

PNC EDUCATION LENDING

Prepared for SUNY Fredonia
2nd Quarter 2017



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Dear Mark,

PNC is pleased to present the following response to your Request for Information on behalf of SUNY Fredonia.

Helping students afford the educational experience that is unique to SUNY Fredonia and meet their financial obligation to your institution can be daunting, yet critical. Delivering a robust suite of educational loan products and services along with a streamline process that ensures a quality experience for both schools/students/ and families is at the core of PNC's mission. PNC has provided innovative products and solutions for over 50 years to millions of students at more than 3000 schools nationally. We remain true to our core values and are committed to competitive pricing, convenient application process, with online certification and the ability to disburse loan funds via EFT, a dedicated staff, innovative financial literacy and a dependable source of funding. By aligning our missions we can together meet the educational goals and financial needs of the students enrolled at SUNY Fredonia.

At PNC we take very seriously the privilege to serve schools/students/and families. We hold ourselves to the highest standards of service by our responsiveness to school clients, students/families, accessibility, accuracy, and expertise in the education lending arena. We are committed to resolving any issues with both our school clients and students with the first phone call. If we are unable to do a resolution immediately most are handle within 24 hours. With this in mind, we have provided a personal profile of your Campus Relations Manager who will serve SUNY Fredonia and their students directly. Edward Hill, Assistant Vice President, Campus Relations Manager, has over 14 years of direct experience working with colleges, universities and families. Edward can be reached directly at 1-800-762-1001 at extension 224, cell phone 609-472-0475 and email at Edward.hill@pnc.com. Edward has firsthand experience working with students and families and understands the intricacies that take shape in the Financial Aid, Admission, Enrollment and Business Offices.

We understand that you have many options to select from as you establish a Preferred Lender Arrangement. We have outlined in detail what distinguishes us in the marketplace in our attached response. We are committed to honoring these benefits and terms for the entirety of the 2016-2017 processing year. We hope that your committee will find consensus on the value of our program by continuing to extending PNC's products and services to your students. We look forward to having the opportunity to serve your office by helping you meet and exceed the objectives and goals outlined in the RFI.

Best Regards,
Edward Hill
Assistant Vice President

COMMITMENT TO EDUCATION LENDING

PNC has been in education lending for over 50 years, and continues to lead the loan industry in competitive and innovative products. Our team of experienced professionals strives to exceed the needs of our customers by providing personalized, quality service. We are committed to continuous improvement of the Education Loan Center through training, personal development and teamwork.

PNC has chosen CampusDoor as our loan originator. They bring years of experience in education finance, information technology and financial services.

Our long term servicing relationship with American Education Services (AES) coupled with our ability to adapt to the ever changing student loan industry enables us to be one of the top education loan providers in the country.

FUNDAMENTAL VALUES:

COMPETITIVE PRODUCTS AND PRICING

We offer loan solutions for undergraduates, graduates, health professions and bar study to meet the needs of your students. Our tiered rate structure results in both greater flexibility in pricing and higher approval rates. In addition, borrowers are able to choose a variable or fixed interest rate to meet their needs.

CONVENIENT APPLICATION PROCESS

Borrowers can apply online 24 hours a day or by phone during regular business hours. Either option will provide a preliminary credit decision in minutes. Borrowers only need to complete one application to review their variable and fixed rate options.

DEDICATED STAFF

The PNC Education Loan Center has a highly trained and experienced customer service team with an average of 7 years of education lending experience. Additionally, we work with CampusDoor and AES to provide efficient, streamlined processes for students and schools.

INNOVATIVE FINANCIAL LITERACY TOOLS

Our web-based financial literacy tools offer a holistic approach to helping students create a financial plan, from the time they enter college through repayment.

DEPENDABLE SOURCE OF FUNDING

PNC has remained committed to providing financing for students through one of the more turbulent economic times in recent history. As one of the nation's largest financial services companies, we are highly dependable and stable as a loan capital source.

