



To: Everett Bank Customers
From: Richard J. O'Neil, Jr. President and Chief Executive Officer
Subject: COVID-19 Update from Everett Bank- Branches Closed
Date: March 23, 2020

To our valued customers,

At Everett Bank, the well-being of our customers and employees is our top priority. In order to minimize the risk of Coronavirus COVID-19 transmission, we have temporarily closed our lobbies in Everett and Lynnfield, effective immediately. **Please note that both ATMS are available to customers and the drive through in Lynnfield is being staffed by a bank employee Monday-Friday 9AM-2PM and Saturday 9AM-1PM.**

As always, we're here to help. You can call our main number (617.387.1110) for live support from our staff during standard operating hours, from 8 a.m. to 4 p.m. You can also use our 24/7 service line (1.800.397.2651) for any automated account needs, like to hear current rates or check your balance.

Please remember there are alternative options to meet your banking needs:

- 24/7 online and mobile banking with services such as Online Bill Pay & Mobile Check Deposit.
 - Visit <https://secure.myvirtualbranch.com/EverettBank/SignIn.aspx> or download our ECB iMobile Banking App to sign in to your personal account.
- ATM deposits and withdrawals in both branches
- Night Drops
- ATM Foreign Surcharge Fee reimbursement (upon request)

Our team is committed to being right by you, even while our branches are closed. We will continue to share updates via email and our website.

We hope everyone continues to exercise vigilance to stay safe and healthy. Thank you for your cooperation during this time.

A handwritten signature in black ink, appearing to read "Richard J. O'Neil Jr.", is positioned above the printed name.

Richard J. O'Neil Jr.,
Chief Executive Officer