

Thomas E. Helfrich
Chief Human Resources Officer
Executive Vice President

RECEIVED
OHIO DEPARTMENT
JOB & FAMILY SERVICES

2007 NOV -5 P 3: 19

OFFICE OF
WORKFORCE DEVELOPMENT



KeyCorp
127 Public Square
Cleveland, OH 44114-1306

November 1, 2007

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VIA EMAIL AND ORDINARY MAIL

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

Dear Mr. Turner:

KeyCorp is implementing certain strategic actions to improve its productivity and operating efficiency. Specifically KeyCorp is closing its call center and help desk operations in a Dayton, Ohio location and consolidating operations into other centers across the United States. Regrettably, this action will necessitate the loss of jobs at a "WARN" site 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 site in the State of Ohio:

34 North Main Street
Dayton, Ohio 45402

KeyCorp anticipates that a total of 185 employees may experience an "employment loss" at the above site beginning on January 1, 2008 and ending December 31, 2008. Please note that the actual number of affected employees is expected to be less due to normal employee attrition and our internal reassignment program.

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.

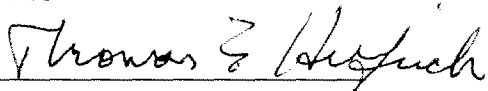
Mr. Jim Turner
November 1, 2007
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KeyCorp remains deeply committed to all of our employees and communities, and we would be pleased to answer any questions you may have concerning this matter. Kindly direct your inquiries to Katie Ladd, Human Resources, (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
Executive Vice President

Received this ____ day of November, 2007

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

By: _____
Authorized Signer