CONNECTING STUDENTS TO SMART EDUCATION FINANCING SOLUTIONS

PNC has a long history in education lending and continually invests in process improvement by:

- Making customer service more personal
- Employing new web based loan processing formats
- Offering loan education tools that help students and families with financial decisions

It's our commitment to provide the right financing with the necessary financial tools, resources and education.

PRIVATE STUDENT LOAN PROGRAM

LOANS FOR UNDERGRADS, GRADS, HEALTH PROFESSIONS AND BAR STUDY

Once borrowers have exhausted all of their federal loan options, applicants can apply at their convenience:

- Online:
www.pnconcampus.com
24 hours a day
- By phone:
1-800-762-1001
M-F 8 a.m. to 5 p.m.

Once a borrower submits their application, they will provide an email address for a co-signer (if applicable). An email containing an application ID number and web link to apply will be sent. Co-signers may also apply by phone if they prefer.

Additionally, if the borrower or co-signer is not able to complete their application for any reason, they will be given the ID to resume the application at a later time.

The PNC Solution Loan is a credit-based loan, with a tiered rate structure resulting in both greater flexibility in pricing and higher approval rates.

ELIGIBILITY

All borrowers and co-signers, if any, must:

- be U.S. citizens or permanent residents
- have lived in the U.S. for the previous two years
- meet the credit guidelines listed below

Please note: A co-signer is typically required for undergraduate students; a creditworthy co-signer is required for 17-year-old students

CREDIT GUIDELINES

All borrowers and co-signers, if any, must:

- have two years of satisfactory credit history, and two years of continuous income and/or employment history
- have proof of current income
- if self-employed, have been in business for at least two years
- meet debt-to-income requirements



PNC SOLUTION LOAN PRODUCT OVERVIEW

PNC SOLUTION LOAN FOR:	Undergraduates	Graduates	Health Professions and Residency Loan	Bar Study
Enrollment	At least half-time as determined by the school No SAP requirements.			At least half-time or have graduated within the last 6 months. No SAP requirements.
Annual Limits	\$1,000 up to \$40,000	\$1,000 up to \$65,000	\$1,000 up to \$65,000 • Residency Loan: \$1,000 - \$15,000	\$1,000 up to \$15,000
Current Variable and Fixed Interest Rates	Variable rate loan interest rates range from 4.08% to 11.03% (APRs from 3.99% to 11.03%) ¹			
	Fixed rate loan interest rates range from 6.49% to 12.99% (APRs from 6.19% to 12.99%) ¹			
Grace Period	6 months			
Repayment Options	<ul style="list-style-type: none"> • Immediate • Interest-Only • Fully Deferred² 	Maximum 15 year repayment term \$25 minimum payment per loan per month		
Borrower Benefits	<ul style="list-style-type: none"> • 0.50% interest rate reduction as long as borrower elects to have payments auto deducted from any checking or savings account. • Co-signer release option available after 48 consecutive on-time payments, subject to credit approval. • In the event of a student borrower's death, PNC will forgive any and all remaining loan balance regardless of repayment status. The co-signer, if any, will also be released in the event of the student borrower's death. 			

¹ Variable interest rates are equal to the London Interbank Offered Rate (LIBOR) index plus a margin depending on the creditworthiness of the borrower and co-signer, if any. The LIBOR index, adjusted quarterly, is equal to the average of the one-month LIBOR rates as published in the "Money Rates" section of the Wall Street Journal on the first business day of each of the three (3) calendar months immediately preceding each quarterly adjustment date. The LIBOR index is currently 0.78%. Rates effective as of 4/1/17. Please call the Education Loan Center for the most up to date rate information.

² Interest will accumulate while the student is enrolled in school if payments are deferred. If not paid, the accumulated interest will be added to the principal at repayment.

Please Note: PNC reserves the right to modify or discontinue any or all terms of these programs at any time without notice.

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PNC BANK EDUCATION LENDING 3

CONVENIENT APPLICATION PROCESS

Students and co-signers can apply for a PNC Solution Loan 24 hours a day by accessing the “**Apply Now**” button on our home page (www.pnconcampus.com). Information is displayed for all five loan types, allowing the applicant to select the product that best suits their needs. Applicants may also apply by phone by calling 1-800-762-1001 during regular business hours.

