

Proposal Response For Treasury Management Services to

# City of Flagler Beach

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**Michael Olliff**

Public Finance Relationship Manager

Email: [michael.olliff@pnc.com](mailto:michael.olliff@pnc.com)

Phone: 727-742-5342



**Keith Callahan**

Public Finance Treasury Management  
Officer

Email: [keith.callahan@pnc.com](mailto:keith.callahan@pnc.com)

Phone 704-341-4530



**Peter Pulos**

National Director of Treasury  
Management – Public Finance

Email: [peter.pulos@pnc.com](mailto:peter.pulos@pnc.com)

Phone: 262-844-1822



**Carol Taylor**

Public Finance Relationship Service  
Advisor

Email: [carol.taylor@pnc.com](mailto:carol.taylor@pnc.com)

Phone: 317-267-7850

# PNC's Financial Strength

High-quality national franchise with a commitment to responsible growth

For nearly 160 years, PNC has navigated a steady course while growing in size and sophistication. PNC has consistently maintained a strong capital position with capital levels that are higher than the regulatory requirements considered to be “well-capitalized.”

## PNC Highlights

**Founded:** 1865

**Branches:** ~2,300

**ATMs:** ~9,000

**Employees:** ~56,000

**Assets:** \$566 billion

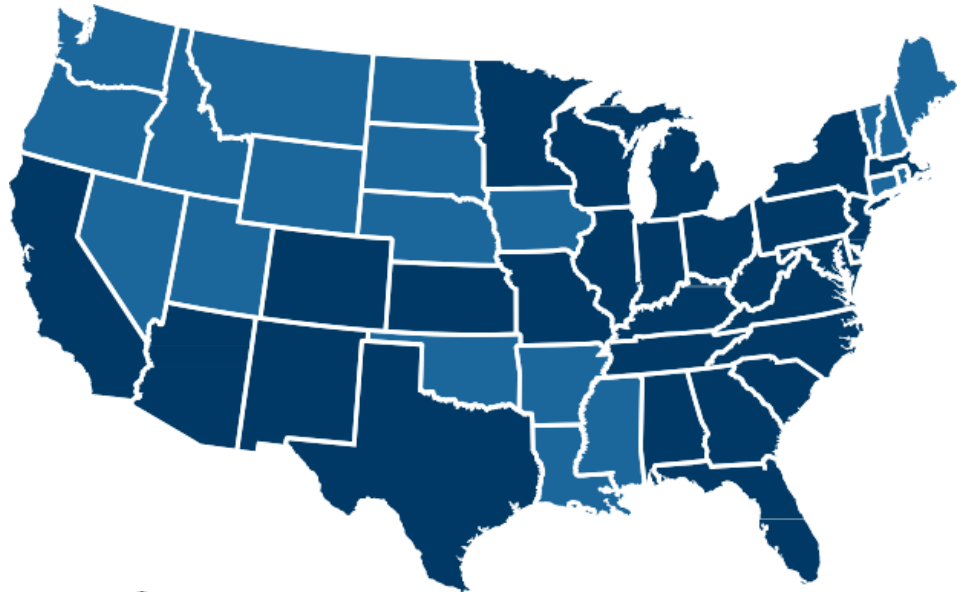
**Deposits:** \$426 billion

**Shareholders Equity:** \$49 billion

**Assets Under Admin:** \$325 billion

**Issuer rating:** A / A2 / A+

## #6<sup>th</sup> Largest U.S. bank by deposits



- **National:** Asset Management, Corporate & Institutional Banking and Retail Digital Presence (includes AK, HI)
- **Regional:** Asset Management, Corporate & Institutional Banking and Retail Bank Branch Presence

# PNC Treasury Management Platform

Embracing the Digital Future to Power Your Digital Transformation



## Continuously Innovating Technology

- Prioritizing **integration** into your core systems - creating an improved experience for your customers and suppliers
- Incorporating machine learning and automation to create **highly efficient processes**
- Making **equity investments** in **fintechs** to draw on their unique capabilities to bolster our own
- Taking a **leadership role in the future of payments** through the deployment of Real-Time Payments (RTP®)
- Continuously **investing** in **technology** and **innovation**



Our current plan has us investing more than

# \$1.8 Billion

in 2024

## Teams of Experienced Professionals

- Scalable relationships and proactive support - bringing together the right people to help you architect your vision



### 2022 Greenwich Survey<sup>1</sup> - PNC Ranked Best In Class in:

- ✓ Customer Service
- ✓ Ease of Product Implementation
- ✓ Overall Product Capability
- ✓ Effectiveness of Fraud Prevention Capabilities
- ✓ Innovation in Products and Services
- ✓ Digital Product Capabilities
- ✓ Overall Digital Experience
- ✓ Integration with Client IT Systems

## Driving Business Performance

- Focus on providing you the **data** you need **to** help you optimize workflows and **drive business performance**
- Processing transactions in real time to allow you to **stay up-to-the-minute** on your financial position
- **Providing** you with **access** to information through a variety of channels including powerful APIs to **integrate** with **your workflows** and **systems**



<sup>1</sup> Based on 2022 Greenwich Associates Cash Management Survey. Best in Class is based on the Top 5 banks in cash management share. Middle Market defined as businesses with \$50-\$500mm in revenue.

