

# **CRA RATINGS OF MASSACHUSETTS BANKS, CREDIT UNIONS, AND LICENSED MORTGAGE LENDERS IN 2020**

MAHA's Thirtieth Annual Report on How Well  
Lenders and Regulators Are Meeting Their Obligations  
Under the Community Reinvestment Act

Prepared for the

**Massachusetts Affordable Housing Alliance**

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## INTRODUCTION AND SUMMARY OF MAJOR FINDINGS

Since 1990, state and federal bank regulators have been required to make public their ratings of the performance of individual banks in serving the credit needs of local communities, in accordance with the provisions of the federal Community Reinvestment Act (CRA) and its Massachusetts counterpart. And since 1991, the Massachusetts Affordable Housing Alliance (MAHA) has issued annual reports offering a comprehensive listing and analysis of all CRA ratings of Massachusetts banks and credit unions. This is the thirtieth report in this annual series. Since 2011 these reports have also included information on the CRA-like ratings of licensed mortgage lenders issued by the state's Division of Banks in accordance with its CRA for Mortgage Lenders regulation.

As defined for this report, there were 128 "Massachusetts banks" as of December 31, 2020. This includes not only 107 banks that have headquarters in the state, but also 21 banks based elsewhere that have one or more branch offices in Massachusetts.<sup>1</sup> **Table A-1 provides a listing of the 128 Massachusetts banks and their current CRA ratings.**<sup>2</sup> (The 24 federally-chartered banks and the 9 banks chartered by other states receive ratings only from their federal regulators; the 95 Massachusetts state-chartered banks receive ratings from both Massachusetts and federal regulators.)<sup>3,4</sup>

Banks that operate in more than one state receive separate federal CRA ratings for each state as well as an overall CRA rating; for such banks, this report uses the CRA rating for their Massachusetts operations if it differs from the bank's overall rating.<sup>5</sup> **Table A-2 provides information on the 42 banks that have branches both inside and outside of Massachusetts;** these banks are shown in italics in Table A-1.<sup>6</sup>

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<sup>1</sup> This report's definition of "Massachusetts Banks" excludes trust companies that specialize in serving investors; these banks do not offer retail banking services and most of them have no deposits in their Massachusetts branches. One exception: this report does include State Street Bank & Trust, the state's largest bank in terms of deposits.

<sup>2</sup> It is interesting to note, by comparing the first and last columns in Table 3, that there now less than half as many "Massachusetts Banks" as there were in 1993 (128 vs. 286); also, all of the 1993 banks were based in Massachusetts whereas only 107 of the 2020 banks had Massachusetts headquarters.

<sup>3</sup> In recent years, CRA ratings of state-chartered banks have almost always been the result of a joint examination by the state and the FDIC (resulting in a single performance evaluation with both agencies' names on the cover) or of a concurrent examination by the state and the Fed (resulting in separate performance evaluations with the same exam date on the covers). The two ratings resulting from these joint or concurrent exams have always been the same during the last five years except in those relatively few cases where the state rating has been "High Satisfactory."

<sup>4</sup> Although the nine banks chartered by other states that have Massachusetts branches are subject to oversight by the state's Division of Banks for their in-state activities, the Division has not awarded any CRA ratings or public performance evaluations to any of these banks. The other twelve out-of-state banks with branches here are federally-chartered and therefore not subject to state CRA oversight.

<sup>5</sup> To be more precise, banks with branches in more than one state receive not only an overall CRA rating, but also (1) a separate rating for each multistate metropolitan statistical area (MMSA) within which they have branches and (2) a separate rating for each state (the "state" rating excludes any part of the state covered by a MMSA rating). Since most of the Massachusetts activity of Bank of America, Citizens, People's United, and Santander is within multistate MSAs (e.g., the Boston MA-NH MSA), their "Massachusetts" CRA ratings are based on evaluation of only a small portion of their activity within the state. Therefore, their ratings in this report are those for these multistate MSAs.

<sup>6</sup> Although Capital One Bank's "cafes" are not counted as branches by the FDIC, the OCC evaluates that bank's CRA performance in Massachusetts as if they were. For this reason, Capital One is included in this report as a bank that has branches both outside and inside Massachusetts.

**Table A-3 provides a listing of the current CRA ratings of the state’s 62 state-chartered credit unions.** (Federally-chartered credit unions are not covered by CRA.) **Table A-4 provides a listing of current CRA ratings of licensed mortgage lenders.**

Tables 1-8 present information about the distribution of the most recent CRA ratings of banks, credit unions, and licensed mortgage lenders as of year-end 2020; about the distribution of CRA ratings awarded during the calendar year 2020 and during earlier years; and about the number and distribution of CRA ratings awarded annually by each of the federal bank regulators and by the state’s Division of Banks. Some of the notable findings contained in those tables may be summarized as follows:

- **Of the 54 CRA ratings awarded to Massachusetts banks during 2020, twelve (22.2%) were “Outstanding.” This is up from 14.3% in 2019, and even further up from the share of “Outstanding” ratings in 2015, 2016, and 2017 (6.8%, 10.0%, and 11.7%);** in 2018, 19.5% of ratings were “Outstanding.” For federal regulators, the “Outstanding” share was 20.6% (7 of 34 ratings); for the state, the “Outstanding” share was 25.0% (5 of 20). (See Tables 1 and 2.)
- When each bank is classified by its most recent CRA rating, **19.8% of all banks had a most recent rating of “Outstanding” at year-end 2020. This is up from 17.6% a year earlier and is the third consecutive annual increase after a four-year downward trend from 22.2% in 2013 to 13.5% in 2017.** Another 13.5% of banks had a most recent rating of “High Satisfactory” (little changed from 13.7% a year earlier), and 65.9% of banks had a most recent rating of “Satisfactory” (down from 67.2%). **Northmark Bank, based in North Andover, was the only bank with a most recent CRA rating of “Needs to Improve.”** (See Tables 3 and A-1.)
- **Six of the state’s ten biggest banks were rated “Outstanding” in their most recent CRA exams: State Street (#1), Bank of America (#2), Citizens (#3), TD Bank (#5), Eastern (#6), and Rockland Trust (#7). Until six years ago, it was routine for all ten of the biggest banks to have ratings of “Outstanding.”** Then the number of “Outstanding” ratings among the top ten banks fell to eight at the end of 2014, seven at the end of 2015, eight at the end of 2016, and five at the end of 2017, 2018, and 2019. Santander (#4), First Republic (#8), People’s United (#9), and Berkshire Bank (#10) have most recent ratings of “Satisfactory.” Banks are ranked by total in-state deposits as reported by the FDIC for mid-2020. (See Table A-1 for ratings of all individual banks.)
- When banks are classified, for each regulator, by the year in which they most recently received a CRA rating, the data reveal that **nine out of ten banks (89.8%) of Massachusetts banks have received at least one CRA rating (federal and/or state) within the past three years and only one bank has not received any CRA rating within the last five years (Wakefield Co-op, last rated in 2015).**<sup>7</sup> (See Table 4.)
- Only one of the 59 currently-rated state-chartered credit unions – Jeanne D’Arc CU in Lowell – has an “Outstanding” rating, while eight more (13.6%) have ratings of “High Satisfactory.” No credit union has a rating of “Needs to Improve.” **Nineteen credit union ratings were awarded in 2020, following sixteen ratings in the previous year; this brings the Division of Banks into compliance with its**