Once the applicant(s) submit their application, a credit check is performed. If the loan is credit approved, a Preliminary Interest Rate Notification (PIRN) is presented (see sample PIRN below). The PIRN provides the applicant(s) with the interest rate they will qualify for if they complete the application process. This resource is to assist the applicant(s) in making an informed decision. They may use this PIRN to compare other loan terms so they can find the best loan to fit their needs. If the loan application is denied, applicant(s) will receive a notification explaining the reasons for denial.

PNC Solution Loan™ Preliminary Interest Rate Notification Please note: This is not an offer or a commitment to lend money.

Before you proceed, review this Preliminary Interest Rate Notification (PIRN) and select one of the two options listed below.
You must make a selection to proceed.

Purpose:

To make the process of shopping for student loans as easy as possible, PNC is providing this resource to assist you in making an informed decision. You may compare this PIRN with other loan terms so you can find the best loan that fits your needs.

You have been credit approved and this PIRN provides you with the interest rate you will qualify for if you complete this application process. Next steps include submission of income verification and enrollment verification, if applicable. You may also be asked to submit identity verification documentation.

Once you submit the required documentation, you will be asked to configure your loan offer by selecting an interest rate type (fixed or variable*) and a repayment option.** When you make your selection, we will provide you with an Approval Disclosure, detailing the terms of your loan offer.

Example Loan Summary:

For reference, the information below simply estimates the costs of a fully-deferred loan based on your information shared so far.

Fixed Rate Option

Loan Amount:	\$7,000.00
Fixed Interest Rate:	6.49%
Repayment Term:	180
Estimated In-School Monthly Payment:	\$0.00
Estimated Post-School Monthly Payment:	\$76.92
Estimated Total Cost:	\$13,845.60

Variable Rate Option

Loan Amount:	\$7,000.00
Variable Interest Rate*:	3.49%
Repayment Term:	180
Estimated In-School Monthly Payment:	\$0.00
Estimated Post-School Monthly Payment:	\$57.06
Estimated Total Cost:	\$10,270.80

* The variable rate may change quarterly

** View loan [Application and Solicitation Disclosure](#) for additional information regarding available repayment options.

Applicants can view their application status by logging onto their on-line account. A timeline shows the applicant(s) a list of key activities that need to occur prior to loan disbursement.



Key Steps in the Application Process

<p>The student and co-signer (if applicable) complete the application process and are presented with the Application and Solicitation Disclosure for review. They must click the submit button to continue with the application. If credit approved, a Preliminary Interest Rate Notification (PIRN) is presented along with a checklist indicating the documentation that is needed to complete the application process.</p>	1
<p>Once all documentation is received (e.g. proof of income, proof of employment, etc), an Approval Disclosure is sent to the borrower and co-signer (if applicable) through their preferred communication method. The Approval Disclosure must be accepted by the applicant(s).</p> <p>The Approval Disclosure can be accepted one of two ways:</p> <ul style="list-style-type: none">• On line — When the borrower(s) receive the conditional approval they will be able to view the approval disclosure and click on the appropriate box to accept or decline the terms of the loan.• Telephone — The borrower(s) may accept the loan by calling 1-877-793-9793 and speaking to a customer service representative.	2
<p>Borrower(s) choose to eSign, fax or upload to CampusDoor, the credit agreement, 'Self Certification' form and any necessary verification documents.</p>	3
<p>FAQ: School certification is sent to your office after the receipt of the signed credit agreement and all supporting documents (e.g. proof of income, proof of employment, Self Certification Form, Acceptance of Approval Disclosure, etc.). All of PNC's Solution Loan Products require school certification except for the health profession residency loan. Options to certify include:</p> <ul style="list-style-type: none">• ELM• ScholarNet®• OpenNet®• eCourier• CampusDoor Campus Connections• CampusDoor can fax a certification form	4
<p>The Final Disclosure is mailed to the borrower(s) within 1 business day. Upon receipt of the Final Disclosure, the borrower(s) will be allotted a 3-day 'Right to Cancel' period prior to the funding of the loan. This cancellation request may be submitted in writing or electronically.</p>	5
<p>FAQ: Disbursement of funds are scheduled after the Final Disclosure is sent. PNC Solution Loan funds will be disbursed no earlier than 7 calendar days after the receipt of the Final Disclosure, to allow for the expiration of the borrower's 3 day receipt period and the 3-day 'Right to Cancel' period.</p>	6
<p>FAQ: PNC Solution Loan funds are disbursed to the school through your preferred method:</p> <ul style="list-style-type: none">• ELM National Disbursement Network (NDN)• Great Lakes CDS• Sallie Mae CDS• Electronic funds transfer (EFT)• Paper check <p><i>(Exception: Bar Study and Health Professions Residency funds are payable to the borrower(s) only in one disbursement.)</i></p>	7

