

2021 ANNUAL REPORT

# LifeDesign Banking®

A Unique Approach  
from a Bank that Cares

**Fidelity Bank**

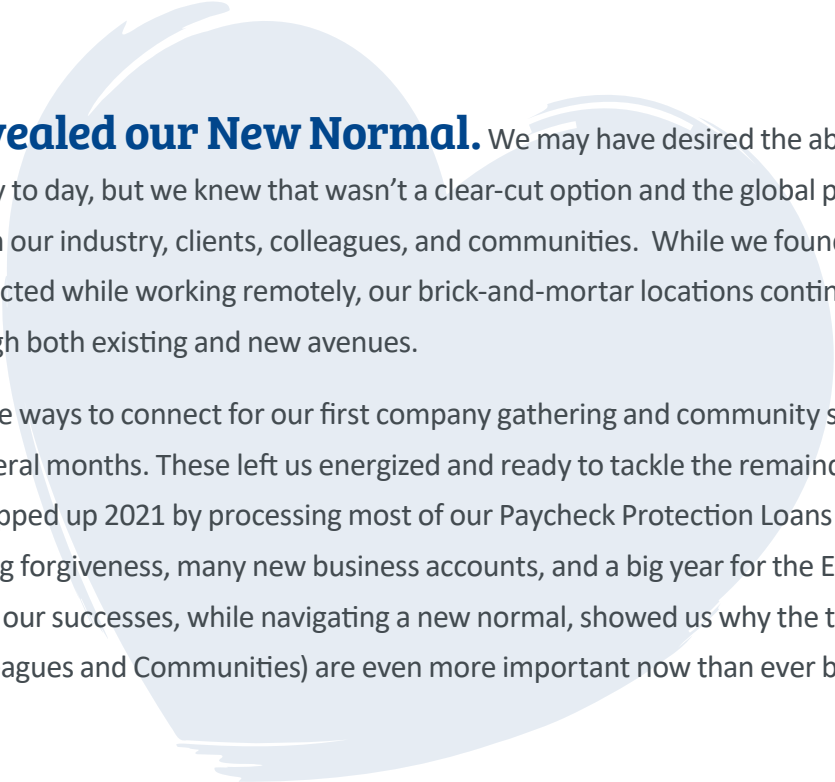
Helping you get where you want to be™



# 2021

All of Our Financial Decisions  
**Make a Difference.**





**2021 revealed our New Normal.** We may have desired the ability to return to normal day to day, but we knew that wasn't a clear-cut option and the global pandemic had left a mark on our industry, clients, colleagues, and communities. While we found new ways to stay connected while working remotely, our brick-and-mortar locations continued to serve clients through both existing and new avenues.

We found safe ways to connect for our first company gathering and community summer events in several months. These left us energized and ready to tackle the remainder of the year. We wrapped up 2021 by processing most of our Paycheck Protection Loans and their corresponding forgiveness, many new business accounts, and a big year for the Exchange Authority. All our successes, while navigating a new normal, showed us why the three C's (Clients, Colleagues and Communities) are even more important now than ever before.



Updated Barre Banking Center



## OUR CLIENTS ARE **Resilient**

Navigating the second year of a global pandemic is no easy task – our clients navigated some tough challenges with ease and even thrived in the face of adversity. We were able to assist them with the Paycheck Protection Program funding and forgiveness submission, and our Exchange Authority had incredible success in 2021.

Our Paycheck Protection Program not only provided funds to small and minority owned businesses in the area, but it also saved and protected a significant number of local jobs. **We had growth in many areas of the bank thanks to the resilience of our client base.**

Not to be left out was the success of our Exchange Authority in 2021, which included the appointment of a new President and CEO, John Peculis. John brought more than 20 years of industry experience to this role and continued the legacy of the Exchange Authority and its perception of being the experts to whom the experts turn. Additional success included:

- ♥ New loans of \$368M (*not including PPP Loans*), a 15% increase from 2020: \$138 in commercial, \$181 in residential, and \$48 in HELOC loans
- ♥ 2,400 new consumer accounts and 400 new business accounts
- ♥ 284 Exchanges

It is also important to note that we updated our banking center lobbies in our Barre and Shrewsbury Street, Worcester locations. We hope these locations allow for the best customer experience and are honored to share them with you in person.