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<sup>7</sup> Table 4 and the summary statistics in this paragraph provide one indication of the timeliness with which regulators are awarding CRA ratings. Ideally, the performance of each regulator would be compared to its own stated policy on the frequency of CRA examinations and ratings. However, this would be a complex task, beyond the scope of the present report. Complexity results from (1) the fact that mandated examination frequency depends on the asset size of the bank and on the bank’s previous rating (for the Fed and the FDIC, it also depends on the bank’s “Compliance Rating,” which is not public) and (2) the fact that the policies of the three federal regulators differ significantly among themselves, and from the policies of the DoB. The Division of Banks’ policy is in its Regulatory Bulletin 1.3-105. The Federal Reserve’s policy is contained in its Consumer Affairs Letter (CA 13-20). The FDIC’s policy is in Section II-12.1 of its Compliance Examination Manual. The OCC’s policy can be found by a Google search for “How often does the OCC conduct a CRA examination?”

**policy of providing a rating to each credit union “at least once every 48 months.** As of year-end 2020, only four credit unions had not received a CRA rating based on an exam dated within the last five years; this is down from twelve a year earlier and fifteen at the end of 2018. (See Tables 5, 6, and A-3.)

- Sixteen licensed mortgage lenders (LMLs) received CRA for Mortgage Lenders ratings during 2020; fourteen of these ratings were “Satisfactory,” while one was “High Satisfactory” and one was “Needs to Improve.” **Of the 74 currently-licensed LMLs that have ever received CRA for Mortgage Lenders ratings, four (5.4%) have current ratings of “High Satisfactory,” 65 (87.8%) have current ratings of “Satisfactory,” and five (6.8%) have current ratings of “Needs to Improve.”** (See Tables 7 & 8; Table A-4 provides selected information for each of these 74 lenders.)

### **For Additional Information:**

- A great deal of information on the CRA (Community Reinvestment Act) in general, and on the CRA evaluation/examination/rating system in particular, is readily available on the web sites of the state’s Division of Banks ([www.mass.gov/orgs/division-of-banks](http://www.mass.gov/orgs/division-of-banks)) and of the federal bank regulators: the Federal Deposit Insurance Corporation ([www.fdic.gov](http://www.fdic.gov)); the Office of the Comptroller of the Currency ([www.occ.treas.gov](http://www.occ.treas.gov)); and the Federal Reserve ([www.federalreserve.gov](http://www.federalreserve.gov)).
- The web sites of each of the three federal regulators (given just above), provide searchable databases of all of the CRA ratings that they have ever provided. For example, these databases can be searched by state, by year, and/or by bank name. The lists of banks/ratings that result from these searches provide links to the individual *Performance Evaluations*, which can then be read on-line, down-loaded, or printed out.
- The website of the Massachusetts Division of Banks (given just above) provides two lists of current CRA ratings, also with links to individual *Performance Evaluations*. One list is of CRA ratings of banks and credit unions. The second list is of ratings of licensed mortgage lenders under the state’s CRA for Mortgage Lenders regulation. **The lists provided by the DoB cannot be filtered or sorted, and they are much less comprehensive than the searchable databases provided by the three federal regulators. In particular they provide no information about or access to (1) ratings and Performance Evaluations of lenders that are no longer active and (2) previous ratings and Performance Evaluations of lenders who have received more than one.**
- The Federal Reserve’s National Information Center offers an “Institution Search” function that can provide up-to-date information on the status and history of any individual bank, past or present. ([www.ffiec.gov/nicpubweb/nicweb/NicHome.aspx](http://www.ffiec.gov/nicpubweb/nicweb/NicHome.aspx)).

**TABLE 1**  
**TOTAL CRA RATINGS GIVEN TO MASSACHUSETTS BANKS & PERCENT**  
**THAT WERE "OUTSTANDING" OR BELOW "SATISFACTORY" -- 1991-2020**

Year	Number of Ratings			% Outstanding			% Below Satisfactory*		
	Federal	Mass.	Total	Federal	Mass.	Total	Federal	Mass.	Total
1991	56	54	110	5.4%	3.7%	4.5%	17.9%	20.4%	19.1%
1992	88	109	197	10.2%	12.8%	11.7%	19.3%	18.3%	18.8%
1993	97	55	152	15.5%	12.7%	14.5%	8.2%	7.3%	7.9%
1994	137	38	175	10.2%	23.7%	13.1%	7.3%	2.6%	6.3%
1995	120	119	239	24.2%	24.4%	24.3%	3.3%	0.8%	2.1%
1996	106	98	204	32.1%	34.7%	33.3%	1.0%	1.0%	1.0%
1997	88	71	159	28.4%	29.6%	28.9%	1.1%	0.0%	0.6%
1998	82	77	159	25.6%	24.7%	25.2%	0.0%	0.0%	0.0%
1999	83	78	161	16.9%	25.6%	21.1%	2.4%	0.0%	1.2%
2000	48	50	98	29.2%	20.0%	24.5%	0.0%	0.0%	0.0%
2001	39	38	77	15.4%	15.8%	15.6%	2.6%	2.6%	2.6%
2002	46	37	83	15.2%	21.6%	18.1%	0.0%	0.0%	0.0%
2003	55	23	78	18.2%	34.8%	23.1%	0.0%	0.0%	0.0%
2004	69	30	99	24.6%	26.7%	25.3%	0.0%	0.0%	0.0%
2005	53	41	94	35.8%	26.8%	31.9%	1.9%	0.0%	1.1%
2006	40	32	72	40.0%	28.1%	34.7%	0.0%	0.0%	0.0%
2007	35	19	54	40.0%	26.3%	35.2%	5.7%	0.0%	3.7%
2008	57	37	94	17.5%	13.5%	16.0%	0.0%	0.0%	0.0%
2009	50	25	75	12.0%	12.0%	12.0%	2.0%	0.0%	1.3%
2010	44	26	70	18.2%	15.4%	17.1%	2.3%	0.0%	1.4%
2011	32	34	66	21.9%	20.6%	21.2%	3.1%	2.9%	1.5%
2012	56	44	100	21.4%	18.2%	20.0%	1.8%	0.0%	1.0%
2013	41	25	66	29.3%	16.0%	24.2%	5.1%	0.0%	3.1%
2014	54	39	93	16.7%	10.3%	14.0%	7.4%	5.1%	6.5%
2015	50	38	88	8.0%	5.3%	6.8%	4.0%	0.0%	2.3%
2016	30	20	50	16.7%	0.0%	10.0%	0.0%	0.0%	0.0%
2017	41	36	77	12.2%	11.1%	11.7%	4.9%	2.8%	3.9%
2018	48	34	82	18.8%	20.6%	19.5%	0.0%	0.0%	0.0%
2019	43	34	77	18.6%	8.8%	14.3%	2.3%	2.9%	2.6%
2020	34	20	54	20.6%	25.0%	22.2%	0.0%	0.0%	0.0%

