



Account Information Guide

Welcome Foxboro Federal Savings Customers!

The pending combination of our banks will make us stronger for you and our communities. This will be a merger of two great community banks with very similar histories, visions and cultures. We are proud to offer you an expanded branch footprint in Norwood, improved technology, and a competitive line of deposit and loan products. Pending approval, our new bank will soon have a new name and logo but until then Norwood Bank forms and applications will be used. This guide has been put together to assist you through the upcoming transition to Norwood Bank.

Important Information and Dates - Please Plan Ahead

Hours: Pending final regulatory approvals, on Friday December 2, 2022 all Foxboro Federal Savings branch locations will close at 4pm on Friday and will re-open on Monday December 5, 2022 at regular hours as branches of the newly combined bank.

Foxboro, Norfolk, Plainville Branch ATMs: The branch ATMs will be out of service starting Monday 12/5 and will be out over service over the next few days. You will be able to access other ATM locations that are a member the SUM, MasterCard, NYCE and Accel networks.

Website Access and Online Banking: The FoxFed.com website, online and mobile banking will be available until 5pm Friday December 2. Online Banking and Mobile Banking will next become available on Monday December 5th at 9am thru the Norwood Bank website at www.norwoodbank.com. The Foxfed.com website will be re-directed to norwoodbank.com for your convenience. Please update your internet browser bookmark.

Statements and Interest Posting: With the pending approval of the merger, deposit statements for November 2022 will be produced on December 2nd and contain transaction activity from November 1st to December 2nd. Interest earned, if applicable, will be credited to your account on November 30, 2022, and if interest was earned from November 30 to December 2, 2022, the interest will be credited on December 2, 2022. All statements produced on December 2nd will be in paper form and mailed to the address on file.

e-Statement recipients: Any e-Statements you currently view in Online Banking will not be available after 12/1/22. If you would like to retain your e-statements, please download them before December 1, 2022. Additionally, your statement produced on December 2, 2022, will be provided in a paper format and will be mailed to the last known address retained in the banking system. You may make a request to obtain information about earlier transactions and account history by calling Customer Support at 781-762-1800 or email webmail@norwoodbank.com.



General Information

New Bank Name and website address: Pending the approval of a new bank name for the combined banks, Norwood Bank will be the name of the newly combined bank as of 12/2/2022. Visit www.norwoodbank.com for information about products, services, locations, hours and rates and much more.

Customer Support Center: We are available to assist you beginning on 12/5/2022 by calling 781-762-1800. Customer Support Center hours are Monday-Friday 8:30am to 5pm, Saturdays 8:30am to 12:30pm. We will offer extended hours starting Monday 12/05/2022. Please check the website for details.

Telephone Banking will be replaced with calling the Customer Support Center. Please call 781-762-1800 for account information.

Branch locations and hours: The Foxboro, Norfolk, and Plainville branch locations and hours will remain the same. On 12/5/2022 you may begin using the Norwood location at 11 Central St. The Norwood Office will be the new corporate headquarters for the combined banks.

Bank Routing and transit number. Any new electronic transactions you want to set up such as direct deposits or deductions after December 5th 2022, refer to **211371285** as the routing number.

Account numbers: Your deposit and loan account numbers will stay the same.

Checks and deposit tickets: You may continue to use your existing checks and deposit tickets.

Direct Deposit of Social Security, Payroll, government, pension, and other direct deposits will continue uninterrupted.

Automatic deductions/ electronic payments: Auto payments and deductions from deposit accounts will continue without interruption.

Account History: Online banking transaction history will be available later in the week of December 5th, however you will not have access to view check images within your online banking transaction history. You may make a request to obtain information about earlier transactions and account history by calling the Customer Support Center at 781-762-1800 or email us at webmail@norwoodbank.com.

Deposit Insurance Information

Deposit Insurance: All deposits are insured by the Federal Deposit Insurance Corporation (FDIC) up to \$250,000. In addition to FDIC coverage, deposits are insured by the Deposit Insurance Fund. (DIF) above the FDIC limit. The combination of FDIC and DIF insurance provides customers with full deposit insurance on all of your accounts.

