

2020 Annual Report

Care. Clarity. Confidence.

Fidelity Bank

Helping you get where you want to beSM





2020:

Handle with C.A.R.E.®

2020 was a unique year, to say the least. We started off with big plans for our clients, colleagues and communities, by bringing on-board our newest family members through our Family Federal Savings Merger and graduating our second class of students from our LifeDesign University – all before the end of the first quarter. While the global pandemic known as COVID-19 created an unexpected shift in the world as we knew it, our focus remained the same throughout the year.

With the help of our newly refined LifeDesign Banking approach, our focus remained the same: Helping our clients, colleagues and community members get where they want to be by providing the clarity needed to make informed decisions, so they can always move forward with confidence. We deliver on this by following our four-step C.A.R.E. process - a streamlined, effective process for big and small decisions alike.

Our growing family!



We were voted by our clients Best of Central Massachusetts for financial services for the second year in a row.



Showing our love throughout the year by handing out Valentine's Day flowers and ice cream gift cards in our communities!



Clarity FOR OUR CLIENTS

We **completed the merger of Family Federal Savings** in February of 2020. Not only was it a successful merger, but we were honored and excited to have these family members officially on board. Additionally, we continued our charitable giving efforts despite the pandemic, some of which were inspired by our newfound family.

While COVID-19 created several challenges, it also allowed for the unique opportunity to offer Paycheck Protection Program loans to local businesses. During the first round of lending, we made 449 loans, totaling \$54.8 million.

449 = \$54.8
PPP LOANS MILLION

We are incredibly pleased that 100% of the loan and forgiveness applications we have submitted to the SBA have been approved. Through these loans, **we helped to save thousands of local jobs for our neighbors and small business owners.**

Although the theme for 2020 seemed to be uncertainty, the housing market disagreed. This made for an incredible year of mortgage lending across the board, **including \$200 million in mortgage loans** alone. Even with the incredible volume of lending business, our mortgage teams continue to move quickly and efficiently for our clients, offering clarity throughout the process.

Confidence FOR OUR COLLEAGUES

In our mind, nothing says confidence quite like receiving the **Top Places to Work Award in 2020 from the Boston Globe for the 6th time**. We thanked our team for the literal vote of confidence with a virtual celebration and a care package that included socks, a blanket and a tumbler to keep their coffee warm.

We enjoyed investing in our colleagues through LifeDesign University (LDU), a partnership with Nichols College. LDU brought a selected group of employees from a variety of departments out of the bank and into the classroom to develop the essential tools to increase productivity, promote teamwork amongst departments and garner skills for the next steps of their careers with us. The curriculum included coursework and required hands-on skill practice and implementation in areas such as effective communication, supervisory skills, situational leadership, change management, project management, and negotiation.



Our LDU grads are ready to accomplish great things!



We love to appreciate our team!



Living our best #LifeDesign

Caring FOR OUR COMMUNITIES

While we realized the pandemic was not going anywhere fast, another social justice issue came to light. Treating people with care and respect has always been one of our guiding principles and we realized there was even more we could do to make a difference in the communities we serve. This led to **the creation of the Fidelity Bank Inclusion and Diversity Advisory Board**. These activities are important because when clients see staff that reflects their community and understands their hopes and fears, they can make decisions with clarity and confidence. Internally, to promote inclusion, a Bank Diversity Council was established and made up of a diverse group of colleagues. This group works on several initiatives, including evaluating training programs and exploring new ways to promote inclusion and diversity within the bank. As one of the board's first official efforts, **the bank committed \$45,000 over three years to a partnership with Entrepreneurship for All** as they expand their service in Worcester and North Central Massachusetts.

This year, we donated to over 200 local charities, totaling more than \$450,000 in contributions through our LifeDesign Community Dividend program. Before COVID struck, we started the year off with a number of in-person activities, including our Valentine's Day Share the Love events and Random Acts of Caring.

The pandemic created a need for basic care items across all our markets. We donated to provide food for our essential workers – first responders and healthcare employees, among others – **totaling more than \$100,000 throughout the year**. It also highlighted the essential workers in our communities that may not have been considered essential prior to this year, but we're glad to recognize them now.

