

Frequently Asked Questions

Below are answers to questions you may have about the transition to Cambridge Trust Wealth Management, a Division of Eastern Bank.

Q. WHY IS THE MERGER BETWEEN CAMBRIDGE TRUST AND EASTERN BANK HAPPENING?

A. The merger between Eastern Bank and Cambridge Trust creates the opportunity for two banks with a shared commitment to the customers we serve to come together. The combined bank will operate under the Eastern Bank brand and offer all customers more robust banking capabilities with access to more than 100 banking locations across eastern Massachusetts and southern and coastal New Hampshire. As part of this merger, the wealth management practices of Cambridge Trust and Eastern Bank will also join forces under Cambridge Trust Wealth Management, a Division of Eastern Bank brand.

Q. WHAT ARE THE BENEFITS OF THE NEWLY COMBINED WEALTH MANAGEMENT DIVISIONS UNDER THE CAMBRIDGE TRUST BRAND?

A. Cambridge Trust has been serving clients since its founding in Cambridge, Massachusetts in 1890. Like Eastern Bank Wealth Management, the company focuses on building individual client relationships on a truly personal level. Together, we are a stronger and more powerful organization comprised of experienced and highly skilled professionals offering both individual and institutional clients comprehensive wealth management services including investment management, financial planning, fiduciary and trust services, and a robust online account access portal – Total Wealth.

Q. WILL MY EASTERN BANK WEALTH MANAGEMENT TEAM REMAIN IN PLACE?

A. Yes. You will continue to work with your current Relationship Manager who now will have access to an expanded team of investment, planning and trust professionals, who are credentialed and experienced. The new wealth management division will be headquartered at 125 High Street in Boston's Financial District. Additional wealth management offices are in Manchester, Portsmouth and Concord, New Hampshire and Southport, Connecticut.

Q. WHO WILL LEAD WEALTH MANAGEMENT FOR EASTERN BANK AND CAMBRIDGE TRUST?

A. Jeffrey Smith, head of Cambridge Trust's Wealth Management division, will lead the new Cambridge Trust Wealth Management, a Division of Eastern Bank. Bill Walsh will lead Wealth Management in Massachusetts for the combined teams, bringing his depth of experience from Eastern Bank to the combined organization.

Q. WILL MY ACCOUNT NUMBER STAY THE SAME?

A. Yes. Account numbers are not changing.

Q. WILL MY WEALTH MANAGEMENT INVESTMENT OBJECTIVES REMAIN THE SAME?

A. Yes. You will continue to own the same investments as you do today. As always, your Relationship Manager continually manages your account to ensure your portfolio is on target to achieve stated investment objectives.

Q. WILL MY MANAGEMENT FEE CHANGE?

A. No. Your fee will remain the same. What will change is the timing of when your fees are charged to your account. Eastern Bank Wealth Management currently processes fiduciary and investment management fees on a mid-month cycle. Following the transition, all fee processing will move to a month-end cycle.

Q. WHEN WILL MY EASTERN BANK WEALTH MANAGEMENT ACCOUNT TRANSITION TO CAMBRIDGE TRUST WEALTH MANAGEMENT?

A. The transition of your account from Eastern Bank Wealth Management to Cambridge Trust Wealth Management will occur over the weekend starting Friday, August 30, and will be completed when we open for business on **Tuesday, September 3**, following Labor Day.

Q. WILL I BE ABLE TO ACCESS MY WEALTH MANAGEMENT ACCOUNT INFORMATION ONLINE USING EASTERN PORTFOLIO™?

A. Access to Eastern Portfolio™ will end on **Monday, September 30th at 5 PM**. If you are currently on the online Eastern Portfolio™ platform, your portfolio information will transfer to the Cambridge Trust Total Wealth platform. You will receive new login credentials prior to **September 3, 2024**. If you have any questions or need assistance, contact your Relationship Manager, or visit the Total Wealth Management Resource Center at www.cambridgetrust.com/totalwealthresourcecenter.

Q. WILL MY HISTORIC ACCOUNT INFORMATION IN EASTERN PORTFOLIO™ TRANSFER TO TOTAL WEALTH?

A. No. We recommend you use the "File Downloads" feature in Eastern Portfolio™ to download your account information/reports before **Monday, September 30, 2024**.

Q. WILL MY ACCOUNT STATEMENT CHANGE?

A. Yes. Upon the transition of your Eastern Bank Wealth Management account to Cambridge Trust Wealth Management, you will be receiving a new statement that will include year-to-date account information. Included in your *Welcome Kit* is a Guide to Reading Your Cambridge Trust Account Statement. As always, your Relationship Manager is available should you have any questions.

Q. WILL MY ELECTRONIC STATEMENTS IN EASTERN PORTFOLIO™ TRANSFER TO TOTAL WEALTH?

A. No. We recommend that clients who are currently receiving electronic statements to download their statement before **Monday, September 30, 2024**, as no historical statements will be available in Total Wealth. Your Relationship Manager can also provide you a copy.

Q. CAN I RECEIVE ELECTRONIC STATEMENTS IN TOTAL WEALTH?

A. Yes. You have the option to opt-out of paper delivery in favor of viewing your statement online in Total Wealth. You will receive an email notification when the statements become available. If you already opted for electronic statements with Eastern Bank Wealth Management, this option will continue without you needing to take any action.

Q. HOW WILL I RECEIVE TAX REPORTING FOR 2024?

A. Going forward, Cambridge Trust Wealth Management will be mailing your annual account tax reporting. If you choose to enroll in Cambridge Trust's online portal, Total Wealth, your tax information can be found in the Documents tab.