

2022 Annual Report

# LifeDesign Banking<sup>®</sup>

Care. Clarity. Confidence.





**BEST-IN-STATE  
BANKS**

**Forbes**

**2022**

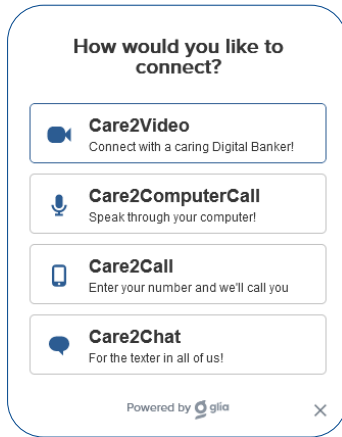
POWERED BY STATISTA

## 2022 brought more opportunities our way.

With challenges in the economy and uncertainty in the world, individuals, families, and businesses looked for assurance and guidance. Fidelity Bank has been able to leverage its natural position as a trusted, community-based institution in the marketplace. As a well-capitalized, 5-star rated institution, folks continue turning to us as a source of security, safety, and stability.

We are especially proud of being named by Forbes as one of America's Best Banks 2022. Only 2.7 percent of banks nationwide made the cut for these rankings.

We believe it's our solid foundation driven by our LifeDesign Banking approach, the C.A.R.E. process, and our focus on the three C's (Clients, Colleagues, and Communities) that has given us such success over the past year. While we celebrate these accomplishments, they motivate us to keep striving forward to new heights and successes. **Care. Clarity. Confidence. This is LifeDesign Banking.**



*Glia Opening Screen*

## Strength in OUR CLIENTS

We listen carefully to our clients, as we put them at the center of all the decisions we make. Because of this, we've made improvements to our digital services, launched several new products, as well as enhanced our physical branch footprint.

We rolled out a new digital-centric customer service platform mid-year, called Glia. With Glia, clients can connect with us seamlessly across multiple channels: video, chat, computer calls, or by using our call back option. We put our care into our digital services to connect with clients in whatever channel is most convenient for them.

Providing better money management tools is a must in today's complex world. With the successful launch of Credit Insights, clients can keep tabs on their credit, monitor for suspicious activity, and learn ways to improve their score.



This value suite of tools has received favorable feedback from our clients.

We continued our modernization initiatives with the renovations of our Needham, Shirley, and Winchendon banking centers. Our banking centers continue to be a critical distribution channel.

All of these improvements culminated in a significant increase in our Net Promoter Score (NPS), which measures the commitment level of our clients.

- ♥ Net Promoter Score (NPS): 71 (an industry-leading score)
- ♥ LifeDesign Banking Brand Awareness: doubled amongst our clients
- ♥ Received clarity and confidence? 89% cited 'Yes'

2022 At A Glance

New Clients

1,698

Consumer Clients

386

Business Clients

Mortgages

256 = \$113

Dollars in Millions

Equity Lines

386 = \$56.2

Dollars in Millions

1031 Exchanges

265

Exchanges



Equity Loans

50 = \$3.4

Dollars in Millions

Investment & Insurance

500 = \$82

Clients Under Mgmt.

Million Dollars in Assets Under Management

Commercial Loans

353 = \$272.7

Dollars in Millions



*Teddy bear drive for Railers Night Sponsorship*

## Strength in OUR COLLEAGUES

With the ever-changing pace in the banking industry, our colleagues continue to step up and amaze us. Their commitment and dedication to delivering on our LifeDesign Banking approach are what truly sets us apart.

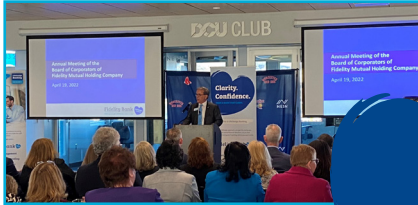
Our colleagues were certainly on the move this past year! 30 individuals were promoted across virtually every area of the bank, including Community Banking, Operations, Technology, Lending, and many others. The Fidelity Bank family grew substantially this past year, which underscores our commitment to maintaining high service standards as we experience such high growth. In 2022, almost 40 brand new colleagues joined our team.

We continue to create better efficiencies and deliver more meaningful experiences for our clients. Major investments and improvements have been made across key departments and personnel, such as

Information Technology, Data, Marketing, Business Services, Loan Servicing, and Product Development and Innovation.

Our annual All-Heart's Meeting in March was a wonderful time where we highlighted the accomplishments and milestones of some of our colleagues. Our Role Model and Mission Accomplished winners were also presented during this time together. We believe it's important to celebrate our successes and cheer each other on.

What a delight it was for us to gather in person at several fun events this past year. We are definitely at our best when we are together. A highlight was our family night at the Worcester Railers. The bank sponsored the Teddy Bear Toss, which donates the teddy bears to the local Boys and Girls Club and Friendly House. We also enjoyed another family night at the ballpark catching a Worcester Bravehearts game.



