespread natural and other disasters, pandemics, dislocations, terrorist activities, system failures, security breaches, cyberattacks or international hostilities through impacts on the economy and financial markets generally or on us or our counterparties specifically.

We provide greater detail regarding these as well as other factors in our 2020 Form 10-K, including in the Risk Factors and Risk Management sections and the Legal Proceedings and Commitments Notes of the Notes To Consolidated Financial Statements in those reports, and in our other subsequent SEC filings. Our forward-looking statements may also be subject to other risks and uncertainties, including those we may discuss elsewhere in this presentation or in our SEC filings, accessible on the SEC's website at www.sec.gov and on our corporate website at www.pnc.com/secfilings. We have included these web addresses as inactive textual references only. Information on these websites is not part of this document.

Appendix: **Consumer and Retail Small Business Modifications**

Consumer and Retail Small Business Customer Balances in Hardship Assistance



- Govt. guaranteed / investor owned includes govt. insured or guaranteed loans and investor owned mortgages; $2.6 billion and 55,000 accounts remain in assistance.
- Exited Assistance includes loans that were paid-off or charged-off, representing $161 million or approximately 41,000 accounts.
- Balances are as of 3/31/21 and include auto, credit card, personal, home equity, resi-mortgage, private education and small business loans, and exclude loans serviced by others.

Appendix: **COVID-19 High Impact Industries**

$17.1 billion Outstanding Loan Balances *($14.5 billion excluding PPP Loans)*

$9.9 billion Commercial & Industrial Loans *($7.3 billion excluding PPP Loans)*

Leisure Recreation: Restaurants, casinos, hotels, convention centers	**$4.6 billion / 63% Utilization** *Includes $1.1 billion in PPP Loans*
Healthcare Facilities: Elective, private practices	**$1.9 billion / 84% Utilization** *Includes $0.5 billion in PPP Loans*
Retail (non-essential): Retail excluding auto, gas, staples	**$1.0 billion / 23% Utilization** *Includes $0.2 billion in PPP Loans*
Consumer Services: Religious organizations, childcare	**$1.0 billion / 79% Utilization** *Includes $0.5 billion in PPP Loans*
Leisure Travel: Cruise, airlines, other travel / transportation	**$0.6 billion / 58% Utilization** *Includes $0.1 billion in PPP Loans*
Other Impacted Areas: Shipping, senior living, specialty education	**$0.8 billion / 45% Utilization** *Includes $0.2 billion in PPP Loans*

$7.2 billion Commercial Real Estate and Related Loans

Non-Essential Retail & Restaurants: Malls, lifestyle centers, outlets, restaurants	**$2.6 billion / 62% Utilization**
Hotel: Full service, limited service, extended stay	**$2.9 billion / 89% Utilization**
Seniors Housing: Assisted living, independent living	**$1.7 billion / 67% Utilization**

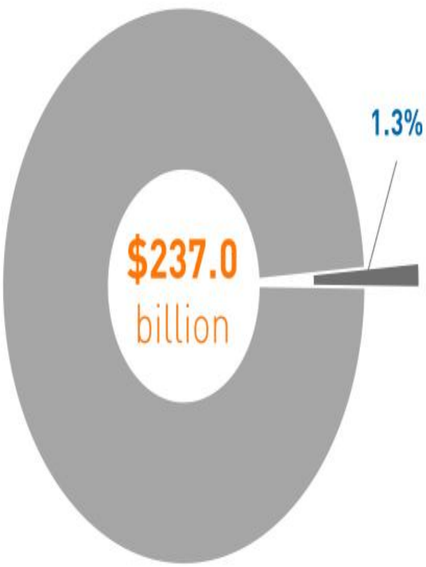
- PPP Lending within the Commercial Real Estate and Related Loans category is not material.
- Balances as of 3/31/21; excludes securitizations.
- Commercial & Industrial loans exclude PNC Real Estate business loans. Commercial real estate and related loans include commercial loans in the PNC Real Estate business.

Appendix: **Oil & Gas Loans**

Total Loans

As of 3/31/21

$ billions



$3.0 billion Outstanding Loan Balance

$0.8 billion Exploration & Production (0.3% of Loans)

Utilization Rate	25%
Oil / Gas Mix	46% / 54%
Reserve-Based Structure	79%

$1.3 billion Midstream and Downstream (0.6% of Loans)

Utilization Rate	26%
Midstream Oil / Gas Mix	38% / 62%
Asset-Based Structure	22%

$0.9 billion Services (0.4% of Loans)

Utilization Rate	48%
Asset-Based Structure	80%

- Excludes securitizations and loans held for sale.