POSITIVE CUSTOMER EXPERIENCE

DEDICATED SERVICE TO BORROWERS AND SCHOOLS

CUSTOMER SERVICE IS A CRITICAL VALUE FOR PNC

The PNC Education Loan Center has a highly trained and experienced customer service staff, whose only responsibility is serving education loan customers. We offer schools and borrowers a full-service experience from application through repayment.

Our focus on key service metrics ensures all encounters are personal and solution-centric:

Service Levels

All calls are promptly answered by a live customer service consultant. Our 2016 average speed to answer was 10 seconds.

Accuracy

Consultants strive to provide personalized, consistent and accurate account information to each and every school and borrower.

Completeness

Consultants act as a single point of contact, taking ownership of any caller issues and striving for resolution during the initial call. If additional research time is needed, consultants will respond to the customer within 48 hours.

Performance

Our consultants receive on-going training on all aspects of customer service and the borrowing process, resulting in a better borrower experience. Customer calls are recorded and continually monitored for training purposes.

Response Times

All customer voicemails and emails are answered within 24 hours.

LIVE CHAT OPTION

In an effort to provide students and parents with an additional convenient contact method, the PNC Education Loan Center offers a live chat capability to customers browsing our website, www.pnconcampus.com. Customers simply select the "NEED HELP" link on the right hand side of our website to be connected with one of our education lending specialists. All chats are conducted on a secure network to safeguard personal customer information.

PNCONCAMPUS.COM 1-800-762-1001



The screenshot shows a 'NEED HELP?' widget with a close button (X) in the top right corner. Below the title, there is a 'Live Chat' button with a person icon and a right-pointing arrow. Underneath, it says 'Speak with a PNC Financial Sales Consultant.' followed by the Spanish text '¿Tienes preguntas? CHATEA AHORA'. A horizontal line separates this from the phone number '1-800-762-1001' and the text 'Speak to a sales representative about our products and services.' Another horizontal line is below that. At the bottom, there is a 'Visit Customer Service' button with a right-pointing arrow, followed by the text 'Find answers to FAQs and view additional phone numbers so we can further assist you.'

PARTNERSHIPS FOR QUALITY SERVICE

WORKING TOGETHER TO SERVE STUDENTS

Each school is assigned a dedicated PNC Campus Relationship Manager. Our Campus Relations Managers have an average of 18 years experience in the financial aid industry. They are able to provide you with up-to-date product information, training, information on industry trends, legislative updates, and resolution of any loan-related issues.

For schools with **questions regarding a specific borrower or loan account**, Priority Service Representative Cheryl Smith is available Monday-Friday from 8:00 a.m. to 4:30 p.m. at 1-800-762-1001 ext 421, or by email at cheryl.t.smith@pnc.com.

LIFE OF LOAN SERVICING

PNC does not currently sell our private loans to third parties. We work with CampusDoor for origination and American Education Services (AES) for servicing of the PNC Solution Loan, as they share the same service standards and knowledge that we value.

