**PNC Bank ending contract with U-M**

Effective January 1st, 2024, PNC Bank is ending its contract with U-M and will no longer be the university’s official consumer bank. This change will only affect Mcard holders who have linked their Mcard to a PNC bank account. Please review the following FAQ for more information.

1. **Why is this change taking place?**

PNC Bank has opted to end its contract with U-M as the university’s official consumer bank.

1. **Who will be affected by this change?**

Only Mcard holders who have linked their Mcard to a PNC bank account will be impacted by this change.

1. **Will employees and students who have their Mcard linked to a PNC bank account be notified directly by U-M or PNC Bank of this change?**

PNC will be informing any employee or student who are identified as having an actively linked Mcard to their PNC bank account about this change in December 2023. A letter explaining the changes will be mailed to the address on file.

1. **When will the change go into effect?**

PNC Bank’s contract with U-M will end on December 31, 2023.

1. **Will I still be able to access my PNC account with my Mcard?**

Effective January 11th, 2024, Mcards will no longer be linked to a PNC bank accounts and will not work in ATMs or at merchants that accept debit cards. If you have a PNC Visa debit card, you’ll still be able to use it for purchases and transactions at PNC Bank ATMs at no cost. If you don’t have a PNC Visa debit card, you can request one at a PNC Bank branch or by calling 888-PNC-BANK (888-762-2265).

1. **Do I have to close my PNC bank account?**

No—It will not be necessary for anyone, whether or not they’ve linked their Mcard to a PNC account, to get a new Mcard.

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1. **Can I still use my Mcard to ride U-M and Ann Arbor Area Transportation Authority (TheRide) buses, access buildings, check out library materials, get discounts, and everything else that I can currently do with it?**

Yes—This change will not affect the way you use your Mcard.

1. **Who can I contact with questions?**

For banking-related questions, please visit the PNC Bank at 1107 South University Ave., Ann Arbor, MI 48104 or call the bank at (734) 995-7830. If you have questions about your Mcard, please email the Mcard team (mcard@umich.edu).

1. **Is another financial institution going to replace PNC Bank as U-M’s official consumer bank?**

The university may negotiate with another institution to become the official consumer bank of U-M.