

ANSWERS TO COMMONLY ASKED QUESTIONS

Q: WHY IS THE MERGER BETWEEN BANKPROV AND NEEDHAM BANK HAPPENING?

A: BankProv and Needham Bank share similar values – both banks believe in being nimble and forward thinking, taking care of customers, communities and employees and investing in technology to remain future-ready. We believe that the merger will provide you with enhanced services through an expanded product set and additional branch locations – without losing your local, high touch customer service.

Q: WILL BANKPROV BRANCHES REMAIN OPEN FOLLOWING THE COMPLETION OF THE MERGER?

A: All BankProv branches will remain open and will transition to Needham Bank branches. Following completion of the merger you will have access to 18 branches 26 ATMs across the combined Bank’s footprint.

Q: WILL THE BANKPROV BRANCH STAFF REMAIN IN PLACE?

A: Many BankProv branch employees will be retained and will become part of Needham Bank. Rest assured you will be able to bank with most of the familiar faces you’re used to seeing.

Q: WILL MY ACCOUNT NUMBER STAY THE SAME?

A: In most cases your account number(s) will not be changing. If there was a change to an account number, you would have already been contacted by BankProv. Please refer to the enclosed Personalized Account Summary for additional information on how your accounts will transition.

Q: CAN I CONTINUE TO USE MY BANKPROV CHECKS?

A: You may continue to use your BankProv checks after the completion of the merger. Once you have used all your BankProv checks you may order new Needham Bank checks through Needham Bank Online & Mobile Banking, contact **781-444-2100** or visit your local branch.

Q: WHAT ROUTING NUMBER SHOULD I USE AFTER THE MERGER?

A: You may continue to use BankProv’s routing number as normal for one year. Starting **November 17**, you should begin to update your existing checks, direct deposits and automatic payment information using Needham Bank’s routing number: **211373539**.

Q: WHAT IS NEEDHAM BANK’S SWIFT/BIC CODE?

A: Needham Bank’s SWIFT/BIC Code is **NEEDUS32**.

Q: WHAT WILL HAPPEN TO MY DIRECT DEPOSIT?

A: Direct deposits using BankProv’s routing number will continue as normal for one year. You should begin to update your direct deposit information using Needham Bank’s routing number: **211373539**.

Q: WILL I RECEIVE A NEW ATM OR DEBIT CARD?

A: If you have BankProv ATM or Debit Card then a new Needham Bank ATM/Debit Card will be issued. You will receive additional information in **late October** or **early November** including instructions on how to activate your new card and when you may begin using it.

Q: WHAT WILL HAPPEN TO AUTOMATIC OR RECURRING PAYMENTS THAT I MAKE WITH MY DEBIT CARD?

A: You will need to establish new automatic or recurring payments on your new Needham Bank debit card. You will receive additional information in the mail with your new debit card.

Q: WILL MY DEPOSIT ACCOUNTS CONTINUE TO BE COVERED BY FDIC AND DIF INSURANCE?

A: Needham Bank deposits are insured by the Federal Deposit Insurance Corporation (FDIC) up to \$250,000 per depositor, per ownership category. At the close of business on **November 14, 2025**, pending regulatory approval, all deposit accounts will be covered solely by FDIC insurance, and the additional insurance previously provided by the Depositors Insurance Fund (DIF) for balances above the FDIC limits will cease.

For customers who currently hold deposit accounts at both BankProv and Needham Bank, FDIC rules provide a six-month grace period following the merger during which deposits from both institutions will remain separately insured – even if the combined balances exceed the \$250,000 limit. In addition, time deposit accounts (such as CDs) that mature after the six-month grace period will continue to be separately insured until they reach maturity.

Q: HOW CAN I PROTECT MYSELF FROM FRAUD DURING THE MERGER?

A: Fraudsters often try to target customers during times of change, like bank mergers. Please remember:

- ▶ We will never call, email, or text you asking for personal or business information such as account numbers, passwords, or Social Security numbers.
- ▶ If you receive a suspicious message, do not respond. Instead, contact us directly at **877-487-2977**, or visit your local branch.
- ▶ For tips on how to recognize common scams and keep your information safe, visit **www.NeedhamBank.com/security**



Important Changes to Your Accounts

EFFECTIVE NOVEMBER 15, 2025

Welcome to Needham Bank! This notice highlights important changes to your account agreement, including Terms & Conditions, fees and services, effective **November 15, 2025**, pending regulatory approval.

