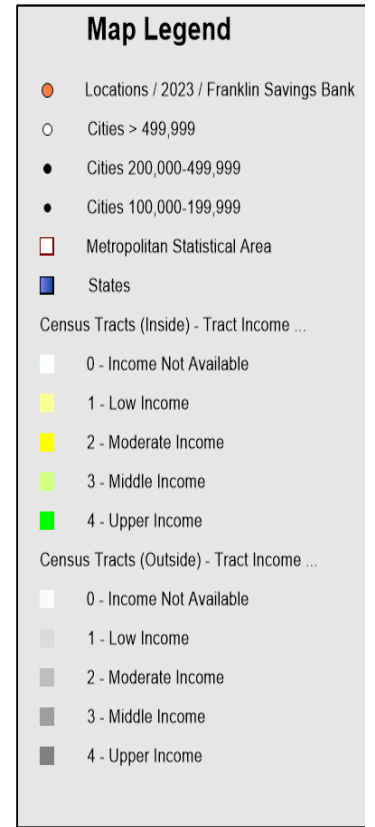
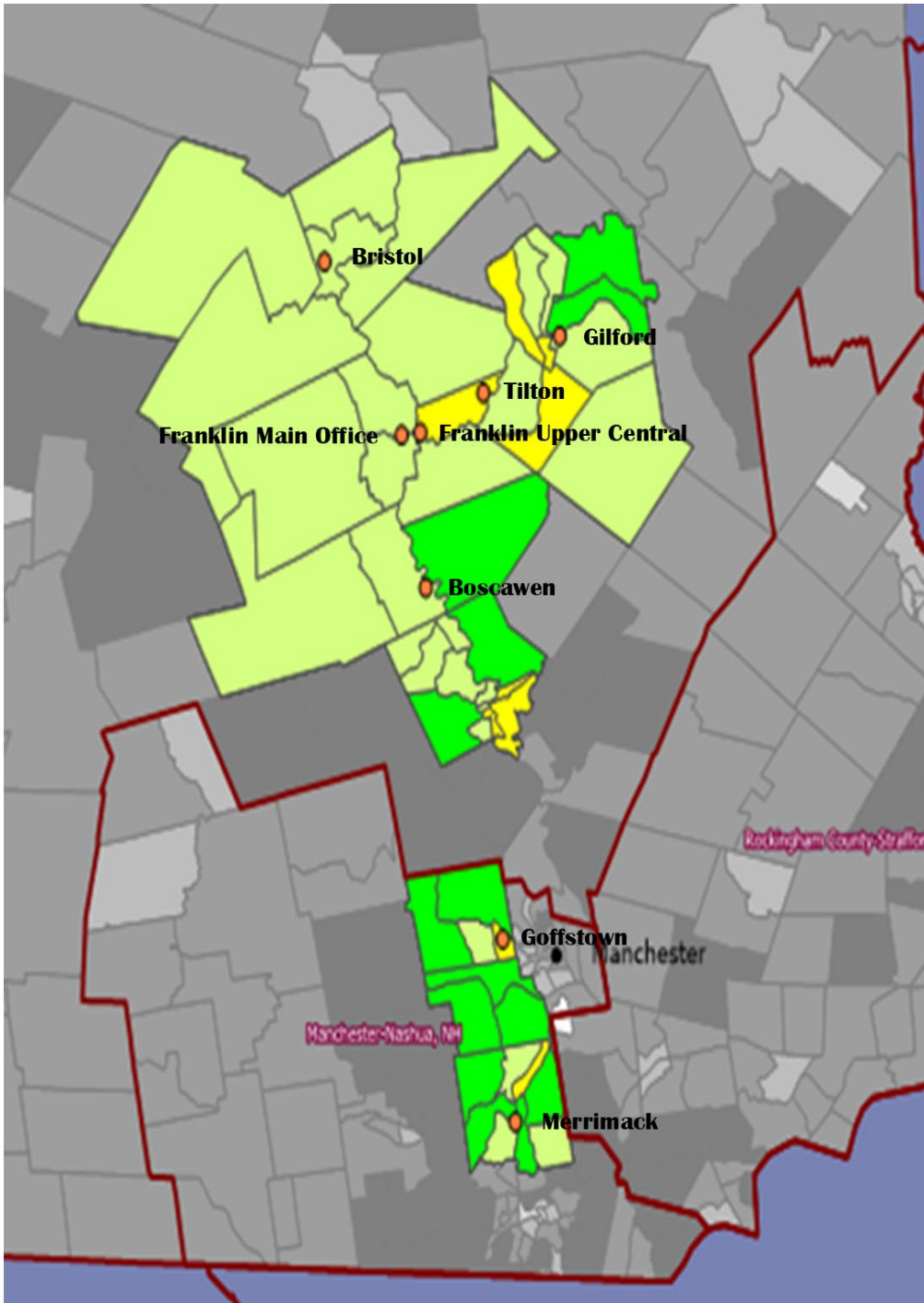


