



Connected



MISSION STATEMENT

We will remain a strong, mutual financial institution where valued employees provide personalized service that exceeds customer and community expectations.

CONNECTING TO OUR CUSTOMERS, FRIENDS & NEIGHBORS



AS A NEW YEAR HAS BEGUN,

the world-wide pandemic remains and we all continue to be impacted by it, both professionally and personally.

One of the ongoing effects of the pandemic is the interruption of our community's ability to meet and interact with each other. As we all adjusted to this new reality, it was striking to realize how we take for granted our ability to stay connected; with friends, families and in our business lives, our customers and each other.

We have been very fortunate that throughout this pandemic, we have found ways to provide for our customers by remaining open every day and serving our banking community in both traditional and new ways. We met with customers in person by appointment banking and helped them with their banking needs through the windows of our drive-ups. We also were able to

educate and encourage many of our customers to bank in new ways by using our online and mobile platforms and our Dime Bank Customer Solutions Center.

Our lending team has connected with many of our business customers and other area business owners to facilitate and secure loans through the Small Business Administration's Payroll Protection Program, including many applicants who were unable to get assistance from their current banks. These efforts helped stabilize many local businesses and protected thousands of jobs in our communities.

Finally, we've continued to honor our bank-wide pledge to always give back by increasing the number of grants provided by the Dime Bank Foundation in 2020 and our support of many community-wide events, even taking advantage of the opportunity to participate in and enjoy a new landscape of virtual events.

While adjusting our capabilities to serve our customers in a new world, we also managed to add to the proud tradition of Dime Bank by extending our geographic

footprint into the Greater Hartford region. In December, we opened new branches in Glastonbury and Manchester, returning community banking to an area that no longer had this option due to aggressive banking consolidation.

And by doing so, we have continued to shout that real community banking is much different from any other kind of banking. Real community banking – knowing your customer, lending to local businesses who cater to local customers and a bank-wide promise to always give back to the community – is a commitment that will always stand tall, both in good times and bad; we confirmed this promise again in 2020.

To our Board of Directors, Corporators, employees and most of all our customers, thank you for your continued support of our community bank.

Best regards,

Nicholas Caplanon,
President and CEO

CONNECTING TO CUSTOMERS IN NEW WAYS

"Many current and new customers have begun to discover new ways to bank with Dime."

LIKE MOST BUSINESSES, THE COVID-19 PANDEMIC SHIFTED MANY OF THE WAYS DIME BANK CONDUCTED BUSINESS IN 2020.

Although we were forced to make changes to the way we interacted with customers in the past year, we are very proud of the fact that Dime Bank, not even for one day, closed our doors to our customers.

In mid-March, when it became evident that the COVID-19 virus had entered our communities, we began making changes that would protect both our customers, employees and vendors. Our lobby traffic was confined to banking by appointment only while we began handling the majority of our customer transactions through our drive-up windows, with our retail staff providing a full menu of services to customers.

One of the positive by-products of the pandemic is that many current and new customers have begun to discover new ways to bank with Dime. Over the past few years, we have implemented many

technological enhancements designed to give our customers easier access to and more options to experience their banking with Dime and they have proven to be successful. Since the start of the pandemic, we have seen the level of our online and mobile banking business rise dramatically. As an example, the use of our mobile deposit feature has increased by 87% over the course of the year.

Additionally, popular new video tutorials were issued on Dime's social media platforms which answered common online banking questions such as "How do I make a mobile deposit?" or "How do I complete a transfer?"



and new customers over new ways to Dime."

to assist long standing customers who wanted to transition over to a new way of banking. You may not be able to teach a dog new tricks but that does not apply to Dime's forward-thinking banking customers.

As the pandemic approached our area, Dime began to also make changes internally to similarly protect our employees. As early as March 22, Dime began relocating employees to and from our branches and corporate office and several employees began working from home offices to ensure that proper social distancing standards were met. Wearing a mask became a requirement for all employees at Dime, regardless of

position or function.

