



# Guidance you can trust

Annual Report 2016

The Cape Cod Five Cents Savings Bank



People have long relied on lighthouses  
to guide them safely to their destination





## President's Letter

### **Unpredictable. Unusual. Uncertain.**

These are certainly words that would describe 2016 and are underlying prospects for 2017. These are times when the mission of Cape Cod Five is more imperative than ever. We exist to support our customers' and our communities' financial health and vitality. We focus on being our customers' trusted financial advisor and an engaged community participant. We accomplish this through the efforts of our dedicated employees, offering guidance and insight and being that beacon of light that can help our customers navigate their unique journeys. We support this mission by maintaining and growing our financial strength in order to offer security and the latest in tools and resources.

### **Customers**

This annual report features some representative customer journeys, as we work to help our customers achieve the dream of the perfect home, business growth or secure retirement. Employees of Cape Cod Five are there with our customers at every step, providing the right assistance at the right time, whether it is the latest in technology or access to financial resources, services to help manage their cash flow, the right loan at the right time or planning strategies to help chart their future. In addition, the Bank continues to expand resources and training for customers to help them strengthen their position against cyber threats.

### **Employees**

Cape Cod Five's employees are special. Their dedicated focus on the well-being of our customers drives their efforts. They collaborate as One Bank to ensure that we can deliver what our customers need. And then they devote time in the community stacking shelves in food pantries, participating in Credit for Life Fairs, serving on boards and committees and going the extra mile to help their neighbors. The results that the Bank achieves in aiding our customers and serving our communities are entirely due to their tireless efforts.

### **Community**

Commitment to community goes well beyond the philanthropy that involves granting over \$1 million again this year on a combined basis between the Bank and its Charitable Foundation. It spans the full breadth of everything we do as we work to align our community banking, business practices, financial education, corporate leadership and volunteerism, and philanthropy with our efforts to make a meaningful difference in the communities we serve.

### **Financial Strength**

Our financial strength is the means by which we support our mission and is indicative of its success. As a mutual institution with no stockholders or investors, steady and

sound financial performance is the only way to ensure that we can continue to serve as our customers' guide and trusted financial advisor. The Bank achieved a record level of net income in 2016 as a result of the confidence our customers place in us as well as a favorable economic environment. These strong results enabled us to expand access for our customers through new online tools, the acquisition of a new first-class office building for our Falmouth Banking Center and our first full-service Banking Center on Martha's Vineyard. Also, not always visible to the customer, investments continue in the areas of technology and security.

Below are some highlights from the detailed financial statements that you will find later in this annual report.

- Net income of \$19.6 million.
- Net interest income of \$85.9 million.
- Total Bank assets surpassed \$3.1 billion.
- Loan portfolio exceeded \$2.6 billion.
- The Bank needed no loan loss provision.
- Delinquencies decreased to only 0.27% of total loans with no Other Real Estate Owned (OREO).
- Residential and consumer loan originations totaled \$969.5 million.
- Commercial loans outstanding grew to \$648.6 million.
- Assets under management in the Trust Department exceeded \$1.1 billion.
- Total deposits reached \$2.5 billion with growth of 4.5%.
- The Bank remains well-capitalized under all regulatory definitions.

We are proud that our deposit and mortgage market share in Barnstable County remained at #1, and we were MassHousing's 2016 Top Producer of Affordable First Mortgages in Barnstable County. We held #2 in deposit market share in Nantucket County and our mortgage market share remained #1. We also reached #2 market share in mortgages in Dukes County.

On behalf of all of our dedicated employees, as well as our Board and Corporators, I want to express our deep appreciation for the trust that our customers have placed in us.

Dorothy A. Savarese  
President & CEO  
The Cape Cod Five Cents Savings Bank

## Consolidated Balance Sheets\*

At December 31,

**2016**      **2015**

(In thousands)

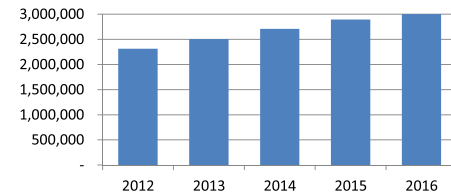
### Assets

Cash and cash equivalents	\$36,633	\$50,222
Investment securities	333,297	317,985
Loans:		
Residential real estate	1,987,042	1,828,825
Commercial real estate	492,279	459,075
Commercial and industrial	156,298	155,289
Consumer	9,310	8,936
Gross loans	2,644,929	2,452,125
Allowance for loan losses	(16,921)	(16,687)
Net loans	2,628,008	2,435,438
Other assets	118,033	88,433
<b>Total assets</b>	<b>\$3,115,971</b>	<b>\$2,892,078</b>

