

July 30, 2015

{Anonymous Female}

RE: Your Account Ending in 9532

Dear {Anonymous Female}

Thank you for being a loyal PNC customer. We hope your PNC Bank Home Equity Line of Credit has helped you achieve your financial goals. This letter is a reminder that the draw (borrowing) period for your home equity line of credit will end on July 2016.¹ After that date, you will no longer be able to access or obtain account privileges, including credit advances by check or ATM, overdraft protection or automatic payments. You will need to destroy all checks and access cards associated with the account.

You have repayment options:

Option 1. Repay your balance(s) during the repayment period.²

If you have any outstanding balance(s) when the draw period ends, your account will enter its repayment period. You may see an increase in your monthly minimum payment, which includes principal and interest. Your new minimum monthly payment amount will appear on your monthly statement, but here is an estimate of what the first minimum monthly payment after the draw period ends might look like based on your balance(s) as of the date in the box below and the applicable interest rate(s) if the repayment period began on the day after April 30, 2015.

Balance as of April 30, 2015	\$122,728.83
First Estimated Minimum Monthly Payment ³	\$830.43

Option 2. Pay off your balance in full before the draw period ends.

If you pay off all outstanding principal interest and any fees in full so that you have a zero balance at the close of business day when the draw period ends, your account will be closed.

Option 3. You may be eligible for other repayment options.

If you are unable to make your new minimum monthly payment or to pay off the account in full, you may be eligible for other repayment options.

Call us today at 1-866-622-2657 ext. 67210 to discuss these options and reference letter code MRTH.

Thank you for continuing to bank with us.

Sincerely,

NOTES: My first PNC reset notice was totally transparent (Doc 2) This notice is completely non-transparent. and in fact is more vague than even my first BofA notice (Doc 4).

- Her current Interest Only Payment of \$331 is not shown on this document.
- If this document showed a \$331 payment converting to \$830, (a 255% payment increase), it would be far more incriminating...
- No mention of renewal option that is contained in the agreement
- No obvious mention of a refinance option
- No actionable alternatives presented for avoiding payment increase

QUESTION: What happened at PNC between December 2014 and April 2015 to create such a dramatic change in HELOC reset handling? (Compare doc 2 to this doc, doc 3...)



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FREQUENTLY ASKED QUESTIONS

How was the draw period ending date determined?

The end of the draw period date in this letter may be the same as the draw period's ending date in your contract or it may be a few days later. If the date is later, all other terms in your contract and in the mortgage or deed of trust remain the same.

How does the end of the draw period affect any fixed-rate-option balance(s)?

If you have any fixed-rate-option balance(s), you will continue to make the scheduled payments on those balance(s) until they are paid in full.

Where do I find any differences between the minimum monthly payment during the draw and repayment periods?

Your contract explains how the minimum monthly payment during the repayment period is determined. Your minimum monthly payment will likely increase and the interest rate may change (other than for any fixed-rate-option balances). For example, if you made interest-only payments during the draw period, you will be required to make payments of the outstanding principal and charges as well as interest during repayment. If so, you may want to start paying down principal now. The reverse side of the letter is an estimate of the first new payment. We are available to answer any questions you may have about your repayment period payment.

Totally non-transparent paragraph....

What happens to the credit insurance or Line of Credit Protection Plan ("Plan") I purchased?

If you currently have credit insurance or the Plan, the credit insurance or Plan will terminate when the draw period ends. The credit insurance or Plan will not cover balances during the repayment period. If you choose, you may cancel the credit insurance or Plan before the draw period ends by contacting the insurance carrier or Plan Administrator at the following numbers: If you have credit insurance, call 1-800-445-6500; if you purchased the Plan, call 1-800-358-0923.

I have an automatic funds transfer authorization to pay my account's billed payment. How will the end of the draw period affect these arrangements?

If you have an automatic funds transfer (often referred to as "ACH") made from a checking or savings account at PNC Bank, N.A. or another financial institution, the ACH payment will be made according to the contract's repayment requirements. Your account's billed minimum payment during the repayment period will likely change. Unless you have appropriate funds in the account, after the draw period ends you could overdraw the deposit or savings account. If the ACH is cancelled or terminated, you will need to make your payments by check.

I have an online or automated payment set up to pay my account's billed payment. How will the end of the draw period affect this arrangement?

If you currently have automated payments using any online or other automated method at PNC Bank, N.A. or with another financial institution or payment provider, please make sure you update your payment directions to accommodate your new repayment period payment. Unless you have appropriate payment arrangements and funds in your account after the draw period ends, you could fail to make the required payment or overdraw your deposit or savings account. If the automated payment is cancelled or terminated, you will need to make your payments by check.

What happens if my account has a zero balance when the draw period ends?

If your account has a zero balance at the close of business on the date the draw period ends, we will close the account and process a release of the mortgage or deed of trust securing the account.

How can I obtain my current account balance or a copy of my contract?

Please call 1-888-PNC-BANK (1-888-762-2265).

This is an attempt to collect a debt and/or enforce our lien. Any information obtained will be used for that purpose unless prohibited by applicable law. However, if this debt has been discharged or if you are protected by the automatic stay in bankruptcy, we are not attempting to collect the debt from you personally, and if we have obtained relief from the automatic stay, we will only exercise our rights against any collateral. By providing this notice we do not waive any applicable exemptions from state or federal collection laws.

If you are requesting modified payments or other loss mitigation, please note that normal collection activity, collection litigation and/or foreclosure activity may continue on your loan to the extent allowed by law while your request is being reviewed. Any information requested may be necessary to determine your eligibility for loss mitigation options.