

# CAMBRIDGE — TRUST —

PRIVATE BANKING WEALTH MANAGEMENT

## Frequently Asked Questions

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## GENERAL MERGER INFORMATION

### Why is Optima Bank & Trust merging with Cambridge Trust?

Joining forces with Cambridge Trust preserves the strengths of Optima while bringing additional private banking and wealth management services to meet our clients' needs. Cambridge Trust has been providing wealth management services since 1992 and manages over \$1 billion with wealth assets in New Hampshire. In addition to the full suite of deposit and lending services that clients enjoy today, they will benefit from:

- A full range of wealth management capabilities, including wealth planning, investment management, and trust and estate services.
- More capabilities for business clients, such as a higher lending capability of \$30 million (up from \$5 million), per relationship, and a robust suite of treasury management services.
- Access to additional banking offices and ATM locations in Greater Boston.

### Who is Cambridge Trust?

Founded in 1890, Cambridge Trust is a stable, financially strong institution and one of New England's leaders in private banking and wealth management. Since 1992, Cambridge Trust has been providing wealth management services from its three locations in New Hampshire and manages over \$1 billion in client assets in New Hampshire. As of March 31, 2018, Cambridge Trust had \$2.1 billion in total assets and \$ 3.1 billion of wealth management assets under management. Cambridge Trust is publicly traded on NASDAQ under the symbol CATC.

### Where is Cambridge Trust located?

Cambridge Trust has ten private banking offices and 16 ATMs in Greater Boston, and five wealth management offices in Boston, Massachusetts; and Concord, Manchester, and Portsmouth, New Hampshire. Like Optima, Cambridge Trust believes that client service, including local decision making, are key differentiators that will continue post-merger.

### Is Cambridge Trust a safe and sound financial institution?

Cambridge Trust has a long track record of consistent growth and profitability since its inception in 1890. As of March 31, 2018, the Company had total assets of \$2.1 billion and assets under management and administration of \$3.1 billion, with \$1 billion of this total in New Hampshire.

### How can I learn more about Cambridge Trust and how they do business?

More information can be found regarding Cambridge Trust on its main website at [cambridgetrust.com](http://cambridgetrust.com).

### What will the new bank be called?

Optima Bank & Trust will become Cambridge Trust to enable the combined organization to serve clients under one name, one brand.

### When will the name change occur?

We plan to begin changing office signage to reflect the new name around the same time as the systems transition over the weekend of July 19.

### What's going to change as a result of the merger?

In addition to the name change, we will be transitioning Optima Bank & Trust client accounts on to Cambridge Trust's systems over the weekend of July 19, 2019. In mid-June, you will receive a personalized mailing about specific changes to your account(s), online and mobile banking access, debit cards, and other information.

## GENERAL MERGER INFORMATION (CONTINUED)

While no other significant changes are planned, we will update you, as necessary, if there are changes that may impact your banking needs.

### **How will the merger affect me or my business in my everyday banking activities?**

The merger will have no immediate impact on the way you go about your banking activities. In the near-term, you will continue to transact business with Optima Bank just as you do today. In mid-June, all Optima Bank clients will receive a personalized mailing with detailed information regarding the transition of your account(s) to Cambridge Trust systems. This communication will address any change that may impact your:

- Current account(s) and debit cards
- Online Banking, Bill Pay, Mobile Banking and other online tools
- Safe Deposit Boxes and other bank services

### **Will my money still be FDIC insured?**

Your FDIC Coverage will not change unless you have accounts at both Optima and Cambridge Trust with combined deposits that exceed \$250,000. Your deposits will be insured in full for six months after the merger of Cambridge Trust and Optima Bank. If you have deposits at both banks, please contact Cambridge Trust's Client Resource Center at 844-251-4244.

### **What's not changing?**

A primary goal of the merger is to build upon Optima's past success. All of Optima's six offices will continue to be staffed by the same familiar banking professionals you have come to know and trust. Moreover, our commitment to the local communities we serve will continue.

### **Whom can clients contact if we have questions about the merger?**

If you have any questions about the merger, please contact Cambridge Trust's Client Resource Center at 844-251-4244 or visit [welcome.cambridgetrust.com](http://welcome.cambridgetrust.com).