All of these changes were done as we attempted to provide our customers and employees with a sense of "business as usual" during very unusual times. And hopefully, if you've been to one of our branches recently, you've been able to tell that underneath the mask, you are being helped with a smile.



CONNECTING A COMMUNITY THROUGH ITS ESSENTIAL BUSINESSES

STEPPING INTO MEL'S DOWNTOWN CREAMERY

in Pawcatuck, CT is like taking a step back in time. With the feel of a 1950's soda shop, Mel's serves up an experience that is just as sweet as their ice cream. Owner Melanie Goggin opened Mel's in 2012, after her mother learned the shop was for sale from what turned out to be a fortuitous school bus stop conversation.

Melanie is "a firm believer that a business is only successful if the community wants it to be." Anyone who has heard of Mel's has probably first heard, by reputation, just how much they give back. It's those connections that Melanie has made through goodwill that has made her business the success it is today, with a recent expansion of a second location in the town of Colchester.

Upon her expansion, Melanie learned that her previous bank would be closing their branches in both Pawcatuck and Colchester, the two communities she lives and works in. It was at that time that an existing connection came to her aide. Samantha Bazydlo, lifelong community member and Branch Manager of Dime

Bank's Westerly branch, contacted Melanie to invite her to learn about Dime.

With branches in both Westerly and Colchester, Dime provided a convenient and more importantly, local option with their own long-standing commitment to community that paired well with Melanie's business model. It was at that time that Melanie brought over her business relationship to Dime, began working with both branches, and met Chuck Maynard, Branch Manager of Dime's Colchester branch.

Chuck and Melanie quickly formed a connection based on their common passion for giving back. "When I met Melanie, I immediately saw how she genuinely believed in businesses working together towards a common goal. I felt not only lucky to have her as a customer, but in my role as Colchester Business Association President, excited to help her make connections with other business owners in Colchester."

According to Melanie, "Working with Dime, even during the pandemic has been great. What's most notable is that the experience has never changed and the relationships we have formed are real, not transactional."

Mel's continues to serve as a beacon of hope during the pandemic, offering curbside pickup and "sundae kits" to take home. "We consider ourselves really lucky to be able to provide a bit of happiness to our customers at a time where it is in such short supply and in a manner where they feel safe and comfortable."

In many ways, like Dime, Mel's Downtown Creamery has been an essential service during the pandemic. As Melanie said best, "anyone can give you an ice cream, but when it comes from a business committed to taking care of its neighbors, it tastes a little bit sweeter."

Melanie Goggin, Owner Mel's Downtown Creamery
Inset Photo: Melanie Goggin, Chuck Maynard,
Assistant Vice President, Colchester Branch Manager,
Dime Bank



"...anyone can give you an ice cream, but when it comes from a business committed to taking care of its neighbors, it tastes a little bit sweeter."



ICE CREAM
TREATS
SANDWICHES
CANDIES
PARTY SUPPLIES

ICE CREAM PIES + CAKES
POST FRESH TO ORDER
CANDIES
PARTY SUPPLIES
FLAVOR OF THE MONTH
MONTHLY SPECIALS



NOT A VALID
TELEPHONE





FARM MARKET
AND
BAKERY
HOURS
MON - FRI
9 AM - 5 PM
SAT - SUN
10 AM - 4 PM

Bellevue
Hill
Orchards



CONNECTED TO OUR ROOTS

SET IN THE SCENIC,

rolling hills of South Glastonbury, a renowned local family farm stands out among its neighbors. Founded in 1910 by the Preli family, Belltown Hill Orchards is a 200-acre enterprise featuring pick-your-own orchards, a vineyard, and a farm store and bakery.

Originally built by family patriarch Louis Preli who emigrated to South Glastonbury from Northern Italy, the farm is now owned by brothers Donald Jr., and Michael Preli, and joined by family including their wives, sisters, sons, daughter, nephews and even mother Donna, who all work together on the farm.

