



To Our Valued Customers & Community,

The health and well-being of our customers, community and employees continues to be the priority at National Grand Bank. We would like to provide an update on operations at NGB as we continue to navigate these uncertain times.

- Our two drive-thru lanes will continue to operate during regular hours:
 - Monday-Thursday: 7:15am - 5:00pm
 - Friday: 7:15am - 6:00pm
 - Saturday: 8:30am – Noon

- At this time, our Main Office lobby has been closed to customers. For extenuating circumstances, please contact us at (781) 631-6000 to make an appointment.

- Please keep in mind: you do not need to physically come to NGB to conduct your normal banking. In addition to our drive-thru and 24-hour ATMs, we offer several alternatives to enable you to bank remotely:
 - Online Banking
 - Mobile Banking with Mobile Deposit
 - Telephone Banking

- Although we are operating at greatly reduced staffing levels for the safety of our employees, Team NGB will continue to be available by phone to assist your needs at (781) 631-6000.

It is important to remember that there is no safer place to have your money right now than NGB -- your money is safe, secure and FDIC insured at National Grand Bank.

We want to reiterate that while our intent is to keep our drive-thru open as long as we can, new information is forthcoming hourly. We will do what is needed to protect the health and safety of our customers, employees, their families and loved ones. Please know that we would never take such drastic measures unless it was absolutely essential to stopping the spread of this deadly virus. The CDC, the Commonwealth of Massachusetts and the US government all have been emphatic in their appeal to social distance and avoid contact. Now we heed the plea and will do everything we can to be part of the solution and stop the spread of COVID-19.

Please reach out if you have any questions or concerns. We thank you for being a valued customer today and in the future, and appreciate your continued support and patience during this uncertain time. We wish you and your loved ones good health in the days to come.