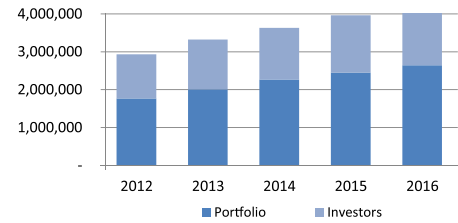
### Liabilities and Retained Earnings

Deposits	\$2,476,127	\$2,365,668
Borrowed funds	336,617	234,837
Other liabilities	23,949	31,653
Total liabilities	2,836,693	2,632,158
Retained earnings	279,278	259,920
<b>Total liabilities and retained earnings</b>	<b>\$3,115,971</b>	<b>\$2,892,078</b>

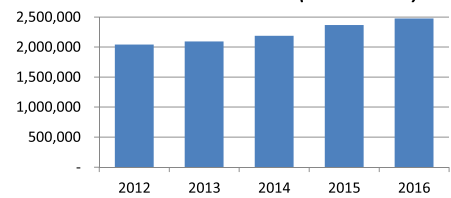
**Total Assets**  
At December 31 (In thousands)



**Loans**  
At December 31 (In thousands)



**Deposits**  
At December 31 (In thousands)



## Consolidated Income Statements\*

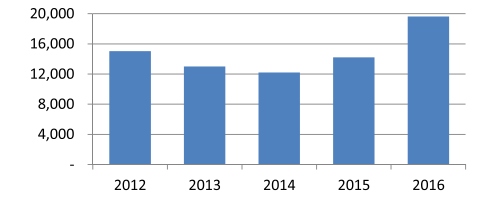
Years Ended December 31,

**2016**      **2015**

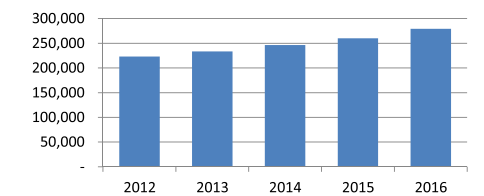
(In thousands)

Interest income	\$98,075	\$91,140
Interest expense	(12,192)	(11,364)
Net interest income	85,883	79,776
Provision for loan losses	-	-
Net interest income after provision for loan losses	85,883	79,776
Non-interest income	26,220	25,040
Operating expenses	(81,799)	(81,584)
Income before provision for income taxes	30,304	23,232
Provision for income taxes	(10,666)	(9,018)
<b>Net Income</b>	<b>\$19,638</b>	<b>\$14,214</b>

**Net Income**  
Years Ended December 31 (In thousands)



**Capital**  
At December 31 (In thousands)



## Selected Financial Data\*

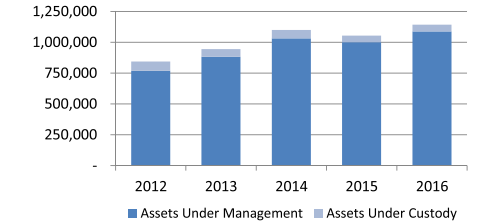
At and for the  
Years Ended December 31,

**2016**      **2015**

(\$ in thousands)

Return on average assets	0.66%	0.51%
Net interest margin	3.05%	2.96%
Non-performing loans to net loans	0.53%	0.67%
Tier 1 leverage ratio	9.16%	9.12%
Loans serviced for others	\$1,663,547	\$1,510,669
Trust assets under management	\$1,088,006	\$1,001,230

**Trust and Asset Management**  
At December 31 (In thousands)



\*Includes The Cape Cod Five Cents Savings Bank and the Cape Cod Five Mutual Company.

# Guidance you can trust *as you take the next steps in life*

Cape Cod Five exists for its customers — to build relationships and become our customers' trusted financial partner for life. Employees work each day to help our customers plan for and reach their unique financial goals, as well as to empower them to feel confident about their futures. Whatever you see as the next important financial step in your life or your business's life, our team of experienced professionals are available to work with and guide you, wherever you are in your journey.



“Dan knew I wasn't just buying a house by myself, he knew I was fulfilling a life-long dream for myself and my daughter. He helped make that happen.”

- *Joanne Saunders, Sandwich*

When Sandwich school teacher Joanne Saunders was ready to purchase her first home with her 12-year-old daughter, Emily, she knew exactly where to turn. A longtime customer of Cape Cod Five, she knew that she could trust Mortgage Loan Officer Dan Pulit to help her understand all her options in order to inform the best choice for herself. With her lender's help, Saunders became Cape Cod Five's first mortgage applicant through Buy Cape Cod, a program the Bank collaborated with MassHousing to design in order to make the dream of affordable home ownership a reality for more area residents. Joanne considers Cape Cod Five her 'neighborhood bank!'