# GROWING STRONGER TOGETHER



CRA PUBLIC STATEMENT  
1/1/2025 - 12/31/2025

# Branch Locations



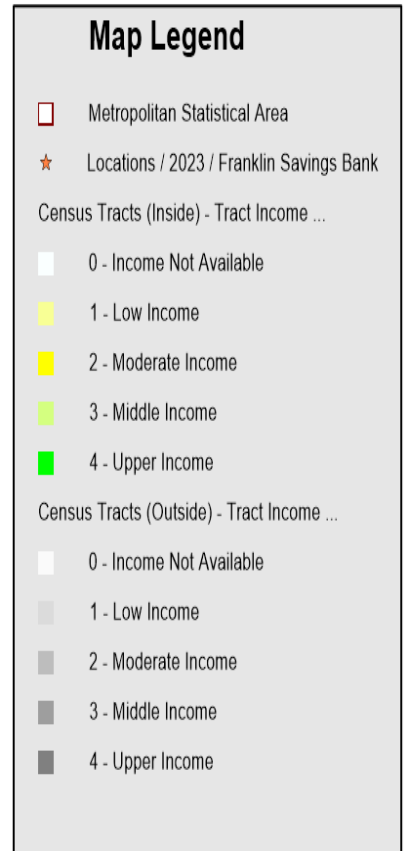
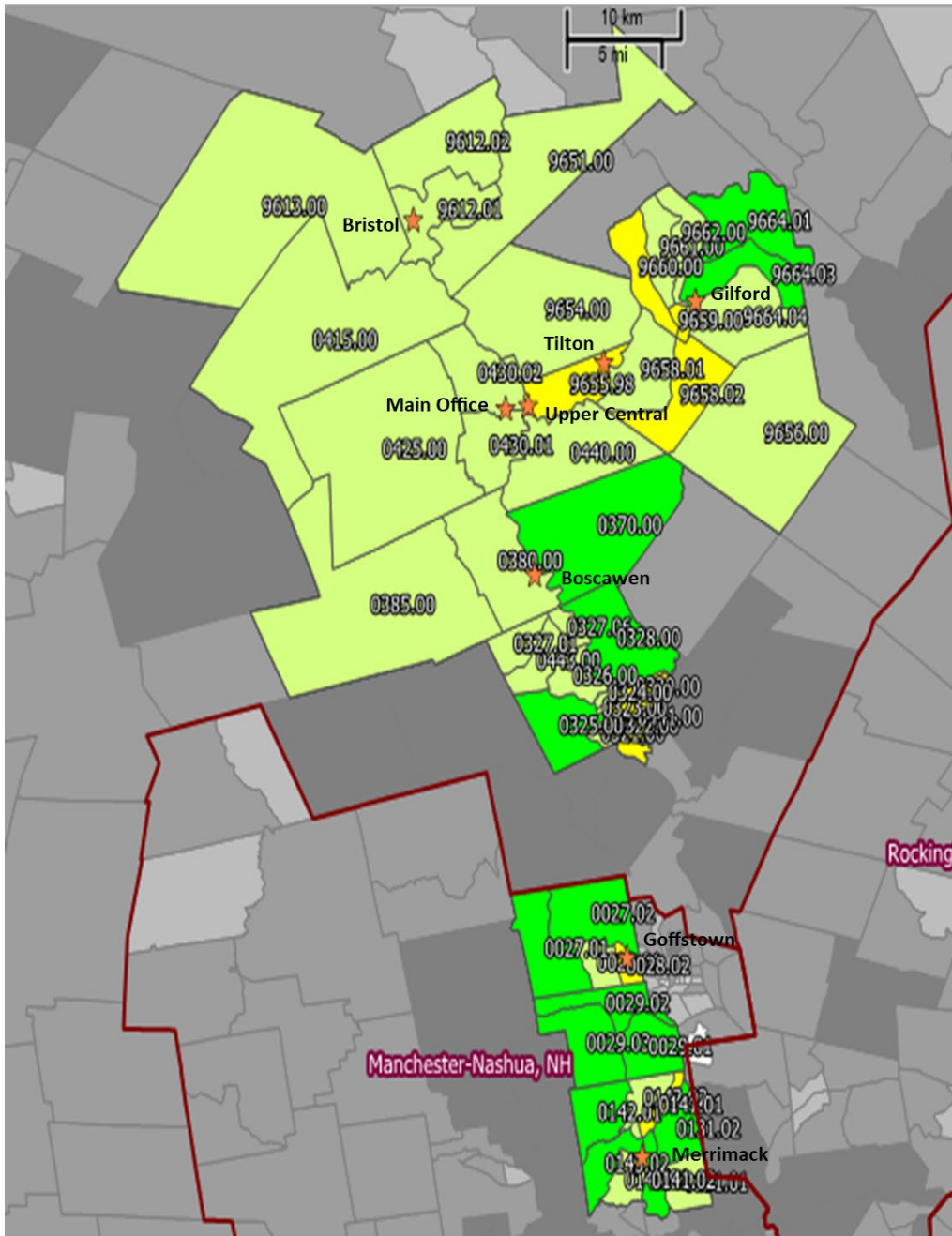
# Branch Locations and Service Hours

Name	Address	City	State	Zip	County	MSA	MSA Name	Census Tract	Income Tract	Minority Tract	Phone Number	Lobby Hours	Drive-Up	ATM
Main Office	387 Central St.	Franklin	NH	03235	Merrimack	NA	NA	430.01	Middle	10.75%	603-934-4445	M - W: 8:30 am to 4:30 pm Th - F: 8:30 am to 5 pm Sat: 9:00 am - 12:00 pm	M - W: 8 am to 4:30 pm Th-F 8:00-5:30 Sat: 9:00 am - 12:00 pm	Entrance
Upper Central	933 Central St.	Franklin	NH	03235	Merrimack	NA	NA	430.01	Middle	10.75%	603-934-6808	M - W: 8:30 am to 4:30 pm Th - F: 8:30 am to 5 pm Sat: 9:00 am - 12:00 pm	M - W: 8 am to 4:30 pm Th-F 8:00-5:30 Sat: 9:00 am - 12:00 pm	Drive-Up
Bristol	350 Lake St.	Bristol	NH	03222	Grafton	NA	NA	9612.01	Middle	8.44%	603-744-5461	M - W: 8:30 am to 4:30 pm Th - F: 8:30 am to 5 pm Sat: 9:00 am - 12:00 pm	M - W: 8 am to 4:30 pm Th-F 8:00-5:30 Sat: 9:00 am - 12:00 pm	Drive-Up
Boscawen	139 King Street	Boscawen	NH	03303	Merrimack	NA	NA	380	Middle	7.03%	603-796-2090	M - W: 8:30 am to 4:30 pm Th - F: 8:30 am to 5 pm Sat: 9:00 am - 12:00 pm	M - W: 8 am to 5:43:30 pm Th-F 8:00-5:30 Sat: 9:00 am - 12:00 pm	Drive-Up
Gilford	11 Saw Mill Rd.	Gilford	NH	03249	Belknap	NA	NA	9664.03	Upper	7.83%	603-524-5247	M - W: 8:30 am to 4:30 pm Th - F: 8:30 am to 5 pm Sat: 8:00 am - 12:00 pm	M - W: 8 am to 4:30 pm Th-F 8:00-5:30 Sat: 9:00 am - 12:00 pm	Drive-Up
Goffstown	585 Mast Rd.	Goffstown	NH	03102	Hillsborough	31700	Manchester-Nashua	28.02	Moderate	12.47%	603-222-2059	M - W: 8:30 am to 4:30 pm Th - F: 8:30 am to 5 pm Sat: 9:00 am - 12:00 pm	M - W: 8 am to 4:30 pm Th-F 8:00-5:30 Sat: 9:00 am - 12:00 pm	Drive-Up
Merrimack	1 Dobson Way	Merrimack	NH	03054	Hillsborough	31700	Manchester-Nashua	143.01	Middle	11.89%	603-423-0058	M - W: 8:30 am to 4:30 pm Th - F: 8:30 am to 5 pm Sat: Closed	M - W: 8 am to 4:30 pm Th-F 8:00-5:30 Sat: Closed	Drive-Up
Tilton	67 Laconia Rd.	Tilton	NH	03276	Belknap	NA	NA	9655.98	Moderate	8.63%	603-286-2800	M - W: 8:30 am to 4:30 pm Th - F: 8:30 am to 5 pm Sat: 9:00 am - 12:00 pm	M - W: 8 am to 4:30 pm Th-F 8:00-5:30 Sat: 9:00 am - 12:00 pm	Drive-Up

