

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.

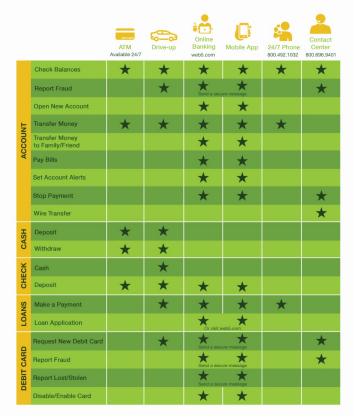
We're planning for what's next.

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



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

Don Doyle President and CEO