\* Since 1993, all ratings below "Satisfactory" have been "Needs to Improve."

**TABLE 2  
CRA RATINGS OF MASSACHUSETTS BANKS  
BY REGULATOR AND RATING, 1993-2020**

	OCC				Fed (or OTS pre-2011)				FDIC				MASS				
	Out	Sat	NI	All	Out	Sat	NI	All	Out	Sat	NI	All	Out	HSat	Sat	NI	All
<b>A. Numbers of Ratings</b>																	
1993	2	12	0	14	0	12	2	14	13	50	6	69	7	*	44	4	55
1994	0	8	0	8	1	10	1	12	13	95	9	117	9	*	28	1	38
1995	1	6	0	7	0	9	1	10	28	72	3	103	29	*	89	1	119
1996	1	6	0	7	4	8	0	12	29	57	1	87	34	*	63	1	98
1997	2	6	0	8	1	5	1	7	22	51	0	73	21	5	45	0	71
1998	0	2	0	2	3	6	0	9	18	53	0	71	19	19	39	0	77
1999	2	2	0	4	2	6	0	8	10	59	2	71	20	15	43	0	78
2000	0	1	0	1	0	1	0	1	14	32	0	46	10	6	34	0	50
2001	0	1	0	1	1	5	0	6	5	26	1	32	6	14	17	1	38
2002	0	1	0	1	0	3	0	3	7	35	0	42	8	10	19	0	37
2003	0	2	0	2	0	3	0	3	8	40	0	48	8	7	8	0	23
2004	0	3	0	3	2	5	0	7	14	44	0	58	8	5	17	0	30
2005	0	4	0	4	3	3	0	6	15	26	1	42	7	4	30	0	41
2006	0	2	0	2	3	2	0	5	12	20	0	32	9	4	19	0	32
2007	2	1	0	3	3	4	0	7	9	14	2	25	5	5	9	0	19
2008	1	2	0	3	1	5	0	6	8	38	0	46	4	10	23	0	37
2009	1	5	0	6	1	4	0	5	3	33	1	37	3	6	16	0	25
2010	0	3	0	3	4	6	1	11	4	24	0	28	4	5	17	0	26
2011	1	1	0	2	2	2	0	4	4	21	0	25	7	8	18	1	34
2012	3	5	0	8	2	4	0	6	7	34	1	42	8	8	28	0	44
2013	8	3	0	11	2	3	1	6	2	21	1	24	4	3	18	0	25
2014	4	4	1	9	1	7	0	8	4	30	3	37	4	6	27	2	39
2015	0	6	1	7	2	8	1	11	2	30	0	32	2	9	27	0	38
2016	5	2	0	7	0	3	0	3	0	20	0	20	0	1	19	0	20
2017	2	1	1	4	1	10	0	11	2	23	1	26	4	5	26	1	36
2018	2	9	0	11	1	7	0	8	6	23	0	29	7	8	19	0	34
2019	4	4	0	8	4	8	0	12	0	22	1	23	3	6	24	1	34
2020	3	4	0	7	1	4	0	5	3	19	0	22	5	2	13	0	20
<b>B. Percentage Distribution of Ratings by Each Regulator in Each Year</b>																	
1993	14%	86%	0%		0%	86%	14%		19%	72%	9%		13%	0%	80%	7%	
1994	0%	100%	0%		8%	83%	8%		11%	81%	8%		24%	0%	74%	3%	
1995	14%	86%	0%		0%	90%	10%		27%	70%	3%		24%	0%	75%	1%	
1996	14%	86%	0%		33%	67%	0%		33%	66%	1%		35%	0%	64%	1%	
1997	25%	75%	0%		14%	71%	14%		30%	70%	0%		30%	7%	63%	0%	
1998	0%	100%	0%		33%	67%	0%		25%	75%	0%		25%	25%	51%	0%	
1999	50%	50%	0%		25%	75%	0%		14%	83%	3%		26%	19%	55%	0%	
2000	0%	100%	0%		0%	100%	0%		30%	70%	0%		20%	12%	68%	0%	
2001	0%	100%	0%		17%	83%	0%		16%	81%	3%		16%	37%	45%	3%	
2002	0%	100%	0%		0%	100%	0%		17%	83%	0%		22%	27%	51%	0%	
2003	0%	100%	0%		0%	100%	0%		17%	83%	0%		35%	30%	35%	0%	
2004	0%	100%	0%		29%	71%	0%		24%	76%	0%		27%	17%	57%	0%	
2005	0%	100%	0%		50%	50%	0%		36%	62%	2%		17%	10%	73%	0%	
2006	0%	100%	0%		60%	40%	0%		38%	63%	0%		28%	13%	59%	0%	
2007	67%	33%	0%		43%	57%	0%		36%	56%	8%		26%	26%	47%	0%	
2008	33%	67%	0%		17%	83%	0%		17%	83%	0%		11%	27%	62%	0%	
2009	17%	83%	0%		20%	80%	0%		8%	89%	3%		12%	24%	64%	0%	
2010	0%	100%	0%		36%	55%	9%		14%	86%	0%		15%	19%	65%	0%	
2011	50%	50%	0%		50%	50%	0%		16%	84%	0%		21%	24%	53%	3%	
2012	38%	63%	0%		33%	67%	0%		17%	81%	2%		18%	18%	64%	0%	
2013	73%	27%	0%		33%	50%	17%		8%	88%	4%		16%	12%	72%	0%	
2014	44%	44%	11%		13%	88%	0%		11%	81%	8%		10%	15%	69%	5%	
2015	0%	86%	14%		18%	73%	9%		6%	94%	0%		5%	24%	71%	0%	
2016	71%	29%	0%		0%	100%	0%		0%	100%	0%		0%	5%	95%	0%	
2017	50%	25%	25%		9%	91%	0%		8%	88%	4%		11%	14%	72%	3%	
2018	18%	82%	0%		13%	88%	0%		21%	79%	0%		21%	24%	56%	0%	
2019	50%	50%	0%		33%	67%	0%		0%	96%	4%		9%	18%	71%	3%	
2020	43%	57%	0%		20%	80%	0%		14%	86%	0%		25%	10%	65%	0%	

