Santander Executive Office
Mail Code: RI1-EPV-02-18
PO Box 1397
Providence, RI 02901-9947

May 15, 2026

Egleston Square Main Street
Attn: Redacted Information

Dear ,

We are writing in response to the complaint filed with our Boston – Egleston Square branch, which was forwarded to the Executive Office of Santander Bank, N.A. ("Santander" or "the Bank") on May 8, 2026.

We understand that your complaint concerns the consolidation of our Boston – Egleston branch ("Egleston Branch"), located at 3060 Washington Street, Boston, MA, on June 30, 2026, and the community impact of our decision.

First, please know that we appreciate the opportunity to hear from you and respond to your concerns. These decisions are never easy. In making this decision, we are listening and responding to shifting client preferences and behaviors by adjusting our business model and delivery to better serve our clients, which includes refining our branch footprint across the Northeast, increasing our investment in digital capabilities, and introducing new products and services.

As you know, on June 30, 2026, the Egleston Branch is scheduled to be consolidated with our Roxbury – Washington Park branch located at 330 Martin Luther King Boulevard, Suite 45, Roxbury, MA. Our Roxbury – Washington Park branch is approximately 1.2 driving miles from our Egleston Branch and is a full-service branch offering many convenient services, including walk-up and drive-up Automated Teller Machines ("ATMs"), and convenient banking hours.

In addition to the Roxbury – Washington Park branch, other nearby branches are listed in the below table:

Branch Name	**Location**
Boston - Nubian Square	2189 Washington Street, Roxbury, MA
Brookline Village	1 Harvard Street, Brookline, MA
Dorchester – Fields Corner	1442 Dorchester Avenue, Dorchester, MA

Further, Santander offers five (5) ATMs within one (1) mile and 15 ATMs within two (2) miles from the Egleston Branch. A full list of all Santander ATMs is available at www.santanderbank.com on our ATM/Branch Locator page. Please know that we are actively evaluating options to maintain convenient access to cash in the area based upon the local community needs. For added convenience, Santander debit cards support a cash back feature solely based on merchant availability and amounts.

We note that our online and mobile banking platform offers features to avoid the need to visit an ATM, and provides peace of mind with 24/7 account access. The mobile banking app can be downloaded on any smart device from the Google Play Store or Apple AppStore. These features include mobile check deposit, external and internal transfers, billpay, and customized alerts. Our Customer Service Center representatives would be happy to assist customers with any inquiries regarding these features and can be reached at 1-877-768-2265, Monday through Saturday from 8:00AM to 8:00PM, EST. Hearing and speech impaired customers may call 7-1-1 or their preferred relay service.

Lastly, as part of this consolidation we offer transition support through our branches to support customers in accessing online and mobile banking and connecting to additional resources. This includes both in-branch support and outbound calling to customers. In addition to in-branch resources, we offer free access to TrustPlus to provide one-on-one coaching to help customers reduce debt, improve credit, and reach financial goals.

Thank you for bringing your concerns to our attention and allowing us an opportunity to respond. If you have any further questions or concerns regarding the matter we addressed, please feel free to contact our office Monday through Friday from 8:00 a.m. to 6:00 p.m. EST at 1-855-726-6100.

Respectfully yours,

Santander Executive Office