Customers with deposit accounts at both Foxboro Federal Savings and Norwood Bank please note: Separate FDIC deposit insurance coverage for a customer's account balances at Foxboro Federal Savings will continue for six months after the anticipated merger takes effect or, in the case of a certificate of deposit, the earliest maturity date after the six-month period, and thereafter the balances will be combined with account balances at Norwood Bank for purposes of the FDIC deposit insurance limit.



Consumer Checking Account Information

Account numbers will remain the same. Your checking account statements will look different but will have the same information as before. Account statements are produced on the last business day of the month and then mailed to the address that is on file.

Any e-Statements you currently view in Online Banking will not be available after 12/1/22. If you would like to retain your e-statements, please download them before December 1, 2022. Additionally, your statement produced on December 2, 2022, will be provided in a paper format and will be mailed to the last known address retained in the banking system. You may make a request to obtain information about earlier transactions and account history by calling the Customer Support Center at 781-762-1800 or email us at webmail@norwoodbank.com.

Foxboro Federal Savings Checking Name	New Checking Name as of 12/05/2022	Monthly Service Charge**	Balance Required to avoid Monthly Service Charge**	ATM Surcharge Rebates	Earns Interest, minimum balance to earn interest	Variable Interest Rate and APY*	Deposit Overdraft Transfer Service
Completely Free Checking	Boundless Checking	None	N/A	Yes	N/A	N/A	Yes
Wall Street Checking	Wall Street Checking	\$8.00	\$1,500	No	Yes, \$0.01	Yes	Yes
50 Plus Free with Interest	VIP and 50 Plus Checking	None	N/A	No	Yes, \$0.01	Yes	Yes
VIP Free Interest	VIP and 50 Plus Checking	None	N/A	No	Yes, \$0.01	Yes	Yes
NOW Account	Interest Checking	\$5.00 ^	\$400	No	Yes, \$0.01	Yes	Yes

*APY=annual percentage yield. Fees may reduce earnings. **Other fees may apply such as insufficient funds, return and paid item fees and check order fees for example. ^.30 per check.

Checking Accounts previously enrolled in the **Overdraft Privilege Program** will not be interrupted. The Overdraft Privilege Program will no longer be offered for new accounts.

For more information about the checking account products and services visit www.norwoodbank.com.



Savings Account Information

Foxboro Federal Savings accounts will transfer over to a new statement savings account product. Account numbers will remain the same. All passbook savings accounts will convert to statement savings accounts on 12/05/2022. Please keep your passbook for recordkeeping purposes.

Accounts statements will look different but will have the same information as before. Account statements are produced on the last business day of the month and then mailed to the address that is on file.

Foxboro Federal Savings Account Product	New Savings Account Name as of 12/05/2022	Interest Credited Monthly; Minimum balance to earn interest	Monthly Service Charge**	Minimum Balance to earn interest	Monthly Statement	Variable Interest Rate and APY.*	Compounding Method****
Passbook Savings	Statement Savings	Yes, \$0.01	N/A	\$0.01	Yes	Yes	Daily
Statement Savings Account	Statement Savings	Yes, \$0.01	N/A	\$0.01	Yes	Yes	Daily
*** Club Account	Club Account	Yes, \$0.01	N/A	\$0.01	Yes	Yes	Daily

*APY=annual percentage yield. Fees may reduce earnings.

**Other fees may apply such as insufficient funds, return and paid item fees.

***Club Account checks will be distributed on 10/15/2023.

**** The Foxboro Federal Savings compounding method was “Monthly”. The new combined bank will compound “Daily”.



Money Market Account Information

Foxboro Federal Savings Money Market Accounts will transfer over to a new money market account product. Your account number will remain the same.

Accounts statements will look different but will have the same information as before. Account statements are produced on the last business day of the month and then mailed to the address that is on file.

Any e-Statements you currently view in Online Banking will not be available after 12/1. If you would like to retain the e-statement, please download the document before December 1, 2022. Additionally, your statement produced on December 2, 2022, will be provided in a paper format and will be mailed to the last known address retained in the banking system. You may make a request to obtain information about earlier transactions and account history by calling the Customer Support Center at 781-762-1800 or email us at webmail@norwoodbank.com.

