

## Cape Ann Financial Institutions and Services

*Because this information is changing hourly, please contact the business to collect most accurate business information and hours*

*\*List last updated on March 26th at 4:36 PM*

Company	Location	Information	Hours	Phone Number
BankGloucester	Essex	Effective Thursday, March 26th, all drive up locations will remain open during the following hours of operation: Monday through Friday 8 am to 4 pm and Saturday 8 am to 12 pm. All lobbies will remain closed to customers. ATMs and Night Drop boxes are available 24/7. If you need further banking assistance, whether it's for customer service, safe deposit box access or residential lending or commercial banking services; we have staff available in all departments of the bank ready and willing to help. Please contact 978-283-8200 to speak with a BankGloucester representative.	ATM Only	(978) 283-8200
Brookline Bank	Essex	All ATMs will remain available 24 hours a day. Drive up hours are 8:30 AM to 4:00 PM Monday to Thursday, 8:30 AM to 6:00 PM Friday, 9:00 AM to 12:00 PM Saturday. Revised lobby hours at all banking offices are 10:00 AM to 3:00 PM Monday through Friday and 9:00 AM to 12:00 PM on Saturday, by appointment. To make an appointment, please call 978-768-7372.	Drive up hours: Mon-Thurs 8:30am-4pm. Thurs 8:30am-6pm. Friday 9am-12pm. Sat by appointment	978-768-7372
BankGloucester	Gloucester	Effective Thursday, March 26th, all drive up locations will remain open during the following hours of operation: Monday through Friday 8 am to 4 pm and Saturday 8 am to 12 pm. All lobbies will remain closed to customers. ATMs and Night Drop boxes are available 24/7. If you need further banking assistance, whether it's for customer service, safe deposit box access or residential lending or commercial banking services; we have staff available in all departments of the bank ready and willing to help. Please contact 978-283-8200 to speak with a BankGloucester representative.	Drive Up Window Open Friday 8 am to 4 pm and Saturday 8 am to 12 pm	(978) 283-8200
BankGloucester Financial Services	Gloucester	Our team at BGFS are working regular hours and available via phone and email. From executing trades and managing financial plans, to providing guidance through these trying times, our VP Diane Rule, Joan Randazza and Andrea Donnelly are available to our clients and our community, with no disruption in day to day capabilities	Normal hours 7:30am-closing	(978) 675-9940
Brookline Bank	Gloucester	All ATMs will remain available 24 hours a day. Revised lobby hours at all banking offices are 10:00 AM to 3:00 PM Monday through Friday and 9:00 AM to 12:00 PM on Saturday, by appointment. To make an appointment, please call 978-283-9400.	Lobby Hours: Mon-Fri 10am -3pm. Sat 9am-12pm and by appointment. Closed Sunday	978-283-9400
Cape Ann Savings Bank	Gloucester	Branch is currently closed. For Customer Service, Lending, Trust Department, or other immediate services, please call 978-283-0246 to speak with a staff member. Please remember, that our Online, Mobile, & Telephone Banking Services are available 24/7. Night Drop depository services are available at all Bank office locations. If you need a debit card, please contact Customer Service at 978-283-0246.	Closed	978-283-0246
Cape Ann Savings Bank - Trust & Financial Services	Gloucester	Call to speak with a trust officer. For Customer Service, Lending, Trust Department, or other immediate services, please call 978-283-0246 to speak with a staff member. Please remember, that our Online, Mobile, & Telephone Banking Services are available 24/7. Night Drop depository services are available at all Bank office locations. If you need a debit card, please contact Customer Service at 978-283-0246.	-	978-283-7079

