

# CAMBRIDGE — TRUST —

PRIVATE BANKING WEALTH MANAGEMENT



A Warm Welcome to  
Wellesley Bank Clients



# Building Trusted Relationships

## LET'S GET STARTED

Now that Cambridge Trust and Wellesley Bank are officially one, we look forward to getting to know you.

And that's important to any relationship. At Cambridge Trust, we take the time to understand you, your values, and your goals, so we can deliver the kind of exceptional personal service and custom financial solutions you need to build and protect your wealth for the things that matter to you and to deliver the most important return of all – trust.

You'll still have access to the team of Premier Bankers that you've come to rely on at the former Wellesley Bank office locations, but now you can also benefit from expanded personal and business banking options such as more locations, a larger lending capacity, expanded wealth management capabilities, and sophisticated treasury management services.

Please take a moment to browse through this guide. We've put it together to introduce you to Cambridge Trust and to make your transition as seamless as possible. For more information, please visit us online at **[CambridgeTrust.com/WelcomeWellesleyBank](https://CambridgeTrust.com/WelcomeWellesleyBank)** or call **844-251-4244**.

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## Key Dates

### WHAT TO EXPECT AND WHEN

#### Week of September 14

- **Online & Mobile Banking** clients will receive an additional information package in the mail with detailed information about the transition to Cambridge Trust's Online & Mobile Banking.

#### Friday, October 2

##### 9 a.m.

- **Conversion Begins:** Transition of accounts to Cambridge Trust systems will begin.
- **Bill Pay:** Online & Mobile Bill Pay service is disabled. No changes to payees or payments can be made after this time until 8 a.m. on Monday, October 5.

##### 4 p.m.

- **Wellesley Banking offices** close for the weekend.
- **ATMs:** Available for withdrawal only.
- **Online Banking:** All transfers must be made before 4 p.m.
- **Online & Mobile Banking** available for viewing only until 8 a.m. on Monday, October 5.
- **Business Online & Mobile Banking** is discontinued. No access is available until 8 a.m. on Monday, October 5.
- **Statements:** Your final deposit statement will be produced by Wellesley Bank and mailed the week of October 5.

#### Saturday – Sunday, October 3-4

- **Banking Office Hours:** All Wellesley Bank offices will be closed.
- **ATMs:** Available for withdrawal only.
- **Debit/ATM Card(s):** Continue to use your Wellesley Bank Debit/ATM card(s) as usual until your new card(s) arrive in February 2021.

#### Monday, October 5

- **Banking Office Hours:** Offices will reopen as Cambridge Trust at their normally scheduled time.
- **ATMs:** Available for all transactions.
- **Online Banking & Bill Pay** are available at 8 a.m.
- **Business Online Banking with Bizbanker & Bill Pay** are available at 8 a.m.
- **Mobile Apps:** Cambridge Trust Mobile Apps available for download on the Apple® App Store and Google™ Play.
- **Debit/ATM Card(s):** Continue to use your Wellesley Bank Debit/ATM card(s) as usual until your new card(s) arrive in February 2021.

#### February 2021

- **Debit/ATM Card(s):** You will receive your new chip-enabled Cambridge Trust debit card(s) with activation instructions.

# Personal Checking & Savings

## PERSONAL CHECKING ACCOUNTS

If you are a Wellesley Bank personal checking client, your account(s) may convert to one of the three Cambridge Trust accounts below, as indicated on your enclosed **Account Summary**. **Your Monthly Maintenance Fee will be waived through December 31, 2021.** If your account is not listed below, refer to the enclosed **Personal and Business Banking Account Agreements and Disclosures** booklet for information about your new account.