Foxboro Federal Savings Money Market Account Name	New Money Market Account Name as of 12/05/2022	Interest credited monthly; Minimum balance to earn interest	Monthly Service Charge**	Minimum balance to avoid monthly service charge**	Monthly Statement	Variable Interest Rate and APY*	Compounding Method ***
Money Market Account	High Yield Money Market Account	Yes, \$0.01	\$5.00	\$5,000	Yes	Yes	Daily

*APY=annual percentage yield. Fees may reduce earnings.

** The new combined bank will no longer charge a “per check fee” of \$1.00 over 3 per month. Other fees may apply such as insufficient funds, return and paid item fees and check order fees for example.

*** The Foxboro Federal Savings compounding method was “Monthly”. The new combined bank will compound “Daily”.



Certificate of Deposit (CD) and IRA Information.

Foxboro Federal Savings CD accounts will transfer over to a new Certificate of Deposit account with the same term and interest rate as when you opened your account. Your account number will remain the same.

All Certificate of Deposit Account Passbooks will convert to statements. Thirty days prior to your maturity date you will receive a statement with instructions for renewing your certificate.

Foxboro Federal Savings CD Account Name	New CD Account Name	Minimum Balance to earn the APY*	Interest credited monthly and at maturity	Compounding Method**	Fixed Interest Rate and APY*	Automatic renewal for the same term
7-59 Day Time Deposit		\$1,000	Yes	Monthly	Yes	Yes
60- 91 Day Time Deposit		\$1,000	Yes	Monthly	Yes	Yes
6 Month Time Deposit	6 Month Certificate	\$1,000	Yes	Monthly	Yes	Yes
1 Year Time Deposit	12 Month Certificate	\$1,000	Yes	Daily	Yes	Yes
18 month Time Deposit	18 MO Time	\$500	Yes	Daily	Yes	Auto Renews for a 12 month term.
18 Month Preferred	18 Month Preferred	\$500	Yes	Daily	Yes	Auto Renews for 12 month term.
24 month Time Deposit	24 Month Certificate	\$500	Yes	Daily	Yes	Yes
30 month Time Deposit	24 Month Certificate	\$500	Yes	Daily	Yes	Auto Renews for 24 month term.
36 month Time Deposit	36 Month Certificate	\$500	Yes	Daily	Yes	Yes
48 month Time Deposit	48 Month Certificate	\$500	Yes	Daily	Yes	Yes
60 month Time Deposit	60 Month Certificate	\$500	Yes	Daily	Yes	Yes
IRA 1 Year Time Deposit	12 Month IRA	\$500	Yes	Daily	Yes	Yes



Certificate of Deposit (CD) and IRA Information (cont'd)

Foxboro Federal Savings CD Account Name	New CD Account Name	Minimum Balance to earn the APY*	Interest credited monthly and at maturity	Compounding Method**	Fixed Interest Rate and APY*	Automatic renewal for the same term
IRA 18 Month Preferred	18 Month Preferred IRA	\$500	Yes	Daily	Yes	Auto renews for a 12 month term.
IRA 24 month Time Deposit	24 Month IRA	\$500	Yes	Daily	Yes	Yes
IRA 30 month Time Deposit	30 Month IRA	\$500	Yes	Daily	Yes	Auto Renews for a 24 month term.
IRA 36 month Time Deposit	36 Month IRA	\$500	Yes	Daily	Yes	Yes
IRA 48 month Time Deposit	48 Month IRA	\$500	Yes	Daily	Yes	Yes
IRA 60 month Time Deposit	60 Month IRA	\$500	Yes	Daily	Yes	Yes

*APY=annual percentage yield. Fees may reduce earnings. CD's and CD-IRAs are subject to early withdrawal penalties.

** For CD terms 1 year or greater, The Foxboro Federal Savings compounding method was "Monthly". The new combined bank will compound "Daily".