# Client Support Model

# Customer Service

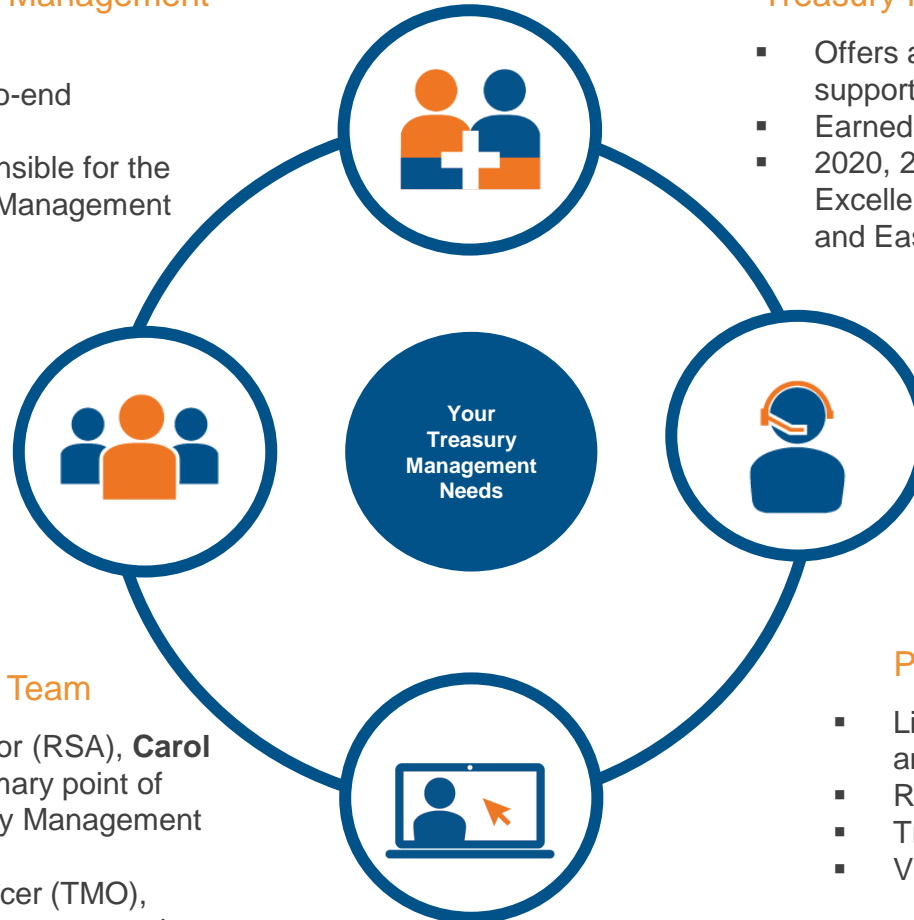
## Multi-Tiered Approach to Support

### Implementation and Project Management Team

- Responsible for your end-to-end implementation support
- Take ownership and responsible for the outcome of your Treasury Management service implementation

### Treasury Management Client Care Team

- Offers additional, extended hours of support
- Earned an A+ rating from Phoenix-Hecht
- 2020, 2021, and 2022 Greenwich Excellence Award for Customer Service and Ease of Implementations



### Dedicated Account Team

- Relationship Service Advisor (RSA), **Carol Taylor**, serves as your primary point of contact for all your Treasury Management service needs
- Treasury Management Officer (TMO), **Keith Callahan**, serves as your trusted advisor
- Account Manager, **Sharon Rees**, serves as your back-up in the absence of TMO