### **Where can I find the most up-to-date information about the transition of my account?**

You can find the latest information about the transition and ask any questions you have at [welcome.cambridgetrust.com](http://welcome.cambridgetrust.com), or call our Client Resource Center at 844-251-4244.

## TRANSITION WEEKEND (FRIDAY, JULY 19 TO MONDAY, JULY 22)

### **Is there anything I need to do to prepare for the systems transition in July?**

You will receive a mailing in mid-June with detailed information about the transition, including key dates and any preparation, which may be required.

### **When does the transition officially begin?**

The transition officially begins as of 5:00 p.m. on Friday, July 19, and continues through Monday, July 22, at 8:30 a.m.

### **Will Optima offices be open during the transition weekend?**

No. All Optima offices will be closed starting at 5:00 p.m. on Friday, July 19, and will remain closed through the weekend. ATMs are available 24/7. Offices will reopen on Monday, July 22, at 8:30 a.m. as Cambridge Trust offices.

## **TRANSITION WEEKEND (FRIDAY, JULY 19 TO MONDAY, JULY 22) (CONTINUED)**

### **Will I be able to use my Debit/ATM and/or HSA card during the transition weekend?**

Yes. Over the transition weekend you can continue to use your Optima Debit/ATM and Health Savings cards as usual.

### **Will I be able to access Optima Online Banking and Bill Pay during the transition weekend?**

As of 5:00 p.m. on Friday, July 19, you will be able to view your account information in Optima Online Banking, but you will not be able to initiate transfers or new bill payments. Please make all your transfers and new bill payments prior to 5:00 p.m. on Friday, July 19. Cambridge Trust Online Banking will be available for access as of Monday, July 22, at 7:30 a.m.

## **BANKING OFFICES AND ATMS**

### **Will Optima Bank & Trust offices remain open?**

Yes. All Optima Bank & Trust banking offices will open as Cambridge Trust on Monday, July 22, and will continue to operate during normal business hours.

### **Will my safe deposit box and fees change?**

No. You will continue to access your safe deposit box at the same location. There are no fee changes.

### **Can I transact business at Cambridge Trust banking offices before July 22, 2019?**

Not yet. You should continue to bank as you normally do before the systems convert over the weekend of July 19, 2019. On Monday, July 22, 2019, you will be able to make deposits and perform most other transactions at Cambridge Trust banking offices.

### **Do you reimburse ATM fees?**

Yes. As a former Optima client, your existing personal checking account will be converted to a new Cambridge Trust checking account, which receives unlimited ATM surcharge refunds. You will be reimbursed for any fees charged by ATM operators when you withdraw funds from your new Cambridge Trust checking account.

### **Will there be any disruption with existing Optima ATMs during the transition weekend?**

All Optima Bank & Trust ATMs will function normally during transition weekend.

### **Will the business hours at the current Optima Bank & Trust offices change?**

No, the banking office hours will remain the same, Monday through Thursday 8:30 a.m. – 5:00 p.m., Friday 8:30 a.m. – 6:00 p.m., and Saturday 8:30 a.m. – 12:00 p.m.

### **Are there other Cambridge Trust offices in New Hampshire?**

Cambridge Trust currently has three wealth management offices in New Hampshire:

Concord, NH  
49 South Main Street, Suite 203  
Concord, NH 03301  
Phone: 603-226-1212

Manchester, NH  
1000 Elm Street, Suite 201  
Manchester, NH 03101  
Phone: 603-657-9015

Portsmouth, NH  
One Harbour Place, Suite 240  
Portsmouth, NH 03801  
Phone: 603-373-6010

## **ATM AND DEBIT CARDS (INCLUDING HSA CARDS)**

### **Will I receive a new ATM/Debit Card?**

Yes. You will receive a new card in September or October. In the meantime, you may continue to use your existing Optima Bank card.

### **Will I be able to use my card over the conversion weekend?**

Yes. You will be able to use your card anywhere cards are accepted. Optima Bank ATMs will remain active throughout the transition.

