

# EASTERN INTEREST



*A Newsletter for Customers & Friends of Eastern Savings Bank!*

November / December 2024

## Customer Appreciation Holiday Gift



We appreciate every customer relationship we have and enjoy having the opportunity to show our thanks with an annual customer appreciation gift during the holiday season.

As our way of saying thank you once again and wishing you a happy holiday, visit any of our branches beginning December 6, 2024 and pickup a free gift. The holiday thank you gifts are available at each branch while supplies last.

## Five Star Mortgage Service



We don't cut corners when it comes to ensuring the success of our customers and delivering superior service as a community banking partner. When you need a partner you can rely on for your home financing needs, turn to Eastern Savings Bank.

*"I just wanted to start by saying that we had the best experience going thru this whole FHA loan process with you. You were such a gem and helped us understand every little thing as we kept trucking along. You answered all our questions and really deep dived/explained everything so we understood what was happening at each stage of the process. It seemed like almost everything went smoothly and even if there were a few bumps they got taken care of quickly. You also kept us informed on what was happening throughout the whole loan process. We couldn't have been more appreciative for all you did for us. Thank you for everything."*

- Cristina & Wendi

## Community Support - Back To School

Several of our associates volunteered to help prepare over 300 snack kits that were donated to the Baltimore Hunger Project. These snack kits are a supplement to the meal kits that BHP prepares and delivers to area schools to support the hunger needs of young children. These kits are donated to teachers in these schools to have on hand to fulfill the hunger needs of children in school between meals.



## Upgrades Coming Soon



### Better Tools To More Effectively Serve You

At Eastern Savings Bank we are always assessing and identifying ways to enhance our products, services, and customer experience. That includes ensuring we have the best tools to serve you.

### Upgrades Coming Soon

From these regular assessments, we have determined that an upgrade to our core operating system is necessary and have begun the process to move to the enhanced solution. We will be upgrading our core data processing system March 7-10, 2025. We will be implementing a more efficient, advanced system that will improve our business operations and efficiencies to allow us to better serve you through every channel, in person, over the phone, and online. Stay tuned for more details.

## Four Easy Ways to Stay Safe Online

Let's work together to build a safer digital world. We can increase our online safety through four simple actions, and whether at home, work or school, these tips make us more secure when connected. Take time to discuss them with family, friends, employees and your community so we can all become safer online!



### Recognize & Report Phishing

Be cautious of unsolicited messages asking for personal information. Avoid sharing sensitive information or credentials with unknown sources. Report phishing attempts and delete the message.



### Use Strong Passwords

Strong passwords are long, random, unique and include all four character types (uppercase, lowercase, numbers and symbols). Password managers are a powerful tool to help you create strong passwords for each of your accounts.



### Turn On MFA

You need more than a password to protect your online accounts and enabling MFA makes you significantly less likely to get hacked. Enable MFA on all your online accounts that offer it, especially email, social media and financial accounts.



### Update Software

Ensuring your software is up to date is the best way to make sure you have the latest security patches and updates on your devices. Regularly check for updates if automatic updates are not available.

## A Special Farewell

After 35 years of service at Eastern Savings Bank, a familiar face to most who visit our branches is saying farewell. It is bittersweet that we share the announcement of the upcoming retirement of Sandy Howell. Sandy will be stepping into her new role as retiree at the end of 2024.

Sandy has been a staple in our branch network for many years and is a friendly face that many of our customers have engaged with.

We know that many of our customers have made friendships with Sandy over the years. So we welcome you to join us in wishing Sandy a happy retirement.

*CONGRATULATIONS SANDY!*

Happy  
Retirement!  
And  
Congratulations on  
35 Years  
of Service!



## Upcoming Holiday Closure Schedule

### Veterans Day

Branches closed on Monday, November 11.

### Thanksgiving

Branches closed on Thursday, November 28

Corporate office closed on Thursday, November 28 and Friday, November 29.

### Christmas

All offices closing early at 12:00 pm on Tuesday, December 24 and closed on Wednesday, December 25.

### New Year's

All offices closing early at 2:00 pm on Tuesday, December 31 and closed on Wednesday, January 1.



Locally Owned. Locally Operated. Locally Committed.

[easternsavingsbank.com](http://easternsavingsbank.com)

NMLS# 416453