CampusDoor continues to take a leadership role in developing ways to ease the application process, while streamlining processing efforts by interfacing with prominent platforms such as ELM, OpenNet® and ScholarNet®.

INFORMATION WHEN YOUR STUDENTS NEED IT

PNC understands the importance of borrowers having access to information when they need it.

Once a borrower begins an application, they may check the status 24 hours a day at www.pnconcampus.com by following the 'Returning Applicants' link on the home page.

PNC also offers loan servicing information 24 hours a day through our partner AES at their toll free telephone number and also online.

Borrowers can access information such as:

- Loan status
- Interest accrual
- Account/Payment history
- Outstanding balances
- Online payment portal
- Online customer service

PNC does not currently sell any private loans, so we can offer borrowers exemplary customer service continuing through repayment. Customers can always contact the PNC Education Loan Center through their preferred method:

- By phone
1-800-762-1001
M-F 8 a.m. to 5 p.m.
- Online (Live Chat)
www.pnconcampus.com
- By email
eduloans@pncbank.com
- By mail
**2600 Liberty Avenue
Suite 200
Pittsburgh, PA 15222**

Borrowers can also address servicing questions to AES:

- By phone
1-800-233-0557
M-F 7:30 a.m. to 9 p.m.
- Online
www.aessuccess.org

FINANCIAL LITERACY

BUILDING A FINANCIAL PLAN FROM THE START

PNC shares the school's philosophy that waiting until the student graduates or leaves school to introduce financial counseling poses a risk that students will not view these concepts as a priority. We provide access to various financial tools because we strongly feel that debt management and default prevention education benefits everyone: borrowers, schools and lenders.

INNOVATIVE FINANCIAL LITERACY TOOLS

PNC is committed to helping students make educated decisions, as many begin to manage their own finances for the first time. For this reason, we have chosen to team with NorthStar Education Services to offer GradReady — a how-to-pay for college resource for students and families, before they borrow.

GradReady will help users:

- Learn about financial aid, federal and private loans
- Create a funding plan
- Consider debt-to-income scenarios
- Establish an in-school budget



Learn

Teach students and families about topics such as applying for financial aid, understanding student loan options and budgeting and saving



Plan

Help student and families consider key factors, such as cost of education, family savings and resources, financial aid and financing gaps



Gauge

Promote responsible borrowing with the Debt-O-Meter, a unique calculator that compares anticipated student loan debt to potential future income.

The GradReady portal can be entered from our home page, pnconcampus.com.

In addition to the GradReady program, PNC aids students by providing multimedia tutorials on a variety of financial topics on www.pnconcampus.com.

Users will find resources and calculators along with two curriculums with multiple courses: **“Paying for College”** (*a holistic understanding of the cost of college and applying for aid*) and **“Financial Literacy”** (*reducing overall college debt by making smart financial choices while in college*). Students have their choice of completing courses sequentially, or viewing only those of interest, and registering with the site allows students to customize tools and save their progress.

Schools can link directly to the web site at pnc.financialliteracy101.org.

CONTINUED SUPPORT FOR THE FUTURE

DEFAULT PREVENTION THROUGH PLANNING

In addition to providing a planning resource prior to borrowing, we also team with NorthStar Education Services to provide an industry-leading service called RepayReady for PNC Solution Loan borrowers.

This unique self-service tool is available when students need it most, the time between graduation and entering repayment when students' confusion and anxiety is high. It helps borrowers understand and organize their student loans, learn about repayment options and develop a personalized repayment strategy based on all the FFELP, Federal Direct and private loans they may have. Students can access the site at pnc.repayready.com.

HIGH-RISK EARLY AWARENESS INITIATIVES

For borrowers identified as a high risk for defaulting on loan payments (based on recent credit data), AES provides an early awareness campaign 30-45 days prior to the loan entering repayment.