### **Will I receive a new Health Savings (HSA) card?**

Yes. You will receive a new HSA card in September or October. In the meantime, you may continue to use your existing Optima Bank HSA card.

### **Will there be any changes with my Health Savings Account (HSA)?**

No. There will be no changes to your Health Savings Account.

## **ONLINE & MOBILE BANKING**

### **Will there be any changes to Online & Mobile banking?**

Yes. You will receive information about how to log in to Cambridge Trust's Online Banking for the first time. Once you've set up your Online Banking account, you can download the Mobile Banking App in the Welcome Mailing that you will receive in mid-June.

### **Will I have access to Online Banking during the conversion weekend?**

You will be able to view your accounts online, but you won't be able to transact business.

### **When will I be able to access my account using the Cambridge Trust website?**

Beginning July 22 at 7:30 a.m., you will be able to log in to Online Banking on the Cambridge Trust website to access your accounts. Once you've set up your account online, you can then download the mobile app for your Apple or Android device. Please refer to the Online & Mobile Banking insert you received with your Welcome Kit in mid-June for more information on how to log in to and access your online banking account.

### **How do I log into Cambridge Trust Online Banking for the first time?**

Starting on Monday July 22nd, you will access your account through Cambridge Trust Online Banking. Please follow the instructions below to access your accounts for the first time.

1. Visit [cambridgetrust.com](http://cambridgetrust.com) and select "login" and choose "Online Banking."
2. Enter your existing user ID. Using all lowercase letters in the Online Banking User ID field.
3. You will be asked to select the phone number(s) on file to get a phone call so that you can enter the security code that is displayed on your screen; or you can enter your mobile phone number that we have on file to receive your security code in a text message. At least one valid phone number is required in order to successfully log in to your Cambridge Trust online account, so please make sure that your phone number is updated in the system prior to July 19th 2019.
4. Enter your temporary password.

## ONLINE & MOBILE BANKING (CONTINUED)

5. You will be prompted to change your password after successful authentication. Your new password must be 8-32 characters; must include at least 1 letter and 1 number; cannot include a space; cannot include a character that repeats more than 2 times in a row; and cannot include the following characters \<>'& . If your existing Optima password meets the five requirements, you could change your temporary password to your existing Optima password.
6. You will need to read and accept the terms and conditions of Online Banking.

### **How do I set up mobile banking?**

Once you have successfully logged in to your Cambridge Trust Online Banking account on or after July 22, 2019, you will be able to log in to your Cambridge Trust Mobile App with your Online Banking user ID and your password. Download the mobile App from Google™ Play Store or Apple® App Store. You will need to go through the additional security verification process when you first log onto your Mobile App. Please note that you must log in to your Cambridge Trust Online Banking Account first before you can use the Mobile App.

### **Will I need to set up Online Bill Pay?**

Your Optima Bill Pay information will automatically transfer to Cambridge Trust, including your payees, recurring payments and future-dated payments. You will, however, need to reestablish any eBills from your Optima account in your new Cambridge Trust account on or after July 22.

### **What will happen to my payees through Optima Bank & Trust?**

Your Optima Bill Pay information will automatically transfer to Cambridge Trust, including your payees, recurring payments and future-dated payments. You will, however, need to reestablish any eBills from your Optima account in your new Cambridge Trust account on or after July 22.

## PERSONAL BANKING

### **What will happen to direct deposit of payroll or social security payments going into my account?**

Direct deposits and other ACH payments will continue to post to your account as usual as well as all outgoing ACH payments.

### **Will my deposit account number change?**

No. Your deposit account number will not change.

### **Will I be responsible for changing my direct deposit or my direct debit information?**

No. Your existing direct deposits and your auto-debit from vendors will continue to post to your account. For direct deposit or debits entered after July 19, 2019, please use Cambridge Trust's ABA routing number, 011300595.

### **Can I make a deposit at a Cambridge Trust bank office before July 22, 2019?**

Not yet. You should continue to bank as you normally do before the systems merge over the weekend of July 19, 2019. On Monday, July 22, 2019, you will be able to make deposits and perform most other transactions at Cambridge Trust banking offices.