Kelly Borsatto trusts Cape Cod Five to help her easily manage her finances — both personal and business. Kelly turned to Cape Cod Five 10 years ago when she and her business partner knew they were ready to expand their popular Hyannis restaurant, The Brazilian Grill. She has since teamed with the Bank to steadily grow the enterprise, including opening a second location in North Dartmouth in 2015. Kelly considers Cape Cod Five her full-service trusted financial advisor, whether for her business banking, her personal banking or her own residential mortgage needs. In considering why she chooses to work with the employees in the branch, her mortgage loan officer or commercial lender, Kelly recognizes the importance of working with people who are dedicated to meeting her needs.



“Cape Cod Five has been very easy to work with, which is not always true with how banks deal with restaurants. No matter which business line or employee I work with, they all are responsive and helpful. I would never consider using any other Bank.”

- *Kelly Borsatto*  
*Co-Owner, Brazilian Grill*

# Guidance you can trust *accessible when and how you need it*



David Oppenheim's trust in Cape Cod Five has been built over the course of a 30-year relationship with the Bank. He is a longtime successful real estate developer and owner of diverse business interests, including the upscale Chatham Wayside Inn and Wild Goose Tavern, a property he owns with Managing Partner Shane Coughlin. He also has been active in his community helping to support projects through philanthropy. Whether it is talking on the phone or meeting in person with his loan officer, walking in to the Chatham Banking Center or accessing his accounts remotely, David knows he has full access to Cape Cod Five when and how he needs it, including banking accounts, commercial and residential mortgages, lines of credit and cash management services.

"I appreciate having a total banking relationship and knowing that I have access to the resources I need at a moment's notice. With my personal and business demands, ease and timeliness are important to me. I also appreciate the way the Bank gives back to our community."

- David Oppenheim  
Owner, The Chatham Wayside Inn

"Cape Cod Five is easy to deal with and really wants to understand our business. Today, technology helps us manage our business and the tools Cape Cod Five provides helps us manage our finances."

- Stephen D. Hoss, President;  
Allen R. Scott, Vice President, Sales  
Cape Cod Express



Stephen Hoss, Allen Scott and Vincent Greene, owners of Cape Cod Express, trust the convenience of Cape Cod Five's Mobile and Online Banking services to help them run their technology-driven company. Cape Cod Express provides comprehensive daily trucking and customized services to Southeastern New England, including Cape Cod and the Islands, with shipping terminals in Wareham, Martha's Vineyard and Nantucket. The company serves more than 3,000 customers with a fleet of 128 power truck units and 250 trailers, delivering over 800 shipments daily. When looking at their Wareham dispatch center, a technological hub that ensures that they can track every truck, driver and package, it is hard to believe the company started with just one truck in 1981.



# Guidance you can trust to empower your financial life



“Cape Cod Five has been a change maker for WE CAN over our 16-year lifetime. Whether it was their significant donation to our new building acquisition, presenting sponsorship for our major event or staff volunteer efforts, Cape Cod Five has truly been our guiding light.”

- *Andi Genser*  
Executive Director, WE CAN

Since its inception, WE CAN has trusted Cape Cod Five to provide support, including volunteers, board leadership and funding, to help empower women in transition. WE CAN, led by Executive Director Andi Genser, empowers women of all ages and circumstances undergoing challenging life transitions by providing support and unique services that bring increased opportunity, financial empowerment and self-sufficiency, stability and lasting positive change for them, their families and ultimately the entire community.

“We are working every day to protect our customers’ assets and to empower them to protect themselves.”

- *Dorothy Savarese*  
President and CEO, Cape Cod Five

As part of being a trusted financial advisor, Cape Cod Five is dedicated to protecting its customers from fraud threats of all kinds. At [capecodfive.com](http://capecodfive.com), customers can find a comprehensive Security Center filled with tools and resources for topics like Identity Theft and Fraud Protection, Debit/ATM Card Safety and Security, Travel Tips, Consumer Advisories, and Trustee Rapport Security Software, provided free of charge to make the Online Banking experience more secure. The Bank produced a Cyber Security Guidebook to help customers understand the best practices for protecting themselves, and the Bank continues to present seminars on topics related to fraud protection.



# Guidance you can trust for prudent business growth



“Cape Cod Five was the first local bank that understood the seasonality and diversity of our business and helped us take advantage of the growth opportunities as they presented themselves.”

- Rob Douglas  
Co-Owner, *The Black Dog*



“Cape Cod Five helped us with a building purchase and renovation. It was a great opportunity to grow our retail and wholesale operation. The Bank is a trusted financial advisor and our loan officer has become a true friend.”