Over the years, the farm steadily grew. To help its growth, the family worked with a number of different banks but always preferred working with a community-based bank because in many ways, they reminded the family of their own origins.

"One of our earliest principles was to always look out for our customers' satisfaction before anything else," said current co-owner Donald Preli Jr. "We were used to working with banks who felt this same way, banks who understood our business and knew us by name when we stepped in."

As the farm continued to expand, the family held true its commitment to customer service but observed that as banks began to consolidate and get bigger, the service they were used to began to fade away.

"We noticed that as the banks got bigger, we became less and less important to them and eventually we were just another account," said Donald Jr.

Ana Sofia Mendonca, Dime's Assistant Branch Manager in Glastonbury, felt the same way. Sofia worked with the Prelis and Belltown Orchards at a small, community bank for a number of years but likewise, saw her day-to-day interactions with customers change for the worse each time her bank was acquired by someone new. When Sofia decided to return to her community banking roots and join Dime Bank's new location in Glastonbury, the Prelis and Belltown Hill Orchards soon followed.

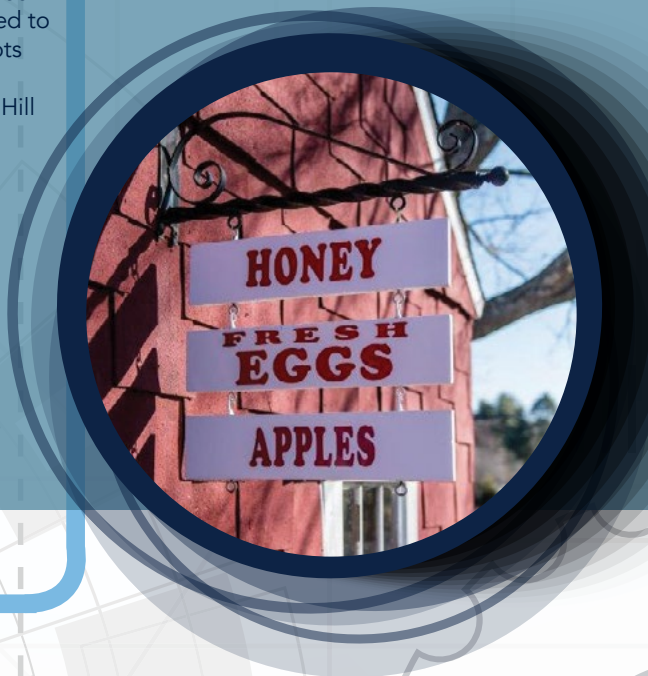
"We were excited to learn that a community bank like Dime was opening in Greater Hartford" shared Donald Jr. "And having worked closely with Sofia, we knew that we were going to again receive the customer service that is only provided by a community bank like Dime."

Over the past year, many people, both local and from across Connecticut, have visited Belltown Orchards to purchase fresh fruit and produce. The Preli family has noticed that one positive result of the pandemic is that many people are returning to their own kitchens and learning how to cook for themselves again.

Likewise, Dime Bank is noticing that many people who have been taken for granted for too long by their bank, are choosing how to bank again and are choosing community banking. Because as the rich histories of both Belltown Orchards and Dime Bank show, while times change, values never do.

L-R: Donald Preli Jr., Co-Owner Belltown Hill Orchards, Ana Sofia Mendonca, Glastonbury Assistant Branch Manager, Dime Bank

"We were excited to learn that a community bank like Dime was opening in Greater Hartford."



CONNECTING BY BEING ACCOUNTABLE

ED MUENZNER, founder and owner of Ed Muenzner CPA, LLC, has a long history with Dime Bank. For over fifteen years, Ed has enjoyed a banking relationship with Dime, both through his own business and by referring Dime to his clients when a situation called for it.

"I've been working with Dime Bank myself for a long time and based on the ease of doing business with them, I am happy to refer my clients to them when it is appropriate for their banking needs," said Ed. "I've been impressed with Dime as more than a bank. We do a lot in the community such as helping at community events and serving on Boards, and almost every time, we see Dime there as well."