Notes: The rating of "High Satisfactory" became available to Mass. regulators -- but not to federal regulators -- in mid-1997.  
No Massachusetts bank has received a rating of "Substantial NonCompliance" since 1992.

**TABLE 3  
DISTRIBUTION OF MOST RECENT CRA RATINGS OF MASSACHUSETTS BANKS  
BY NUMBER OF RANKINGS AND PERCENT, YEAR-END 1993-2020**

Date	1993	1996	1999	2002	2005	2008	2011	2013	2014	2015	2016	2017	2018	2019	2020
Active Banks	286	255	228	216	194	179	165	169	166	159	153	143	140	134	128
Rated Banks	262	254	227	213	194	177	164	167	165	158	151	141	138	131	126
"Outstanding"	32	76	57	46	51	49	32	37	36	32	27	19	21	23	25
"High Satisfactory" #	n/a	n/a	21	24	6	7	24	19	18	18	15	15	13	18	17
"Satisfactory"	198	176	147	143	136	119	106	108	105	100	102	102	103	88	83
Below "Satisfactory"	32	2	2	0	1	2	2	3	6	8	7	5	1	2	1
% "Outstanding"	12.2%	29.9%	25.1%	21.6%	26.3%	27.7%	19.5%	22.2%	21.8%	20.3%	17.9%	13.5%	15.2%	17.6%	19.8%
% "High Satisfactory" #	n/a	n/a	9.3%	11.3%	3.1%	4.0%	14.6%	11.4%	10.9%	11.4%	9.9%	10.6%	9.4%	13.7%	13.5%
% "Satisfactory"	75.6%	69.3%	64.8%	67.1%	70.1%	67.2%	64.6%	64.7%	63.6%	63.3%	67.5%	72.3%	74.6%	67.2%	65.9%
% Below "Satisfactory"	12.2%	0.8%	0.9%	0.0%	0.5%	1.1%	1.2%	1.8%	3.6%	5.1%	4.6%	3.5%	0.7%	1.5%	0.8%

Note: For increased legibility, only every third year from 1993 to 2011 is shown in this table, with annual data for the last eight years.

# The rating of "High Satisfactory," first awarded in mid-1997, is available only from Mass. All of the 13 banks with a 2018 most recent rating of "High Satisfactory" had federal ratings of "Satisfactory" from concurrent (Fed) or joint (FDIC) exams.

**TABLE 4  
YEAR OF MOST RECENT CRA RATINGS OF MASSACHUSETTS BANKS  
BY REGULATOR AND OVERALL, AS OF DECEMBER 31, 2020**

Regulator	Rated Banks* 12/31/20	Last Rated in 2020		Last Rated in 2019		Last Rated in 2018		Last Rated in 2017		Last Rated in 2016		Not in Last 5 Years*	
		#	%	#	%	#	%	#	%	#	%	#	%
FED	29	5	17.2%	11	37.9%	5	17.2%	6	20.7%	2	6.9%	0	0.0%
OCC	23	7	30.4%	7	30.4%	8	34.8%	1	4.3%	0	0.0%	0	0.0%
FDIC	74	22	29.7%	21	28.4%	25	33.8%	4	5.4%	1	1.4%	1	1.4%
MASS	94	20	21.3%	30	31.9%	27	28.7%	11	11.7%	3	3.2%	3	3.2%
All Banks	126	37	29.4%	39	31.0%	37	29.4%	9	7.1%	3	2.4%	1	0.8%

\* Two banks are excluded from this table. New Valley B&T (Mass & FDIC) opened in 2019 and JPMorgan Chase (OCC) opened its first Mass. branches in 2019.

**TABLE 5**  
**DISTRIBUTION OF CRA RATINGS GIVEN TO MASS. CREDIT UNIONS**  
**DURING EACH YEAR, 1991-2020**

Year	Number of Ratings Awarded					Distribution of Ratings During Year			
	Total	OUT	HI SAT	SAT	NI	OUT	HI SAT	SAT	NI
1991	4	0	NA	3	1	0.0%	NA	75.0%	25.0%
1992	24	0	NA	7	17	0.0%	NA	29.2%	70.8%
1993	11	0	NA	9	2	0.0%	NA	81.8%	18.2%
1994	72	1	NA	51	20	1.4%	NA	70.8%	27.8%
1995	62	3	NA	48	11	4.8%	NA	77.4%	17.7%
1996	65	2	NA	60	3	3.1%	NA	92.3%	4.6%
1997	50	3	0	47	0	6.0%	0.0%	94.0%	0.0%
1998	63	2	3	58	0	3.2%	4.8%	92.1%	0.0%
1999	38	1	2	35	0	2.6%	5.3%	92.1%	0.0%
2000	29	4	1	24	0	13.8%	3.4%	82.8%	0.0%
2001	25	1	5	19	0	4.0%	20.0%	76.0%	0.0%
2002	25	0	1	24	0	0.0%	4.0%	96.0%	0.0%
2003	21	4	2	15	0	19.0%	9.5%	71.4%	0.0%
2004	18	0	2	16	0	0.0%	11.1%	88.9%	0.0%
2005	10	0	0	10	0	0.0%	0.0%	100.0%	0.0%
2006	13	2	0	11	0	15.4%	0.0%	84.6%	0.0%
2007	10	1	2	7	0	10.0%	20.0%	70.0%	0.0%
2008	29	2	3	24	0	6.9%	10.3%	82.8%	0.0%
2009	16	1	3	12	0	6.3%	18.8%	75.0%	0.0%
2010	10	0	5	5	0	0.0%	50.0%	50.0%	0.0%
2011	6	0	0	6	0	0.0%	0.0%	100.0%	0.0%
2012	7	1	1	5	0	14.3%	14.3%	71.4%	0.0%
2013	19	1	3	15	0	5.3%	15.8%	78.9%	0.0%
2014	11	0	1	10	0	0.0%	9.1%	90.9%	0.0%
2015	16	0	1	14	1	0.0%	6.3%	87.5%	6.3%
2016	19	0	2	17	0	0.0%	10.5%	89.5%	0.0%
2017	8	1	1	6	0	12.5%	12.5%	75.0%	0.0%
2018	5	0	0	5	0	0.0%	0.0%	100.0%	0.0%
2019	16	1	3	12	0	6.3%	18.8%	75.0%	0.0%
2020	19	0	1	18	0	0.0%	5.3%	94.7%	0.0%

