



Frequently Asked Questions

1. 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 later this year

2. 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 December 31, 2018, Cambridge Trust had \$2.1 billion in total assets and \$2.8 billion of wealth management assets under management. Cambridge Trust is publicly traded on NASDAQ under the symbol CATC.

3. Where is Cambridge Trust located?

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

4. 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 December 31, 2018, the Company had total assets of \$2.1 billion and assets under management and administration of \$2.9 billion, with \$1 billion of this total in New Hampshire.

5. 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.

6. 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.

7. 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 in mid-July.



Frequently Asked Questions

8. 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 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.

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

9. 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

10. Does Cambridge Trust have the same deposit insurance coverage as Optima Bank & Trust?

Yes, both institutions' deposits are insured by the Federal Deposit Insurance Corporation (FDIC) up to \$250,000. This coverage can be increased for larger deposits through titling of accounts. We also participate in the Certificate of Deposit Account Registry Service (CDARS). These certificates of deposit (CDs) enable customers to insure their deposits for more than the FDIC insurance limit. Funds in a noninterest-bearing transaction account are insured up to the FDIC limit of \$250,000. More information about this coverage, and the process of determining maximum coverage, may be obtained from office staff or www.FDIC.gov.

As a result, the transition will not affect deposit insurance coverage for many customers. If you have accounts at both Cambridge Trust and Optima Bank & Trust, under federal law you will continue to receive the same FDIC coverage as if your accounts were still at separate banks for six months after the transition. CDs will continue to receive separate FDIC insurance coverage until the first maturity date after the six-month period. After six months have passed, if your total account balances exceed \$250,000, any excess may not be covered by FDIC insurance. Therefore, there may be changes to your deposit insurance coverage at the time of the transition if you have over \$250,000 in your aggregate deposit accounts at Optima Bank & Trust.

If you have questions about FDIC insurance on your account(s) or CDARS, please call the Cambridge Trust Client Resource Center at **844-251-4244**.

11. When can I start using Cambridge Trust banking offices and ATMs?

After our systems merge over the weekend of July 19, 2019, you can begin banking on Monday, July 22, 2019 at Cambridge Trust Massachusetts offices and ATMs in Boston, Cambridge, Belmont, Lexington, Concord, and Weston. In addition, you will have access to Cambridge Trust online and mobile banking on Monday, July 22, 2019.



Frequently Asked Questions

12. 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.

13. Is there anything I need to do to prepare for the systems transition in July?

You will receive detailed information in mid-June about the transition, including any preparation, if any, that may be required.

14. Will my account number change?

No account numbers will change during the system transition on July 19, 2019.

15. Will I receive a new debit card?

Your Optima Visa Debit/ATM card and existing PIN number will continue to work after the system transition date on July 22, 2019. In September of 2019, you will be issued a Cambridge Trust MasterCard Debit card that will require you to activate. Your PIN number will remain the same.

16. Will there be any changes to online or mobile banking?

Yes. You will receive information about how to log in to your Cambridge Trust online and mobile banking system in the Welcome Mailing that you will receive in mid-June.

17. 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.

18. Will Optima checks be honored after the conversion?

Yes.

19. 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.

20. 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 844-251-4244 or visit welcome.cambridgetrust.com.

Investments are not FDIC insured • May lose value • Not bank guaranteed • Not insured by any government agency



Member FDIC