- Matt and Sue Rocheleau  
Owners, *The Clam Man*



Rob Douglas, co-owner of The Black Dog Tavern Company, trusted Cape Cod Five to learn about their business and become a partner in supporting the growth of a brand that has become synonymous with Martha's Vineyard. Founded in 1971, starting with their tall ship charters, The Black Dog, in Vineyard Haven, became Martha's Vineyard's most recognized restaurant and tavern, and demand for their logo wear grew exponentially. They now sell a variety of resort wear and have 27 stores along the Eastern seaboard.



Matt and Sue Rocheleau, owners of The Clam Man, trusted the advice of Cape Cod Five when they had the opportunity to acquire and renovate a building to expand their business. They now have a robust retail and wholesale operation that counts some of the region's finest restaurants as their clients, including daily deliveries of shellfish to Boston. From the humble beginnings of a clamming business, Matt and Sue have worked hard to grow their operation. They continue to rely on Cape Cod Five and plan to ultimately turn their work into a family business for generations to come.



# Guidance you can trust *to make a house your home*



When Paul and Cheryl Ellis moved from Montana to be closer to their daughter, son-in-law and their new granddaughter in Cambridge, they planned to take their time to find the ideal location to build their new home. As residents new to the area, the Ellises turned to Cape Cod Five because of the Bank's trusted reputation and knowledgeable mortgage lenders. With a construction loan from Cape Cod Five and the expert advice of their lender, Bob Marchese, the Ellises carefully crafted plans for the perfect home in which to create memories with their family.

“When we wanted to move from Montana to be closer to our daughter, son-in-law and granddaughter, we weren't even sure we could make the move happen, but our Mortgage Loan Officer, Bob Marchese gave us options and really showed us how we could do it. We now consider him more of a friend than just our banker.”

- Paul and Cheryl Ellis, Plymouth

David Rezendes' family has resided on Nantucket since his great-grandfather emigrated from Portugal a century ago. As he watched the housing market on the Island boom, Rezendes began to fear that he would never be able to afford a house of his own on the Island he loves. When he and his wife, Susan, were selected from approximately 300 applicants to purchase in a new affordable housing development, Rezendes worked with Mortgage Loan Officer Beth Ann Meehan to explore all their mortgage options. As a Navy veteran, Rezendes was eligible to finance their home through Operation Welcome Home, a special new program for armed forces veterans offered through the Bank in conjunction with MassHousing. With the guidance of Cape Cod Five, the Rezendeses now have a house to call their forever Island home.



“Cape Cod Five was the obvious choice to get our home mortgage. The Operation Welcome Home program seemed almost tailor-made for me. Now, we have a home on Nantucket.”

- David Rezendes, Nantucket

# Guidance you can trust *to turn your dreams into reality*

After trusting Cape Cod Five with refinancing her residential mortgage, Miroslava Ahern again turned to Cape Cod Five when she was ready to expand her professional landscape design services. Working with Commercial Loan Officer Melanie Sabin, Miroslava carefully planned and established her new office space on the Island in which she and her associates currently operate and meet with clients. With the support of the Bank, she was able to make her personal and business goals a reality.



“My vision took several years and my loan officer was incredibly flexible and a great sounding board for my ideas. She never said ‘no’ and only helped me to understand how I could make it happen. And now it has!”

- Miroslava Ahern  
Owner, Ahern LLC

Wendy Harman, owner of Point B Realty, believes that with the right trusted partner, managing the finances of her successful real estate company should be simple. That’s why she looked to Cape Cod Five’s full-service Cash Management to meet all her business banking needs. She also worked with Cape Cod Five to find the right commercial loan to renovate a beautiful new office in which she and her staff could meet with clients. After getting to know Mortgage Loan Officer Tammy King through several of her clients’ purchases, she decided to work with Tammy directly to explore options to create the vision for her Martha’s Vineyard home. Together, they found the right construction loan to make her very own dream home.



“I have worked hard to build a successful business on Martha’s Vineyard and Cape Cod Five has been a trusted partner. When I wanted to build my dream home, there was only one bank I would consider.”

- Wendy Harman  
Owner, Point B Realty



# Guidance you can trust *wherever life takes you*



“Our Cape Cod Five team has worked very closely with us to manage our funds and transact our daily business. They are knowledgeable and caring and understand what is important to us.”

- John and JoAnne Sullivan, Brewster



For John and JoAnne Sullivan, having a trusted financial partner allows them to remain focused on their number one priority — their family. This is why they choose to bank with Cape Cod Five. The Sullivans began working with the Bank’s Wealth Management Services in 2009 to carefully plan for their retirement and future. Both now retired, the Sullivans have financial peace of mind knowing that the team at Cape Cod Five understands their priorities and is there each day to help manage their funds. So the Sullivans can spend their days chasing butterflies with their grandchildren instead of chasing answers to their financial questions.