	Value Checking	Premium Relationship	Premium Plus Relationship
Monthly Maintenance Fee*	\$9.95 (Waived with Direct Deposit per statement cycle)	\$18	\$25 (Waived with Cambridge Trust first mortgage)
Minimum Balance Requirement to Avoid Monthly Maintenance Fee	None	\$10,000 Combined Average Monthly Balance**	\$25,000 Combined Average Monthly Balance**
Earns Interest	N/A	✓	✓
Complimentary Debit Card	✓ <i>Please continue to use your current Wellesley Bank personal debit card for all transactions until your new Cambridge Trust debit card arrives in February 2021.</i>	✓	✓
ATM Access	Unlimited through December 31, 2021. Thereafter, ATM Surcharges will resume.	Unlimited through December 31, 2021. Thereafter, \$15 in Surcharge Rebates per statement cycle.	Unlimited
Complimentary Online & Mobile Banking	✓	✓	✓
Check Orders	Variable	Complimentary initial order of standard checks	Complimentary standard checks; designer checks discounted

\* Once the transition is complete on October 5, 2020, your Monthly Maintenance Fee will be waived through December 31, 2021.

\*\* You may link all related personal deposit accounts for which you have direct ownership to count toward the balance required to waive the Monthly Maintenance Fee.

- If you receive international wire transfers, you should contact the sender on or after October 5, and provide the following information to direct the transfer to Cambridge Trust:

**Bank Name:** Cambridge Trust Company

**ABA/Routing Number:** 011300595

**Bank Address:** 1336 Massachusetts Avenue, Cambridge, MA 02138

**U.S.A. SWIFT Code:** CAUPUS31



### PERSONAL SAVINGS ACCOUNTS

If you are a Wellesley Bank personal savings client, your account may convert to one of the four Cambridge Trust savings options below, as indicated on your enclosed **Account Summary**. If your account is not listed below, refer to the enclosed **Personal and Business Banking Account Agreements and Disclosures** booklet for information about your new account.

	Personal Statement Savings	Premium Savings	Personal Money Market	Personal Concierge Money Market
Monthly Maintenance Fee	\$3 <i>(Waived through December 31, 2021)</i>	\$7 <i>(Waived through December 31, 2021)</i>	\$7 <i>(Waived through December 31, 2021)</i>	\$35 <i>(Fees will not be waived)</i>
Minimum Balance Requirement to Avoid Monthly Maintenance Fee	\$250 Daily	\$2,500 Daily	\$2,500 Daily	\$40,000 Average Daily Balance
Earns Interest	✓	✓	✓	✓

For complete information about account rates, fees and other disclosures, please see the enclosed **Personal and Business Banking Account Agreements and Disclosures** booklet.



# Online & Mobile Banking

## Key Dates

### Week of September 14

- **Online & Mobile Banking** clients will receive an additional information package in the mail with detailed information about the transition to Cambridge Trust.

### Friday, October 2

9 a.m.

- **Bill Pay:** Online & Mobile Bill Pay service is disabled. No changes to payees or payments can be made after this time until 8 a.m. on Monday, October 5.

4 p.m.

- **Online Banking:** All transfers must be made before 4 p.m.
- **Online & Mobile Banking** available for viewing only until 8 a.m. on Monday, October 5.

### Saturday – Sunday, October 3-4

- **Your Online Bill Pay information will be automatically converted**, including payees, recurring payments and future dated payments.

### Monday, October 5 at 8 a.m.

- **Online Banking and Bill Pay** are available.
- **Mobile App:** After you have logged into Online Banking for the first time, you can download the Cambridge Trust Mobile App from the Apple® App Store and Google™ Play.
- **Reestablish your eBills** in Cambridge Trust's Bill Payment service.



To learn more about Online & Mobile Banking, visit [CambridgeTrust.com/OnlineBankingTutorials](https://CambridgeTrust.com/OnlineBankingTutorials) for a quick video tour.



