

17090



[DATE]

XXXX XXXXX
XXXXXXXXXXXX
XXX XXXX, MA 00000

Dear XXXXX,

Thank you for your recent loan application with Eastern Bank. We are writing to inform you that we recently discovered that we inadvertently mailed you documents intended for other applicants. Please destroy these documents. We also want to reassure you that your documents (enclosed) were not shared with anyone else.

Eastern Bank is committed to providing our customers with the best banking experience possible; unfortunately, this experience fell short of our standards. We apologize for this error and have put in place process changes to ensure this does not happen again. No further action is needed on your part.

If you have any further questions regarding this matter, please feel free to contact us at 1-800-EASTERN (1-800-327-8376).

Thank you for choosing Eastern Bank.

Sincerely,

Sujata Yadav
Senior Vice President
Consumer Lending Director



[DATE]

XXXX XXXXX
XXXXXXXXXXXX
XXX XXXX, MA 00000

Dear XXXXXX,

Thank you for your recent loan application with Eastern Bank. We are writing to inform you that we recently discovered an error with our mailing process that led to your documents being sent to another loan applicant. And due to this error, you might have also received documents intended for another applicant. We apologize for this mix-up and for the inconvenience this might have caused you. Please find enclosed the correct documents related to your loan application. We also ask that you destroy the documents that were incorrectly mailed to you.

Eastern Bank is committed to providing our customers with the best banking experience possible; unfortunately, this experience fell short of our standards. We apologize for this error and have put in place process changes to ensure this does not happen again. No further action is needed on your part.

If you have any further questions regarding this matter, please feel free to contacting us at 1-800-EASTERN (1-800-327-8376).

Thank you for choosing Eastern Bank.

Sincerely,

Sujata Yadav
Senior Vice President
Consumer Lending Director



[DATE]

XXXX XXXXX
XXXXXXXXXXXX
XXX XXXX, MA 00000

Dear XXXXXX,

Thank you for your recent loan application with Eastern Bank. We are writing to inform you that we recently discovered an error with our mailing process that led to your loan documents being sent to another loan applicant. Due to this error, you might have also received documents intended for another applicant. We apologize for this mix-up and for the inconvenience this might have caused you. Please find enclosed the correct documents related to your loan application. We also ask that you destroy the documents that were incorrectly mailed to you.

Eastern Bank is committed to providing our customers with the best banking experience possible; unfortunately, this experience fell short of our standards. We apologize for this error and have put in place process changes to ensure this does not happen again. No further action is needed on your part.

If you have any further questions regarding this matter, please feel free to contacting us at 1-800-EASTERN (1-800-327-8376).

Thank you for choosing Eastern Bank.

Sincerely,

Sujata Yadav
Senior Vice President
Consumer Lending