In today's busy world, Sunday mornings can mean an early workout or a trip for coffee. But a particular Sunday morning a few months ago meant something totally different for Ed.

Ed was in the process of helping one of his clients apply for a Small Business Administration Payroll Protection Program loan with a large national bank. After three weeks of frustration with a process that was time-wasting, Ed directed his client to Dime, his own trusted local bank.

That decision fast tracked the process for Ed and his clients in ways he couldn't have expected. "I reached out and sent some applications to Dime's Chris Gauthier, Vice President, Senior Commercial Lender, on a weekend. Chris said he would review the paperwork and asked if we could talk Sunday morning. When I told him the only time I could do so would be as early as 6:30 a.m.," Chris said, "I'll call you then."

After their Sunday morning discussion, the process to apply for the loan was

completed in less than 24 hours. Then according to Ed, Chris asked a surprising question – "Do you have any other clients I can help?" Ed immediately referred four more clients who were also having difficulty with the process and Chris was able to accommodate them all.

When Ed looks at Dime, he sees his own firm as well as many other small businesses who together make up the fabric of a community. And giving back to the community is very important to Ed, his family and his employees. Ed is currently a professor and serves as the Accounting Coordinator at Three Rivers Community College and is proud to point out that every employee at his firm has attended or graduated from TRCC.

And in sharing his love for teaching, Ed pointed out that his experience with Dime taught him a lesson he would like to impart: "We've all heard of 'bankers' hours,'" said Ed. "Well..., they don't exist at Dime."

L-R: Edwin R. Muenzner: CPA, Brian McNamara: Senior Vice President, Chief Lending Officer, Chris Gauthier: Vice President, Senior Commercial Lender

"We've all heard of 'bankers' hours.' Well..., they don't exist at Dime."



CONNECTING TOGETHER AS A GREAT TEAM



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(L-R) Nicholas Caplanson,
Brian McNamara, Cheryl
Calderado, Crystal Sides



(L-R) David Stanland,
Johnna Taylor, Nicholas
Statoulas, Thomas McAvoy, Jr.



With Appreciation

We want to recognize and thank Roland J. Harris for his twenty-five years of service to Dime Bank and our community. A successful commercial real estate broker, Roland first joined Dime as a Corporator in 1995 before being elected to our Board of Directors in 2000. His leadership and business savvy was instrumental to the success Dime enjoyed during his twenty-year Board tenure. Thanks Roland and best wishes!

TEAM MEMBERS

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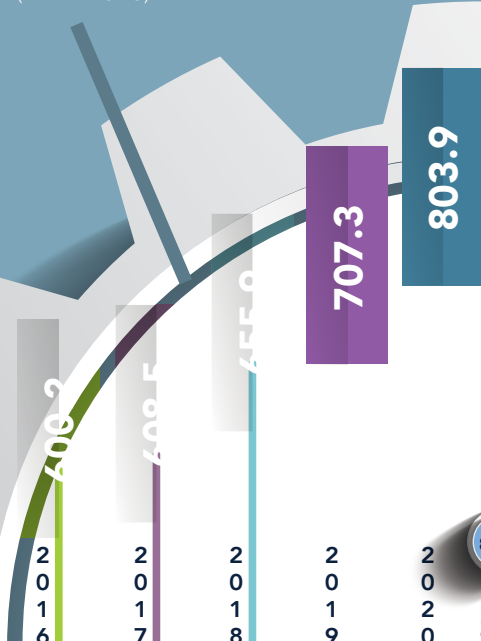
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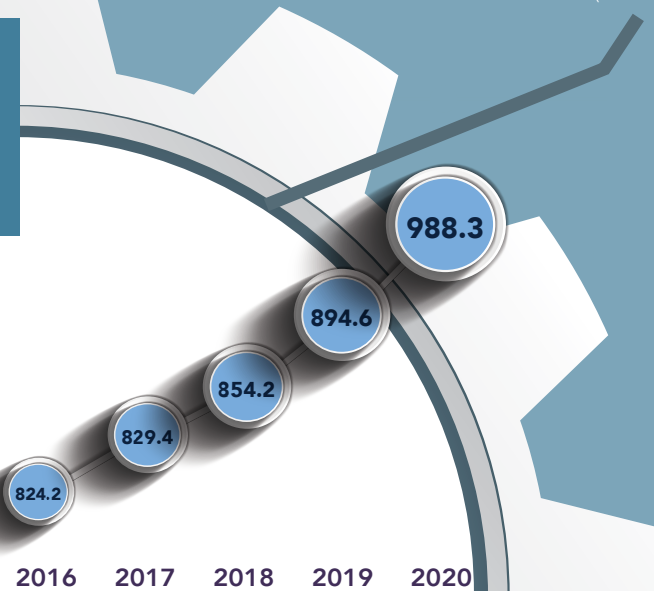
GROWTH IN DEPOSITS