# Branch Openings and Closings

Date	Event	Branch	City	State	Zip	MSA	MSA Name	Census Tract	Minority Tract	Income
2025	None									
2024	None									
2023	None									

# Assessment Area by Census Tract with Branch Locations



# Description of Assessment Area

The Community Reinvestment Act (CRA) requires a financial institution to identify an assessment area in which it intends to focus its lending efforts. Franklin Savings Bank has two assessment areas.

## **INCOME LIMITS**

### **2025 Median Family Household Income for MSA and Non-MSA Assessment Areas**

There are no low-income census tracts in either the MSA or Non-MSA assessment area. There are seven moderate income tracts within the non-MSA assessment area, these tracts include:

Concord #322, #329 & #441  
Tilton #9655.98  
Belmont #9658.02  
Laconia #9659 & #9660

There are two moderate income tracts within the MSA assessment area, these tracts include:

Goffstown #28.02  
Merrimack #141.01

MSA Assessment Area Manchester – Nashua (31700) – **Median Income: \$135,000**

Non-MSA Assessment Area – New Hampshire – **Median Income: \$110,500**

Data Source: <https://www.ffiec.gov/Medianincome.htm>

# Assessment Area Household Income

## Non-MSA Assessment Area

9613	Alexandria, Orange, Grafton	Middle
425	Andover, Salisbury	Middle
9658.01	Belmont	Middle
9658.02	Belmont	Moderate
380	Boscawen	Middle
9612.02	Bridgewater	Middle
9612.01	Bristol	Middle
370	Canterbury	Upper
9651	Center Harbor, New Hampton	Middle
323	Concord	Middle
324	Concord	Middle
327.01	Concord	Middle
327.06	Concord	Middle
329	Concord	Moderate
443	Concord	Middle
322	Concord	Moderate
441	Concord	Moderate
321	Concord	Middle
325	Concord	Upper
328	Concord	Upper
326	Concord	Middle
415	Danbury, Hill, Wilmot	Middle
430.01	Franklin	Middle
430.02	Franklin	Middle
9664.01	Gilford	Upper
9664.03	Gilford	Upper
9664.04	Gilford	Middle
9656	Gilmanton	Middle
9661	Laconia	Middle
9662	Laconia	Middle
9659	Laconia	Moderate
9660	Laconia	Moderate
440	Northfield	Middle
9654	Sanbornton	Middle
9655.98	Tilton	Moderate
385	Warner, Webster	Middle

Income Tract	# In Assessment Area	% Of Tracts by Income Level
Low	0	N/A
Moderate	7	19%
Middle	24	67%
Upper	5	14%

# Assessment Area Household Income

*(continued)*

## MSA Assessment Area

27.01	Goffstown	Upper
27.02	Goffstown	Upper
28.01	Goffstown	Middle
28.02	Goffstown	Moderate
29.01	Bedford	Upper
29.02	Bedford	Upper
29.03	Bedford	Upper
131.01	Litchfield	Middle
131.02	Litchfield	Upper
141.01	Merrimack	Moderate
141.02	Merrimack	Upper
142.01	Merrimack	Upper
142.02	Merrimack	Middle
143.01	Merrimack	Middle
143.02	Merrimack	Upper

Income Tract	# In Assessment Area	% Of Tracts by Income Level
Low	0	N/A
Moderate	2	10%
Middle	4	30%
Upper	9	60%

## **COMMUNITY REINVESTMENT ACT NOTICE**

Under the Federal Community Reinvestment Act (CRA), the Federal Deposit Insurance Corporation (FDIC) evaluates our record of helping to meet the credit needs of this community, consistent with safe and sound operations. The FDIC also takes this record into account when deciding on certain applications submitted by us. Your involvement is encouraged.

- You are entitled to certain information about our operations and our performance under CRA, including, for example, information about our branches, such as their location and services provided at them; the public section of our most recent CRA Performance Evaluation, prepared by the FDIC; and comments received from the public relating to our performance in helping to meet community credit needs, as well as our responses to those comments. You may review this information today.
- At least 30 days before the beginning of each quarter, FDIC publishes a nationwide list of the banks that are scheduled for CRA examination in that quarter. This list is available from the Regional Director, FDIC 350 Fifth Avenue, Suite 1200, New York, NY 10118.
- You may send written comments about our performance in helping to meet community credit needs to:

**Renee M. Baldini, AVP/Executive Assistant & CRA  
Officer Franklin Savings Bank 387 Central Street  
Franklin, New Hampshire 03235**

and, to the FDIC Regional Director.

You may also submit comments electronically through the FDIC's Web site at [www.fdic.gov/regulations/cra](http://www.fdic.gov/regulations/cra).

Your letter, together with any responses by us, will be considered by the FDIC in evaluating our CRA performance and may be made public.

- You may ask to look at any comments received by the FDIC Regional Director.
- You may also request from the FDIC Regional Director an announcement of our applications covered by the CRA filed with the FDIC.