Effective **November 15, 2025**, and subject to regulatory approval, Needham Bank’s Account Agreement will replace your current Account Agreement with BankProv. The enclosed Needham Bank *Personal & Business Deposit Account Agreements* booklet outlines the new terms, conditions, and fees that will apply to your account. Beginning **November 15, 2025**, if you keep your account(s) open or continue to use them, these updated terms will automatically apply.

GENERAL CHANGE IN TERMS

Effective **November 15, 2025**, the below outlined changes will apply to the following services:

ATM Deposit Cutoff Times:	▶ Cutoff time for ATM deposits is 3:00 p.m. for next day availability.
Branch Hours	▶ All transitioning BankProv locations will have the following Lobby and Drive-up hours: Monday – Wednesday: 8:30 a.m. - 4:30 p.m. Thursday – Friday: 8:30 a.m. - 5:00 p.m. Saturdays: 8:30 a.m. - 12:00 p.m.
Business Loan Draws via Online Banking	▶ Small Business Lines of credit will continue to be accessible via Online Banking for advances.
Cutoff Times for ACH and Wires	▶ Domestic USD wire transfers can be completed via Business Online Banking until 5:00 p.m. and via a branch until 4:00 p.m. ▶ International USD and FX wires can be completed via Business Online Banking until 4:00 p.m. and via a branch until 3:00 p.m. ▶ Next day ACH cutoff time is 5:00 p.m. for all users. ▶ Same Day ACH cutoff time is 3:30 p.m. but for all users.
Debit Card Reissue	▶ If you have a BankProv Debit Card, you will be issued a new Needham Bank Debit Card ▶ Additional information will be mailed out in late October .
Night Drop Boxes	▶ Personal Customers: Night drop boxes will no longer be available. Mobile Deposit and ATMs are available for deposits made after-hours. ▶ Business Customers: You will need a signed agreement for continued use. Please contact your relationship manager or visit your local branch for next steps.
Lockboxes	▶ Lockbox services will carry over to Needham Bank.
Overdraft Privilege	▶ Personal deposit accounts with overdraft privilege will have their limits carry over to Needham Bank. ▶ Business deposit accounts will no longer receive overdraft privilege.
Redeeming Savings Bonds	▶ Beginning November 15 , Savings Bond Redemption will no longer be available. ▶ Please visit treasurydirect.gov for steps on redeeming your bond directly with the United States Treasury.
Interest Calculation Method	▶ All deposit accounts will change from the monthly compounding method to the daily compounding with the exception of GoalGetter Savings and Premium Money Market. ▶ The daily compounding method applies a daily periodic rate to the daily balance in the account each day.
Check Holds	▶ Depending on the type of check that you deposit, funds may not be available until the fifth business day after the day of your deposit. The first \$275 of your deposits, however, will be available on the first business day after the day of your deposit.
Safe Deposit Boxes	▶ At renewal, safe deposit boxes will receive Needham Bank annual fees. Please refer to the <i>Consumer Schedule of Fees</i> on page 19 of the enclosed <i>Personal & Business Account Terms & Conditions</i> booklet for Needham Bank’s safe deposit box fees.

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PERSONAL BANKING

The following changes are anticipated to take effect on **November 15, 2025**, pending regulatory approval. Please refer to the enclosed *Personalized Account Summary* to see how your current BankProv accounts will transition. Additional information can be found in the *Personal & Business Account Terms & Conditions* Booklet.

