



# South Shore Bank

## Noteworthy News

Volume Issue • March 2021

### **In This Issue:**

- **April Showers Bring May Dollars**
- **March Employee Anniversaries**  
Congratulations!
- **Our Clients are Talking**  
South Shore Sports Center
- **Spring is here!**
- **Tips on Keeping Your Information Safe**

### Tips on Keeping Your Information Safe

During this busy time of year, we want to remind everyone how stolen cardholder information is used to commit fraud. We have included tips below for you about keeping your information safe — even when dealing with you or with someone you may think is from South Shore Bank.

Fraudsters have become increasingly adept at getting you to share the information they need to commit fraud by posing as bank call center agents, or by sending text messages that look like they are coming from your bank, warning of suspicious transaction activities. They are also known to call in to bank call centers posing as you, requesting changes to card information. Here at South Shore Bank our team is trained to detect impersonators by using many identify confirmation strategies.

Next time you are in a branch check and verify with our staff the information is on your profile. Make sure South Shore Bank has your up to date address; emails address; home and cell phone numbers and add a “Security Keyword” to your profile that only you would know to add to our security verification process.

Fraudsters use information stolen through data breaches (at health insurance providers, reward program providers, credit bureaus, merchant terminals, and social media sites, to mention just a few recent ones). They also steal your information through malware programs on your personal computer and other devices. Stolen personally identifiable information (PII) is combined with stolen card information, resulting in the fraudsters pretending to be you.

We want to keep you safe and secure. To assist with this commitment, we utilize a variety of tools to monitor your accounts.

- South Shore Bank text alert warning of suspicious activity on your card will NEVER include a link to be clicked. You should never click on a link in a text message that is supposedly from South Shore Bank. Our text messages only ask you to reply ‘yes’, ‘no’, ‘help’, or ‘stop.’
- A text alert from South Shore Bank will always be from a 5-digit number and NOT a 10-digit number resembling a phone number. (Uncomfortable? Verify the text code with CIC at 781.682.3712)
- Our Fraud Team will NEVER ask for the PIN or the 3-digit security code on the back of a card. Or ask for your full social security number
- If you reply that a transaction is fraudulent, you will be supplied with an 800 number to call. If at any point you are uncertain about questions being asked or the call itself, HANG UP and call CIC (Client Information Center) directly at 781.682.3715, Monday – Friday 7AM – 7PM and Saturday 7AM – 2PM
- Always protect yourself. South Shore Bank strongly encourages that you have at least one form of notification engaged. Such as the “Alerts” feature within your Online Banking and Mobile Banking accounts or the “Manage My Cards” feature or you may download the CardValet APP and set up notifications to your mobile device

For more information, please see our How We Protect Your Account page on our website [www.southshorebank.com](http://www.southshorebank.com)

(Safety Tip: Did you mouse over the links above before you clicked on it to make sure it's a legitimate web address?)

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## Spring is here!

Spring is here! If you are like me, you welcome the change of seasons. This past year has given me a new appreciation for what I often took for granted — the feel of the warm spring sun, a visit with loved ones, a firm handshake or warm hug, dinner at a local restaurant with friends.

During these difficult days, I have felt a new connectedness to my family and friends, people in my work, and community. At South Shore Bank, I am extremely proud that we were able to remain connected to our clients and give back to our community. Thank you for letting us continue to support and serve you.

The Bank stands for putting WE before ME, and we take this purpose to heart. Like many of us this year, we learned to lead differently, stood up for social justice, and created genuine connections with one another. All lessons we will take into this new season and beyond.

I wish you a sun-filled spring season and I hope that each day you can experience delight in all you do.

Warm regards,

Pam O'Leary, Chief Operating Officer



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## April Showers Bring May Dollars

During the month of April, use our Face2Face ATMs with virtual teller service and you could win! Contest details and rules will be available on our website April 1st.

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### Our Clients are Talking

#### South Shore Sports Center

For South Shore Sports Center, an indoor sports complex and recreational facility, the economic impact of the pandemic shutdown could have been catastrophic. Thanks to their smart business decisions as well as supportive service from South Shore Bank, the Hingham sports center is still open and turning athletes into the best players—and people—they can be.

With South Shore Bank's assistance, South Shore Sports Center obtained a Paycheck Protection Program loan, a potentially forgivable loan created by the Small Business Administration in response to COVID-19. Owner Liz Lima says, "While other banks were waving people away, South Shore Bank went above and beyond to help us, and other local businesses get the loan. It was a lifeline that allowed us to thrive." John Mannion, Senior Relationship & Lending Team Leader, assisted Lima with the PPP process. "John made everything go smoothly. When people help you in your time of need, that means everything."

Lima also secured a loan with South Shore Bank that allowed her to buy the facility that houses South Shore Sports Center, which she had been renting for years. "I talked to multiple banks, and South Shore Bank really earned my business. I also used them for the mortgage on my home, and transferred my personal and business accounts to them. They care about me and my businesses, and I can always reach a person right away instead of calling a 1-800 number and sitting on hold. Working with South Shore Bank, I realize how fantastic their staff and services are compared to other banks."

South Shore Sports Center is a recreational sports facility with two artificial turf fields, batting cages and a regulation basketball court. In addition, it has a lounge with a full-service bar and is a popular locale for birthdays and private events. The facility offers sports programs for girls and boys from ages two through college, including youth leagues, clinics, camps and services for soccer, basketball, flag football, lacrosse, field hockey, baseball and more. The fun is not just for kids, as they also offer adult soccer and basketball leagues and private rentals for individual groups and fundraisers. It launched its popular Kids World indoor play center (ages 1-6) last year, which is currently on pause due to COVID-19. It is also home to many great local programs such as South Shore Select, a year-round soccer school whose mission is to develop the best players and people possible. Select is also one of the most successful youth soccer organizations in the country. "We have won a lot of championships, but winning isn't the focus," says Lima, who is also the founder and owner of South Shore Select. "Our approach is holistic development on and off the field." Lima herself played professional soccer after playing for Rockland High School and then Harvard University. "The lessons I learned through soccer and other team sports helped me navigate obstacles as a young entrepreneur," she says.

Lima has been operating businesses for over 15 years and her experience gave her the flexibility to adapt in response to the coronavirus crisis. "Our first priority is to keep our players and families healthy. In March of 2020 we went completely virtual during the shutdown, and then opened back up over the summer. We have safety protocols in place to ensure compliance with all COVID-19 regulations."

South Shore Sports Center and South Shore Select are Women-Owned Small Businesses and more than just athletic entities; they are a welcoming place with programs for everyone. "Important across all of our organizations are the tenets of community and giving back. South Shore Bank shares those values, and you can see it in how they treat their clients and how they serve the community," says Lima. "I refer people to them because I believe in them. They are about relationships, not transactions, and that is why I will continue to be loyal to South Shore Bank."



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## March Employee Anniversaries

### Congratulations!

John Mannion 18 yrs  
Susan Adams-Mercurio 13 yrs  
Sara Begley 8 yrs  
Weinian Zhen 5 yrs  
Ana Lors 4 yrs  
Olivia O'Connor 3 yrs  
Albert Smith 3 yrs  
Carrie Lincoln 2 yrs  
Shuwen Tang 2 yrs  
Katelyn Conte 2 yrs  
Ryan Postler 1 yr  
Matthew Morrison 1 yr  
Amanda King 1 yr  
Dat Hoang 1 yr

