

**Thomas E. Helfrich**  
Chief Human Resources Officer  
Executive Vice President



**KeyCorp**  
127 Public Square  
Cleveland, OH 44114-1306

December 3, 2007

**VIA EMAIL AND ORDINARY MAIL**

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Jim Turner  
Chief, Rapid Response Section  
Ohio Department of Job and Family Services  
145 South Front Street  
P.O. Box 1618  
Columbus, OH 43216-1618

**RE: Amendment to previous WARN Letter to Rapid Response Section  
Ohio Department Of Job And Family Services Dated November 6, 2007**

Dear Mr. Turner:

This letter will amend our letter of November 6, 2007 to provide you with current information regarding KeyCorp's strategic actions to improve its productivity and operating efficiency. Please note that there is no change from our November 6 letter concerning the site located at 34 North Main Street, Dayton, Ohio 45402. The purpose of this amended letter is to add the additional employment sites listed below and to revise the total number of employees at all sites that may experience an employment loss. Regrettably, this action will necessitate the loss of jobs at several "WARN" sites in the State of Ohio.

Accordingly, KeyCorp, which includes its affiliated subsidiaries for purposes hereof, may experience a "plant closing" or "mass layoff" as defined in the Worker Adjustment and Retraining Notification Act, 29 U.S.C. § 2101 et seq. (the "Act"), at the following employment sites in the State of Ohio:

|  |  |  |
|--|--|--|
| 2025 Ontario Avenue<br>Cleveland, OH 44115 | 800 Superior Avenue<br>Cleveland, OH 44115 | 127 Public Square<br>Cleveland, OH 44114   |
| 4900 Tiedeman Rd<br>Brooklyn, OH 44144     | 4910 Tiedeman Rd<br>Brooklyn, OH 44144     | 34 North Main Street<br>Dayton, Ohio 45402 |

KeyCorp anticipates that a total of 415 employees during 2008 may experience an "employment loss" at the above sites, which will begin at the Dayton location on January 1, 2008 (the first group of employees received individual notice letters at least 60 days prior to that date).

Please note that the actual number of affected employees is expected to be less due to normal employee attrition and our internal reassignment program.

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KeyCorp has long maintained a tradition of concern for employees and every effort is being made to assist employees where appropriate positions are unavailable through our internal reassignment program. Additionally, KeyCorp is offering outplacement programs to assist individuals in their career search and with specific skills such as resume writing and interview preparation. Employees whose positions are being eliminated are being provided separation pay and other benefits for which they qualify.

KeyCorp remains deeply committed to all of our employees and communities, and we would be pleased to answer any questions you may have concerning this matter. Kindly direct your inquiries to Katie Ladd, Human Resources, (216) 689-0812.

Please acknowledge your receipt of this letter by signing and returning the enclosed copy in the envelope provided for your convenience.

Sincerely,

**KEYCORP**

By: Thomas E. Helfrich  
Thomas E. Helfrich  
Executive Vice President

Received this \_\_\_\_ day of December, 2007

CHIEF, RAPID RESPONSE SECTION  
OHIO DEPARTMENT OF JOB AND FAMILY SERVICES

By: \_\_\_\_\_  
Authorized Signer