“Travel is our passion. We are reassured to know that we have someone that we trust managing our investments. They have always steered us well and it is a relationship we value.”

- Sandra Thomas Horsman, Mashpee

Sandra Thomas Horsman retired to the Cape after a successful career in nonprofit management and at Manhattanville College in New York. She and her husband trusted the reputation of Cape Cod Five, and have been working with Investment Services Officer John Davidson to manage their investments. This has allowed them to relax with their grandchildren and enjoy traveling the world.

# Guidance you can trust *to lead the way in our communities*



“Cape Cod Five was the first corporate sponsor that stepped up and believed in us. They have been with us ever since. Their support was critical not just for the dollars but for the credibility that it gave us.”

- *Jonah Shea*  
Founder and President  
Shea's Youth Basketball Association

Jonah Shea trusted his instincts and Cape Cod Five when founding Shea's Youth Basketball Association, a youth development organization utilizing volunteers to provide free programs including basketball leagues, tutoring services and community outreach projects that educate participants on the importance of camaraderie, responsibility, teamwork, sacrifice and respect. As the founder and president of Shea's Youth Basketball Association since its inception in 2011, Jonah has spread the message of overcoming obstacles and reaching beyond limitations through his outreach to the participants of his program and beyond. Cape Cod Five continues to proudly support organizations that make a positive impact, as does Jonah's passion to provide opportunities for young people in our community.



“Cape Cod Five contacted us the day after the fire happened. Without their assistance, the holidays would not have been as bright for many needy military families. The space the Bank provided was perfect for our needs and made all the difference.”

- *Don Cox*  
President & CEO  
Cape Cod Military Support Foundation

When the Cape Cod Military Support Foundation's headquarters were destroyed by fire right before the holiday season, Cape Cod Five responded by offering temporary space to house their offices and toy donations. The Bank worked with them to provide resources to rebuild their operation and allow them to focus on helping hundreds of the Cape's military families. Cape Cod Five has a long tradition of showing appreciation to all who serve, and expressing support for veterans and those currently in the service of our country, through such programs as Red Shirt Fridays and Operation Welcome Home.

# Community Commitment

At Cape Cod Five, we are deeply committed to the communities we serve. We refer to this commitment as our “Five Pillars of Community Commitment”:

- Community Banking
- Responsible Business Practices
- Corporate Leadership and Volunteerism
- Financial Education
- Philanthropy

Each day, our employees, officers, Trustees and Corporators demonstrate their dedication to empowering and protecting our customers’ financial well-being and contributing to the betterment of our communities.



**Back Row L-R:** James C. O’Conor, Laura E. Newstead, Scott J. Watson, David T. Weston, Christopher E. Richards, Paul R. Bernier, W. David Brennan, William P. Hourihan, Jr., Christopher W. Raber, Richard J. Leonard, Kevin M. Howard  
**Front Row L-R:** Matthew S. Burke, Robert A. Talerman, Dorothy A. Savarese, Joel J. Brickman, Andrea L. Ponte

