

BITS

FINANCIAL SERVICES
R O U N D T A B L E

BITS ESTABLISHES INCREASED SECURITY GUIDELINES FOR FINANCIAL SERVICES; PNC'S ROHR TO LEAD INDUSTRY EFFORT

Phoenix, Arizona, April 10, 2002. BITS, the Technology Group for The Financial Services Roundtable, announced a sweeping set of actions taken by its Board of Directors at the Annual Meeting of The Financial Services Roundtable. The focus is on assuring the security and reliability of financial services in a time of increasing threat to the Nation's infrastructure by terrorist elements.

The Board approved recommendations to implement voluntary guidelines and business practices in emerging areas such as mobile financial services. The purpose is to establish a framework for safe, sound, private and secure financial services—whether online or in traditional settings. Members also addressed critical issues affecting continuity of services in a time of national emergency.

These recommendations will be championed by James E. Rohr, Chairman, President and CEO of The PNC Financial Services Group, who has been named incoming Chairman of the BITS Board. During the meeting, the directors also honored outgoing Board Chairman James H. Blanchard, Chairman and CEO, Synovus.

In welcoming Rohr, Blanchard said, "I am confident that Jim Rohr will continue this important work. The issues are critical to the public, to our industry, and to the Nation and its economy. We welcome Jim's leadership and skill and deeply appreciate his commitment of time and talent to these efforts."

"PNC recognized long ago that building best-of-class businesses requires implementing best-of-class technology," Rohr said. "My goal as BITS Chairman is to further leverage the intellectual capital and best practices in technology for the benefit of financial institutions nationwide and our respective customers."

He added, "I am honored to accept this leadership role and to work with my fellow Board members to tackle the challenges of this new era in our industry."

New Challenges

During the Annual Meeting, the leadership of BITS' Working Groups outlined a set of accomplishments—including continued progress in reducing fraud by sharing successful strategies among senior leadership of the financial services industry—and a set of new challenges, such as those associated with the changing payment and settlement systems in the U.S. economy. Among the challenges are those associated with increased reliance on use of third-party information technology service providers, another area in which BITS has facilitated a process for establishing a framework of voluntary guidelines and business practices.

Leading the BITS Board initiatives during 2002-2004 will be Rohr, who was unanimously elected. He was named CEO of The PNC Financial Services Group in May 2000 and Chairman in May 2001. Rohr was elected a Vice Chairman in 1989, named a director in 1990, elected as President in 1992 and named Chief Operating Officer in 1998.

Under Rohr's leadership, PNC has become a recognized leader in using technology to increase efficiency and drive revenue growth with leading-edge products and services. PNC was recently ranked No. 1 in the banking industry by *Information Week* magazine among the "leading businesses in technology" and also rated among the "100 Best Places to Work in Information Technology" by *Computerworld* magazine. "At PNC, technology is a primary driver of value for our customers, shareholders and employees," Rohr said.

Rohr is a past chairman and current member of the Pennsylvania Business Roundtable and other industry organizations, including the International Monetary Conference. Rohr serves on a number of civic, cultural and educational organizations. He serves as Chairman of The Pittsburgh Cultural Trust, a director of Carnegie Mellon University, and a director of the United Way of Allegheny County.

Jim Blanchard's Leadership

The Annual Meeting also was an opportunity to honor Jim Blanchard for his role as Board Chairman during 2000-2002. "Under Jim's leadership, BITS has achieved outstanding results for our individual member institutions and for our industry," said Gene Miller, Chairman, Comerica Incorporated, and Chairman of The Financial Services Roundtable. "Even more, given the events of September 11, BITS and The Roundtable have stepped in to fill a gap that serves the whole of the Nation—coordinating efforts to manage crisis in the event of additional terrorist attacks."

Miller added, "Jim's honesty, tenacity, genuine concern for others and grasp of emerging issues are among the attributes that made him the perfect person to guide BITS and its important work."

Catherine Allen, BITS CEO, said, "Jimmy Blanchard actively demonstrates the highest integrity. His early understanding of the dynamics of change at the interface between technology, commerce and financial services has served the industry well. We are grateful for his role as one of BITS' founders, his two years of service as BITS' Chairman of the Board, and his willingness to continue to serve as a Member of the Board and its Executive Committee."

Blanchard has served as CEO of the Columbus, Georgia-based Synovus family of companies since 1971. Synovus is a multi-billion dollar, multi-financial services company. Under Blanchard's leadership, with a strong team of people and commitment to principle, Synovus has been ranked the No. 1 best place to work in the United States by *Fortune*, and in the top 10 for the past four years. He was named the "1997 Most Respected CEO" in the state by *Georgia Trend*.

About BITS

BITS, The Technology Group for The Financial Services Roundtable, was created in 1996 to foster the growth and development of electronic financial services and e-commerce for the benefit of financial institutions and their customers. Throughout its work, BITS seeks to sustain consumer confidence and trust by ensuring the security, privacy and integrity of financial transactions. BITS works as a strategic brain trust to provide intellectual capital and address emerging issues where financial services, technology and commerce intersect. Major areas of emphasis are security, privacy, standards, leveraging industry infrastructure and e-commerce market development. BITS' Board of Directors comprises the Chairmen and CEOs of some of the largest U.S. financial services holding companies as well as representatives of the American Bankers Association and the Independent Community Bankers of America.

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