

August 15, 2025

We are writing to inform you of upcoming changes at Coastal Heritage Bank that may affect how you conduct your banking with us.

After careful and extensive consideration, we have made the difficult decision to permanently close our **Norwell branch**, located at **One River Street**, and our **Hingham branch** located at **One Derby Street**, effective **December 12th, 2025**. This decision was not made lightly and reflects our ongoing efforts to adapt to how our customers and the banking public at large are choosing to bank with us.

For many years the number of customers utilizing physical bank branches has steadily declined. Most routine banking transactions are now conducted remotely or via our digital platform. Careful data analysis confirmed that there was insufficient transactional activity to justify the investment and cost of full-service branches in Norwell and Hingham.

We recognize that this change may cause inconvenience but we are committed to supporting you through the transition. Please know that:

- Your accounts will **remain active and unaffected** by the branch closure.
- You can continue to access your accounts and banking services through our other nearby branch locations, including:

Hanover, 1165 Washington Street, 4.3 miles from Norwell Ctr.
Scituate, 72 Front Street, 5.1 miles from Norwell Center
Marshfield, 560 Plain Street, 6.1 miles from Norwell Center

East Weymouth, 744 Broad Street, 3.9 miles from Hingham
Weymouth, 195 Washington Street, 4.2 miles from Hingham
South Weymouth, 50 Patriot Parkway, 4.6 miles from Hingham

- Our robust online and mobile banking platforms are available 24/7 for your everyday needs, including deposits, transfers, balance inquiries, bill payments, and more.
- Should you need personalized assistance, our customer service team is ready to help at 800-695-1300.

We remain deeply committed to serving the greater Norwell and Hingham communities and appreciate your continued trust in us. If you have questions about how this closure may impact your banking or would like help setting up alternative services, please don't hesitate to reach out or stop by any of our branches.

If you wish to comment on this proposed branch closing, you may file comments with:

Attn: Federal Reserve Regional Director
Federal Reserve Bank of Boston
600 Atlantic Avenue
Boston, MA 02210

Mary L. Gallagher, Commissioner of Banks
Massachusetts Division of Banks
One Federal Street, Suite 710
Boston, MA 02110-2012

Comments should be received by the proposed closing date.

Thank you for being a valued member of the Coastal Heritage Bank community.

Sincerely,

A handwritten signature in black ink, appearing to read "Robert W. Terravecchia, Jr.", written in a cursive style.

Robert W. Terravecchia, Jr.
Chairman/Chief Executive Officer