



Webster Bank, N.A.  
PO Box 10305  
Waterbury, CT 06726  
[WebsterBank.com](http://WebsterBank.com)

January 8, 2021

**RE: Letter to John R. Ciulla, Chairman, President and CEO, Webster Bank, N.A.**

Dear 

I am writing in response to your recent letter to John R. Ciulla, Chairman, President, and CEO, Webster Bank, N.A.

Thank you for reaching out to us regarding the closure of our Cheshire South Banking Center located at 975 South Main Street in Cheshire, CT. We appreciate you taking the time to provide feedback, which is important to us.

Increasingly, customers are choosing digital and mobile options for routine transactions. These preferences have been accelerated by the pandemic. Please know that we do not make these changes lightly and we will continue to give much thoughtful consideration to how we can ease the transition for you.

The closing of the Cheshire South banking center will be in the spring of 2021 and we are working closely with our customers to help them through the process. Most of our customers will have another Webster banking center less than two miles away to make it as convenient as possible. The closest location for you is our Cheshire North banking center, located at 145 Highland Avenue, also in Cheshire.

We value and appreciate your business, and you can be confident that you will receive the same level of service you that you have come to expect at any of the 157 locations throughout our Webster network.

We hope you will allow us to include your feedback concerning this matter to our *Voice of the Customer* program, which is reviewed by executive management as part of our ongoing efforts to better serve you and all of our customers and clients. Again, thank you for taking the time to reach out and for allowing Webster Bank to serve your banking needs.



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If you have any additional concerns or questions, please do not hesitate to contact me at the Office of the President at [officeofthepresident@websterbank.com](mailto:officeofthepresident@websterbank.com) or by phone at 203-741-4877.

Sincerely,

A handwritten signature in blue ink that reads 'Judy Brown'.

Judy Brown  
VP, Customer Relations  
Office of the President, Webster Bank, N.A.

Cc: John R. Ciulla, Chairman, President and CEO, Webster Bank, N.A.