## 2021 At A Glance

### New Clients

**2,398**

Consumer Clients

**392**

Business Clients

**73**

Municipal Clients

### Investment & Insurance

**500** = **\$70**

Clients Under Mgmt.

Million Dollars in Assets  
Under Management



### Mortgages

**581** = **\$182**

Dollars in Millions

### Equity Lines

**337** = **\$47.1**

Dollars in Millions

### Equity Loans

**31** = **\$1.37**

Dollars in Millions

### Paycheck Protection and Program Funding & Forgiveness To Date

**291** ADD'L  
PPP  
LOANS = **\$26.0**

Dollars in Millions

**688** PPP  
LOANS  
FORGIVEN = **84%** PPP LOAN  
FORGIVENESS  
RATE

### Commercial Loans

**533** = **\$164.4**

Dollars in Millions



Needham Community Council Thanksgiving Delivery



## OUR COLLEAGUES GREW TO **New Heights**

With our mission and vision at the heart of all they do, our colleagues remained a driving force in the recovery and rebuild post pandemic. In addition to hiring some key players, we promoted many from within. Earlier in the year, we announced the promotion of more than a dozen colleagues across the bank footprint. These promotions were across many departments, including Marketing, Collections, Retail and Operations, to name a few.

To further our investment in our people, **we formally announced our Strategic Innovation and Optimization Lab**, an internal consulting team to help better serve and anticipate client needs through technology enhancements, process improvements, project management, and data analytics.



Internal document & image storage portal

ATM balancing automation process

Data analytics & AI/machine learning investment

In response to a 36% increase in mobile app visits, a 244% percent increase in online chat sessions and a 258% increase in submitted web forms in Q1 of 2021 compared to 2020, we appointed bankers to virtual roles, whose responsibilities are to assist customers in the digital realm, but also manage day to day small business questions related to online accounting software and check delivery, as well as online payment and service options for all customers.

When we closed our physical doors in Stow, we expanded on our virtual space, by enhancing the digital banker program, added two specifically for Stow clients. Clients can connect with familiar faces through video chat, web chat, phone, or email – whichever is most convenient for them. Joe Murchison and Mary Hanlon became our first digital-first private banking team, working with established Stow clients, but assisting in many other areas. **Access to digital bankers means our clients still have a dedicated resource in the palms of their hands.**

While more things went virtual in 2021, we also celebrated our first time together in person in several months with an all-employee BBQ gathering. We brought in food trucks, a big tent, and listened to a presentation by leadership – it was so incredible to be in person, outdoors and in a safe gathering space. The time spent working remotely ensures we cherish the time together.



Photos from our Colleague BBQ Gathering



WBJ Diversity & Inclusion Event



## OUR COMMUNITIES REMAINED **Strong**

The past year has highlighted some unique needs in each of our communities. We donated over \$400,000 to more than 220 worthy causes through our LifeDesign Community Dividend. In addition to money set aside, we also had significant contributions from our team members for Caring Casual Fridays. Organizations receiving contributions in 2021 included Indian Hill Music of Littleton (soon to be Groton Hill Music Center when the organization opens its new home in Groton) to support outreach programs and provide scholarships for students at public schools across Fidelity Bank's service area as well as Entrepreneurship for All, Inc.; Black Box Theatre; Heywood Healthcare; Reliant Foundation; WooSox Foundation; March of Dimes Foundation; Needham Community Council; NewVue Communities, Inc.; The Shine Initiative and the Worcester County Food Bank; among others.

In addition to the dividend funding, **we were incredibly excited to be back out in our communities, where we could do so safely.** Our Inclusion and Diversity Council participated in several in-person events and ensured we provided several sponsorships and grants for a wide range of opportunities.



- ♥ We were honored to be the presenting sponsor of North Central Massachusetts Chamber of Commerce Women's Leadership Connection featuring Lauren Baker, First Lady of the Commonwealth of Massachusetts.
- ♥ We showed our support for Pride Month by attending and delivering ice cream at the NoWoCo Pride - Raising the Progress Pride Flag event.
- ♥ Our very own Ed Manzi spoke as part of the panel and we were the presenting sponsor of the WBJ Diversity and Inclusion panel event.
- ♥ We provided \$10,000 in funding to the creation of the Major Taylor Museum, playing a key role in the completion of the project considered vital to Worcester's cultural community, honoring the life and legacy of Worcester resident Marshall "Major" Taylor, who in 1899, became the first African American cycling world champion.
- ♥ We supported the YWCA as they worked on and completed renovations.



