



August 14, 2026

Good afternoon,

I'm reaching out to share an upcoming change to our branch network in Easton. On **Friday, November 20, 2026**, we will be **closing our drive-up teller lanes and associated branch located at 20 Eastman Street in South Easton.**

The drive-up ATM/ITM with live **NESB Virtual Assistant services will remain available** at this location.

After evaluating customer trends and branch level transactions, we determined that a strategic move to two full-service Easton branches from three made the most sense and aligns with our long-term approach to the Bank's physical footprint in the region. While closing a service location is never taken lightly, this move allows us to consolidate in-town resources at the branch level while better utilizing the Eastman Street building for Bank operations. Please rest assured, **every impacted employee will continue with the Bank** in roles at or above their current levels.

Another decision point for this location specifically was related to proximity to other NESB branches. Nearby to 20 Eastman Street are these convenient local alternatives: 679 Depot Street, North Easton; 295 Main Street, North Easton; 71 Copeland Drive, Mansfield; and 25 West Main Street, Norton. Additionally, coinciding with this change includes the Bank redesignating its main office from 20 Eastman Street, South Easton, MA to 295 Main Street, North Easton, MA.

Easton is our primary home and has been since 1864; Please know that our Easton branches are fully staffed with helpful folks ready to assist you and your family. As our customer, I wanted to write and make you aware of this change directly. Please feel welcome to contact me if you have any questions.

Thank you for banking with us,

Kelli Poulos

SVP, Director of Retail Banking

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