- Borrowers and co-signers are counseled on their repayment obligations to increase financial awareness
- Counselors are equipped with solutions for borrowers who may be unable to make payments as scheduled, including Modified Graduated Repayment Schedule (MGRS) options
- Forbearance requests are carefully evaluated and may be instituted in appropriate situations



The primary goals of our financial literacy resources are:

- Promoting responsible borrowing, including federal borrowing first.
- Educating students on debt management and financial planning through interactive financial literacy tools.
- Encouraging students to build a comprehensive and personalized repayment strategy with our partner, RepayReady, to aid in default prevention.

Awareness is the first step in helping students—by promoting use of these available tools together we can help students succeed.

FINANCIAL STRENGTH AND STRONG PERFORMANCE

WE'VE GOT YOUR STUDENTS COVERED



While the student loan industry has faced historic changes and instability among its providers, PNC has remained committed to providing financing for students.

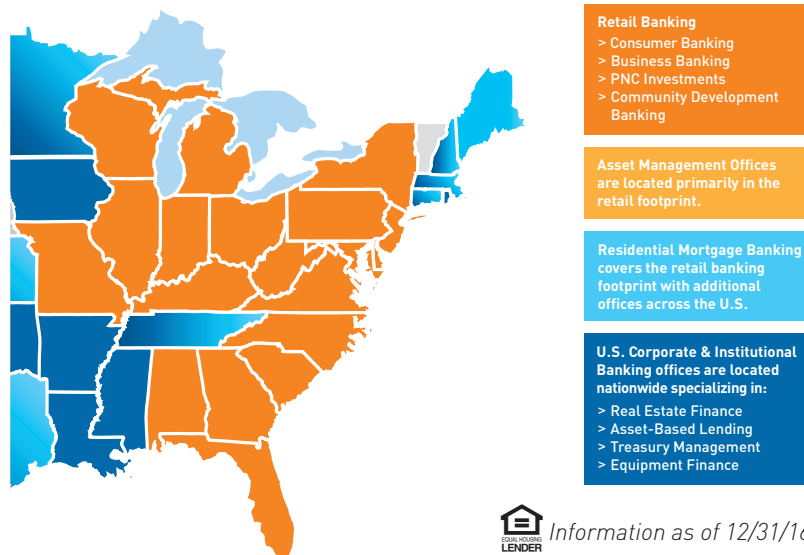
The PNC Financial Services Group is one of the nation's largest financial services companies with current assets of \$366 billion. Student loans are a significant component of PNC's consumer lending portfolio.

For more than 160 years, PNC has been committed to providing our clients with great service and powerful financial expertise to help them meet their financial goals. We are also proud of our longstanding history of supporting the communities we serve—in education and the arts, and in many other ways.

EMPLOYEES	Approximately 52,000 in the U.S. and abroad
LOCATIONS	Branches: Approximately 2,500 in 19 states and DC area
ATMS	Approximately 9,000 machines
INTERNET ADDRESS	www.pnc.com
HEADQUARTERS	Pittsburgh, PA

PNC AT A GLANCE:

- **Charitable Giving:** More than \$72 million was invested in communities in 2015. The PNC Foundation forms partnerships with nonprofit organizations to advance mutual objectives driven by two priorities: (1) early childhood education; and (2) community and economic development.
- **PNC Grow Up Great®:** a \$350 million, multi-year, bilingual initiative that began in 2004 to help prepare children from birth to age 5 for success in school and life. To date, the program has served more than 1.5 million children.
- **Environmental Responsibility:** PNC's commitment to innovation and environmentally friendly business practices during the past decade has enabled us to lower costs, increase efficiency and improve communities. PNC has more than 250 LEED certified projects nationwide and more newly constructed LEED certified green buildings than any other company in the world.
- **Full service banking** designed for college life—Virtual Wallet Student®.
Note: There is no monthly service charge on Virtual Wallet Student® if student provides proof of active enrollment in an educational institution (monthly service charge waiver expires 6 years after it is assigned).



PNC EDUCATION LOAN CENTER

We're here to help with education financing and everything that follows.
Contact us to learn more.

- Call 1-800-762-1001, option 1, Monday through Friday 8 a.m. to 5 p.m. ET.
- Live chat at pnconcampus.com.