## Bank Officers

### President & Chief Executive Officer

Dorothy A. Savarese

### First Executive Vice President

Robert A. Talerman  
*Executive Lending Officer*

### Executive Vice Presidents

Joel J. Brickman  
*General Counsel*

Matthew S. Burke  
*Chief Financial Officer & Treasurer*

Andrea L. Ponte  
*Chief Strategy & Operations Officer*

### Senior Vice Presidents

Paul R. Bernier  
*Chief Risk Officer*

W. David Brennan  
*Chief Residential & Consumer Lending Officer*

William P. Hourihan, Jr.  
*Regional President - Nantucket*

Kevin M. Howard  
*Chief Marketing & Community Engagement Officer*

Richard J. Leonard  
*Regional President - Martha’s Vineyard*

Laura E. Newstead  
*Chief Human Resources Officer*

James C. O’Conor  
*Director of Consumer Lending Operations*

Christopher W. Raber  
*Chief Real Estate Officer*

Christopher E. Richards  
*Chief Banking Services Officer*

Scott J. Watson  
*Chief Information Officer*

David T. Weston  
*Chief Wealth Management Services Officer*

### Vice Presidents

Rachael Aiken  
*Senior Investment Officer*

Kenneth J. Anketell  
*Director of Technology & Information Systems*

James L. Botsford  
*Manager, Senior Financial Advisor*

Jennifer T. Bouthillier  
*Wealth Management Officer*

Susan R. Bristol  
*Director of Loan Servicing Operations*

Heather D. Brown  
*Commercial Loan Officer*

Karen M. Buckler  
*Residential Lending Operations Manager*

Liam Cahill  
*Director of Residential Lending Operations*

Kathryn M. Cassidy  
*Bank Secrecy Act Officer*

Kimberly A. Chesnut  
*Director of Credit Administration*

Adrienne E. Cormier  
*Trust Operations & Compliance Officer*

Ellen C. Covell  
*Commercial Loan Officer*

Alison B. Czuchra  
*Senior Wealth Management & Estate Officer*

Kristen M. DeCorpo  
*Director of Accounting*

Edward R. Eastman III  
*Senior Investment Officer*

James O. Eldredge  
*Government Banking Officer*

Andrew M. Foss  
*Commercial Loan Officer*

William T. Garreffo  
*Director of Real Estate Review*

Lee C. Gatewood  
*Senior Investment Officer*

Kimberly J. Geary  
*Director of Residential Sales & Production*

Vanessa L. Greene  
*Director of Compliance & CRA Officer*

Richard A. Guild  
*Director of Commercial Collections & Workout*

Elizabeth S. Hammann  
*Director of Audit/Auditor*

Joseph E. Hawley  
*Senior Financial Advisor*

Shari L. Hayes  
*Commercial Loan Officer*

Stanley W. Hodkinson  
*Government Banking Officer*

Stephen H. Johannessen  
*Director of Finance & Assistant Treasurer*

Michael S. Kiceluk  
*Chief Investment Officer*

Barbara E. Knapp  
*Mortgage Loan Officer*

Christopher D. Langlais  
*Commercial Loan Officer*

Bonnie L. Loedel  
*Chief Fiduciary Officer*

Elizabeth M. Lynch  
*Director of Product Management & Analytics*

Duncan S. Macallister  
*Branch Manager*

Marilyn D. MacLeod  
*Governance Manager*

Karen A. Matland  
*Director of Financial Advisory & Retirement Services*

Barbara L. Matteson  
*Mortgage Loan Officer*

Robert C. Moberg  
*Director of Systems Support & Development*

Kevin A. Mooney  
*Director of Information Technology Management*

Stuart J. Nickerson  
*Senior Wealth Management Officer*

Justin R. Novak  
*Director of Operational Services & Facilities*

Deborah L. Potter  
*Program Manager*

Robert E. Reisner  
*Regional Manager Commercial Loan Officer*

Diane K. Rowlings  
*Security Officer*

Cheryl A. Smith  
*Investment Services Sales Manager*

Donna N. Snow  
*Senior Project Manager - Deposits*

Theresa M. Souza  
*Branch Manager*

Anne Q. Spaulding  
*Senior Financial Advisor*

Stephen J. Spitz  
*Regional Manager Commercial Loan Officer*

Joseph H. C. St. Aubin  
*Director of Information Security*

Adrian M. Sullivan  
*Director of eCommerce & Alternative Channels*

Steven E. Sullivan  
*Regional Mortgage Sales & Production Manager*

Elizabeth M. Thompson  
*Wealth Management Officer*

Robert D. Umbro  
*Senior Investment Officer*

John Van Baars  
*Director of Enterprise Content & Collaboration Management*

Scott D. Vandersall  
*Regional Manager Commercial Loan Officer*

Patricia A. Walsh  
*Director of Training & Development*

Kate W. Weld  
*Commercial Loan Officer*

David B. Willard  
*Director of Community Relations*

Kimberly K. Williams  
*Senior Wealth Management Officer*

Andrew P. Young  
*Regional Manager Commercial Loan Officer*

**Assistant Vice Presidents**  
 Debra L. Anderson  
*Estate Officer*

Jennifer L. Armandi  
*Branch Manager*

Mandee S. Blair  
*Relationship Management Officer*

**Assistant Vice Presidents (cont.)**

Tracy D. Buckley-Scott  
*Director of Branch Operations*

Linda J. Steele  
*Branch Manager*

