



Dear Webster Five Customers,

Webster Five is deeply committed to continuing to serve your banking needs throughout this challenging time. In our 152 years of business, we have weathered many storms and we are confident that Webster Five is well positioned to continue uninterrupted services to you. We know that this is an unprecedented and difficult time for all of you, and our thoughts and best wishes go out to you.

**We are dedicated to the health and safety of our customers and employees.**

We have activated our pandemic response plan and are continually reviewing and adapting our response to mirror the changing conditions as necessary. Most of our employees are working from home to help reduce the number of staff in our offices. We are also supporting our employees if they need time away from work if they are ill or need to take care of a loved one.

**As always, we remain available to assist you.**

Given these changing circumstances, we may experience higher than normal call volume, so please be patient as we work to answer your questions as quickly as possible. Our branch locations, with the exception of our Front Street branch, are conducting business through our drive-ups, and our ATMs are fully operational to take deposits and withdrawals. Our [Digital Banking tools](#) include a wide variety of options, allowing you to bank remotely on your terms.

**Let us know if you need additional assistance.**

If you have been impacted by the current situation and are experiencing financial hardship, please call us at 800-696-9401 and we will work with you to find a solution that fits your needs.

**We are prepared and here for you.**

We take the trust you have placed in us very seriously and we plan to continue to provide reliable access to the important services you count on. As new developments emerge regarding the Coronavirus (COVID-19), we will share this information with you on our [Coronavirus \(COVID-19\) response page](#). Rest assured, our senior leadership team remains vigilant and is monitoring the situation in real time and responding rapidly as conditions evolve.

Please stay safe and understand that as we tackle this challenge together, we're as dedicated as ever to serving you and your financial needs.

Thank you for being our valued customer.

A handwritten signature in black ink that reads "Donall J. Doyle".

Don Doyle

President and CEO