(IN MILLIONS)



GROWTH IN ASSETS

(IN MILLIONS)



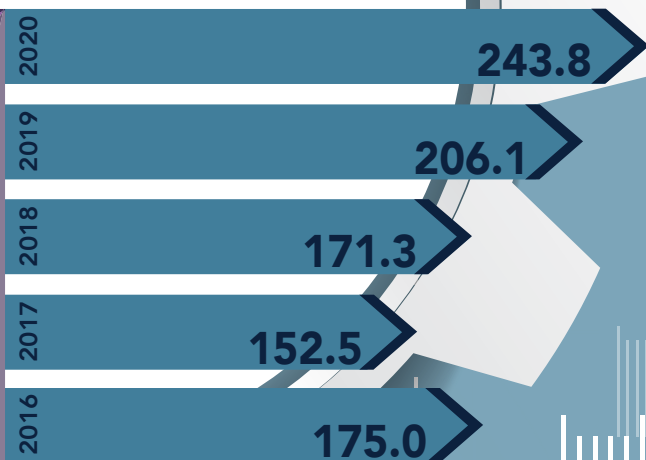
109.6
2020

102.6
2019

95.7
2018

91.7
2017

85.8
2016



GROWTH IN CAPITAL

(IN MILLIONS, UNDER GAAP)

NEW LOAN ORIGINATIONS

(IN MILLIONS)

OUR LOCATIONS

COLCHESTER

139 South Main Street
Colchester, CT 06415

EAST LYME

18 Chesterfield Road
East Lyme, CT 06333

GLASTONBURY

1009 Hebron Avenue
Glastonbury, CT 06033

LEDYARD

744 Colonel Ledyard Highway
Ledyard Center, CT 06339

MANCHESTER

299 West Middle Turnpike
Manchester, CT 06040

MONTVILLE

563 Norwich - New London Turnpike
Uncasville, CT 06382

NEW LONDON (Shaw's Cove)

668 Bank Street
New London, CT 06320

NORWICH (Corporate)

290 Salem Turnpike
Norwich, CT 06360

NORWICH (Downtown)

33 Broadway
Norwich, CT 06360

NORWICH (Norwichtown)

115 West Town Street
Norwich, CT 06360

STONINGTON BOROUGH

4 Cannon Square
Stonington, CT 06378

TAFTVILLE

630 Norwich Avenue
Taftville, CT 06380

WESTERLY

131 Franklin Street
Westerly, RI 02891



ATM ONLY LOCATIONS

BACKUS HOSPITAL

Emergency Department
326 Washington Street
Norwich, CT 06360

FIDDLEHEADS FOOD CO-OP

13 Broad Street
New London, CT 06320

MYSTIC AQUARIUM

55 Coogan Boulevard
Mystic, CT 06355

NORWICH FREE ACADEMY

Atrium Building
305 Broadway
Norwich, CT 06360

860.859.4300 & 401.596.4744

ALSO BANK WITH DIME ONLINE & THE DIME BANK MOBILE APP