Of the state's 59 state-chartered credit unions with ratings, four (6.8%) have not received a CRA rating based on an exam dated within the last five years. Two had their most recent ratings based on exams dated in 2015 and two had their most recent ratings based on exams dated in 2014. One CU converted from a federal to a state charter in 2018 and has not yet received a CRA exam or rating.

**TABLE 6**  
**DISTRIBUTION OF CURRENT CRA RATINGS OF MASSACHUSETTS CREDIT UNIONS**  
**BY NUMBER OF RANKINGS AND PERCENT, YEAR-END 1993-2020**

Date	1993	1996	1999	2002	2005	2008	2011	2013	2014	2015	2016	2017	2018	2019	2020
Rated CUs	29	123	117	111	101	93	87	78	76	71	68	67	66	61	59
"Outstanding"	0	3	7	7	7	7	6	3	2	2	2	2	2	2	1
"High Satisfactory" #	n/a	NA	6	8	10	10	14	15	14	11	7	8	7	7	8
"Satisfactory"	14	112	104	96	84	76	67	60	60	57	58	56	56	52	50
Below "Satisfactory"	15	8	0	0	0	0	0	0	0	1	1	1	1	0	0
% "Outstanding"	0.0%	2.4%	6.0%	6.3%	6.9%	7.5%	6.9%	3.8%	2.6%	2.8%	2.9%	3.0%	3.0%	3.3%	1.7%
% "High Satisfactory" #	n/a	NA	5.1%	7.2%	9.9%	10.8%	16.1%	19.2%	18.4%	15.5%	10.3%	11.9%	10.6%	11.5%	13.6%
% "Satisfactory"	48.3%	91.1%	88.9%	86.5%	83.2%	81.7%	77.0%	76.9%	78.9%	80.3%	85.3%	83.6%	84.8%	85.2%	84.7%
% Below "Satisfactory"	51.7%	6.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.4%	1.5%	1.5%	1.5%	0.0%	0.0%

Note: For increased legibility, only every third year from 1993 to 2011 is shown in this table, along with annual data for the last eight years.

**TABLE 7**  
**RATINGS OF LICENSED MORTGAGE LENDERS AWARDED, 2009-2019**

Year	Number of Ratings						Percent of Ratings				
	Total	Out	HS	Sat	NI	SNC	Out	HS	Sat	NI	SNC
2009*	6	0	0	5	0	1	0.0%	0.0%	83.3%	0.0%	16.7%
2010	14	0	1	12	1	0	0.0%	7.1%	85.7%	7.1%	0.0%
2011	16	0	0	15	1	0	0.0%	0.0%	93.8%	6.3%	0.0%
2012	5	0	0	4	1	0	0.0%	0.0%	80.0%	20.0%	0.0%
2013	8	0	0	7	1	0	0.0%	0.0%	87.5%	12.5%	0.0%
2014	9	0	0	7	1	1	0.0%	0.0%	77.8%	11.1%	11.1%
2015	18	0	1	12	5	0	0.0%	5.6%	66.7%	27.8%	0.0%
2016	10	0	1	7	2	0	0.0%	10.0%	70.0%	20.0%	0.0%
2017	12	0	0	12	0	0	0.0%	0.0%	100.0%	0.0%	0.0%
2018	18	0	1	14	3	0	0.0%	5.6%	77.8%	16.7%	0.0%
2019	10	0	0	10	0	0	0.0%	0.0%	100.0%	0.0%	0.0%
2020	16	0	1	14	1	0	0.0%	6.3%	87.5%	6.3%	0.0%
<b>TOTAL</b>	<b>142</b>	<b>0</b>	<b>5</b>	<b>119</b>	<b>16</b>	<b>2</b>	<b>0.0%</b>	<b>3.5%</b>	<b>83.8%</b>	<b>11.3%</b>	<b>1.4%</b>

\* 2009 was a partial year -- October to December only.

**TABLE 8**  
**CURRENT RATINGS OF LICENSED MORTGAGE LENDERS**  
**YEAR-END, 2013-2020**

Year	Number of Lenders with Rating						Percent of Ratings				
	Total	Out	HS	Sat	NI	SNC	Out	HS	Sat	NI	SNC
2013	41	0	1	36	4	0	0.0%	2.4%	87.8%	9.8%	0.0%
2014	47	0	1	41	4	1	0.0%	2.1%	87.2%	8.5%	2.1%
2015	53	0	2	45	5	1	0.0%	3.8%	84.9%	9.4%	1.9%
2016	59	0	3	49	6	1	0.0%	5.1%	83.1%	10.2%	1.7%
2017	62	0	3	54	5	0	0.0%	4.8%	87.1%	8.1%	0.0%
2018	69	0	4	59	6	0	0.0%	5.8%	85.5%	8.7%	0.0%
2019	68	0	3	60	5	0	0.0%	4.4%	88.2%	7.4%	0.0%
2020	74	0	4	65	5	0	0.0%	5.4%	87.8%	6.8%	0.0%