For current deposit rates and CD specials, visit www.norwoodbank.com.

Have more questions? The Customer Support Center is here to help. Call 781-762-1800 or email webmail@norwoodbank.com.

US Savings Bond Redemption

Bond redemption is no longer available at the branches. You may now redeem US Savings bonds at www.treasurydirect.com. Branch employees will be able to assist you with this transition.

Have more questions? The Customer Support Center is here to help. Call 781-762-1800 or email webmail@norwoodbank.com.



Debit Cards

You may continue to use your existing FoxFed Debit Card after the merger date. Upon expiration of your FoxFed Debit Card, you will be mailed a new card.

On 12/2/2022 **Card Valet** will be no longer be available and will be replaced with “**My Cards**” within the Norwood Bank Mobile Banking App on **12/05/2022**.

With “**My Cards**” you have powerful card management tools at your fingertips. Manage how and when you use your card, set up alerts, manage your spending, lock and unlock your card, set travel alerts and add cards to your digital wallet. Visit the Online Video Education Center at www.norwoodbank.com to learn to use and access all the new features of mobile banking.

Debit Cards FAQs

What are Debit Card daily limits?	Debit Card limits have not changed. Each card has a daily ATM withdrawal limit of \$500 and a daily POS limit of \$1,500.
Will my automatic payments from my Debit card continue?	Your automatic payments will continue uninterrupted.
What if my card is lost or stolen?	If you think you have lost your card or are seeing unauthorized transactions on your account, contact us immediately at 781-762-1800 during banking hours. After hours call 800-472-3272.
Where will I be able to access ATMs?	You have ATM access at all branch locations and the MasterCard, NYCE and Accel networks. The newly combined bank is a member of the SUM-ATM network.
How do I order a new Debit Card?	Call the Customer Support Center at 781-762-1800 or stop at any branch location.

Have more questions? The Customer Support Center is here to help. Call 781-762-1800 or email webmail@norwoodbank.com.

Safe Deposit Boxes

There will be no interruption with your existing Safe Deposit Box. In some cases, your annual safe deposit box fee will be the same or reduced. Refer to the Consumer Fee Schedule at the back of this guide for more information on annual fees.



Online Banking and Bill Pay

Start accessing Online Banking and Bill Pay on Monday 12/05/2022 starting at 9am.

Step by Step Guide for Foxboro Federal Savings Online Banking customers.

Follow these easy steps as they appear on your screen.	Instructions and important information.
Visit www.norwoodbank.com .	Click the LOGIN button up on the top right corner.
Enter your Username and Temporary password.	Your username remains the same and is case sensitive. Your temporary password is foxboro plus the last 4 digits of your social security number. For example, foxboro1234. You will be asked to change this to a unique password when you first login.
Create a new password.	Your new password must be between 9 and 17 characters with at least 1 number, 1 uppercase letter, 1 lowercase letter, and 1 special character.
Accept Online Banking Terms and Conditions.	You will have to read and accept to use online banking services. Click I Agree to accept or decline to not accept.
Verify the email address we have on record.	Click Continue to keep the same email address or Change email to update it.
Set-Up challenge questions.	Select each challenge question and provide your answer. Challenge questions are used to access online banking from a non-registered computer.
Set-up home, mobile and work phone numbers for Secure Now .	Secure Now is a security feature to protect your accounts. A one-time passcode code will be sent to your phone number during the sign-in process for you to gain access to online banking.
Set-Up eStatements.	Your eStatement enrollment did not transfer over. You must re-enroll to receive eStatements. Select the accounts you want to include, read and accept the terms and conditions and click SAVE .
Enroll in Mobile Banking.	To access mobile banking, you will need to enroll thru online banking. Click ENROLL and follow the prompts.
Bill Pay Access: Accept Bill Pay Terms of Service once logged in to online banking.	Click Bill Pay located in the menu across the top. When Terms of Service appear, click “I accept” and then click “continue”. The Bill Payment Center will appear on the screen.



[Online Banking and Bill Pay FAQ's](#)

When will I see my online transaction history?

