



Dear Webster Five Customers,

We greatly appreciate your loyalty and allowing us to support you through this uncertain time. As an essential business, we continue to provide reliable services to our customers and the community, and we greatly appreciate your patience as we serve your banking needs. I would like to provide you an update with the steps we're taking to uphold our commitment to serving you.

We're planning for what's next.

Massachusetts Governor Baker will soon be providing additional guidance as to next steps with reopening nonessential businesses in the state. Since Webster Five was determined to be an essential business and never closed, we have decided to continue to operate as we have since the COVID-19 pandemic began. We are in the process of planning what a return to usual business will look like, which will include a number of safety measures to protect our customers and staff. The plan we are developing will rely on guidance provided by the government and health professionals and we will continue to update you with any changes to our business practices via email and through our [Coronavirus \(COVID-19\) response page](#).

We're doing our part so you can do yours.

Webster Five will continue to provide you with the banking tools you need so we can stand together, apart. We have recently expanded our drive-up hours and offer a number of convenient contactless banking options. See the many ways you can conveniently bank with us below!

Providing The Banking Tools You Need So We Can All Stand Together, Apart

	 ATM Available 24/7	 Drive-up	 Online Banking web5.com	 Mobile App	 24/7 Phone 800.492.1032	 Contact Center 800.696.9401
ACCOUNT	Check Balances	★	★	★	★	★
	Report Fraud		★	★ <small>Send a secure message</small>	★	★
	Open New Account			★	★	
	Transfer Money	★	★	★	★	★
	Transfer Money to Family/Friend			★	★	
	Pay Bills			★	★	
	Set Account Alerts			★	★	
	Stop Payment			★	★	★
	Wire Transfer					★
	CASH	Deposit	★	★		
Withdraw		★	★			
CHECK	Cash		★			
	Deposit	★	★	★	★	
LOANS	Make a Payment		★	★	★	★
	Loan Application			★ <small>Or visit web5.com</small>	★	
DEBIT CARD	Request New Debit Card		★	★ <small>Send a secure message</small>	★	★
	Report Fraud			★ <small>Send a secure message</small>	★	★
	Report Lost/Stolen			★ <small>Send a secure message</small>	★	
	Disable/Enable Card			★	★	

We are prepared and here for you.

We will continue to provide reliable access to the important services you count on and share important business updates with you on our [Coronavirus \(COVID-19\) response page](#). If you are experiencing financial hardship as a result of the current situation and need assistance, please call us at 800-696-9401 so we can work with you to find a solution that fits your needs.

Please stay safe and know that as we work to find a way back to a new normal together, we are deeply dedicated to serving you and your banking needs.

Don Doyle
President and CEO

