Commercial Coin & Currency

Service and Preparation Guide

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Eastern Bank
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Coin and Currency Service Overview

Eastern Bank's Coin and Currency Service is a solution for commercial customers that have money service's needs.

Coin and Currency Features

Ordering Coin and Currency
Coin and currency is ordered through an online vault platform that is available 24 hours a day. Your Relationship Manager at Eastern Bank will provide you with a User Name and Password prior to your first order.

Shipping Coin and Currency
Depositing coin and currency is made simple whether you have one location or multiple locations. Through a separate contract with your armored car provider of choice, shipments are taken into their custody and delivered to the Eastern Bank vault. Currency deposits are credited to your Eastern Bank account the next business day and coin credits are received within 48 hours.

Reporting of Coin and Currency Activity
Eastern Bank's web-based reporting system, Eastern Treasury, lets you to reconcile your orders and shipments to your Eastern Bank account. The online vault platform offersa comprehensive reporting feature that allows you to easily track and trend order and shipment volumes.

Eastern Bank will also provide a monthly account analysis statement, which shows all your coin and currency transactions and volumes.

Coin and Currency Customer Service

Customer Service Contacts

At Eastern Bank, every client has the benefit of working with their dedicated Relationship Manager. They will act as your point of contact for all your day-to-day coin & currency needs.

You should contact your Relationship Manager for the following:

- For any questions or issues regarding your coin and currency service
- To place late orders
- Cash order discrepancy reports and follow up on previously reported cash discrepancies

Emergency or Late Orders

If you have missed the cash ordering cutoff time but still require next day delivery, please do not attempt to place your order through the cash ordering platform. Instead, please contact your Relationship Manager immediately to request your order.

Special Request Orders

If you have a special request, you should contact your Relationship Manager in advance to coordinate. The vault will do their best to accommodate your request.

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Cash Preparation Guidelines

To improve overall efficiency, Eastern Bank recommends that the depositor prepare deposits for coin separate from currency and use tamper-evident bags for these shipments. The bags are not brand-specific and can be purchased from any office supply retailer. Any discrepancies in the Coin and Currency Deposit Overview could result in processing delays or refusal of the deposit.

Coin and Currency Deposit Overview

1. Coin and currency should be prepared as two separate deposits and shipped in separate bags.
2. Coin shipments must be full bags and of the same denomination.
3. Traveler's checks are not considered cash and should not be included with coin and currency.
4. Each strap of currency must be clearly stamped with the location name, location ID, date and preparer name.
5. Coin and currency deposit bags delivered to the vault must be properly secured prior to acceptance.
6. Tamper-evident plastic bags used for coin and currency should be securely/tightly sealed and contain no holes, <u>and all fields on the front of the bag must be properly completed.</u>
7. Coin and currency deposits may be refused by the vault money center if they have not been properly labeled, or if the bags contain any holes.

Currency Deposit Preparation Procedure

1. Eastern Bank recommends that all outgoing currency be fine counted under dual control before being shipped.
2. Currency must be separated into 'straps'. The strap **must be secured and clearly stamped with the location name and location ID** (see strap table below).

CURRENCY STANDARD STRAP TABLE

Denomination	Dollar value of one strap (100 notes)
Hundreds	$10,000
Fifties	$5,000
Twenties	$2,000
Tens	$1,000
Fives	$500
Twos	$200
Ones	$100

3. Multiple straps of currency need to be bulked together in groups of 10 (or what is known as a bundle).
   - Each bundle of ten must be tightly secured with a rubber band at/on each end.
   - A rubber band that is 3 1/2 by 'A (#64) works well. Rubber bands that are too small have potential to break and require special handling before it can be counted, causing processing delays. .
   - When shipping less than a full bundle, securing it with a rubber band is still required, however only use one rubber band in the center of the bundle of currency.
4. Under dual control, prepare all outgoing currency shipments in clear plastic bags.

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5. Legibly fill in the label on the front of the bag using the fields below as a reference.

DELIVER TO: Eastern Bank
DATE: The date of the shipment
FROM BRANCH: List location name
BR ID: List location ID
SAID TO CONTAIN: The total amount of currency in the bag
PREPARED BY: The two individuals preparing the shipment must legibly sign the bag
Note: The plastic bag should not contain more than 15 bundles of currency

6. Shipment is ready to be picked up by the armored carrier.
7. The armored carrier **must** sign your manifest when they pick up the shipment.

Important Reminders:

- Each bag contains its own serial number (located at the top right corner of the bag).
- Maintain a manifest, listing each bag separately.
- In the column Bag/Seal# - write the bag's serial number for future reference.
- Complete the Date and Amount fields on the perforated top section of the bag, tear it off, and retain it at your location.

Coin Preparation Guidelines

Coin Deposit Preparation Procedure

1. All loose coin must be shipped in **plastic bags** in the following denominations.

Denomination	Dollar value
Gold Dollars	$2,000
Susan B. Anthony Dollars	$2,000
Half Dollars	$1,000
Quarters	$1,000
Dimes	$1,000
Nickels	$200
Pennies	$50

2. Under dual control, prepare all outgoing coin shipments in clear plastic bags. Legibly fill in the fields below on the front of the bag.

DELIVER TO: Eastern Bank
DATE: The date of the shipment
FROM BRANCH: List location name
BR ID: List location ID
SAID TO CONTAIN: The total amount of coin in the bag
PREPARED BY: The individual preparing the shipment must legibly sign the bag

3. The shipment is ready to be picked up.
4. The armored carrier must sign your manifest when they pick up the shipment.

If the above requirements have not been met, credit for the deposit may be delayed due to additional processing time.