**TABLE A-1**  
**CURRENT CRA RATINGS OF MASS. BANKS AS OF DEC. 31, 2020 (page 1 of 4)**

Bank	City/Town	Mass Reg?	Mass Rating	Mass List	Mass ExamDate	Fed Reg	Fed Rating	Fed List	Fed ExamDate
Abington Bank*	Cohasset	yes	SAT	Apr-17	12/05/16	Fed	SAT	May-19	09/25/17
Adams Community Bank	Adams	yes	SAT	Feb-19	10/01/18	FDIC	SAT	Mar-19	10/01/18
Athol SB	Athol	yes	HS	May-20	01/13/20	FDIC	SAT	Jul-20	01/14/20
Avidia Bank	Hudson	yes	SAT	Oct-19	07/08/19	FDIC	SAT	Dec-19	07/08/19
Bank of America	Charlotte NC	no				OCC	OUT	Oct-19	01/08/18
Bank of Canton	Canton	yes	SAT	Jul-20	04/01/20	FDIC	SAT	Apr-20	04/01/20
Bank of Easton	North Easton	yes	SAT	May-19	02/04/19	Fed	SAT	May-19	02/04/19
Bank of New England	Salem NH	no				FDIC	SAT	Feb-20	10/07/19
BankFive*	Fall River	yes	OUT	Apr-19	08/13/18	Fed	OUT	Mar-19	08/13/18
BankGloucester	Gloucester	yes	OUT	Apr-20	12/16/19	FDIC	OUT	Jun-20	12/16/19
Bay State SB	Worcester	yes	HS	Sep-17	04/24/17	FDIC	SAT	May-20	11/12/19
BayCoast Bank	Fall River	yes	HS	Jan-18	09/05/17	FDIC	SAT	Feb-18	09/05/17
Beal Bank USA	Las Vegas NV	no				FDIC	SAT	Oct-19	04/22/19
Berkshire Bank	Pittsfield	yes	SAT	May-19	07/11/18	FDIC	SAT	Jun-19	07/11/18
Bluestone Bank*	Raynham	yes	SAT	Aug-17	05/01/17	Fed	SAT	Sep-17	05/01/17
Boston Private B&T	Boston	yes	OUT	Mar-19	04/23/18	Fed	OUT	Mar-19	04/23/18
Bristol County SB	Taunton	yes	HS	Oct-19	06/24/19	FDIC	SAT	Dec-19	06/24/19
Brookline Bank	Brookline	yes	SAT	May-20	02/10/20	Fed	SAT	Jun-20	02/10/20
Cambridge SB	Cambridge	yes	OUT	Feb-18	09/25/17	FDIC	OUT	Mar-18	09/25/17
Cambridge Trust Co	Cambridge	yes	SAT	Dec-20	07/20/20	FDIC	SAT	Dec-17	08/14/17
Canton Coop Bank	Canton	yes	SAT	Jul-16	03/21/16	Fed	SAT	Jul-16	03/21/16
Cape Ann SB	Gloucester	yes	SAT	Dec-18	09/04/18	FDIC	SAT	Jan-19	09/04/18
Cape Cod Coop Bank	Yarmouth Port	yes	SAT	Dec-20	07/30/20	FDIC	SAT	Apr-18	10/16/17
Cape Cod Five Cents SB	Harwich Port	yes	OUT	Dec-20	07/13/20	FDIC	OUT	Oct-17	05/09/17
Capital One, NA	McLean VA	no				OCC	OUT	Jul-18	07/24/17
Cathay Bank	Los Angeles CA	no				FDIC	SAT	May-19	11/26/18
Century B&T	Somerville	yes	HS	Feb-18	11/06/17	FDIC	SAT	Mar-18	11/06/17
Charles River Bank	Medway	yes	SAT	Feb-17	11/28/16	Fed	SAT	Apr-17	11/28/16
Citizens Bank	Providence RI	no				OCC	OUT	Jul-20	09/30/19
Clinton SB	Clinton	yes	SAT	Nov-19	08/19/19	FDIC	SAT	Jan-20	08/19/19
Coastal Heritage Bank* +	Weymouth	yes	SAT	Jul-14	03/24/14	Fed	SAT	Apr-19	06/18/18
Colonial FSB	Quincy	no				OCC	SAT	Jul-20	03/06/20
Commonwealth Coop Bank	Boston	yes	SAT	Sep-17	07/10/17	Fed	SAT	Oct-17	09/06/17
Community Bank	Canton NY	no				OCC	SAT	Dec-19	07/22/19
Cooperative Bank, The	Boston	yes	SAT	Mar-20	11/12/19	FDIC	SAT	Apr-20	11/12/19
Cornerstone Bank*	Spencer	yes	HS	Oct-19	10/15/18	Fed	SAT	Oct-19	10/15/18
Country BfS	Ware	yes	SAT	Jun-19	01/24/19	FDIC	SAT	Jul-19	01/24/19
Dean Coop Bank	Franklin	yes	HS	Jan-19	09/17/18	FDIC	SAT	Feb-19	09/17/18
Dedham Inst for Savings	Dedham	yes	SAT	Nov-18	08/06/18	FDIC	SAT	Dec-18	08/06/18

