



# South Shore Bank

## Noteworthy News

Volume Issue • December 2020

### **In This Issue:**

- **A big thank you to Previte's Marketplace!**
- **A Message From Our CEO & President, Jim Dunphy**
- **Bank at your Convenience**
- **December Employee Anniversaries**  
Congratulations!
- **Holiday Hours**
- **Our Clients are Talking**  
Dependable Cleaners



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Noteworthy News

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## Holiday Hours

**Thursday, December 24th** Face2Face, Customer Information Center, & Branches will **close at 1:00pm**

**Friday, December 25th & Saturday, December 26th** the bank will be **closed**

**Thursday, December 31st** Face2Face, Customer Information Center, & Branches will **close at 4:00pm**

**Friday, January 1st** the bank will be **closed**

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## A Message From Our CEO & President, Jim Dunphy

With the New Year around the corner, we at South Shore Bank want to thank you for being a loyal client and for sharing your successes and challenges with us during a year that has been like no other. While 2020 has not been an easy year for any of us, the challenges have created opportunities to move forward and work together to achieve your goals.

It has been an honor for our team to make a difference during these unprecedented times. We have supported hundreds of local businesses with the Paycheck Protection Program (PPP) process by both expeditiously offering loans and getting forgiveness processed. We also established our \$500,000 Community Fund to give money back to deserving individuals who have hit hard times. Additionally, we financially supported and volunteered weekly at our local food pantries.

Our team acknowledges that our digital solutions have posed some challenges this year, and we thank you for your patience as we work diligently with our partner to address the issue.

Community investment and involvement make us proud to work at a community bank that has shown such great innovation in response to this year's challenges. When we look at the banking industry, we are overwhelmed by the number of clients' lives that were positively impacted in these trying times by South Shore Bank's team of caring banking professionals. We thank them for their dedicated efforts in keeping South Shore Bank the amazing institution that has been empathetically listening to the needs of our clients and offering solutions for more than 185 years.

Please take time to recognize your successes, even small ones, as they will help you stay motivated to achieve a prosperous 2021.



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## Bank at your Convenience

Extended banking hours is one of many benefits of our virtual teller Face2Face ATMs. [Click here to find a location near you.](#)

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## **A big thank you to Previte's Marketplace!**

They delivered a turkey and ham to our employees as holiday gifts from the Bank!

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### Our Clients are Talking

#### Dependable Cleaners

We are thrilled that Dependable Cleaners is a recipient of the Jobs for New England Grant, provided by the Federal Home Loan Bank of Boston through its member banks. Dependable Cleaners President, Christa Hagearty, learned of the Jobs for New England grant through South Shore Bank. "I spoke with President and CEO James Dunphy, and he suggested that we apply. South Shore Bank made the process simple, and I received confirmation in just a few weeks," says Hagearty.

A familiar business on the South Shore, Dependable Cleaners, like so many businesses, has been affected since COVID-19 hit. In order to generate more business throughout the crisis, Dependable Cleaners has expanded its pick up and delivery services to more locations, currently serving 35 towns around Boston, MetroWest and the South Shore. It also increased its home laundry business. "People are juggling so much: jobs, working from home, helping kids with remote school—there is less time for chores like laundry," says Hagearty. "We pick it up, wash, dry and package it then drop it back off."

Despite these efforts to adapt its business to pandemic conditions, Dependable Cleaners has been hit hard financially. The grant, which offers funds to small businesses who have been negatively impacted by the coronavirus, will allow Dependable Cleaners to continue paying its staff. "100% of the funds will be used for employee wages," says Hagearty. "Our team has been fantastic throughout this crisis. They are juggling all of the stressors that everyone else is and yet they've continued to step up. In February, we started applying increased safety protocols and the team is great about staying vigilant."

Dependable Cleaners' employees also created a summer reading program to ensure that kids could have education and socialization outlets. Hagearty says, "We created libraries of books that employees could take home to their kids, and we had a reading reward program with prizes. We also did socially-distanced reading circles with masks and readings over Zoom. The author Janet Costa Bates even recorded a reading of her book, "Seaside Dream," just for us. We all need a sense of feeling connected; it will take a village to get us all through this. We are so thankful to South Shore Bank and their efforts with getting us this grant. It's an excellent example of how they help our community."

South Shore Bank and the South Shore are grateful for Dependable Cleaner's volunteer work and longstanding stellar service, as well. "Dependable Cleaners has been around since 1944 and is a valuable part of our South Shore community," says Dunphy. "It's vital that we help our local businesses survive and keep people employed."



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## December Employee Anniversaries

### Congratulations!

Mark DelCore 19 yrs  
Carol Shoughrow 18 yrs  
Patricia Peacock 12 yrs  
Darlene Woo 8 yrs  
Gina Jackson 7 yrs  
Andrew Chin 6 yrs  
Matthew Walton 5 yrs  
Kim Donnelly 3 yrs  
Kevin Joyce 3 yrs  
Vikki Leinas 2 yrs  
James Twiss 2 yrs  
Anthony Spakoski 2 yrs  
Thomas Osuch 2 yrs  
Jennie Jones 1 yr  
Jacqueline Fournier 1 yr