Company	Location	Information	Hours	Phone Number
Citizens Bank	Gloucester (Inside Stop&Shop)	Branch lobbies will only be open by appointment and limited to two customers at a time All drive-ups will remain open. In-store branches will install a plexiglass “teller window” and will service one customer at a time while adhering to social distancing protocols; bankers will be available by appointment only. We encourage the use of ATMs and online and mobile banking. Our teams are available to listen and offer advice. Please visit Citizensbank.com or call our contact center at 800-922-9999 to learn more about what we can do to help you through this difficult time. For small business customers in need, we are prepared to explore how we might be able to provide relief in areas such as possible deferral of loan payments, late fees, and SBA disaster assistance for business owners in a number of states. Small business customers can visit Citizensbank.com or call 877-363-2472 for assistance.	Mon - Fri 10am - 3pm. Sat 9am-12pm. Sunday Closed	978-283-0610
Citizens Bank	Gloucester (Main St. location)	Branch lobbies will only be open by appointment and limited to two customers at a time. We encourage the use of ATMs and online and mobile banking. our teams are available to listen and offer advice. Depending on how a customer has been impacted, we are also prepared to explore how we might be able to provide relief from hardship in areas such as payment terms, late fees, service charge rebates and no-penalty access to CDs. Please visit Citizensbank.com or call our contact center at 800-922-9999 to learn more about what we can do to help you through this difficult time. For small business customers in need, we are prepared to explore how we might be able to provide relief in areas such as possible deferral of loan payments, late fees, and SBA disaster assistance for business owners in a number of states. Small business customers can visit Citizensbank.com or call 877-363-2472 for assistance.	Mon - Fri 10am - 3pm. Sat 9am-12pm. Sunday Closed	978-283-0610
Cross Country Mortgage	Gloucester	Our office is closed to the public and meetings, but we are open, taking loan applications, locking loans and closing them. Appraisals are happening and we are fully working from home safely. We can work remotely and effectively	Monday-Friday 9am - 5pm	(978) 283-7909
Infintech	Gloucester	We understand what a challenging time this is for you and your business. This is new territory for all of us, but we have your back. If your business has pivoted to curbside, takeout, or delivery because of COVID-19, Infintech’s Vital card reader pivots with you. It links to your mobile device via Bluetooth and accepts mag-stripe and chip cards. With our relief program, you can utilize the Infintech Mobile Processing Solution, and we will waive the initial set-up fee and the monthly fee until June 30, 2020. WE ARE HERE TO HELP. Contact Matt Valego at matt.valego@infintechllc.com or (413) 246-5509	Monday - Friday 8am-5pm	(413) 246-5509
Institution for Savings	Gloucester	Drive up window only. Please visit their website for more information and safety regulations. ATMs and Night Depositories are available 24/7 at all offices. For telephone inquiries, please call 978-462-3106 Monday through Friday from 8 am - 6 pm and Saturday from 8 am - 12 noon.	Mon – Friday 8am - 6pm. Sat 8am-12pm. Closed Sundays	978-462-3106