The Frosty Flyer at NoWoCo Pride



We sponsored the Teddy Bear Toss at the Railer's Hockey Game!



Sponsoring the Woo Sox 50/50 Raffle

## OUR COMMUNITIES REMAINED **Strong** (cont'd)

Our LifeDesign Workshop Events were also an important staple in the communities. We held four throughout the year that highlighted different topics, from Cybersecurity to Social Security and everything in between like insurance and money savviness topics to help our most experienced members of the community.

Outside of our brick and mortar locations, we had several Frosty Flyer events, continued our Valentine's Share the Love efforts, and participated in community events all year long.



The Frosty Flyer at Quabbin Football



Valentine's Share the Love,  
Gardner Fire Dept





Day of Caring Project at one of our Local Playgrounds!



WLC Baker Sponsorship

Because **we care so deeply**, we strive every day to have a positive impact on our local communities, friends, families, and neighbors.




Elder Finances Seminar

## 2021 Financials FIDELITY COOPERATIVE BANK

### Consolidated Statement of Condition December 31, 2021

(Dollars in Thousands)



“Like smart friends, we care deeply about your well-being and we will use our hearts and our heads to deliver the clarity and confidence you need to get where you want to be.”

#### Assets

Cash and Due From Banks	\$ 18,075
Securities	244,219
Net Loans	901,651
Bank Premises and Equipment	20,443
Other Assets	39,125

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<b>TOTAL ASSETS</b>	<b>\$ 1,223,513</b>
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#### Liabilities and Equity

Deposits	\$ 1,072,189
Borrowings	18,479
Other Liabilities	9,612

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<b>TOTAL LIABILITIES</b>	<b>1,100,280</b>
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Equity	121,294
Accumulated Other Comprehensive Income	1,939

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<b>TOTAL EQUITY</b>	<b>123,233</b>
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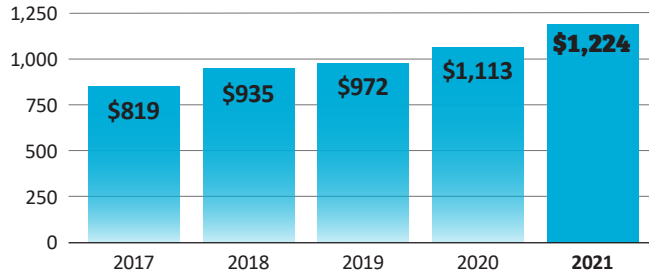
<b>TOTAL LIABILITIES AND EQUITY</b>	<b>\$ 1,223,513</b>
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## 2021 Financials FIDELITY COOPERATIVE BANK