## **HOME MORTGAGE DISCLOSURE ACT NOTICE**

The HMDA data about our residential mortgage lending is available online for review. The data shows geographic distribution of loans and applications; ethnicity, race, sex, age and income of applicants and borrowers; and information about loan approvals and denials. HMDA data for many other financial institutions is also available online. For more information, visit the Consumer Financial Protection Bureau's website at [www.consumerfinance.gov/hmda](http://www.consumerfinance.gov/hmda).

# CRA Mission Statement

This Bank is committed to serving the needs of our entire community, including low- and moderate-income areas. We fulfill this commitment, consistent with safe and sound operations, by following several simple guidelines:

**FIRST**, we will actively work to ensure that our own personnel understand and share the Bank's commitment to serving low- and moderate-income customers. We will also ensure they are equipped with the knowledge, products, delivery systems, and motivation needed to do so effectively.

**SECOND**, we will actively seek to understand and be responsive to the credit needs of our markets, including low to moderate income areas.

**THIRD**, we will actively strive to assure that creditworthy potential customers in our community, including those in low- and moderate-income areas, are aware of the services we offer and that we want their business.

# Description of Institution

Franklin Savings Bank is a mutual savings bank headquartered in Franklin, NH, a full-service community bank chartered in 1869. One of the Bank’s primary goals is to remain a community-oriented, customer-focused, full service independent bank.

As of December 31, 2025, assets totaled \$917,282 million, of which \$738,651 million, or 80.5% in net loans. The Bank offers commercial and consumer loans.

## **LOAN TO DEPOSIT RATIO**

Table 1 shows the Bank’s LTD ratio for each quarter from March 2023 to December 2025. The loan to deposit ratio demonstrates the extent to which the Bank is reinvesting deposited funds back into the community.

**TABLE 1**  
**LOAN-TO-DEPOSIT RATIO COMPARISON (call report)**  
**March 2023 to December 2025**

Date	Loans (thousands)	Deposits (thousands)	LTD Ratio
23-Mar	\$ 536,149	\$ 678,863	78.98%
23-Jun	\$ 553,850	\$ 698,423	79.30%
23-Sep	\$ 564,607	\$ 686,785	82.21%
23-Dec	\$579,733	\$667,956	86.79%
24-Mar	\$585,701	\$661,495	88.54%
24-Jun	\$596,085	\$665,540	89.56%
24-Sep	\$599,913	\$688,357	87.15%
24-Dec	\$617,817	\$701,106	88.12%
25-Mar	\$656,065	\$714,191	91.86%
25-Jun	\$694,645	\$747,263	92.96%
25-Sep	\$712,947	\$762,159	93.54%
25-Dec	\$738,651	\$794,502	92.97%
		<b>AVERAGE</b>	<b>87.67%</b>

On the following pages you will find more detailed information of the lending activities of the Bank. If you have any questions, please contact the Community Reinvestment Officer, Renee Baldini, at (603) 934-8327.

# Description of Institution

## Small Business Lending

Franklin Savings Bank is deeply invested in the communities where we live, work, and recreate. The Bank continues to commit significant financial and human resources toward effectively meeting the credit needs of the various communities we serve. Franklin Savings Bank consistently demonstrates the ability to respond to all creditworthy segments of its market(s) and comply with both the letter and spirit of the CRA.

As a community bank, we can provide timely service, and often times alternative sources of financing, to local small businesses throughout the Bank's assessment area. As an alternative to the large bank "one size fits all" approach, the Bank can customize loan products to meet the specific needs of a variety of local business types. In 2025 the Bank closed 122 small business loans. Of the 122 small business loans closed, 72 or 59% were \$250,000 or less and 45 were made within the Bank's assessment areas.

Throughout the year, the Bank provided financing to several municipalities, non-profit organizations and other businesses that promote the physical and mental health wellbeing of others. Franklin Savings Bank is expressly aware of the overall economic climate and credit needs within the Bank's general assessment area(s). In conjunction with small business loan originations, the Bank continues to work closely with borrowers who may be experiencing intermittent cash flow shortfalls. While delinquency and collections are a byproduct of lending, the Bank maintains a tradition of working closely with borrowers to provide every reasonable opportunity for a troubled borrower to remedy.

Franklin Savings Bank has a long-standing tradition of providing commercial loan support to the various markets it serves. The Bank is mindful of the importance of job creation, retention and development opportunities and continues to support the local business community, utilizing safe and sound lending practices.

# Total Mortgage and Home Equity Lines of Credit Originations in Assessment Area

Census Tract #	City/Town	Total Loan Dollars	Total Loans Closed
<b>MSA-AA</b>			
27.01	Goffstown		
27.02	Goffstown		
28.01	Goffstown		
28.02	Goffstown		
29.01	Bedford		
29.02	Bedford		
29.03	Bedford		
131.01	Litchfield		
131.02	Litchfield		
141.01	Merrimack		
141.02	Merrimack		
142.01	Merrimack	\$ 200,000.00	1
142.02	Merrimack		
143.01	Merrimack		
143.02	Merrimack		
<b>Total MSA Assessment Area</b>		<b>\$ 200,000.00</b>	<b>1</b>
<b>Non-MSA-AA</b>			
321	Concord		
322	Concord	\$ 50,000.00	1
323	Concord		
324	Concord		
325	Concord		
326	Concord		
327.01	Concord		
327.06	Concord		
328	Concord		
329	Concord		
370	Canterbury	\$ 60,000.00	1
380	Boscawen		
385	Warner/Webster		
415	Hill	\$ 90,000.00	2
425	Andover	\$ 70,000.00	1
430.01	Franklin		
430.02	Franklin	\$ 725,000.00	2
440	Northfield	\$ 435,000.00	3
441	Concord		
443	Concord		
9612.01	Bristol	\$ 843,000.00	4
9612.02	Bridgewater/Bristol		
9613.00	Alexandria		
9651.00	New Hampton		
9654	Sanbornton	\$ 147,000.00	1
9655.98	Tilton		
9656.00	Gilmanton Iron Works	\$ 566,000.00	2
9658.01	Belmont		
9658.02	Belmont	\$ 30,000.00	1
9659.00	Laconia		
9660.00	Laconia		
9661.00	Laconia		
9662.00	Laconia	\$ 662,000.00	2
9664.01	Gilford	\$ 350,000.00	1
9664.03	Gilford		
9664.04	Gilford		
<b>Total Non-MSA Assessment Area</b>		<b>\$ 4,028,000.00</b>	<b>21</b>

# Total Mortgage and Home Equity Lines of Credit Originations in Assessment Area

*(continued)*

Mortgage Loans made in the assessment area versus loans made outside the assessment area for the years 2024 and 2025.

