



Dear Williamstown Bank Customers,

We finally made it to 2021! I wanted to write to you on behalf of us at Williamstown Bank as we look to move forward from the challenges of 2020 to the hope of a new year and a fresh start.

I didn't get to properly introduce myself to many of you this past year, as less than two weeks after I stepped into my new role as President & CEO on March 10, we were thrust into the chaos and confusion of the initial lockdowns and uncertainty of Covid-19. Like many businesses, we were forced to change our operations on a dime, while ensuring our customers still had the critical access they needed to their banking services. Our team worked hard to still open accounts, process stimulus payments, and provide relief to loan customers through an extensive program of deferrals and extensions. As a small business ourselves, we too felt the impact, both financially and emotionally, of the toll the pandemic took on our community.

I started with Williamstown Bank as a part time receptionist in 2002, and in my 19 years with the Bank, there has never been a year as challenging as 2020. We had worked hard the prior year implementing our interactive teller machines (ITMs), along with our new office in Lubeck featuring a donation based coffee shop, where 100% of the proceeds received go back to local non-profit organizations in our community. We were forced to close our lobbies merely weeks after opening Lubeck, but we were able to see the benefit of the contactless technology in the ITMs, where live video tellers were able to help with transactions such as deposits, loan payments, cashing checks, and allowing us to expand our service hours from 7am-7pm Monday-Friday. Our online/mobile banking allows for mobile check deposit, card on/off, increasing card limits, along with many other useful features as many were homebound or limited in their ability to bank in person.

We look forward in 2021 to bringing you even more convenience as we add features such as E-sign, allowing you to sign new account/loan documents remotely, on your time, all while maintaining that personal touch you deserve and expect from a community bank. As though we offer the same technology as the big banks, we still believe in a live person answering our phones and in relationship banking, something you won't find at larger banks.

I want to thank you for choosing Williamstown Bank for your banking needs. In a world where you have countless options, we do not take it lightly that you choose to do business with us.

Just as it was for us, we know 2020 was hard for many of you as well. We know that as we still struggle with limited capacities in businesses, remote schooling, illness, etc. that banking can take a back seat. We want you to know that regardless of when you are ready to open that new account, buy a home, or obtain working capital for your small business, we will be here ready to serve you. Our passion is our community. We believe there are better days ahead, and we look forward to helping you realize your financial dreams, as well as making sure we give back to the very community that supports us.

Please don't hesitate to contact myself, or one of our wonderful team members, with any questions or concerns you may have and thank you again for choosing Williamstown Bank.

Thank you,

Sharon Anderson
President & CEO