*In September you will receive an Online & Mobile Banking Package in the mail with detailed information about transitioning to Cambridge Trust's Online & Mobile Banking.*

## What's New and Different?

- **Mobile Deposit** is available with new higher limits: \$10,000 in one day and a total of up to \$100,000 in 25 days.
- **New Bill Pay Limits** are \$20,000 per payment and \$30,000 total per day.
- **Online Transaction History** will initially include 3 months of transactions from July 1, 2020, and will eventually build to 18 months of transactions.
- **Quicken® or QuickBooks®**  
You can find helpful information about Quicken or QuickBooks downloads by visiting **CambridgeTrust.com/WelcomeWellesleyBank.**



***Continue to make payments as you normally do until October 5, 2020.***

*For payments due on or after this date, please follow the directions below.*

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## Residential Mortgages, Personal Loans & Lines of Credit

If you have a Wellesley Bank loan or credit line of any kind, your interest rate and other loan terms will remain the same. Your loan account number will now have "00001" as a suffix, as indicated on your Account Summary.

- If you elected auto payments with your loan, they will continue after the transition. You do not need to do anything.
- If you mail your payment, please start using the following address for payments due on **October 5, 2020**, or later:

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

- If you pay with an electronic payment service, such as another bank's online banking service, please update your payment information on **October 5, 2020**, or later with the following:

**Bank Name:** Cambridge Trust Company

**ABA/Routing Number:** 011300595

**Bank Address:** 1336 Massachusetts Avenue, Cambridge, MA 02138

**U.S.A. SWIFT Code:** CAUPUS31

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

You will receive a reminder mailing from Cambridge Trust after October 5, 2020 about these changes.



# Business & Commercial Banking

If you have a business account(s) at Wellesley Bank, the enclosed Account Summary provides the name of your new Cambridge Trust product(s). The charts on the following pages describe the many features and benefits available to your business.

- Your deposit account numbers will remain the same.
- If you receive domestic wire transfers, credit card or debit card payments, ACH credits, or other electronic payments, they will continue to post to your account as they normally do.
- If you receive international wire transfers, you should contact the sender on or after **October 5, 2020**, and provide the following information to direct the transfer to Cambridge Trust:

**Bank Name:** Cambridge Trust Company

**ABA/Routing Number:** 011300595

**Bank Address:** 1336 Massachusetts Avenue, Cambridge, MA 02138

**U.S.A. SWIFT Code:** CAUPUS31

- You can continue to use your existing Wellesley Bank checks until your next order.
- If you have a commercial loan or line of credit, your interest rate and other loan terms will remain the same. Your loan account number will now have "00001" as a suffix, as indicated on your Account Summary.
- Continue to make your loan payments as you normally do.



# Business & Commercial Checking & Savings

## BUSINESS AND COMMERCIAL CHECKING ACCOUNTS

If you have a Wellesley Bank business checking account(s), it may transition to one of the four Cambridge Trust accounts below, as indicated on your enclosed **Account Summary**. If your account is not listed below, refer to the enclosed **Personal and Business Banking Account Agreements and Disclosures** booklet for information about your new account.

	Business Convenience Checking	Business Concierge Checking	Commercial Checking	Community Partnership Checking
Monthly Maintenance Fee	\$10 <i>(Waived through December 31, 2021)</i>	\$25 <i>(Waived through December 31, 2021)</i>	\$15	None
Minimum Balance Requirement to Avoid Monthly Maintenance Fee	\$1,000 Average Monthly Balance	\$10,000 in Business Concierge or \$25,000 combined business/ personal deposit balances or commercial loan relationship	Receives earnings credit based on balances maintained	None
Number of Free Transactions	200	500	Variable	500
Cost per Additional Item	\$0.50	\$0.50	Variable	\$0.25
ATM Surcharge Refunds	Unlimited	Unlimited	Unlimited	N/A
Online & Mobile Banking	✓	✓	✓	✓



### BUSINESS AND COMMERCIAL SAVINGS ACCOUNTS

If you have a Wellesley Bank business savings account(s), it may transition to Cambridge Trust with one of business savings options below, as indicated on your enclosed **Account Summary**. If your account is not listed below, refer to the enclosed **Personal and Business Banking Account Agreements and Disclosures** booklet for information about your new account.