While in-person events became a thing of the past without masks and social distancing, we were able to maintain good spirits and **doubled our Caring Casual Jeans Days** by making them every Friday. Additionally, we provided an initial donation of Personal Protection Equipment to local hospitals and created special grants for necessities.

Another pivot to our year was banking center closures, drive through only service and **virtual LifeDesign Workshops**, which started in person and quickly adjusted to virtual only. We created incentives for our communities to attend with creative ideas like coffee shop gift cards and enticing topics.

We expanded our Heroes Mortgage Program, which helps reduce closing costs for homebuyers and was traditionally only available to a select group of deserving individuals. We believe that the pandemic highlighted the everyday hero on the front lines and at home, and decided they should be awarded for that too.



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



Health Alliance Lunch



Providing PPE to local hospitals

2020 Financials FIDELITY COOPERATIVE BANK

CONSOLIDATED STATEMENT OF CONDITION - DECEMBER 31, 2020

(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	\$ 36,308
Securities Available for Sale	160,030
Net Loans	852,897
Bank Premises and Equipment	20,816
Other Assets	42,679

TOTAL ASSETS	\$ 1,112,730
---------------------	---------------------

Liabilities and Equity

Deposits	\$ 958,535
Borrowings	48,494
Accrued Expenses	5,049
Other Liabilities	4,891

TOTAL LIABILITIES	1,106,969
--------------------------	------------------

Equity	91,124
Accumulated Other Comprehensive Income	4,637

TOTAL EQUITY	95,761
---------------------	---------------

TOTAL LIABILITIES AND EQUITY	\$ 1,112,730
-------------------------------------	---------------------

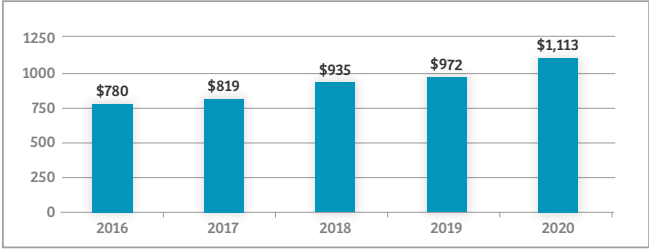
2020 Financials FIDELITY COOPERATIVE BANK

Total Assets

Dollars in Millions

14.4%

Growth from 2019

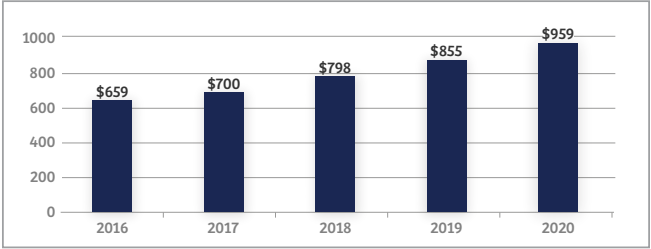


Total Deposits

Dollars in Millions

12.0%

Growth from 2019

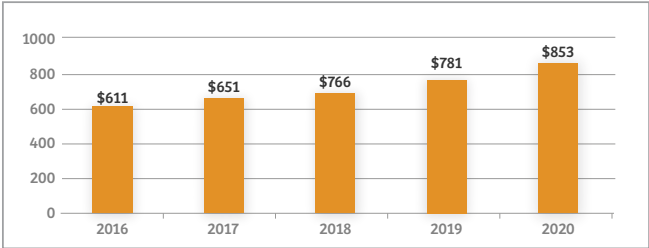


Net Loans

Dollars in Millions

9.1%

Growth from 2019

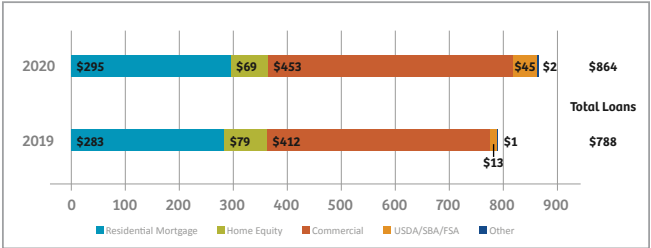


Loan Portfolio Composition

Dollars in Millions

9.7%

Growth from 2019



LEADING BY EXAMPLE



Edward F. Manzi, Jr.