CALENDAR YEAR 2024

CALENDAR YEAR 2025

LOCATION	# LOANS	% LOANS	# LOANS	% LOANS
INSIDE ASSESSMENT AREA	32	64%	22	62.9%
OUTSIDE ASSESSMENT AREA	18	36%	13	37.1%
<b>TOTALS</b>	<b>50</b>	<b>100%</b>	<b>35</b>	<b>100%</b>

# A True Community Bank

Since 1869, Franklin Savings Bank has been a community supporter. The community continues to be a top priority for the Bank.

Franklin Savings Bank's commitment to the community is not due to any regulatory mandate; we believe a community bank gives back to the communities that support us. As a local community bank, we are often able to provide an alternative solution for the customer that does not fit the traditional mold required by many larger banks.

**Donations:** Over the years, community members have benefited from the Bank's support of CRA-qualified donations and support, as well as additional community support to assist a variety of local organizations, groups, and events. Total donations which include funds from The Fund for Community Advancement and the FSB Scholarship Fund totaled \$182,199 in 2025.

Donations include goods, service, time, leadership and/or money. This support has enabled residents to better themselves, their families, their neighborhoods, and their lives. Examples of the many donations include those made to: Food pantries, homeless shelters, support of education, animal rescue support and much more.

**Volunteerism:** During 2025, bank staff spent 779 hours using time and skills for the benefit of various organizations in the communities it serves. Organizations included but were not limited to food pantries and organizations focused on helping various disadvantaged populations.

**FSB Scholarship Fund:** The FSB Scholarship Fund was established in 1994 with \$50,000. In 2025, 16 deserving students received scholarships totaling \$14,550. Over the years the FSB Scholarship Fund has awarded \$422,679 in scholarships to 725 area students. Each year the Bank allocates a portion of this money to support employees or their immediate dependents.

**FSB Fund for Community Advancement:** The Franklin Savings Bank Fund for Community Advancement (FFCA) was established in 1997 as a \$1 million self-perpetuating fund to provide generous grants to programs in need. Since its inception, the Fund has awarded \$1,306,359 in grants to local organizations. In 2025, Franklin Savings Bank celebrated its 48th round of grants and awarded seven grants totaling \$54,850 as follows:

# A True Community Bank

(continued)

Organization (Support Areas)	Amount	Notes	Website
<b>Town of Boscawen</b> (Boscawen & Penacook)	\$13,850.00	Discretionary Fund: Boscawen Town Park Improvement Project (Economic Development) which will include a pavilion, river overlook, improved ADA access as well as traffic safety and parking improvements.	<a href="https://nh-boscawen.civicplus.com/DocumentCenter/View/4084/Summary-Flyer---Rev-03132025-PDF">https://nh-boscawen.civicplus.com/DocumentCenter/View/4084/Summary-Flyer---Rev-03132025-PDF</a>
<b>Bristol Elementary School PTO</b> (Supports Bristol, Alexandria, and New Hampton)	\$10,000.00	Playground project to replace the existing that is over 30-years old in order to provide students with a safe, modern, and engaging play space.	<a href="https://bes.sau4.org">https://bes.sau4.org</a>
<b>The Home Possible Project</b> (Supports Alexandria, Belmont, Boscawen, Bristol, Franklin, Gilford, Gilmanton, New Hampton, Northfield, Sanbornton, and Tilton)	\$5,000.00	Site assessment and evaluation for proposed supportive housing community residence in Gilford for adults with developmental disabilities.	<a href="https://www.homepossiblenh.org/">https://www.homepossiblenh.org/</a>
<b>Operation Delta Dog (Statewide Support)</b>	\$10,000.00	Facility expansion effort.	<a href="https://operationdeltadog.org/">https://operationdeltadog.org/</a>
<b>Tapply-Thomson Community Center</b> (Supports Alexandria, Bristol, New Hampton, and Hill)	\$6,000.00	Furnishings and finishing touches of the brand-new music room.	<a href="https://ttccrec.org/">https://ttccrec.org/</a>
<b>Belknap House</b> (Supports all of Belknap County)	\$5,000.00	Phase three of the Belknap House II – family yard improvement plan.	<a href="https://www.belknaphouse.org/">https://www.belknaphouse.org/</a>
<b>SEE Science Center, Inc</b> (Supports Goffstown and Merrimack)	\$5,000.00	Regenerative medicine outreach program to middle school students in Merrimack and Goffstown.	<a href="https://see-sciencecenter.org/">https://see-sciencecenter.org/</a>

# A True Community Bank

*(continued)*

**FINANCIAL LITERACY EDUCATION:** FSB's website hosts two options to promote financial literacy. The first is the widely recognized FDIC Money Smart program and the second is series of educational videos designed for both personal and business customers.

In addition, Franklin Savings Bank staff have been frequent visitors at our local schools, senior housing establishments, and local organizations to share financial literacy knowledge, discuss careers, and encourage sound financial practices.

**SMART CD Program (VITA Program):** As a means of encouraging EITC recipients to save money for housing or education, Franklin Savings Bank continues to offer the "Smart CD" program. If a deposit of at least \$100 is made to a "Smart CD" and the money remains there for 12 months, Franklin Savings Bank will deposit an additional \$100 into the account. The money can be taken out with no penalty if it is being used for education or purchasing a home. Another great feature of the CD is that the customer can make deposits of as little as \$5. This is meant to help the customer develop good saving habits. Franklin Savings Bank's Smart CD Program was recognized in 2011 in the National Community Tax Coalition Asset Building Resource Guide as a proven product to help promote asset building for VITA site participants. During 2025, FSB opened 21 Smart CDs of which 95% were opened by customers in our assessment area.