Company	Location	Information	Hours	Phone Number
Santander	Gloucester	All services still available. ATM hours vary depending on location. For our Retail Bank Customers: We are providing assistance in a number of ways including: helping those experiencing difficulties with loan payments; waiving fees associated with early CD withdrawals; and increasing cash availability limits at ATMs. If you're being impacted financially by the coronavirus please contact us at (844) 728 0999 for further assistance. For our Business Banking Customers: We are working with our customers on loan terms, and offering payment accommodations to Business Banking customers who are facing hardships. If you're a Business Banking Customer and need assistance, please contact us at (877) 768 1145 or contact your relationship manager	M-F 9am-4pm Sat 9am-1pm. Sun Closed	(978) 283-0059
TD Bank	Gloucester	Branch is closed but ATM access is available. We're here for you. If you've been affected by COVID-19, reach out to see how we can support you. We may be able to provide some financial relief that can help. Call us at 1-888-751-9000 to learn more.	ATM Only	(978) 282-1200
BankGloucester	Ipswich	Effective Thursday, March 26th, all drive up locations will remain open during the following hours of operation: Monday through Friday 8 am to 4 pm and Saturday 8 am to 12 pm. All lobbies will remain closed to customers. ATMs and Night Drop boxes are available 24/7. If you need further banking assistance, whether it's for customer service, safe deposit box access or residential lending or commercial banking services; we have staff available in all departments of the bank ready and willing to help. Please contact 978-283-8200 to speak with a BankGloucester representative.	Drive up window open Friday 8 am to 4 pm and Saturday 8 am to 12 pm	(978) 283-8200
Brookline Bank	Ipswich	All ATMs will remain available 24 hours a day. Drive up hours are 8:30 AM to 5:00 PM Monday – Wednesday, 8:30 AM to 6:00 PM Thursday & Friday. Revised lobby hours at all banking offices are 10:00 AM to 3:00 PM Monday through Friday and 9:00 AM to 12:00 PM on Saturday, by appointment. To make an appointment, please call 978-356-3700.	Drive up hours: Mon-Wed 8:30am- 5pm. Thur-Fri 8:30am-6pm. Sat 9am-12pm by appointment	978-356-3700
Institution For Savings	Ipswich	Drive up window only. Please visit their website for more information and safety regulations. ATMs and Night Depositories are available 24/7 at all offices. For telephone inquiries, please call 978-462-3106 Monday through Friday from 8 am - 6 pm and Saturday from 8 am - 12 noon.	M-W, 8 am - 5 pm; Th-F 8 am - 6 pm; Sat 8 am - 12 noon	978-462-3106
Cape Ann Savings Bank	Manchester-by-the-Sea	Branch is currently closed. For Customer Service, Lending, Trust Department, or other immediate services, please call 978-283-0246 to speak with a staff member. Please remember, that our Online, Mobile, & Telephone Banking Services are available 24/7. Night Drop depository services are available at all Bank office locations. If you need a debit card, please contact Customer Service at 978-283-0246.	Closed	978-526-7122
People's United Bank	Manchester-by-the-Sea	Beginning Monday, March 23, all in-person banking inside People's United branches will be accessible by appointment only. Please call your local branch during hours of operation to check available services and to make your appointment ahead of time. Drive-thru window service will continue following a reduced hour schedule and ATM banking will remain available	Monday- Friday 9am-2pm. Sat 9am - 12pm Closed Sunday	(978) 526-9151
Santander	Manchester-by-the-Sea	Limited Service - Teller Transactions Only (Cash & Check Deposit, Withdrawal, Transfer Funds, Payments). For our Retail Bank Customers: We are providing assistance in a number of ways including: helping those experiencing difficulties with loan payments; waiving fees associated with early CD withdrawals; and increasing cash availability limits at ATMs. If you're being impacted financially by the coronavirus please contact us at (844) 728 0999 for further assistance. For our Business Banking Customers: We are working with our customers on loan terms, and offering payment accommodations to Business Banking customers who are facing hardships. If you're a Business Banking Customer and need assistance, please contact us at (877) 768 1145 or contact your relationship manager	M-F 9am-4pm. Sat 9am-1pm. Closed Sunday	(978) 526-9096

Company	Location	Information	Hours	Phone Number
Cape Ann Savings Bank	Rockport	Drive-thru teller services available. Essential teller transactions only. For Customer Service, Lending, Trust Department, or other immediate services, please call 978-283-0246 to speak with a staff member. Please remember, that our Online, Mobile, & Telephone Banking Services are available 24/7. Night Drop depository services are available at all Bank office locations. If you need a debit card, please contact Customer Service at 978-283-0246.	Starting Wed 3/25 Mon- Fri 9am-3pm. Sat 8am-12pm	978-546-7185
Institution For Savings	Rockport	Branch is closed. ATMs and Night Depositories are available 24/7 at all offices. For telephone inquiries, please call 978-462-3106 Monday through Friday from 8 am - 6 pm and Saturday from 8 am - 12 noon.	ATM Only	(978) 546-7405