IF YOUR CURRENT BANKPROV ACCOUNT TYPE IS:	THEN YOUR NEW NEEDHAM BANK ACCOUNT TYPE IS:	EFFECTIVE NOVEMBER 15, 2025 , PENDING REGULATORY APPROVAL, THE FOLLOWING CHANGES WILL APPLY:
Basic Checking	Flex Checking	<ul style="list-style-type: none">Following are new features and benefits of your Flex Checking Account:<ul style="list-style-type: none">No fees or minimum balance requirementsFree ATMs worldwide through full ATM reimbursementAccess to GoalGetter SavingsFree Credit Score MonitoringMoney Management ToolsGoalBuilder Savings Tool
Prestige Checking OR Executive Elite Checking	Premium Checking	<ul style="list-style-type: none">The following changes will be made to your account:<ul style="list-style-type: none">Outgoing Wire Fees will no longer be waivedRequires eStatements AND one of the following:<ul style="list-style-type: none">\$50,000 minimum in consumer relationship balances OR \$5,000 in monthly direct deposits\$25 Monthly Maintenance Fee if requirements are not met (This fee will be waived for the first two months)Premium Checking customers will receive all the benefits of Flex Checking above, PLUS<ul style="list-style-type: none">Earns interest on balances greater than \$20,000Access to Premium Money Market
Statement Savings	Statement Savings	<ul style="list-style-type: none">No fees or minimum balance requirements.
Elite Savings	Elite Savings	<ul style="list-style-type: none">There will be no changes to your account.
Prestige Personal Money Market OR Private Personal Money Market	Premium Money Market	<ul style="list-style-type: none">If you maintain a Premium Checking Account, you will receive a higher rate of interest than if you do not have a Premium Checking Account.No fees.
Money Market	Money Market	<ul style="list-style-type: none">No fees or minimum balance requirements.
IRA Money Market	Money Market IRA	<ul style="list-style-type: none">There will be no changes to your account.
BankProv Certificate of Deposit (CD)	Needham Bank Certificate of Deposit (CD)	<ul style="list-style-type: none">Customers will maintain current rate and will renew at Needham Bank's rates at the time of maturity.CD's will receive Needham Bank's early withdrawal penalties.
BankProv IRA Certificate of Deposit (CD)	Needham Bank IRA Certificate of Deposit (CD)	<ul style="list-style-type: none">Customers will maintain current rate and will renew at Needham Bank's rates at the time of maturity.CD's will receive Needham Bank's early withdrawal penalties.

BUSINESS BANKING

The following changes are anticipated to take effect on **November 15, 2025**, pending regulatory approval. Please refer to the enclosed *Personalized Account Summary* to see how your current BankProv accounts will transition. Additional information can be found in the *Personal & Business Account Terms & Conditions* Booklet.

IF YOUR CURRENT BANKPROV ACCOUNT TYPE IS:	THEN YOUR NEW NEEDHAM BANK ACCOUNT TYPE IS:	EFFECTIVE NOVEMBER 15, 2025 , PENDING REGULATORY APPROVAL, THE FOLLOWING CHANGES WILL APPLY:
1031 Exchange	1031 Exchange	<ul style="list-style-type: none">This product will remain the same.
Elevated Business Checking	Elevated Business Checking	<ul style="list-style-type: none">This product will remain the same.
Enhanced Business Checking	Enhanced Business Checking	<ul style="list-style-type: none">This product will remain the same.
Essential Business Checking	Essential Business Checking	<ul style="list-style-type: none">This product will remain the same.
IOLTA Checking MA	MA IOLTA Checking	<ul style="list-style-type: none">Basic IOLTA account for law firms doing business in Massachusetts.
Warehouse Pledge OR Reserve Account Checking	NB Business Checking	<ul style="list-style-type: none">Following are new features and benefits of your NB Business Checking Account:<ul style="list-style-type: none">No monthly fees and no minimum balance requirement to earn interest
Non-Profit Business Checking OR Warehouse Checking OR Analysis Business Checking	NB Corporate Checking	<ul style="list-style-type: none">Following are new features and benefits of your NB Corporate Checking Account:<ul style="list-style-type: none">Unlimited ATM fee reimbursements anywhere in the worldBusiness Debit Mastercard®: with Mastercard® benefits and Zero Liability™ protectionAdvanced cash management capabilitiesAccount analysis with earning creditsBankProv's fees will be carried over to Needham Bank
Community Advantage Checking	NB Municipal Checking	<ul style="list-style-type: none">Following are new features and benefits of your NB Municipal Checking Account:<ul style="list-style-type: none">Unlimited ATM fee reimbursements anywhere in the worldBusiness Debit Mastercard®: with Mastercard® benefits and Zero Liability™ protectionAdvanced cash management capabilitiesAccount analysis with earning credits
IOLTA Checking NH	NH IOLTA Checking	<ul style="list-style-type: none">Basic IOLTA account for law firms doing business in New Hampshire.
Business Money Market	Business Money Market	<ul style="list-style-type: none">Basic tiered Money Market. No fees.
Private Business Money Market OR Prestige Business Money Market	Business Money Market	<ul style="list-style-type: none">Customers will maintain current rate.
Tenant/Escrow Agent Statement Savings OR Tenant/Escrow Agent Business Savings	Escrow Tenant Statement Savings	<ul style="list-style-type: none">This is a basic escrow account. No fees.
Business Statement Savings	NB Business Savings	<ul style="list-style-type: none">Basic statement savings account. No fees.

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