**Under-Banked, Under-Served in Our Communities:** Franklin Savings Bank continues to provide products for individuals who are under-banked and under-served. These products are designed to provide customers with the opportunity to re-establish a relationship with a true community minded bank.

**Solutions Checking:** In an effort to ensure that we meet our customers' financial needs, Franklin Savings Bank developed a product that is available for those individuals that may have experienced checking accounts problems in the past. It may be extremely difficult for individuals to open a checking account once they have been reported to a consumer checking history database such as ChexSystems. Once reported, a record may stay on file for a period of five years.

Our Solutions Checking account is designed for customers who have had unfavorable checking account history at other financial institutions. This checking account provides a second chance to establish a checking account despite having negative account history. In addition, if they maintain their account in good standing for six months, they can change to any of our other checking account products that provide additional benefits. During 2025, the Bank opened 58 Solutions Checking accounts of which 88% were customers within our assessment area.

*As part of the strategic planning process for Franklin Savings Bank, a list of ways Franklin Savings Bank customers can access our financial services was compiled. The next page provides a list that is reviewed annually and updated as needed.*

# A True Community Bank

*(continued)*

**ACH:** With customers' pre-authorization, payments can automatically be debited or credited from checking, money market and statement savings accounts. Additionally, the Franklin Savings Bank ACH program allows customers to process various transactions electronically.

*Customers can:*

- Transfer money to and from other financial institutions
- Pay FSB loans from another financial institution
- Transfer funds to FSB from another financial institution
- Transfer money person to person
- And much more.

**ATM:** Franklin Savings Bank offers 8 ATM locations:

**On Site**

- Main Office, Franklin ☒\$
- Central Street Office, Franklin
- Bristol Office
- Tilton Office
- Boscawen Office
- Gilford Office
- Merrimack Office ☒\$
- Goffstown Office ☒\$

Customers can withdraw cash at each location. Deposits are accepted at the ATM machines marked with ☒. Locations marked with '\$' also provide customers with immediate access to cash deposits. FSB customers can also make deposits to their card-accessed accounts at other financial institutions' deposit-accepting Accel/Exchange ATMs. Additionally, FSB customers are offered unlimited fee-free access to their funds through their debit card at any Allpoint® ATM, including over 55,000 ATMs worldwide: 2,500 ATMs in New England and 43,000 ATMs Nationwide.

**BANK-BY-MAIL:** Bank-by-mail gives out-of-state, out-of-town or homebound customers the opportunity of mailing deposits, withdrawals, CD renewal information, account applications, etc. directly to the appropriate FSB staff person.

**BRANCHES:** (listed above under "ATMs")

**LOBBY:** During business hours, our lobbies accommodate all financial services six days a week. Customers can complete transactions with Tellers or Personal Bankers, visit Personal Bankers to open new deposit and consumer loan accounts, renew Certificates of Deposit and IRAs, or make account changes. They can also access the Safe Deposit area in the Main Office, Gilford and Bristol branches.

# A True Community Bank

*(continued)*

**DRIVE-UP:** With convenient drive-up hours, FSB customers can conduct banking transactions without leaving their vehicle.

**REMOTE DEPOSIT CAPTURE/CHECKCONNECT24:** CheckConnect24 allows FSB merchants to scan checks received from their customers and issue deposits electronically to Franklin Savings Bank anytime, day or night. CheckConnect24 utilizes a desktop scanner that connects to the business customer's PC and the internet via a secure connection. Key advantages of this access channel include making deposits anytime; saving time preparing deposits; consolidating funds from remote locations into an FSB account; cut costly employee time or courier costs for trips to the bank; and reduce the risk of check fraud.

**CHECKS:** FSB customers can write checks for payment from their personal checking, business checking, Health Savings Account (HSA) and/or money market accounts. Checks may also be written from the Home Equity Lines of Credit.

**COIN COUNTER (SELF SERVICE):** FSB customers can experience the immediate gratification of knowing their coin deposit amount by using the self-service coin counter in our Main, Boscawen, Bristol, Tilton, Merrimack, Goffstown and Gilford offices. This service is free of charge for customers and offers a low-cost option for non-customers.

**DEBIT / ATM CARD:** Included in this category is FSB's VISA Debit/ATM Card (including the PassKey labeled card), the FSB Business Debit Card, and the FSB Health Savings Account Debit Card. This tool allows customers to conduct POS (point of sale) transactions, VISA debit transactions, and allows an ATM cash & POS cash-back option.

**VISA CREDIT CARDS:** Franklin Savings Bank has entered an Agent agreement with TCM Bank as a means to offer a Franklin Savings Bank branded credit card for both consumer and business customers. Customers can apply via the Banks website.

**CARDHUB:** With CardHub customers can manage their debit cards within the FSB mobile banking app. CardHub allows customers to turn their debit cards on or off, set spending limits and transaction controls, receive real time alerts, review balance and card activity and with the use of GPS location-based controls, they can only allow their debit card to be used if it is within a 5-mile radius of their phone.

**FSB ALERTS:** Receive custom alerts in our online banking or mobile banking applications to keep customers on top of their finances. With FSB Alerts customers can conveniently monitor account balances, scheduled payments, transaction history, deposit, withdrawals and stay informed on changes to their accounts.

**DIRECT DEPOSIT:** For convenience and safety, direct deposit of payroll, government and retirement checks are encouraged with FSB customers.

# A True Community Bank

*(continued)*

**E-MAIL:** Customers and non-customers alike are welcome and encouraged to send e-mail to the general FSB address of [mybanker@fsbnh.bank](mailto:mybanker@fsbnh.bank) or to individual employees.

**FACEBOOK:** Customers and non-customers alike who are members of the Facebook community and have joined (or 'Like') our page are welcome to post comments on our page. FSB closely monitors this channel for timely replies to posts. "Social Media, like business networking, is more effective the more you participate in and add value to the discussions. It can vastly extend your reach by connecting you to people with whom you would otherwise have no access or direct contact."

**LINKED-IN:** Similar to Facebook, customers and non-customers alike who are members of the LinkedIn community and have connected with our professionals are welcome to correspond through messages on this channel.

