



South Shore Bank

Noteworthy News

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Happy Holiday from South Shore Bank!

The first snow has fallen, and the holiday season is in full gear. As we approach the end of 2019 so many of us reflect on this past year and all that we have accomplished. South Shore Bank continues to be a leader in our communities. As our Mission Statement says, "We provide trusted financial solutions to help people and businesses reach their goals". It is through this dedication that we can share our success with financial support for countless organizations on the South Shore.

When you choose South Shore Bank you get so much more than just a financial institution. You experience the difference in local, personalized service. You are part of a deep commitment to your surrounding community, and you have the unwavering promise of always being treated like a neighbor, not a number.

Our passion for being the best doesn't stop with our unparalleled service, we back it up with the most competitive products and services in the market, which truly sets us apart in the industry.

On behalf of our Board of Directors and Management Team I want to thank you for choosing to "Bank Local". Without you, South Shore Bank wouldn't be what it is today. I invite you to explore our many offerings, including Wealth Management, Residential Lending, Consumer products and Commercial Services. We're here to help you reach your goals!

Wishing you all a Happy Holiday season and a healthy, prosperous New Year.



**Our South Shore Bank Family
wishes you the happiest of holidays.**

**In lieu of sending out holiday cards,
this year South Shore Bank is happy to make
a donation to South Shore Elder Services.**



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Announcing Upgrade to Telephone System

At South Shore Bank we continually look to improve or add new technologies to enhance our client's experience. To this end, we will be upgrading our telephone system on Tuesday, December 17, 2019.

Although we do not expect the system to be down for any length of time, we may experience brief interruptions with incoming telephone calls, including our Telephone Banking system. If you should experience any issues calling us that day, please wait a few minutes and try again, or email our Client Information Center at cic@southshorebank.com for a prompt response. You may also find our "Online Chat" feature helpful by clicking on the link at the bottom of our website <http://www.southshorebank.com/>.

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Thank You from South Shore Bank!



Thank you to all who donated toys to help support Interfaith Social Services Holiday Toy Drive! All donations will be distributed to South Shore children in need. Your generosity will bring joy to a child during this season of giving.

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Our Clients are Talking

Scott Williams Inc.

A Local Bank with Modern, First-Rate Technology



Heating, cooling and fuel oil company Scott Williams Inc. has been well-known for its excellent service since Lawrence Williams founded the company in 1937. Today, his grandson Ken Williams carries on the longstanding commitment to its customers as President. "Our business is about relationships; we have been around for almost 100 years because of our devoted customers and because we have earned their confidence and trust," says Ken.

Scott Williams started as a manufacturer of oil burners at a time when most homes had coal bins and coal furnaces. Their modern outlook started a new wave in home heating all the way back in the 1930's. After World War II, they began selling the fuel as well as the equipment.

Today, Scott Williams Inc. services towns in Norfolk, Suffolk and Plymouth counties, providing boilers, furnaces, central air, water heaters, oil tanks and fuel. They also offer customized energy plans for your home, including savings and efficiency opportunities.

Ken Williams entrusts the company's banking needs to South Shore Bank. "South Shore Bank understands the particular ins and outs of our business in a way that other banks have not been able to," says Ken. "They have been able to handle our complex transactions better than larger, national banks, because they give us the attention of a local bank while also providing modern, first-rate technology."

South Shore Bank gets to know its client businesses on a level that allows them to tailor their services. For Scott Williams Inc., buying a new truck is an incredibly detailed process. "It's a big deal," Ken says. "We have customized parts and build the tank from scratch. The type of loan we need is similar to a construction loan, not a car loan." South Shore Bank was able to do the loan. And when the oil company needed a structure for an acquisition that was based on customer goodwill, as opposed to the more common brick and mortar practice, Ken found it extremely challenging to get a bank to comprehend their requirements until he talked with South Shore Bank. "We could not get other larger banks to understand what we were looking for," says Ken. "Then we reached out to South Shore Bank. They listened to us, knew exactly what we needed and got us the loan and the acquisition structure in just three days. South Shore Bank understands small businesses and has incredible digital platforms that make every process easy."