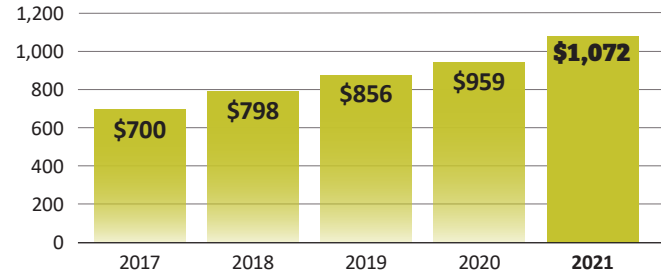
### Total Assets

**10%**  
Growth from 2020



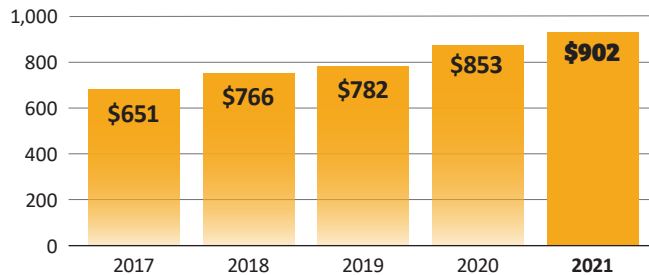
### Total Deposits

**12%**  
Growth from 2020



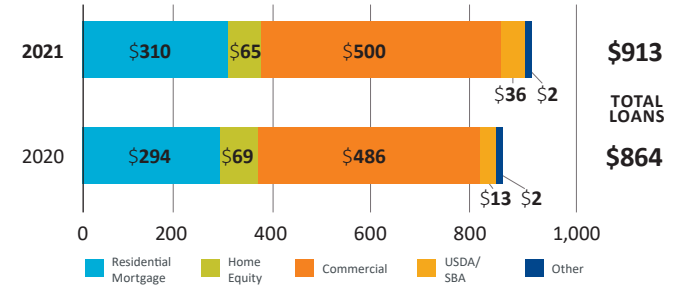
### Net Loans

**6%**  
Growth from 2020



### Gross Loan Portfolio Composition

**6%**  
Growth from 2020



Dollars in Millions

# LEADING THE LifeDesign Way



**Edward F. Manzi, Jr.**

Chairman & CEO



**Christopher W. McCarthy**

President & COO

## Executive MANAGEMENT

### EXECUTIVE VICE PRESIDENTS

Faisal Azam

David Brassard

Nancy Coyle

### SENIOR VICE PRESIDENTS

Derek Beahn

Sheila Julien

Lisa Krywucki

David Perry

Joseph Silva

Sally Buffum

John Kelley

Jennifer Ledoux

Sherri Pitcher

Eric Torkornoo

Linda Carmichael

Sheila King-Goodwin

Joanne Morse

Dana Roberts

Jennifer Conrad

Brad Kirlin

Bradley Nichols

Deborah Sendrowski

### VICE PRESIDENTS

Cheryl Becotte

Allison Giangrande

James Notaro

Stephen Smith

Wanda Walsh

Paula Bernier

Debra Kazarian

Robert Nowotny

Brenda Tecce

Kara Wiersma

Frederick Brose

John LaBarre

John Pacheco

Joyce Thibault

Natasha Winslow

Jameson Burgoyne

Gelsomina Long

Tanya Quinn

Kathleen Trainor

Brenda Woods

Patricia Charpentier

Amber McCreadie

Michael Richard

Richard Vallee

Peter Favata

Veronica Meneses

Claire Risi

Ana Vargas

### ASSISTANT VICE PRESIDENTS

Debra Daniels

Judy Khallady

Min Middelkoop

Michelle Ramos

Peter Gochis

Zachery Lavoie

Joseph Murchison

William Spencer

Nichole Hamm

Brandon McCabe

Kendra Paskell

### EXCHANGE AUTHORITY

John Peculis, President & CEO

Jennifer Leger, VP, Exchange Specialist

## BOARD OF DIRECTORS

John Allen

Janet S. Chambers

Brian Cirelli

Alvin Collins

Scott Howard

Ronald LeBlanc

Patricia Leonhardt

Edward F. Manzi, Jr.

Ronald Marchetti

Maureen Marshall

Edward McLaughlin, Jr.

C. Deborah Phillips

R. Joseph Salois

Dean Sweeney

## BOARD OF CORPORATORS

Alan Agnelli

Robert Alario

John H. Allen

Alice Anderson

Kenneth Basque

Guy H. Boyer

Stephen Brewer

Matthew Campobasso

Janet Chambers

Brian J. Cirelli

Alvin Collins

Carolee Eaton

Deborah Ekstrom

John Flick

Bruce Forman

Joseph Guercio

Sheila Harrity

Daniel B. Haynes

Jeannie Hebert

Scott Howard

Mark Kavanagh

Linda Kosinski

Deborah LaPointe

Ronald LeBlanc

Patricia Leonhardt

Edward F. Manzi

Ronald Marchetti

Maureen M. Marshall

Brent Mangel

Christopher McCarthy

Edward J. McLaughlin, Jr.

Ann Meilus

Thomas M. Mertzic

Charisse Murphy

David R. Ojerholm

Enrico Palmerino

Joan Pena

C. Deborah Phillips

Bob Pillsbury Jr.

Sherri Pitcher

Debra Pochini

Paul Przybyla

Mark Puccio

Kenneth Ricker

Cynthia Ring

Mary Ritter

R. Joseph Salois

Douglas Stone

Dean Sweeney

Leslie Tondreau

Rebecca Tuttle

Paul Valois

Steve Volante



Providing the  
confidence  
to move  
forward that  
comes from  
making a  
well-informed  
decision.





*Delivering clarity and confidence,  
with a caring heart.*

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