Chairman & CEO



Christopher W. McCarthy

President & COO

Executive MANAGEMENT

EXECUTIVE VICE PRESIDENTS

David Brassard

Nancy Coyle

SENIOR VICE PRESIDENTS

Derek Beahn

Sheila Julien

Barry Bliss

John Kelley

Sally Buffum

Sheila King-Goodwin

Jennifer Conrad

Brad Kirlin

Lisa Krywucki

Jennifer Ledoux

Joanne Morse

John Peculis

David Perry

Sherri Pitcher

Dana Roberts

Deborah Sendrowski

VICE PRESIDENTS

Rebecca Beaton

Allison Giangrande

Cheryl Becotte

Debra Kazarian

Paula Bernier

John LaBarre

Frederick Brose

Jennifer Leger

Jamieson Burgoyne

Brenda Lockhart-LeBlanc

Linda Carmichael

Amber McCreadie

Patricia Charpentier

James Notaro

Peter Favata

Robert Nowotny

John Pacheco

Travis Perry

Tanya Quinn

Claire Risi

Stephen Smith

Jennifer Stone

Joyce Thibault

Kathleen Trainor

Richard Vallee

Ana Vargas

Kara Wiersma

Natasha Winslow

Brenda Woods

ASSISTANT VICE PRESIDENTS

Debra Daniels

Zachery Lavoie

Nichole Hamm

Brandon McCabe

Judy Khallady

Veronica Meneses

Joseph Murchison

Amanda Prokowiec

Michelle Ramos

Michael Richard

Wanda Walsh

BOARD OF DIRECTORS

John H. Allen

Janet S. Chambers

Brian Cirelli

Alvin B. Collins

Scott Howard

Ronald J. LeBlanc

Patricia Leonhardt

Edward F. Manzi, Jr.

Ronald Marchetti

Maureen Marshall

Edward J. McLaughlin, Jr.

C. Deborah Phillips

Ronald L. (Joe) Salois

Dean R. Sweeney

BOARD OF CORPORATORS

Alan Agnelli

Robert Alario

John Allen

Alice Anderson

Kenneth Basque

Michael Bollus

Guy Boyer

Stephen Brewer

Matthew J. Campobasso

Janet S. Chambers

Brian Cirelli

Alvin B. Collins

John Dale

Carolee Eaton

Deborah Ekstrom

John M. Flick

Bruce Forman

Joseph Guercio

Sheila Harrity

Daniel Haynes

Jeannie Hebert

Scott Howard

Rochelle Jonswold

Linda Kosinski

Deborah LaPointe

Ronald J. LeBlanc

Patricia Leonhardt

Edward F. Manzi, Jr.

Ronald Marchetti

Maureen Marshall

Brent Mangel

Christopher W. McCarthy

Edward J. McLaughlin, Jr.

Ann Meilus

Thomas Mertzic

Michael Moloney

Charisse Murphy

David Ojerholm

Sharon Onorato

Enrico Palmerino

Joan Pena

C. Deborah Phillips

Bob Pillsbury, Jr.

Sherri Pitcher

Debra Pochini

Paul Przybyla

Mark A. Puccio

Kenneth Ricker

Cynthia Ring

Mary Ritter

Veronica Rosa

Ronald L. (Joe) Salois

Paula K. Savard

Douglas Stone

Leslie Storrs

Dean R. Sweeney

Rebecca Tuttle

Paul Valois



TO BE
SUCCESSFUL,
WE MUST
COMMIT TO
SOMETHING
GREATER
THAN
OURSELVES.



TO HELP YOU
GET WHERE YOU
WANT TO BE

Fidelity Bank

Helping you get where you want to beSM



800.581.5363 ♥ [FidelityBankOnline.com](https://www.FidelityBankOnline.com)