Important Reminders:

- Each bag contains its own serial number (located at the top right corner of the bag).
- Maintain a manifest book where each bag is listed separately.

- In the column Bag/Seal# - write the bag's serial number for future reference.
- Complete the Date and Amount fields on the perforated top section of the bag, tear it off, and retain it at the branch.

Procedure for Counterfeit Currency

1. Currency note(s) suspected as being counterfeit will automatically be charged to the client's account.
2. The counterfeit note(s) will be forwarded to the United States Secret Service Office.
3. If the suspect note(s) is returned as genuine by the Secret Service, the client's account will be promptly credited. **Suspect notes confirmed as counterfeit are retained by the Secret Service.**

Procedure for Mutilated or Contaminated Currency

- Currency can become **mutilated** in any number of ways. The most common causes are fire, water, chemicals, explosives; animal, insect or rodent damage; or deterioration by burying.
  - Under regulations issued by the Department of the Treasury, mutilated United States currency may be exchanged at face value if more than 50% of a note is identifiable as United States currency.
- **Contaminated** Currency is currency notes that have come in contact with some biological or chemical contaminant that could cause a health hazard. These contaminants may include, but are not limited to, blood or dye from dye packs

Mutilated currency is to be handled according to the guidelines outlined by the Department of Treasury. These guidelines can be found at the Department of Treasury's web site or by accessing the following URL:

http://www.moneyfactory.gov/services/currencyredemption.html

Placing Coin and Currency Orders

Overview

Coin and currency orders are placed primarily through the online vault platform. Authorized personnel will be provided with a User Name and Password for use in placing coin and/or currency orders through this system.

Orders placed by 10:00 a.m. will be delivered the next business day. If you require next day delivery after 10:00, please refer to page 3 of this guide for further instruction.

If the online vault platform is unavailable and you need to place an order, please contact your Relationship Manager and have the following information available:

Your Company Name
Your Location ID number
The amounts and denominations of currency and coin to be ordered
The total dollar amount of your order

Request for New Money

New Money is defined as uncirculated currency. If you need to order *new* money, your Eastern Bank Relationship Manager can assist you with this request. Please be aware that the Federal Reserve only makes new money available at limited times during the year and it will be provided based upon availability.

Receiving Orders of Coin and Currency

Procedure

1. When the order is received, clients must sign the armored courier's manifest indicating receipt.

2. Internal procedures regarding the verification of each denomination should then be followed (bulk count/fine count/dual control, etc.).

3. It is recommended that fine counting of the order be done within 48 hours (2 business days) of receipt, or before cash is used in the event of a discrepancy.

NOTE: Discrepancies must be reported within 48 hours, or they may be denied. In addition, plastic wraps and bill straps must be saved as discrepancies will not be honored without them. Plea se refer to the "Reporting Incoming Discrepancies" section below (page 8) for further information.

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Reporting Incoming Discrepancies

Overview

Overages or shortages may occasionally occur in coin and/or currency orders received from the vault strictly due to human error. Eastern Bank has specific procedures for the handling of all orders as they are received, and discrepancies must be reported to your Relationship Manager within 48 hours of receipt, or they may deny the claim(s). *Please note that there is a $50 minimum to open a discrepancy claim with Loomis.

Procedure

1. Once a discrepancy ($50 or more) is discovered, retain all original currency packaging (plastic wrap and currency strap) as this will be needed to open a claim with Loomis.

2. Fill out the Loomis Cash Order Discrepancy Report (see page 9).

3. Notify your Relationship Manager at Eastern Bank within 48 hours and provide a copy of the Cash Order Discrepancy Report and all retained currency packaging (plastic wrap and/or currency strap). Your Relationship Manager will open a claim on your behalf with Loomis's Corporate Claims Office.

4. Adhere to any applicable internal policy, or procedural guidelines, such as vault custodian over/short tickets.

5. Follow up with your Relationship Manager within 30 days if discrepancy settlement has not yet been made. Loomis has up to 90 days to resolve all claims.

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Cash Order Discrepancy Report

Loomis
CASH ORDER DISCREPANCY REPORT

Please complete the following information as soon as a discrepancy ($50 or more) is discovered in your incoming cash order. All discrepancies must be submitted within two (2) days after receipt and accompanied by the following:

- **Original strap(s) that contained the difference.**
- **If the difference was in a plastic wrapped bundle/strap, please include the packaging.**
- **A copy of the packing list.**

All materials should be submitted to your Eastern Bank Relationship Manager:

CUSTOMER/ORDER INFORMATION

Date of Occurrence:					
Customer Name:			**Location ID:**		
Customer Street Address:					
City:			**State:**	**Zip Code:**	
Name of Armored Carrier:					
Date Order Received:		**Time:**	DA.M. EP.M.	**Amount:**	
Bulk Count:	**Date:**	**Time:**	DA.M. EP.M.	**By (initials):**	**And By (initials):**
Piece Count Verification:		**Time:**	DA.M. EP.M.	**By (initials):**	**And By (initials):**

Was the difference in a plastic wrapped bundle/strap? 1=1 Yes 1=1 No If yes please attach plastic.

DIFFERENCE INFORMATION

Denomination:	**Amount:**	1=1 Over 1=1 Short
Date Eastern Bank was Notified:	**Caller:**	
Remarks:		
OTHER INFORMATION:		
Prepared By (print or type):		**Phone Number:**
Authorized Signature:		

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