**TABLE A-1**  
**CURRENT CRA RATINGS OF MASS. BANKS AS OF DEC. 31, 2020 (page 2 of 4)**

Bank	City/Town	Mass Reg?	Mass Rating	Mass List	Mass ExamDate	Fed Reg	Fed Rating	Fed List	Fed ExamDate
Eagle Bank	Everett	yes	SAT	May-19	01/14/19	FDIC	SAT	Jun-19	01/14/19
East Boston SB	Boston	yes	SAT	Nov-17	06/19/17	FDIC	SAT	Dec-17	06/19/17
East Cambridge SB	Cambridge	yes	SAT	May-17	01/23/17	Fed	SAT	May-17	01/23/17
<i>East West Bank</i>	<i>Pasadena CA</i>	<i>no</i>				<i>Fed</i>	<i>SAT</i>	<i>Aug-18</i>	<i>01/30/17</i>
<i>Eastern Bank</i>	<i>Boston</i>	<i>yes</i>	<i>OUT</i>	<i>May-18</i>	<i>01/22/18</i>	<i>FDIC</i>	<i>OUT</i>	<i>Jun-18</i>	<i>01/22/18</i>
Easthampton SB	Easthampton	yes	HS	Aug-15	01/12/15	Fed	SAT	Apr-18	06/19/17
<i>Enterprise B&amp;T</i>	<i>Lowell</i>	<i>yes</i>	<i>HS</i>	<i>Jul-20</i>	<i>04/27/20</i>	<i>FDIC</i>	<i>SAT</i>	<i>Sep-20</i>	<i>04/27/20</i>
Envision Bank*	Randolph	yes	SAT	May-20	02/18/20	FDIC	SAT	Jul-20	02/18/20
<i>Ethic*</i>	<i>Boston</i>	<i>no</i>				<i>OCC</i>	<i>SAT</i>	<i>Jul-18</i>	<i>03/05/18</i>
Everett Coop Bank	Everett	yes	SAT	May-19	03/11/19	FDIC	SAT	Jun-19	03/11/19
Fidelity Coop Bank	Fitchburg	yes	HS	Mar-19	11/26/18	FDIC	SAT	[Apr-19]	11/26/18
<i>First Republic Bank</i>	<i>San Francisco</i>	<i>no</i>				<i>FDIC</i>	<i>SAT</i>	<i>Nov-18</i>	<i>02/26/18</i>
Florence SB	Florence	yes	HS	Jun-18	02/12/18	FDIC	SAT	Jul-18	02/12/18
Foxboro Federal Savings	Foxboro	no				OCC	SAT	Jul-18	03/05/18
Greenfield Coop Bank	Greenfield	yes	HS	Jul-17	04/03/17	Fed	OUT	Aug-17	04/03/17
Greenfield SB	Greenfield	yes	OUT	Sep-18	06/04/18	FDIC	OUT	Oct-18	06/04/18
<i>HarborOne Bank</i>	<i>Brockton</i>	<i>yes</i>	<i>OUT</i>	<i>Mar-18</i>	<i>12/18/17</i>	<i>FDIC</i>	<i>OUT</i>	<i>Apr-18</i>	<i>12/18/17</i>
<i>Haverhill Bank</i>	<i>Haverhill</i>	<i>yes</i>	<i>SAT</i>	<i>Jun-18</i>	<i>03/05/18</i>	<i>FDIC</i>	<i>SAT</i>	<i>Jul-18</i>	<i>03/05/18</i>
Hingham Inst for Savings	Hingham	yes	OUT	Nov-18	06/25/18	FDIC	OUT	Dec-18	06/25/18
<i>Hometown Bank</i>	<i>Oxford</i>	<i>yes</i>	<i>HS</i>	<i>Sep-18</i>	<i>06/11/18</i>	<i>Fed</i>	<i>SAT</i>	<i>Oct-18</i>	<i>06/11/18</i>
Inst for Savings	Newburyport	yes	SAT	Jul-18	03/26/18	FDIC	SAT	Aug-18	03/26/18
<i>JPMorgan Chase Bank</i>	<i>Colombus OH</i>	<i>no</i>				<i>OCC</i>	<i>&lt;new to MA in 2019&gt;</i>		
<i>KeyBank, NA</i>	<i>Cleveland OH</i>	<i>no</i>				<i>OCC</i>	SAT	Dec-20	01/06/20
Leader Bank	Arlington	no				OCC	OUT	Oct-19	05/28/19
Lee Bank	Lee	yes	SAT	Nov-19	07/29/19	FDIC	SAT	Jan-20	07/29/19
<i>Lowell Five Cent SB</i>	<i>Lowell</i>	<i>yes</i>	<i>HS</i>	<i>Sep-18</i>	<i>05/14/18</i>	<i>FDIC</i>	<i>SAT</i>	<i>Oct-18</i>	<i>05/14/18</i>
Main Street Bank*	Marlborough	yes	SAT	Aug-19	05/06/19	FDIC	SAT	Sep-19	05/06/19
Marblehead Bank	Marblehead	yes	SAT	Oct-18	07/16/18	Fed	SAT	Nov-18	06/16/18
Martha's Vineyard SB	Edgartown	yes	OUT	Nov-20	08/10/20	Fed	OUT	Nov-20	08/10/20
Mechanics Coop Bank	Taunton	yes	HS	Oct-18	08/06/18	FDIC	SAT	Nov-18	08/06/18
Methuen Coop Bank	Methuen	yes	SAT	Feb-20	12/02/19	FDIC	SAT	Apr-20	12/02/19
Middlesex Federal Savings	Somerville	no				OCC	SAT	Oct-18	07/09/18
Middlesex SB	Natick	yes	OUT	May-20	01/27/20	FDIC	OUT	Jul-20	01/27/20
<i>Milford Federal Bank</i>	<i>Milford</i>	<i>no</i>				<i>OCC</i>	<i>SAT</i>	<i>Oct-19</i>	<i>06/10/19</i>
Millbury NB	Millbury	no				OCC	SAT	Jul-19	04/01/19
Monson SB	Monson	yes	SAT	Jun-19	03/04/19	FDIC	SAT	Jul-19	03/04/19
MountainOne Bank	North Adams	yes	SAT	Feb-18	09/11/17	FDIC	SAT	Mar-18	09/11/17
MutualOne Bank	Framingham	yes	HS	Nov-18	08/06/18	FDIC	SAT	Dec-18	08/06/18
National Grand Bank	Marblehead	no				OCC	SAT	May-18	03/12/18