Mark D. Coffey  
*Senior Information Security Engineer*

Peter T. Kaizer  
*Commercial Portfolio Loan Officer*

Gene J. Parini  
*Compliance Officer*

Stephanie M. Dennehy  
*Digital Marketing Officer*

Elizabeth D. Stevens  
*Mortgage Underwriting Manager*

Rosalind S. Daley  
*Branch Operations Officer*

Jonathan J. Kelly  
*Financial Consultant*

Kristin M. Perkins  
*Trust Administrative Officer*

Michael S. Dunford  
*Branch Manager*

Patricia L. Sylvia-Gonsalves  
*Branch Manager*

John R. Davidson  
*Investment Services Officer*

Margaret M. Kenneway  
*Senior Staff Auditor*

Christopher R. Perry  
*Information Systems Officer - Network*

Stuart A. Egmore  
*Senior Auditor*

Tracy L. Taylor  
*Contact Center Manager*

Patricia F. DeRosa-Lotane  
*Mortgage Loan Officer*

Tammy L. King  
*Mortgage Loan Officer*

Niles A. Peterson III  
*Loan Operations & Servicing Officer*

Patricia J. Erickson  
*Branch Manager*

Angelique K. Viamari  
*Governance Manager*

Brian W. Devaney  
*Branch Manager*

Nicholas D. Kleimola  
*Portfolio Loan Officer*

Nancy A. Gardner  
*Branch Manager*

Terry-Lee M. Walther  
*Marketing Administration Officer*

Kimberly A. Devine  
*Risk Management Officer*

Carey L. Losh  
*Branch Manager*

Leda J. Phillips  
*Branch Manager*

Charles R. Givonetti  
*Senior Project Manager*

Donna M. Zayatz  
*Commercial Loan Officer*

John V. DeVito  
*Commercial Loan Officer*

Robert J. Marchese  
*Mortgage Loan Officer*

Daniel J. Pulit  
*Mortgage Loan Officer*

Debra L. Hodgkins  
*Information Systems Officer - Network*

**Officers**  
Janette M. Andrews  
*Branch Manager*

Michelle K. Donahue  
*Deposit Operations Officer*

Susan M. McCaffrey  
*Mortgage Loan Officer*

Dana J. Robert  
*Information Systems Officer - Network*

Russell G. Labbe  
*Director of Deposit Operations*

Lauren M. Ard  
*Mortgage Loan Officer*

Tracy S. Dubois  
*Project Management Officer*

Sean F. McLoughlin  
*Investment Services Officer*

Suzanne M. Rogers  
*Loan Operations & Servicing Officer*

Carrie C. Leonard  
*Home Equity & Consumer Lending Manager*

James C. Austin  
*Mortgage Loan Officer*

Estella Edmondson  
*Residential & Consumer Internet Lending Officer*

Beth Ann Meehan  
*Mortgage Loan Officer*

Aisling C. Ross  
*Senior Talent Management Officer*

Debra A. Magnuson  
*Risk & Vendor Management Officer*

Emilie L. Bajorek  
*Administrative Officer*

Julia W. Eldredge  
*Post Closing Manager*

Carrie M. Moore  
*Branch Manager*

Catherine N. Silva  
*Mortgage Loan Officer*

Elaine Mason  
*Information Security Officer*

Gabriel A. Belino  
*Real Estate Review Officer*

Eric T. Gallagher  
*Facilities Manager*

Kathryn E. Moore  
*Financial Education Officer*

Garret M. Smith  
*Cash Management Officer*

Patrick J. McCue  
*Associate Director of Finance*

Suzanne A. Berry  
*Branch Manager*

Mary Kate Gallagher  
*Cash Management Operations Officer*

Douglas L. Moquin  
*Real Estate Review Advisor*

Elaine M. Sweeney  
*Senior Talent Management Officer*

Mary Jo Parris  
*Retirement Services Manager*

Deborah A. Bonvan  
*Credit Administration Officer*

Emmy R. Hamilton  
*Loan Operations & Servicing Officer*

Timothy C. Mori  
*Human Resources Operations Manager*

Linda M. Vokey  
*Investment Services Administrative Officer*

Patricia A. Piva  
*Cash Management Officer*

Paula Jean Bows  
*Collections Manager*

Melissa K. Hennessey  
*Financial Consultant*

Suzanne A. Morrice  
*Deposit Operations Officer*

Meryl L. Watson  
*Mortgage Loan Officer*

Wilburn O. Rhymer  
*Branch Manager*

Mary Anne Bradford  
*Mortgage Loan Officer*

Felicia A. Holden  
*Mortgage Loan Officer*

Christopher J. O'Brien  
*Investment Services Officer*

Edward A. Rubel  
*Commercial Loan Officer*

Trina L. Brown  
*Branch Manager*

Peter T. Horne  
*Secondary Market Officer*

Craig J. Oliveira  
*Investment Officer*

Darin J. Weeks  
*Affordable Housing Specialist; Mortgage Loan Officer*

Sarah Ruder  
*Quality Control & Investor Relationship Manager*

Anne E. Burnett  
*Branch Manager*

Dawn M. Johnson  
*Mortgage Loan Officer*

Bonnie C. O'Neill  
*Mortgage Loan Officer*

Bruce C. Williams  
*Mortgage Loan Officer*

Melanie J. Sabin  
*Commercial Loan Officer*

Angela M. Cerrone  
*Associate Director of Accounting*

Cheryl A. Jones  
*Technology Information Systems Support Manager*

Diane M. Pansire  
*Mortgage Loan Officer*



Falmouth Banking Center grand opening.



Dorothy Savarese elected as Chairman of the American Bankers Association.



Dorothy Savarese accepts on behalf of Cape Cod Five the "Outstanding Civilian of the Year" award from the Otis Civilian Advisory Council.