**ONLINE CHAT:** Customers have the choice of 'chatting' from within Online Banking or all web visitors can communicate with our staff from the 'Chat' icons on our web site ([www.fsbnh.bank](http://www.fsbnh.bank)), including the home page. During regular banking hours, site visitors can chat securely with a Customer Contact Center employee online or after banking hours, the "Chat is Online" button turns to "Chat is Offline/Send a Secure Message". Visitors can then easily send a secure e-mail message outside of banking hours. When making this selection, the secure message is responded to on the next business day. The Secure Message may be used to compose or read a secure e-mail message at any time.

**GIFT CARDS:** Franklin Savings Bank offers customers the ability to purchase Mastercard gift cards in any denomination between \$10 and \$1,000. Safer than carrying cash, they are ideal for shopping online, paying bills, traveling and for everyday purchases.

**BUSINESS ONLINE BANKING:** Business Online Banking provides immediate access to customers' business account information – from anywhere. *Business Online Banking offers:* management of business finances from any computer with Internet access, 24/7; viewing up-to-the-minute transactions, check images (front & back), and current & previous statements; customizing online banking accounts by: Assets & Liabilities, Personal & Business Accounts, Clients (for accountants and other professional offices); routine transfer of funds from one account to another; frequently transfer funds to and from other financial institutions; initiation of stop payments; viewing personal and business accounts all in one view (for business owners); controlled access of multiple employees to perform delegated business transactions; payment of business bills electronically; and export of account transactions to popular money management software.

**EXECUTIVE CASH MANAGEMENT:** The second tier to Business Online Banking service is *Executive Cash Management*. In addition to all the Business Online Banking information above, this service also includes: ability to pay employees through direct deposit; automatic customer account debit for services rendered; sending wire transfers; and paying quarterly tax payments electronically.

# A True Community Bank

*(continued)*

**POSITIVE PAY FOR CHECKS AND ACH:** Positive Pay is a fraud mitigation tool that business customers can enroll in to approve or reject checks and ACH payments as authorized or unauthorized.

**NIGHT/AFTER HOURS DEPOSITORIES:** After-hour depositories, located at each of our offices, are convenient for those area business customers who are open later than our offices and prefer not to leave money at their business. This access channel is also available for personal FSB customers wishing to make retail deposits and loan payments or to submit completed paperwork, an important option since not all ATMs in our market areas are able to accept deposits.

**ONLINE BANKING:** Available at [www.fsbnh.bank](http://www.fsbnh.bank)

Since the inception of Online Banking in November of 1999, customer enrollment in online banking services continues to grow steadily. Customers need convenient banking opportunities for performing transactions from home, office, or on the road. Online Banking provides the convenience of up-to-the-minute balance information. FSB's Online Banking provides customers with the ability to: perform scheduled or immediate account transfers, transfer funds from and to other US financial institutions, check account balances, view account statements, download transaction data into financial management software, set up account alerts, request e-Statements, and more.

**MOBILE BANKING:** Customers with web access and e-mail/text message capabilities on their mobile device have the option of banking from anywhere at any time with FSB. With the FSB Mobile Banking app for smart phones (iPhone or Android) or tablets, customers can deposit checks, view check images, account balances, transfer funds between accounts, see pending transactions, view banking hours & locations, see ATM locations, receive alerts on accounts, and more.

**BUSINESS MOBILE BANKING:** Business customers with web access can check business account balances, view recent transactions, transfer money between accounts, deposit checks, view deposit history, approve transactions scheduled through Business Online and receive alerts when approvals are pending.

**MOBILE DEPOSIT:** Mobile deposits allow business and personal customers to deposit checks via their mobile phone. Customers will use their phone's camera to take a picture of the front and back of each check, then submit the images electronically via a secure transmission through I-Bank24 Online Banking to FSB. Deposits can be made 24 hours a day, 7 days a week, from anywhere.

**BILL PAY:** With Bill Pay, customers have the option of paying bills online any time of the day or night. The system will *automatically* produce a paper draft if the payee does not accept electronic payments. Additionally, customers have the option to pay people directly with simply an e-mail address or mobile phone number.

# A True Community Bank

*(continued)*

**ONLINE ACCOUNT OPENING:** Customers can open personal accounts online by selecting the **Open an Account** tab through online banking at [www.fsbnh.bank](http://www.fsbnh.bank).

**PHONE:** With local and toll-free numbers, our customers can easily reach FSB by phone. To coincide with our philosophy of providing personal, quality service, our Customer Solutions Teams personally answer calls. When utilizing the direct lines for FSB staff, select vendors, customers and other individuals can reach FSB employees quickly and directly, without being transferred.

**ELECTRONIC STATEMENTS:** FSB offers the convenience of e-Statements to all consumer and business customers. For their convenience, customers receive an e-mail notification that their account statement(s) are ready to be securely reviewed by logging into their online banking account.

**PAPER STATEMENTS:** FSB offers Paper Statement mailed through the United States Postal Service for those customers who do not wish to receive their statements electronically.

**TELEPHONE BANKING:** With the convenience of Telephone Banking, our customers are able to:

- Access their account
- Inquire on balance or recent transactions
- Make a transfer between FSB accounts
- Make FSB loan payments with transferred funds from an FSB deposit account
- Report a lost or stolen ATM or Debit card
- Hear listings of banking hours and ATM locations
- Speak with a Customer Service Specialist (during business hours) or leave a message (after business hours)

**ZELLE:** FSB offers Person to Person payments through Zelle, allowing customers to send money electronically to friends, family, and other trusted people, in a safe and secure manner.