Appendix: **Non-GAAP to GAAP Reconciliation**

Return On Tangible Common Equity (Non-GAAP)

	For the three months ended		
$ millions	Mar. 31, 2021	Dec. 31, 2020	Mar. 31, 2020
Return on average common shareholders' equity	**14.31%**	**11.16%**	**7.51%**
Average common shareholders' equity	$49,842	$49,525	$45,058
Average Goodwill and Other intangible assets	(9,448)	(9,387)	(9,432)
Average deferred tax liabilities on Goodwill and Other intangible assets	189	188	189
Average tangible common equity	$40,583	$40,326	$35,815
Net income attributable to common shareholders	$1,758	$1,393	$844
Net income attributable to common shareholders, if annualized	$7,130	$5,526	$3,385
Return on average tangible common equity (Non-GAAP)	**17.57%**	**13.70%**	**9.45%**

Return on average tangible common equity is a non-GAAP financial measure and is calculated based on annualized net income attributable to common shareholders divided by tangible common equity. We believe that return on average tangible common equity is useful as a tool to help measure and assess a company's use of common equity.

Appendix: **Non-GAAP to GAAP Reconciliation**

Tangible Book Value per Common Share (Non-GAAP)

	For the three months ended		
$ millions, except per share data	Mar. 31, 2021	Dec. 31, 2020	Mar. 31, 2020
Book value per common share	**$118.47**	**$119.11**	**$106.70**
Tangible book value per common share			
Common shareholders' equity	$50,331	$50,493	$45,269
Goodwill and Other intangible assets	(9,489)	(9,381)	(9,425)
Deferred tax liabilities on Goodwill and Other intangible assets	189	188	189
Tangible common shareholders' equity	$41,031	$41,300	$36,033
Period-end common shares outstanding *(in millions)*	425	424	424
Tangible book value per common share (Non-GAAP)	**$96.57**	**$97.43**	**$84.93**

Tangible book value per common share is a non-GAAP measure and is calculated based on tangible common shareholders' equity divided by period-end common shares outstanding. We believe this non-GAAP measure serves as a useful tool to help evaluate the strength and discipline of a company's capital management strategies and as an additional, conservative measure of total company value.

Appendix: **Non-GAAP to GAAP Reconciliation**

Pretax, Pre-Provision Earnings (Non-GAAP)

	For the three months ended		
$ millions	Mar. 31, 2021	Dec. 31, 2020	Mar. 31, 2020
Net interest income	$2,348	$2,424	$2,511
Noninterest income	1,872	1,784	1,825
Total Revenue	$4,220	$4,208	$4,336
Noninterest expense	2,574	2,708	2,543
Pretax, pre-provision earnings (Non-GAAP)	**$1,646**	**$1,500**	**$1,793**
Provision for (recapture of) credit losses	(551)	(254)	914
Income taxes (benefit) from continuing operations	371	298	120
Net income from continuing operations	**$1,826**	**$1,456**	**$759**

We believe that pretax, pre-provision earnings is a useful tool to help evaluate the ability to provide for credit costs through operations and provides an additional basis to compare results between periods by isolating the impact of provision for (recapture of) credit losses, which can vary significantly between periods.

Appendix: **Non-GAAP to GAAP Reconciliation**

Taxable-Equivalent Net Interest Income (Non-GAAP)

	For the three months ended		
$ millions	Mar. 31, 2021	Dec. 31, 2020	Mar. 31, 2020
Net interest income (GAAP)	**$2,348**	**$2,424**	**$2,511**
Taxable-equivalent adjustments	15	17	22
Net interest income (Fully Taxable-Equivalent - FTE)	**$2,363**	**$2,441**	**$2,533**

The interest income earned on certain earning assets is completely or partially exempt from federal income tax. As such, these tax-exempt instruments typically yield lower returns than taxable investments. To provide more meaningful comparisons of net interest income, we use interest income on a taxable-equivalent basis by increasing the interest income earned on tax-exempt assets to make it fully equivalent to interest income earned on taxable investments. This adjustment is not permitted under GAAP. Taxable equivalent net interest income is only used for calculating net interest margin and net interest income shown elsewhere in this presentation is GAAP net interest income.