Online banking transaction history will be available later in the week of December 5th, however you will not have access to view check images within your online banking transaction history. You may make a request to obtain information about earlier transactions and account history by calling the Customer Support Center at 781-762-1800 or email webmail@norwoodbank.com.

Did my Bill Pay companies and eBills transfer over?

Yes, Bill Pay companies, recurring payments and eBills transferred.

Did my “External Transfers” to an outside financial institution transfer over?

You will have to set up your external transfers again. They did not transfer over. Once logged in, select **Transfers** from the menu and then **Launch External Transfer**.

Did my Account Alerts transfer over?

You will have to set-up your real-time Secure Alerts again. They did not transfer over. Once logged in, select **ALERTS** in the top right corner.

Did Popmoney information transfer over?

You will have to set-up Popmoney information again. Select Bill Pay and then Popmoney.

To learn more about Online Banking products and services visit the Video Online Education Center at www.norwoodbank.com.

Have more questions? The Support Center is here to help. Call 781-762-1800 or email webmail@norwoodbank.com.



[Mobile Banking](#)

Manage your money anytime, anywhere with Mobile Banking. View balances and account history, transfer money internally and externally, make mobile deposits*, manage your debit cards, pay bills and much more!

Once you have enrolled for Mobile Banking thru Online Banking, you are ready to download the Norwood Bank app on the App Store or Google Play. Standard message rates and data charges may apply.

To learn more about Mobile Banking products and services visit the Video Online Education Center at www.norwoodbank.com. *The daily check and deposit limit for mobile deposit is \$5,000. Some exceptions apply.



Loan Account Information

As of 12/5/2022, the ownership and the servicing of your loan will transfer to Norwood Bank.

FAQs	Key Information
Will loan account numbers change?	Loan account number will remain the same.
Are there any changes to the terms of my loan or the payment due date?	Loan terms and payment due dates will remain the same.
Who should I make my payment payable to?	Loan payments should be made payable to Norwood Bank.
Where can I make my loan payment in person?	You will be able to make in-person payments at any of our four branch locations.
Where do I mail my loan payment?	Loan payments should be mailed to Norwood Bank 11 Central St Norwood MA 02062.
Will my deposit account be automatically debited to pay my loan like it was before?	If you already had an automatic deduction for your loan payment it will continue to be deducted from your deposit account without interruption.
Will I continue to get a monthly loan bill mailed to my address?	If you currently have a loan bill mailed to your address there will be no interruption.
Will I still be able to use my Home Equity Line?	Yes, you will still be able to draw funds from your Home Equity Line of Credit. (Assuming your loan is still within the draw period)
I have a loan secured by collateral. What do I need to provide my insurance company?	Norwood Cooperative Bank Its successors and or Assigns, as their interest may appear (ATIMA) P.O. Box 73 Norwell MA 02061
Will the Home Equity Line of Credit Maintenance annual maintenance fee of \$25 continue?	The annual maintenance fee of \$25 will no longer be charged.
Will I be receiving a Form 1098 on my loan for 2022	Yes, a 1098 tax statement will be provided by Norwood Bank for all interest paid in 2022.
Will I receive an activity statement on my Equity Line of Credit?	Yes, you will receive a statement from Foxboro Federal that covers transaction thru 12/2/22. You will then receive a statement from Norwood Bank with the remaining transactions for the month of December.

I still have questions, who can I contact?

The Customer Support Center is available to help. Call 781-782-1800 or email webmail@norwoodbank.com



Business Checking Account Information

Your Foxboro Federal Savings business checking account will transfer over to a new checking account product called Essential Business Checking with new and improved features! Your account number will remain the same.

Your account statements will look different but will have the same information as before. Account statements are produced on the last business day of the month and then mailed to the address that is on file.

Any e-Statements you currently view in Online Banking will not be available after 12/1/22. If you would like to retain your e-statements, please download them before December 1, 2022. Additionally, your statement produced on December 2, 2022, will be provided in a paper format and will be mailed to the last known address retained in the banking system. You may make a request to obtain information about earlier transactions and account history by calling the Customer Support Center at 781-762-1800 or email us at webmail@norwoodbank.com.