# Products & Services

Exceptions to products and services offered by branch locations follows this listing

## Deposit Accounts

### Checking:

- Choice™
- Easy™
- PassKey™
- Solutions
- Student

### Certificates of Deposit:

- Smart CD
- Special Terms
- Standard Terms

### Choice Savings Club

### Health Savings Account (HSA)

### KIDS' Accounts

### Money Market:

- Lakes Money Market Plus
- Money Market Advantage

### Retirement (IRAs):

- Roth
- Traditional

### Statement Savings:

- Under 18 / Over 62
- Advantage
- Lakes Plus Savings

## Loans

### Collateral Loans

### Construction Loans

### Consumer Loans:

- Automobile – New & Used
- Collateral
- Home Improvement
- Personal – Secured & Recreational  
Vehicle Loans
- Personal - Unsecured

## Business Services

### CheckConnect24 – Merchant Capture Service

### Checking:

- Business Advantage
- Business Checking
- Non-Personal Easy
- Non-Personal Choice

### Commercial/Small Business Loans:

- Credit Enhancement Programs Equipment &  
Real Estate Financing
- Financing Packages Tailored to  
Individual Business
- Letters of Credit
- Lines of Credit

### Business Online Banking &

- Business Executive Cash Management

### Lockbox Services

- Positive Pay for Checks  
and ACH

### Merchant Point of Sale

### Money Market:

- Commercial Money Market
- Municipal Money Market

### Sweep Account/Repurchase Agreement

### VISA® Business Check Card

### VISA® Business Credit Card

# Products & Services

*(continued)*

## Other Services

24-Hour Banking:

ATM Network – 55,000 fee-free nationwide

Online Banking, Mobile Banking, Mobile Deposit, Bill Pay & Person-to-Person payments at [www.fsbnh.bank](http://www.fsbnh.bank)

Telephone Banking at (603) 934-1440 & (800) 414-2568

Online Account Opening

Online Mortgage Applications & Approvals

ACH Origination & Electronic Payment

Bank-by-Mail

CDARS—Certificate of Deposit Account Registry Service

Coin Counting & Self-Service Coin Machine

Companion Account Transfer

Direct Deposit

Drive-Up Windows

Education: Business Education Seminars

Estate Planning Workshops

Financial Fitness Workshops

Financial Literacy Training

First Time Home Buyer Seminars

Social Security Seminars

ICS—Insured Cash Sweeps Identity

Theft Resolution Services

Independence Financial Advisors

Investment & Insurance Offerings

[Not FDIC Insured; May Lose Value; No Bank Guarantee]

MasterCard® Gift Cards Debit Cards

Visa Consumer and Business Credit Cards

Money Orders & Bank Checks

Night Deposit

Notary Service & Signature Guarantees

Online Chat Overdraft Privilege & Overdraft

Forgiveness PassKey Club

Photocopy and Fax Services

Shred Day - Free shredding of confidential information

Statements – Electronic or Traditional Paper Statements

Savings Bond Redemption

Visa® Debit Cards with EMV technology

Wire Transfers

# Availability of Services

Not all services listed on the proceeding sheet are available at all locations. The exceptions are listed below:

Location	Safe Deposit Boxes	Self-Coin	Independence Financial Advisors (IFA)	Commercial Loan Officers
Franklin – Main Office (387 Central Street)	Yes	Yes	By Appointment	By Appointment
Franklin (933 Central St.)	No	No	By Appointment	By Appointment
Boscawen	No	Yes	By Appointment	By Appointment
Bristol	Yes	Yes	By Appointment	By Appointment
Gilford	Yes	Yes	By Appointment	By Appointment
Goffstown	No	Yes	By Appointment	By Appointment
Merrimack	No	Yes	By Appointment	By Appointment
Tilton	No	Yes	By Appointment	By Appointment

**Safe deposit boxes are no longer offered, however the bank still services previously opened boxes.**

# Schedule of Account Fees & Services

Account Escheatment Service Charge (After 5 years of no account activity)	\$75.00
ATM Card Charge ( <i>Statement Savings</i> )	\$1.00 monthly
Bank Checks (Customers Only) (First check per day free)	\$5.00 each
<i>(Advantage and PassKey Checking)</i>	Free
<u>Check Cashing Fee (<i>non-customers</i>)</u>	
<i>(Local Payroll)</i>	\$10.00
<i>(Tax Refunds)</i>	\$15.00
Dormant Account Fee	\$10.00 monthly
<i>(Passbook, Statement Savings, and Money Market accounts after 36 Months of no activity)</i>	
<i>(Checking accounts after 14 months of no activity)</i>	
Foreign ATM Fee	\$2.00 per transaction
<i>(Non-FSB ATMs not within the Allpoint or Meredith Village Savings Bank networks)</i>	
<i>(Fee assessed for each inquiry, transfer, and withdrawal conducted)</i>	
Foreign Check Collection Fee	\$25.00 plus exchange rate
FSB Deposit Bags ( <i>Zippered</i> )	\$6.00 each
FSB Deposit Bags ( <i>Locked</i> )	\$28.00 each
Gift Cards	\$2.50 per card
<i>(PassKey Members)</i>	Free
ID Theft 911 Resolution Services	\$15.00 annual
<i>(PassKey Members)</i>	Free
IRA Transfer Fee ( <i>If account was opened or renewed after 08/01/2013</i> )	\$25.00
Levies/Writs/Attachments	\$125.00 each
Money Orders (Customers Only) (First money order free per day)	\$3.00 each
<i>(Advantage and PassKey Checking)</i>	Free
Notary Services ( <i>Non-Customers</i> )	\$10.00
Overdraft (NSF) Fees and Returned Item (NSF) Fees*	\$35.00 per item presented
<i>(Business Checking Accounts)</i>	\$35.00 per item presented
<i>(Returned Item Fee for Health Savings Account)</i>	\$15.00 per item presented

# Schedule of Account Fees & Services (continued)

Safe Deposit Box	Priced by size
<i>(Late charge after 30 days)</i>	\$10.00
<i>(Box Drilling)</i>	varies
<i>(Key Replacement)</i>	\$70.00
Solutions Checking Debit Card Charge	\$2.00
Stop Payment Fee	\$32.00 per item
<i>(PassKey Members)</i>	Free
<u>Wire Transfer Fee</u>	
Domestic Incoming	\$17.00
<i>(PassKey Members)</i>	Free
Domestic Outgoing	\$30.00
<i>(Business Online Executive)</i>	\$10.00
<i>(PassKey Members)</i>	Free
Foreign Incoming	\$35.00
Foreign Outgoing	\$50
<i>(Business Online Executive)</i>	\$35.00
<u>External Transfer Fee (Consumer Online/Mobile Banking)</u>	
Standard Incoming	Free
Standard Outgoing	Free
Next-Day Incoming	\$5.00 each
Next-Day Outgoing	\$5.00 each

*Fees are subject to change without notice. Some restrictions may apply.  
Effective October 01, 2024*

**MEMBER FDIC**