### **Will Optima checks and deposit tickets be honored after the conversion?**

Yes. You can use your existing Optima checks and deposit tickets until your next check order.

## **PERSONAL BANKING (CONTINUED)**

### **Are my deposits FDIC insured?**

Your FDIC Coverage will not change unless you have accounts at both Optima and Cambridge Trust with combined deposits that exceed \$250,000. Your deposits will be insured in full for six months after the merger of Cambridge Trust and Optima Bank. If you have deposits at both banks, please contact Cambridge Trust's Client Resource Center at 844-251-4244.

### **Do you charge for foreign transaction fees?**

As a former Optima client, your existing checking account will be converted to a Cambridge Trust checking account, which is exempt from foreign transaction fees. You will not be charged any foreign transaction fees when you use your Cambridge Trust Premium Debit card associated with your existing checking account.

### **Where can I find more information out about how my savings and/or checking accounts will transition to Cambridge Trust accounts?**

All Optima Bank clients will receive a Welcome Kit in mid-June. Please refer to the Account Summary in your Welcome Kit for more information on how your savings and/or checking accounts will transition to Cambridge Trust accounts. Please contact Cambridge Trust on or after Monday, July 22, if you are interested in transitioning to a different type of account.

### **Will changes be made to my Optima certificate of deposit or IRA certificate of deposit accounts?**

Your interest rate and term will remain the same until maturity.

### **What is Cambridge Trust's routing number?**

Cambridge Trust's ABA routing number is 011300595.

### **Will I be able to access my Optima Bank & Trust account history?**

You will have access to your Optima Bank & Trust account history through Friday, July 19. We recommend downloading your transaction history if you will need to refer back to it.

### **When will I receive my last statement from Optima Bank & Trust?**

Your final deposit statement will be produced by Optima Bank and mailed the week of July 22.

### **When will funds from deposits be available?**

Our policy is to make funds from your deposit of cash, checks, or wire transfers available to you no later than the first business day after the day we receive your deposit. At that time, you may withdraw your funds in cash, and we will use the funds to pay checks that you have written.

Funds from electronic direct deposits to your account will be available on the day we receive the deposit. Electronic funds transfers withdrawn from another financial institution that you initiated through Cambridge Trust Company may not be available until the fifth business after the date we receive them.

## **BUSINESS AND COMMERCIAL BANKING**

### **Will my deposit account number change?**

No. Your deposit account number will not change. You can continue using your existing Optima Bank & Trust checks and deposit slips.

### **Will I be responsible for changing my direct deposit or my direct debit information?**

No. Your existing direct deposits and your auto-debit from vendors will continue to post to your account. For direct deposit or debits entered after July 19, 2019, please use Cambridge Trust's ABA routing number, 011300595.

### **Can I make a deposit at a Cambridge Trust bank office before July 22, 2019?**

Not yet. You should continue to bank as you normally do before the systems merge over the weekend of July 19, 2019. On Monday, July 22, 2019, you will be able to make deposits and perform most other transactions at Cambridge Trust banking offices.

### **Will Optima checks be honored after the conversion?**

Yes. You can use your existing Optima checks until your next check order.

### **Where can I find more information out about how my business checking or business savings accounts will transition to Cambridge Trust accounts?**

All Optima Bank clients will receive a Welcome Kit in mid-June. Please refer to the Account Summary in your Welcome Kit for more information on how your business checking and/or business savings accounts will transition to Cambridge Trust accounts. Please contact Cambridge Trust on or after Monday, July 22, if you are interested in transitioning to a different type of account.

### **Will changes be made to my business certificate of deposit?**

Your interest rate and term will remain the same until maturity.

### **What is Cambridge Trust's routing number?**

Cambridge Trust's ABA routing number is 011300595.

### **Will I be able to access my Optima Bank & Trust account history?**

You will have access to your Optima Bank & Trust account history through Friday, July 19. We recommend downloading your transaction history if you will need to refer back to it.

### **When will I receive my last statement from Optima Bank & Trust?**

Your final deposit statement will be produced by Optima Bank and mailed the week of July 22.