Annual Board Meeting at Polar Park



Teddy Bear Toss



Worcester Bravehearts



Teddy Bear Toss Collection



Volunteering at MyTurn Inc.



Needham Meet and Greet



Winchendon Fall Festival



Valentine's Day Food Drive



*Inclusion and Diversity Advisory Board*



## Strength in OUR COMMUNITIES

2022 was a very busy year out and about in each of our communities. Through our LifeDesign Community Dividend, more than \$400,000 was donated to more than 275 worthy organizations, events, and causes throughout the communities the bank serves in Central and Eastern Massachusetts.

The LifeDesign Community Dividend provides funding to support local nonprofit organizations that directly impact and benefit the communities in the Fidelity Bank service areas. Fidelity Bank has given out approximately \$3.1 million since the program was renamed in 2013.

Some organizations receiving contributions in 2022 included The Shine Initiative, Groton Hill Music, Johnny Appleseed Festival, NewVue Communities, North Star Family Services, She's Local, Storytime Crafts, Worcester Tercentennial Celebration, and the YWCA of Central Massachusetts, as well as

several causes promoted through Fidelity Bank's Caring Casual Jeans Days and Random Acts of Care programs.

Our Inclusion and Diversity Council continued its work through several major initiatives, events, and sponsorships that unfolded over the past year:

- ♥ Incorporated Pronoun Practice
- ♥ Created First Employee Resource Group (ERG)
- ♥ Completed 2nd Annual Colleague Survey
- ♥ Conducted Inclusion & Diversity Colleague Training



The annual Economic Forecast Breakfast was able to be held in person after a two-year hiatus! The event was a great success with over 225 community leaders gathering to discuss the economic pulse of the region and how we can better plan for fueling growth.

Financial education and literacy are big commitments at Fidelity Bank. Through our LifeDesign Workshop Series, several events were held throughout the year to help our clients and community members be better informed and prepared. Topics included Social Security, cybersecurity, and other timely issues.

In addition, our community reach extended to several Frosty Flyer events, backpack drives, United Way Day of Caring, Valentine's Day Get Love Give Love initiative, and many more. It was truly a privilege to be involved in our communities this past year.



Ed Manzi at The 2022 Economic Forecast Breakfast



Fidelity Bank Team Members at The 2022 Economic Forecast Breakfast



Solar Tradeshow



Volunteering at United Way Day of Caring and Frosty Flyer



North Central Chamber of Commerce Annual Meeting and Expo – June



YWCA Daybreak Breakfast Sponsorship – October



Worcester Housing Authority Financed by Fidelity Bank

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



Worcester Arts Frosty Flyer



*Needham Backpack Drive*



*Storytime Crafts Donation/Partnership*



*Fitchburg State Rock the Block Frosty Flyer*



*Hispanic Heritage Month*



## 2022 Financials FIDELITY COOPERATIVE BANK

### Consolidated Statement of Condition December 31, 2022

*(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	\$ 40,140
Securities	221,856
Net Loans	1,062,497
Bank Premises and Equipment	21,926
Other Assets	46,245
<b>TOTAL ASSETS</b>	<b>\$ 1,392,664</b>

#### Liabilities and Equity

Deposits	\$ 1,218,266
Borrowings	44,264
Other Liabilities	12,522
<b>TOTAL LIABILITIES</b>	<b>\$ 1,275,052</b>

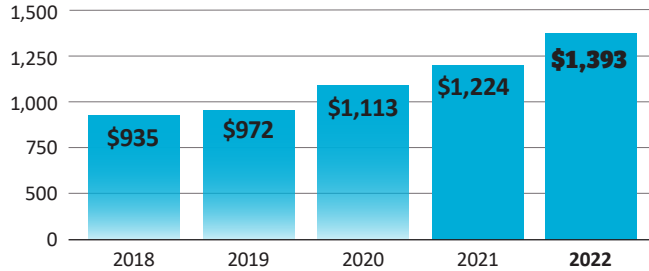
Equity	\$ 130,369
Accumulated Other Comprehensive Income	-12,757
<b>TOTAL EQUITY</b>	<b>\$ 117,612</b>

<b>TOTAL LIABILITIES AND EQUITY</b>	<b>\$ 1,392,664</b>
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## 2022 Financials FIDELITY COOPERATIVE BANK