Scott Williams uses South Shore Bank for its operating accounts, day to day expenses, loans and lines of credits. "It's flawless," says Ken. "Loan officer Tom Gillen is so knowledgeable and easy to work with, and the whole bank staff is friendly and helpful." Having a bank that makes its operations go so smoothly allows Scott Williams to give the best service to its own clients. "There is nothing I could wish for that South Shore Bank doesn't already have," says Ken.

Ken understands firsthand what it means to establish and maintain close relationships with its clients. "Our business is about relationships. It's not just about selling equipment or fuel; it's about longevity. We build confidence and trust in people by being kind, listening to them and understanding what their needs are. You can bring your own ideas to the customer, but it is also necessary to let the customer bring their ideas to you. Then you can create the customized service that gives them exactly what they're looking for."



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December Work Anniversaries

Congratulations!

- Mark DeCore 18 yrs
- Carol Shoughrow 17 yrs
- Patricia Peacock 11 yrs
- Corey Brown 8 yrs
- Darlene Woo 7 yrs
- Gina Jackson 6 yrs
- Andrew Chin 5 yrs
- Matthew Walton 4 yrs
- Kevin Joyce 2 yrs
- Kim Donnelly 2 yrs
- Vikki Leinas 1 yr
- James Twiss 1 yr
- Anthony Spakoski 1 yr
- Thomas Osuch 1 yr
- Teresa Miranda 1 yr
- Catherine McLaughlin 1 yr

Their commitment and dedication is truly appreciated here at South Shore Bank!

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Financial Fraud: How to Spot the Warning Signs

Don't get fooled by these deceitful strategies

In today's fast-paced, online-centric world, scammers have more tools than ever to separate you from your hard-earned money. Whether you're trying to make wise investments or just protect yourself from being victimized, it's important to know these major warning signs for financial fraud.

Unsolicited contact

If someone contacts you out of the blue with an attractive investment opportunity or offer of money, this is a glaring sign you're being targeted for fraud. Money expert Todd Tresidder notes on his website, FinancialMentor, that any unsolicited calls, letters, emails or knocks on your door should put you on high alert. Whether they're coming from a slick-talking sales agent on the phone or an alleged Nigerian prince via the internet, these schemes are designed to make you poorer, not richer.

Unsolicited phone or email contact from seemingly legitimate sources should also put you on your guard. In these "phishing" scams, fraudsters impersonate actual businesses and financial institutions, trying to get you to click a link or call a number so you'll give out your bank account number or open your electronic device to hackers.

Requests for unorthodox payments

A request for an unorthodox payment method, whether you're the one giving or receiving, is a sure indicator of financial fraud. According to the Consumer Financial Protection Bureau, if you're asked to send money by wire transfer, courier, prepaid gift card or any complicated scheme, you're likely at risk. Writing for The Balance, Justin Pritchard warns that wire transfers are an especially bad idea because the transaction can't be reversed once you find you've been cheated. Another clear warning sign is a request for access to your bank account, credit card or any other financial account. And if you're selling something online, Pritchard urges caution in accepting any payment form other than cash.

Threats and pressure

The more time you have to research a sketchy investment offer or consider a fraudulent request, the less likely you are to fall victim to a scam. Many fraudsters use pressure or even threats to get you to make a quick decision. The CFPB points out that pressure can come in a positive form, like a push to get you to act immediately on an offer or an investment before the opportunity is withdrawn. Pritchard writes that pressure can also take more negative forms. If you're being threatened with jail, a tax audit or other dire consequences for not taking action, a scam is likely afoot. Any type of guilt-tripping or intimidation should also put you on your guard.

Offers that are too good to be true

You've probably heard this saying before: "If it seems too good to be true, it probably is." It's advice that definitely holds true for financial matters. Tresidder cautions that promises of market-beating investment returns, guaranteed or low-risk offers and get-rich-quick schemes are all signs that you should avoid making a financial commitment. He also warns against falling for offers based on secret or insider information that others can't access. Even if this information isn't false, acting on it could be illegal.

It's crucial to stay informed and alert when dealing with any aspect of your finances. As you navigate the complicated and sometimes confusing world of investing and personal finance, keeping these common warning signs in mind can help you avoid the schemes of cheaters and crooks.