### PINACLE Customer Service

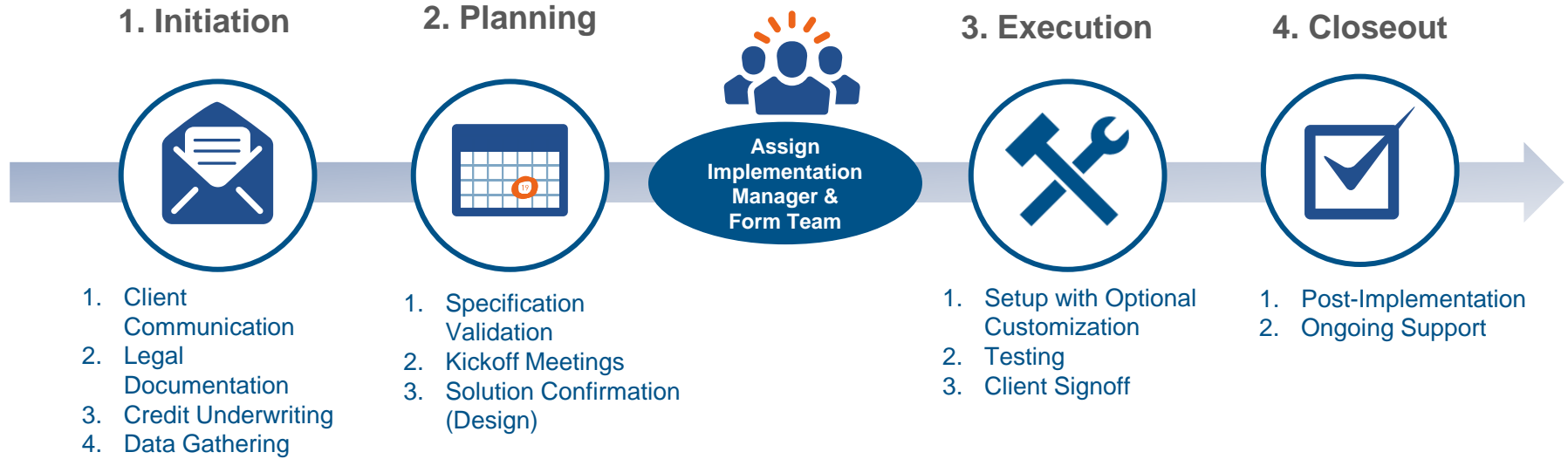
- Live Messaging for quick and easy answers
- Request support
- Track status and resolution
- View tip cards, FAQs and training

# Transition Process

There for You Every Step of the Way – All 132 Steps Over 8 Weeks



*PNC uses a project management approach throughout implementation, From onboarding to communicating regularly throughout the project, we help **streamline** the process.*



## Customized Training Approach Designed to Help Meet Your Needs



Web Based Live Class



Web Based Recorded



Policy Reviews & Training Guides

# Proposal Summary



## 5 Accounts

- **4 Interest Bearing Checking Accounts (\$1.97M of balances)**
  - Interest bearing @ 4.00% - \$6,574 earned monthly – approx.
  - \$465.66 of account analysis charges
  - Net position (Interest minus charges) = \$6,109
  
- **1 Checking Account (\$4.81M in balances)**
  - \$0 Fees
    - By using a target balance of \$1.02MM to receive earnings credit rate of 1.75%
  - MMDA Sweep interest rate of 4.35% - \$13,763 earned monthly – approx.
    - By sweeping remaining \$3.79MM into PNC Money Market Account
  
- **Total**
  - \$465 monthly, \$5,587 annual charges (charges are waived for 1 year, until Nov 2025)
  - \$20,337 interest paid to City – monthly approx.
  - \$244,047 interest paid to City – annually (\$288,417 paid in year 1 during fee waiver)



**PINACLE®**

PNC's Award Winning Online System





### Technology

- Single secure access point
- Payments, receivables, liquidity and fraud management
- Omni-channel or mobile



### Customer Service

- Live messaging
- Robust Help & Training Center
- Contextual tutorials



### Security

- Layered security access
- Comprehensive user entitlements
- Event Notifications



*For illustrative purposes only*



### POSITIVE PAY

- You provide daily check issue data
- Checks presented for payment matched against your data
- PNC reports exception items
- You make exception decisions



### CHECK / ACH BLOCK

- PNC blocks all checks on an account
- PNC blocks all ACH debits on an account



### ACH POSITIVE PAY

- You establish 'rules' for filtering ACH debits
- You review any 'suspect' ACH debits
- You choose to 'pay' or 'return'



## BORING IS THE CATALYST FOR ALL THE UN-BORING THINGS YOU DO IN LIFE.

Think about it. Boring is smart, steady, dependable. It's not wild or spontaneous. And neither are we. You see, for nearly 160 years, we've been brilliantly boring with your money. The pragmatic, calculated kind of boring. So, you can be happily fulfilled with your life. Which is pretty un-boring, when you think about it.



### BORING

makes vacations happen

### BORING

scores courtside seats



### BORING

leaves fat tips

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