	Business/ Non-Profit Statement Savings	Business/ Non-Profit Money Market	Business Concierge Money Market
Monthly Maintenance Fee	\$2 <i>(Waived through December 31, 2021)</i>	\$6 <i>(Waived through December 31, 2021)</i>	\$35 <i>(Fees will not be waived)</i>
Minimum Balance Requirement to Avoid Monthly Maintenance Fee	\$200 Daily	\$5,000 Daily	\$40,000 Average Daily Balance
Earns Interest	✓	✓	✓

For complete information about account rates, fees and other disclosures, please see the enclosed **Personal and Business Banking Account Agreements and Disclosures** booklet.

# Business Online & Mobile Banking with BizBanker

## Key Dates

### Week of September 14

- **Business Online & Mobile Banking** clients will receive an additional information package in the mail with detailed information about the transition to Cambridge Trust.

### Friday, October 2 9 a.m.

- **Bill Pay:** Online & Mobile Bill Pay service is disabled. No changes to payees or payments can be made after this time until 8 a.m. on Monday, October 5.

### 4 p.m.

- **Online Banking:** All transfers must be made before 4 p.m.
- **Online & Mobile Banking** is discontinued. No access is available until 8 a.m. on Monday, October 5.

### Saturday – Sunday, October 3-4

- **Your Online Bill Pay information will be automatically converted**, including payees, recurring payments and future dated payments.

### Monday, October 5 at 8 a.m.

- **Business Online Banking with BizBanker and Bill Pay** are available.
- **Mobile App:** After you have logged into Business Online Banking with BizBanker for the first time, you can download the Cambridge Trust BizBanker Mobile App from the Apple® App Store and Google™ Play.
- **Reestablish your eBills** in Cambridge Trust's Bill Payment service.



*To learn more about Online & Mobile Banking with BizBanker, visit [CambridgeTrust.com/BizBankerTutorials](http://CambridgeTrust.com/BizBankerTutorials) for a quick video tour.*



*In September you will receive an Online & Mobile Banking package in the mail with detailed information about transitioning to Cambridge Trust's Online & Mobile Banking with BizBanker.*

## What's New and Different?

- **Mobile Deposit** is available with new higher limits: \$20,000 in one day and a total of up to \$100,000 in 25 days.
- **New Bill Pay Limits** are \$20,000 per payment and \$30,000 total per day.
- **Online Transaction History** will initially include 3 months of transactions prior to October 5, 2020, and will eventually build to 18 months of transactions.
- **Quicken® or QuickBooks®**  
You can find helpful information about Quicken or QuickBooks downloads by visiting **CambridgeTrust.com/WelcomeWellesleyBank**.





# Wealth Management

**CHARTING A COURSE TO HELP YOU BUILD, PROTECT, ENJOY  
AND TRANSFER YOUR WEALTH.**

For generations, individuals, families, and businesses have relied on Cambridge Trust to understand their goals and values and develop a holistic wealth management plan focused on what's most important to them.

Life doesn't stand still. Children. Business opportunities. Second homes. Wealth transfer. Retirement planning. Grandchildren. Wherever you are in your life, our private bankers and wealth management team will work closely with you to deliver individual attention, expertise and custom solutions for your evolving financial needs.

*Cambridge Trust recently ranked among the top 20  
Largest Independent Investment Advisors in  
Massachusetts by the Boston Business Journal.*

*To learn more about our Wealth Management services, contact your Premier Banker, or call Mary Beth Mahoney, Senior Managing Director, at 781-489-7605. For additional info visit us online at [CambridgeTrust.com](http://CambridgeTrust.com).*

## **WEALTH PLANNING**

Our relationship starts with a conversation to gain a thorough understanding of your personal and professional priorities. We ask the right questions and listen carefully so we can develop a comprehensive plan for both the expected and unexpected things that come along in life.