Cape Cod Five employee volunteers at the annual Veterans Day Breakfast at the Coonamessett Inn in Falmouth.

# Boards and Corporators of the Cape Cod Five

## Trustees of the Cape Cod Five Mutual Company and Directors of The Cape Cod Five Cents Savings Bank



**Back Row L-R:** Thomas M. Evans, John C. Dawley, James A. Peterson, Chester N. Lay, Bruce D. Miller  
**Front Row L-R:** Anne Bailey Berman, Paul E. Grover, William A. Doherty, Jr., Dorothy A. Savarese, Karen L. Gardner, Katherine Fulham Parcels, Daniel A. Wolf

Joseph C. Jasie  
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Todd G. Thayer  
James F. Trainor  
Christopher J. Ward  
Richard Waystack  
John L. Whelan  
Seth Wilkinson  
Daniel A. Wolf\*  
William Zammer, Jr.  
Benjamin E. Zehnder  
George Zografos



A \$5,000 employee-voted grant presented to the MSPCA-Angell animal shelter in Centerville.



Martha's Vineyard Banking Center grand opening.



Dorothy Savarese and Cape Cod Five employees at American Banker's 25 Most Powerful Women in Banking awards reception.

### Chairman

Dorothy A. Savarese

### Vice Chairman

Thomas M. Evans

### Clerk

William A. Doherty, Jr.

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Barbara Stone Amidon  
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Paul B. Bergquist  
Anne Bailey Berman\*  
Karen L. Bissonnette  
Patricia M. Bridier  
David A. Brown  
Lyle B. Butts  
Douglas M. Cabral  
Howard C. Cahoon, Jr.  
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Paul Covell  
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Richard L. Curley  
John C. Dawley\*  
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Thomas A. Eldredge  
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Linda Barnes Gadkowski  
Melinda S. Gallant  
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Frank J. Harrison  
G. Howard Hayes  
Michael P. Hogan  
William H. Hough

\* Indicates Trustee/Director  
+ Indicates Executive Committee



Credit for Life Fair at the Monomoy Regional High School.

# The Cape Cod Five Cents Savings Bank Charitable Foundation Trust



Cape Cod Five employees show their Patriots pride.



Wareham Middle School teachers receive a Cape Cod Five Educational Mini-Grant.



Members of the lending team celebrate reaching \$4 billion in loans serviced.



A team of Cape Cod Five employees wins the Bankers Cup at the Cape Cod Children's Museum Bowl-a-Thon.

## Executive Committee

Dorothy A. Savarese, Chairman  
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Kimberly S. Hardy  
Peter T. Kaiser  
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Wayne D. Petty  
Melissa D. Philbrick  
Melanie J. Sabin  
Kate W. Weld



Employees from the Cape Cod Five Nantucket team getting ready to participate in Swim Across America.



Cape Cod Five employees distribute grocery bags at the Harwich Farmers Market.



Martha's Vineyard Community Services receives a Cape Cod Five Foundation grant for their telemedicine program.



Employees volunteer at a local Habitat for Humanity build.



## Banking Centers

**Brewster** - 2745 Main St.

**Centerville** - 1620 Falmouth Rd.

**Chatham** - 548 Main St.

**Dennis** - 688 Main St. (off Route 134)

**East Harwich** - 129 Route 137

**Eastham** - 75 Brackett Rd.

**Falmouth** - 668 Main St.

**Harwich Port** - 532 Main St.

**Hyannis** - 171 Falmouth Rd.

**Martha's Vineyard** - 412 State Rd.

**Mashpee** - 10 North Market St.

**Nantucket** - Zero Main St.  
112 Pleasant St.

**Orleans** - 97 Cranberry Hwy.

**Sandwich** - 85 Route 6A

**Wareham** - 10 Rosebrook Pl.

**Wellfleet** - 345 Main St.

**Yarmouth** - 514 Station Ave.

## Satellite ATM Locations

**Barnstable Village** - 3239 Main St.

**North Falmouth** - 580B N. Falmouth Hwy.

**Yarmouthport** - 920 Route 6A

**Steamship Authority Terminals**

Hyannis & Nantucket

## Lending & Wealth Management Offices

**Marion** - 163 Front St.

**Martha's Vineyard** - 412 State Rd.

**Plymouth - The Pinehills** - One Village Green Dr.

**Provincetown** - 237 Commercial St.

## Trust & Asset Management Office

**Orleans** - 20 West Rd.

## Contact Us

Customer Service Center: 888-225-4636

[customerservice@capecodfive.com](mailto:customerservice@capecodfive.com)

Location hours are available at  
[capecodfive.com/locations](http://capecodfive.com/locations)



Lighthouse photography Charles Fields;  
Principal photography Kevin Brusie