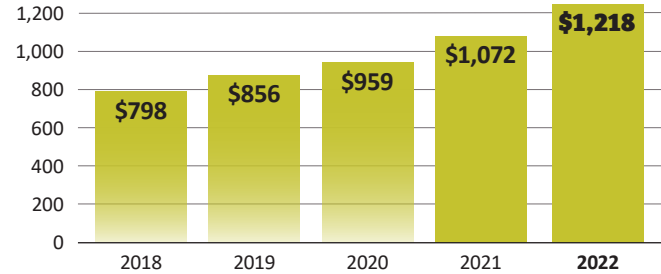
### Total Assets

**13.8%**  
Growth from 2021



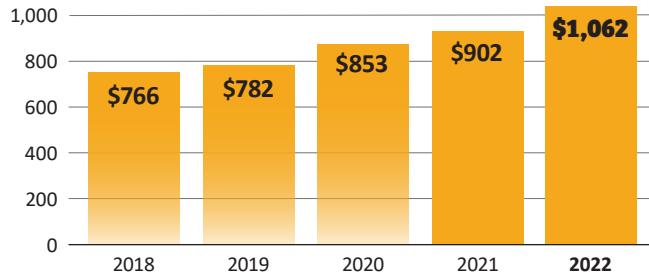
### Total Deposits

**13.6%**  
Growth from 2021



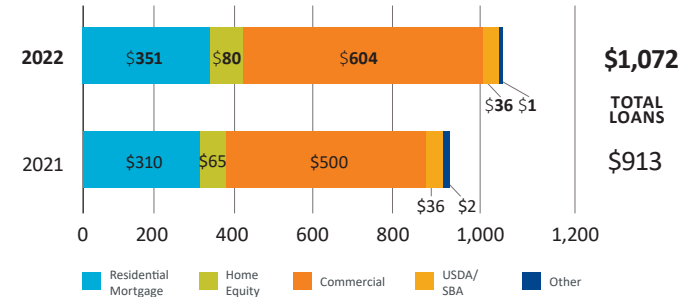
### Net Loans

**17.8%**  
Growth from 2021



### Gross Loan Portfolio Composition

**17.4%**  
Growth from 2021



Dollars in Millions

# OUR Leadership



**Edward F. Manzi, Jr.**

Chairman & CEO



**Christopher W. McCarthy**

President & COO

## Executive MANAGEMENT

### EXECUTIVE VICE PRESIDENTS

Nancy Coyle

Joann Marsili

Deborah Sendrowski

Joseph Silva

### SENIOR VICE PRESIDENTS

Derek Beahn

Sheila Julien

Lisa Krywucki

David Perry

Barbara Yanke

Sally Buffum

John Kelley

Jennifer Ledoux

Dana Roberts

Linda Carmichael

Sheila King-Goodwin

Joanne Morse

Marina Taylor

Jennifer Conrad

Brad Kirlin

Bradley Nichols

Eric Torkornoo

### VICE PRESIDENTS

Andrew Beauvais

Peter Favata

Veronica Meneses

Stephen Smith

Kara Wiersma

Paula Bernier

Allison Giangrande

James Notaro

Jennifer Stone

Natasha Winslow

Frederick Brose

Debra Kazarian

Robert Nowotny

Joyce Thibault

Brenda Woods

Jamieson Burgoyne

John LaBarre

Terrence O'Kane

Kathleen Trainor

Patricia Charpentier

Jennifer Leger

Kendra Paskell

Richard Vallee

Mina Chebbani

Gelsomina Long

Tanya Quinn

Ana Vargas

Angela Dernalowicz

Amber McCreadie

Claire Risi

Wanda Walsh

### ASSISTANT VICE PRESIDENTS

Cheryl Forziati

Peter Gochis

Zachery Lavoie

Joseph Murchison

William Spencer

Haidy Girgis

Judy Khallady

Min Middelkoop

Michelle Ramos

## BOARD OF DIRECTORS

John H. Allen

Winfield S. Brown

Janet S. Chambers

Brian J. Cirelli

Alvin Collins

Ronald LeBlanc

Patricia Leonhardt

Ronald Marchetti

Edward F. Manzi, Jr.

Maureen M. Marshall

Edward J. McLaughlin, Jr.

C. Deborah Phillips

Mary C. Ritter

R. Joseph Salois

Dean Sweeney

## BOARD OF CORPORATORS

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Robert Alario

John H. Allen

Alice Anderson

Kenneth Basque

Melane Bisbas

Guy H. Boyer

Stephen Brewer

Winfield S. Brown

Matthew Campobasso

Janet Chambers

Brian J. Cirelli

Alvin Collins

Carolee Eaton

Deborah Ekstrom

John Flick

Bruce Forman

Joseph Guercio

Jody Guetter

Sheila Harrity

Daniel B Haynes

Jeannie Hebert

Mark Kavanagh

Linda Kosinski

Deborah LaPointe

Ronald LeBlanc

Patricia Leonhardt

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Ronald Marchetti

Maureen M. Marshall

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Doug Stone

Dean Sweeney

Rosanne Timmerman

Leslie Tondreau

Rebecca Tuttle

Paul Valois

Jonathan Vitale

Steve Volante



Ensuring that  
we always  
deliver our  
unique  
**LifeDesign**  
approach to  
banking.



*Move forward with confidence.*

**Fidelity Bank**

Helping you get where you want to be<sup>SM</sup>



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