

[REDACTED]  
*Convent of Mary Immaculate  
27 Park Road  
West Hartford, CT*

January 11, 2021

Webster Bank  
P.O. Box 191  
Waterbury, CT 06720-0191

Dear Sir or Madam:

I was distressed to receive a letter indicating the Webster Bank on Park Road was closing in April. Has anyone involved in this decision actually visited Park Road in West Hartford lately? Are you aware that there is a new housing complex that has opened on Ringgold Street right down from the bank on the same block! There are a 292 Unit being proposed for the property located at the corner of Park Road and Prospect Avenue, again less than a block away from this Webster Bank. There are multiple new businesses that have opened up on Park Road. This bank always has a line of customers. Are you actually saying it is not necessary to have a bank located where people and business reside?

The Sisters of St. Joseph, residing at 27 Park Road, have been doing business with Webster Bank, it seems forever. Again, this is convenient and within walking distance. We have always been treated with the utmost respect. This bank has "people" tellers who take the time to speak with customers and have the patience to answer every questions, and always with a smile while they serve the customers. These are qualities that are very rare today, especially in a banking institution! Banks are merging or being bought and sold at a very rapid pace these days, but Webster Bank seems to be a constant. That means a great deal to banking customers like me.

*The letter from Webster Bank on Park Road directs us to LaSalle Road which is 1.4 miles from this present bank. That is not convenient for the sisters who reside in this convent. In addition to limited parking on LaSalle Road, 1.4 miles is not within walking distance for our retired sisters. I am certainly not thinking a bank would remain open just for long standing customers, but perhaps in the light of the above mentioned new residential developments and new businesses, you might reconsider your decision.*

*Thank you for taking the time to read my letter and hear my concerns.*

*Sincerely,*  
[REDACTED]