

IMPORTANT INFORMATION

What You Need to Know

Our goal at Rockland Trust is to make your transition as simple as possible. Below you will find key information that will help guide you in this process.



When can I start using Rockland Trust branches?

Assuming regulatory approvals are received, you can start using Rockland Trust branches on Monday, November 15th.

Key Facts

Account Numbers—In most cases, your account number(s) will not be changing. Please refer to page 6 for information regarding deposit account numbers and page 8 for information regarding loan account numbers. The bank routing and transit number that you will use after the merger for electronic transactions is 011304478.

Automatic Payments and Deposits—Automatic payments from your East Boston Savings Bank Visa Debit Card will no longer process after November 14th. (Please refer to the “Debit or ATM Cards” section below on what you will need to do to update your card information). However, there will be no interruption in any other automatic payments or direct deposits from/to your checking or savings account. A notification of change will be sent from Rockland Trust to the person/company that is initiating any such transactions, asking them to change the routing and transit number to Rockland Trust’s routing and transit number (011304478). After the merger is complete, if you have companies that make direct deposits to your account, you may receive a paper check during the time the person/company is updating your records.

Debit or ATM Cards—Prior to the merger, you will receive a new Contactless chip-enabled card with important information about card activation and when you should start using the new card. **Any current automatic payments from your East Boston Savings Bank Visa Debit Card will no longer be processed after November 14th.**

Important: If you have automatic payments processed through your East Boston Savings Bank Visa Debit Card, for instance, any health club memberships, Netflix, or Hulu accounts, be sure to provide your new Rockland Trust Debit Card account number to your service providers on or after November 15th to avoid interruption with your service.

If you are also an existing Rockland Trust Debit/ATM cardholder, you will receive a new card to access your converting East Boston Savings Bank account(s). After the merger is complete, you can contact us and link your account(s) to one card.

Checks—If you have a checking account, you may continue using your existing checks beyond the merger date. After the merger is complete, you will receive a communication on how to order Rockland Trust checks.

Online Banking and Online Bill Pay—If you are an online banking user, **you will receive a separate mailing from us** in late October with instructions on how to get started with Rockland Trust Online Banking.

Account History—After the merger, you will have access to 60 days of online banking transaction history, however you will not have access to view check images within your online banking transaction history. In addition, you will also have access to three years of eStatements through Rockland Trust Online Banking and will be able to view your check images on your eStatements. **For your records, we recommend that before November 12th you print or download copies of all your eStatements and online banking transaction history.**

Telephone Banking—**For security reasons, you will need to establish an access number and telephone PIN to use our automated telephone banking system after the merger is complete.** To establish an access number and telephone PIN after the merger, you should visit your local branch or call our Customer Information Center at 508.732.7072.

Safe Deposit Boxes—If you have a safe deposit box at the Dorchester, Everett, East Boston, Lynn, or Saugus branch, there will be no interruption with your service or box location. If you have a safe deposit box at the Melrose branch, you should have already received a separate communication from us to close out your box. If you have not closed your safe deposit box at the Melrose branch, please do so by October 29th.

Locations—After the merger is complete, you will have access to more than 120 branches (many of which have Sunday hours) and access to over 200 Rockland Trust ATMs.

Our Customer Information Center associates can be reached by calling 508.732.3825, and are available to answer your questions from 7:00 a.m. to 8:00 p.m. Monday through Friday, 8:00 a.m. to 5:00 p.m. Saturday, and 10:00 a.m. to 3:00 p.m. Sunday.



Please refer to the enclosed insert for more details on key dates and times.