Important financial issues we address include:

- Cash flow and budgeting
- Credit needs and cash management
- Insurance coverage
- Wealth transfer; estate, gift and tax planning
- Personal and charitable gifting
- Education and retirement planning
- Succession planning

## **INVESTMENT MANAGEMENT**

Cambridge Trust serves as a fiduciary, meaning we always act in your best interest. Our seasoned investment team has an average of 18 years industry experience and many possess advanced degrees and professional designations. We manage your assets from a "total portfolio" perspective, incorporating your individual goals, values and risk tolerance, and can offer the sophisticated resources and forward-thinking investment expertise required to reach your objectives.

## **TRUSTS & ESTATES**

To ensure your wishes for your wealth and legacy are fulfilled, our trust and estate team will structure a plan which best suits your needs. We also offer the advantages of New Hampshire's favorable and flexible trust laws to both residents and non-residents of New Hampshire.

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



# Frequently Asked Questions

## ONLINE & MOBILE BANKING

### **Q. Can I expect to receive additional information regarding Cambridge Trust's Online & Mobile Banking services?**

**A.** Yes. In September both Consumer and Business Online Banking clients will receive an Online & Mobile Banking package in the mail with detailed information about transitioning to Cambridge Trust's Online & Mobile Banking.

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

**A.** Beginning **October 5 at 8 a.m.**, you will be able to log into Online Banking on the Cambridge Trust website to access your accounts. You will need to log in using your browser. Once you've accessed your accounts online, you can then download the Cambridge Trust Mobile App on the Apple® App Store or Google™ Play for your device.

### **Q. When can I download Cambridge Trust's Mobile Banking App?**

**A.** Depending on whether you use Cambridge Trust Online & Mobile Banking or Online & Mobile Banking with BizBanker, you can download the appropriate app once you have successfully logged into your new Cambridge Trust Online & Mobile Banking account.

**Q. Will there be changes to my current Online Bill Payments?**

**A.** Yes, there will be changes to Online Bill Pay. In September you will receive an Online & Mobile Banking package in the mail providing you with detailed information or you can visit **CambridgeTrust.com/WelcomeWellesley Bank** for more details.

## DEPOSIT ACCOUNTS

**Q. Will my deposit account number change?**

**A.** No. Your deposit account number will not change. You can continue using your existing Wellesley Bank checks and deposit slips.

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

**A.** 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 October 2, 2020, please use Cambridge Trust's ABA routing number, 011300595.**

**Q. Will Wellesley Bank checks be honored after the conversion?**

**A.** Yes. Your Wellesley Bank checks will not expire. Once your checks run out and you place a new order, you will be issued new Cambridge Trust checks.

## LOAN ACCOUNTS

**Q. How will I make my loan payments?**

**A.** How you make your loan payments depends on the manner of payment:

- **If you elected auto payments** with your loan, they will continue after the transition. You do not need to do anything.
- **If you mail your payment**, please start using the following address for payments due on **October 5, 2020**, or later:

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

- **If you pay with an electronic payment service**, such as another bank's online banking service, please update your payment information on **October 5, 2020**, or later with the following:

**Bank Name:** Cambridge Trust Company

**ABA/Routing Number:** 011300595

**Bank Address:** 1336 Massachusetts Avenue, Cambridge, MA 02138

**U.S.A. SWIFT Code:** CAUPUS31

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





**Q. Will the terms of my loans change?**

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

**Q. Will my loan account number change?**

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

## **ATM/DEBIT CARDS**

**Q. Will I receive a new card?**

**A.** Yes. You will receive a new card in February 2021. In the meantime, you may continue to use your existing Wellesley Bank card.

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

**A.** Yes. You will be able to use your card anywhere cards are accepted. Wellesley Bank ATMs will remain active throughout the transition, but will be available for withdrawal only during conversion weekend. For more information about these changes, visit [CambridgeTrust.com/WelcomeWellesleyBank](https://CambridgeTrust.com/WelcomeWellesleyBank).