Foxboro Federal Savings Checking Name	New Business Checking Name as of 12/05/2022	Monthly Service Charge**	# of Free Combined transactions	Fee per deposit	Fee per check paid	Fee per ACH debit	Fee per item deposited	Annual credit back
Commercial Checking	Essential Business Checking	none	200	.50>200	.50>200	.50>200	.50>200	na
Completely Free Business Checking	Essential Business Checking	none	200	.50>200	.50>200	.50>200	.50>200	na
Business Interest Checking	Business Interest Checking	\$6.00 if balance falls below \$1,500.	n/a	n/a	n/a	n/a	n/a	n/a

**Other fees may apply such as insufficient funds, return and paid item fees and check order fees for example.

Business accounts offer features and benefits to make your banking experience convenient, flexible and secure! Schedule an appointment with a business banker to learn more about adding services by calling 781-762-1800.

New and Improved Business Banking Features and Benefits.			
Business Online Banking	Business Mobile Banking	Cash Management	Wire Manager
ACH Manager	Positive Pay	Lock Box	Municipal Banking
Business Credit Cards	Safe Deposit Box	Coin and Cash services	Merchant Processing



Consumer Fee Schedule 12/05/2022

The New Combined Bank is pleased to announce a reduction in most fees and services.

Miscellaneous/Other Fees	Foxboro Federal Fees	New Combined Bank Fees
Returned Item Fee	\$35.00	\$22.00
Paid Item Fee	\$35.00	\$22.00
Deposit Transfer Overdraft Fee (Formerly Account Link Transfer)	\$10.00	\$2.00
Return Check Collection/ Deposited Return Item	\$15.00	7.00
Stop Payment All Items	\$30.00	\$20.00
No Activity Fee	\$5.00	0.00
Premature Account Closing	\$15.00	0.00
Statement copy	\$5.00	0.00
Check Orders	Varies	Varies
Money Orders	\$3.00	\$2.00
Money Orders-Senior Citizens (65 years and older)	\$1.50	\$1.50
Treasurer's Check	\$7.50	\$4.00
Wire Transfer Out-Domestic	\$25.00	\$20.00
Wire Transfer Out-International*	\$25.00	\$50.00
Wire Transfer In	\$15.00	\$10.00
Foreign Item (check) Collection Fee (Canadian)	\$20.00	\$10.00
Foreign Item (check) Collection Fee International)*	\$20.00	\$45.00
Dormant Account Fee	\$5.00	0.00
Levies/Attachments	\$50.00	\$30.00
Audit/CPA Certification	\$25.00	0.00
IRA Annual Maintenance Fee*	\$15.00	\$20.00
IRA Transfer Fee	n/a	\$25.00
Abandoned Property Escheatment Fee*	\$25.00	\$50.00
Confirmation Discharge of Mortgage	\$30.00	0.00
Debit Card Replacement	\$10.00	0.00
Expedited Card Replacement Fee*	n/a	\$45.00
MC Cross Border Fee	90% of transaction amount	90% of transaction amount
MC Cross Border Conversion Fee	20% of transaction amount	20% of transaction amount



Miscellaneous/Other Fees	Foxboro Federal Fees	New Combined Bank Fees
Safe Deposit Boxes – Annual Fees		
2 x 5	\$25.00	\$25.00
3 x 5**	\$40.00	\$48.00
5 x 5	n/a	\$60.00
3 x 10	\$80.00	\$72.00
6 x 10	\$100.00	\$96.00
9 x 10	\$140.00	\$140.00
10 x 10	\$150.00	\$150.00
12 x 12	n/a	\$180.00
12 x 17	n/a	\$275.00
Replacement Safe Deposit Box Key*	\$25.00	\$35.00
Safe Deposit Box Drilling Fee	n/a	\$175.00

* Effective January 5, 2023. ** Discounted to \$40.00 for 2023 for FoxFed Customers.

Thank you for banking us!

We value you as a customer and appreciate your business.

For more information call Customer Support at 781-762-1800 or email webmail@norwoodbank.com.