### **When will funds from deposits be available?**

Our policy is to make funds from your deposit of cash, checks, or wire transfers available to you no later than the first business day after the day we receive your deposit. At that time, you may withdraw your funds in cash, and we will use the funds to pay checks that you have written.

Funds from electronic direct deposits to your account will be available on the day we receive the deposit. Electronic funds transfers withdrawn from another financial institution that you initiated through Cambridge Trust Company may not be available until the fifth business after the date we receive them.



## **BUSINESS AND COMMERCIAL BANKING (CONTINUED)**

### **Where do I find information about my IOLTA Account?**

Please refer to the *Important Information for Cambridge Trust Clients* disclosure booklet for information about your new accounts.

### **Where do I find information about my Non-Profit Interest Checking Account?**

Please refer to the *Important Information for Cambridge Trust Clients* disclosure booklet for information about your new accounts.

### **Will I have access to a business banker?**

Yes. As we transition your business relationship to Cambridge Trust's, one of our treasury management professionals will contact you personally to discuss your current business needs and customize a plan to seamlessly transition your business during the conversion.

## **TELEPHONE BANKING**

### **Does Cambridge Trust offer Telephone Banking?**

Starting on July 22, 2019 you may start using Cambridge Trust's 24-Hour Private LINE Telephone Banking system at 617-254-BANK (2265) or 800-876-6406. You can access account information, transfer funds between accounts, make loan payments, and other activities at your convenience. When you call Private LINE for the first time, you will hear instructions on how to set up your personal identification number (PIN).

## **MORTGAGES AND OTHER LOANS**

### **How will I make my loan payments?**

Prior to July 19, 2019, you will receive a letter from Optima Bank indicating that your loan will now be serviced by Cambridge Trust. After July 22, 2019, you will receive a mailing from Cambridge Trust with the payment address and other important information.

### **Will the terms of my loans change?**

No. The terms of your loan(s) will remain the same.

### **Will my loan account number change?**

Yes. Your loan account number will include the suffix 00001(e.g., 1234567-00001).

### **Will I be able to make loan payments electronically?**

Yes. Please update your payment information on or after July 22.

**Bank Name:** Cambridge Trust

**ABA/Routing Number:** 011300595

**Address:** P.O. Box 380186, Cambridge MA 02238

**Loan Account Number:** As indicated on your Account Summary

## MORTGAGES AND OTHER LOANS (CONTINUED)

### **I received an Optima loan application prior to the merger, how can I submit it?**

If you received a Mortgage or Home Equity Line of Credit application, you may return it to any one of our Office locations in New Hampshire or Massachusetts. If you received a personal loan application, please return it to your Loan Officer in New Hampshire or contact our Client Resource Center, who can direct you to the appropriate individual. Our Client Resource Center can be reached at 844-251-4244, between 8:00 a.m. and 5:30 p.m. EST., Monday through Friday (excluding Federal Banking Holidays).

### **How do I submit a Mortgage or Home Equity Line of Credit application?**

You can visit our website to learn more about our lending programs and to submit an application. If you have any questions, please contact our Client Resource Center at 844-251-4244, between 8:00 a.m. and 5:30 p.m. EST., Monday through Friday (excluding Federal Banking Holidays).

### **Where do I make loan payments?**

If you mail your loan payment, please start using the following address for payments due on July 22, 2019 or later:

Cambridge Trust  
Loan Payment Processing  
P. O. Box 380186  
Cambridge MA 02238-0186

If you elected automatic payments with your loan, they will continue after the transition. You do not need to do anything.

### **How do I make payments to my commercial loan/line of credit?**

Continue making payments as you normally do. You will receive a letter from Cambridge Trust after the July 22 transition with additional information.

## CONTACT

### **Whom can clients contact if we have questions about the merger?**

If you have any questions about the merger, please contact Cambridge Trust's Client Resource Center at 844-251-4244.

### **Where can I find the most up-to-date information about the transition of my account?**

You can find the latest information about the transition in the Welcome Kit you received in mid-June. You can also contact our Client Resource Center at 844-251-4244.