**Q. Do you reimburse ATM fees?**

**A.** Yes. As a former Wellesley Bank client, your existing personal checking account will be converted to a new Cambridge Trust checking account. Value Checking and Premium Relationship Checking Accounts receive **unlimited ATM surcharge refunds through December 31, 2021**. You will be reimbursed for any fees charged by ATM operators when you withdraw funds from your new Cambridge Trust checking account. Premium Plus Relationship Accounts receive unlimited ATM surcharge rebates. Please refer to the table on page 4 of the **Personal Checking and Savings** section in this book for information on the specific products you have. Please refer to the **Personal and Business Account Agreements and Disclosures** for fee information after the waiver period expires on December 31, 2021.

## **BANKING OFFICES/SAFE DEPOSIT**

### **Q. When can I start using Cambridge Trust offices and ATMs?**

**A.** You can begin banking at any Cambridge Trust office or ATM on **Monday, October 5, 2020.**

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

**A.** You will continue to access your safe deposit box at the same location. Cambridge Trust will waive fees for one year based on due date. Renewal rates will be updated in 2021.

## **MORE INFORMATION**

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

**A.** Starting on **October 5, 2020**, you may begin 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).

### **Q. Where can I find the most up-to-date information about the transition of my account(s)?**

**A.** You can find the latest information about the transition of your account(s) and ask any questions you have at **CambridgeTrust.com/WelcomeWellesleyBank**, or call our Client Resource Center at **844-251-4244**.

*Don't see what you're looking for? Please visit  
**CambridgeTrust.com/WelcomeWellesleyBank**  
for additional information.*



# Community Commitment

**INVESTING IN GREATER BOSTON AND NEW HAMPSHIRE.**

At Cambridge Trust, we share the same strong conviction to giving back to the communities in which we live and work as Wellesley Bank does. And together, we'll make an even stronger impact.

From lending technical expertise to community organizations to partnering with local groups who support affordable housing, economic development, financial literacy, racial equality, and more. No amount of effort is too large. The Wellesley Bank Charitable Foundation will continue to support area organizations as well.

## Financial Strength

- **\$4 billion** in total assets
- **\$3.7 billion** in assets under management and administration as of June 30, 2020
- Founded in **1890**
- Wholly owned by Cambridge Bancorp.  
**Nasdaq: CATC**

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# About Cambridge Trust

**A TRADITION OF TRUST, OVER A CENTURY OF COMMITMENT.**

Trust means everything to us. It's who we are. It's in our DNA. It's in our name.

And for the past 130 years, individuals, families and businesses have trusted us with their financial lives. They rely on us to know what really matters to them. And to always put their best interests first. Especially today, when the financial impact of trusted advice is more important than ever.

But trust isn't only about personal advisors and expert bankers, it's also about Cambridge Trust as an organization. We have a legacy of financial strength and credibility, remaining safe and sound throughout economic downturns. And today, as a leading private banking and wealth management company, we're delivering sound financial advice and holistic solutions that can help you build and protect your wealth for what really matters to you.



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# Locations

At Cambridge Trust, personal service means convenient access and exceptional personalized service for all your financial needs.

## BANKING OFFICES

### MASSACHUSETTS

Belmont  
Boston (3)  
Cambridge (4)  
Concord  
Lexington  
Needham – North Hill\*  
Newton  
Wellesley (3)  
Weston

### NEW HAMPSHIRE

Bedford  
Dover  
North Hampton  
Portsmouth  
Portsmouth – Pease Tradeport\*  
Stratham

## WEALTH MANAGEMENT OFFICES

Boston, MA  
Wellesley, MA  
Concord, NH  
Manchester, NH  
Portsmouth, NH

\* Limited Service

Visit [www.CambridgeTrust.com/findlocation](http://www.CambridgeTrust.com/findlocation) for a map, directions, office hours, and phone numbers.

# How to Contact Us



Go to **CambridgeTrust.com/WelcomeWellesleyBank** for more information and answers to all your questions about the Cambridge Trust and Wellesley Bank merger.



Call **844-251-4244** and speak with a Cambridge Trust client advisor.



Visit your nearest Cambridge Trust office.

**CAMBRIDGE**  
— TRUST —

PRIVATE BANKING · WEALTH MANAGEMENT



Member FDIC  
NMLS #697495

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