**TABLE A-1**  
**CURRENT CRA RATINGS OF MASS. BANKS AS OF DEC. 31, 2020 (page 3 of 4)**

Bank	City/Town	Mass Reg?	Mass Rating	Mass List	Mass ExamDate	Fed Reg	Fed Rating	Fed List	Fed ExamDate
<i>NBT Bank</i>	<i>Norwich NY</i>	<i>no</i>				<i>OCC</i>	<i>SAT</i>	<i>Jan-18</i>	<i>09/05/17</i>
Needham Bank	Needham	yes	SAT	Dec-20	03/16/20	Fed	SAT	Dec-20	03/19/20
New Valley B&T	Springfield	yes	<new in May 2019>			FDIC	<new in May 2019>		
<i>Newburyport Five Cents SB</i>	<i>Newburyport</i>	<i>yes</i>	<i>SAT</i>	<i>Feb-19</i>	<i>10/09/18</i>	<i>FDIC</i>	<i>SAT</i>	<i>Mar-19</i>	<i>10/09/18</i>
North Brookfield SB	No.Brookfield	yes	SAT	Dec-18	09/17/18	Fed	SAT	Jan-19	09/17/18
North Cambridge Coop Bank	Cambridge	yes	SAT	Jun-16	02/29/16	FDIC	SAT	Jul-16	02/29/16
North Easton SB	Easton	yes	SAT	Mar-18	11/13/17	FDIC	SAT	Apr-18	11/13/17
<i>North Shore Bank</i>	<i>Peabody</i>	<i>yes</i>	<i>SAT</i>	<i>Oct-19</i>	<i>07/22/19</i>	<i>FDIC</i>	<i>SAT</i>	<i>Dec-19</i>	<i>07/22/19</i>
<i>Northeast Community Bank #</i>	<i>White Plains NY</i>	<i>no</i>				<i>FDIC</i>	<i>SAT</i>	<i>Jun-18</i>	<i>08/21/17</i>
Northern B&T	Woburn	yes	SAT	Sep-20	04/27/20	FDIC	SAT	Nov-20	04/27/20
<i>Northern Trust Co.</i>	<i>Chicago IL</i>	<i>no</i>				<i>Fed</i>	<i>OUT</i>	<i>May-19</i>	<i>10/15/18</i>
Northmark Bank	N. Andover	yes	NI	Jan-19	08/06/18	FDIC	NI	Feb-19	08/06/18
Norwood Coop Bank	Norwood	yes	SAT	Dec-19	09/23/19	FDIC	SAT	Feb-20	09/23/19
<i>OneUnited Bank</i>	<i>Boston</i>	<i>yes</i>	<i>SAT</i>	<i>Jul-20</i>	<i>09/30/19</i>	<i>FDIC</i>	<i>SAT</i>	<i>Sep-20</i>	<i>09/30/19</i>
Patriot Community Bank	Woburn	yes	SAT	Sep-19	06/03/19	Fed	SAT	Sep-19	06/03/19
<i>Pentucket Bank</i>	<i>Haverhill</i>	<i>yes</i>	<i>SAT</i>	<i>Apr-19</i>	<i>01/14/19</i>	<i>FDIC</i>	<i>SAT</i>	<i>May-19</i>	<i>01/14/19</i>
<i>People's United Bank</i>	<i>Bridgeport CT</i>	<i>no</i>				<i>OCC</i>	<i>SAT</i>	<i>May-20</i>	<i>08/26/19</i>
<i>PeoplesBank</i>	<i>Holyoke</i>	<i>yes</i>	<i>SAT</i>	<i>Sep-18</i>	<i>04/25/18</i>	<i>FDIC</i>	<i>SAT</i>	<i>Oct-18</i>	<i>04/25/18</i>
Pittsfield Coop Bank	Pittsfield	yes	SAT	Jul-17	03/13/17	FDIC	SAT	May-20	01/06/20
<i>Provident Bank, The</i>	<i>Amesbury</i>	<i>yes</i>	<i>SAT</i>	<i>Nov-19</i>	<i>07/22/19</i>	<i>FDIC</i>	<i>SAT</i>	<i>Jan-20</i>	<i>07/22/19</i>
Radius Bank	Boston	no				OCC	SAT	Aug-18	04/30/18
Reading Coop Bank	Reading	yes	SAT	Jun-20	12/02/19	Fed	SAT	Jun-20	12/02/19
Rockland Trust Co	Rockland	yes	OUT	Sep-20	03/16/20	FDIC	OUT	Nov-20	03/16/20
Rollstone B&T	Fitchburg	no				OCC	OUT	Aug-20	05/04/20
<i>Salem Coop Bank</i>	<i>Salem NH</i>	<i>no</i>				<i>FDIC</i>	<i>SAT</i>	<i>Apr-20</i>	<i>12/03/19</i>
<i>Salem Five Cents SB</i>	<i>Salem</i>	<i>yes</i>	<i>SAT</i>	<i>Jan-18</i>	<i>03/07/16</i>	<i>FDIC</i>	<i>SAT</i>	<i>Feb-18</i>	<i>03/07/16</i>
<i>Salisbury B&amp;T</i>	<i>Lakeville CT</i>	<i>no</i>				<i>FDIC</i>	<i>SAT</i>	<i>Jul-20</i>	<i>01/21/20</i>
<i>Santander Bank</i>	<i>Wilmington DE</i>	<i>no</i>				<i>OCC</i>	<i>SAT</i>	<i>May-18</i>	<i>10/16/17</i>
Savers Coop Bank	Southbridge	yes	HS	Mar-18	10/23/17	FDIC	SAT	Apr-18	10/23/17
Savings Bank, The	Wakefield	yes	SAT	Nov-19	08/19/19	FDIC	SAT	Jan-20	08/19/19
Seamen's Bank	Provincetown	yes	OUT	Sep-18	04/30/18	FDIC	OUT	Oct-18	04/30/18
South Shore Bank	Weymouth	yes	SAT	Dec-17	06/22/15	Fed	SAT	Dec-17	11/07/17
State Street B&T	Boston	yes	OUT	Nov-19	08/12/19	Fed	OUT	Dec-19	08/12/19
StonehamBank	Stoneham	yes	SAT	Apr-19	01/07/19	FDIC	SAT	May-19	01/07/19
Stoughton Coop Bank	Stoughton	yes	SAT	Oct-16	06/13/16	Fed	SAT	Oct-16	06/13/16
<i>TD Bank</i>	<i>Wilmington DE</i>	<i>no</i>				<i>OCC</i>	<i>OUT</i>	<i>Apr-19</i>	<i>04/02/18</i>
<i>TrustCo Bank</i>	<i>Glenville NY</i>	<i>no</i>				<i>OCC</i>	<i>SAT</i>	<i>Oct-17</i>	<i>06/12/17</i>
UniBank for Savings	Whitinsville	yes	SAT	Nov-17	06/07/17	FDIC	SAT	Dec-17	06/07/17
Village Bank	Newton	yes	SAT	Sep-18	05/14/18	FDIC	SAT	Oct-18	05/14/18

**TABLE A-1  
CURRENT CRA RATINGS OF MASS. BANKS AS OF DEC. 31, 2020 (page 4 of 4)**

Bank	City/Town	Mass Reg?	Mass Rating	Mass List	Mass ExamDate	Fed Reg	Fed Rating	Fed List	Fed ExamDate
Wakefield Coop Bank	Wakefield	yes	SAT	Dec-15	08/10/15	FDIC	SAT	Dec-15	08/10/15
Walpole Coop Bank	Walpole	yes	SAT	Mar-20	01/21/20	Fed	SAT	Apr-20	01/21/20
Washington SB	Lowell	yes	OUT	Jun-18	03/26/18	Fed	OUT	Aug-18	03/26/18
Watertown SB	Watertown	yes	HS	Sep-19	01/14/19	Fed	SAT	Sep-19	01/14/19
<i>Webster Bank #</i>	<i>Waterbury CT</i>	<i>no</i>				<i>OCC</i>	<i>SAT</i>	<i>Dec-20</i>	<i>08/03/20</i>
Webster Five Cents SB	Webster	yes	HS	Jul-19	03/11/19	FDIC	SAT	Aug-19	03/11/19
<i>Westfield Bank</i>	<i>Westfield</i>	<i>no</i>				<i>OCC</i>	<i>OUT</i>	<i>Mar-20</i>	<i>09/30/19</i>
Winchester Coop Bank	Winchester	yes	SAT	Aug-20	05/18/20	FDIC	SAT	Oct-20	03/20/20
Winchester SB	Winchester	yes	SAT	May-18	01/08/18	FDIC	SAT	Jun-18	01/08/18
Winter Hill Bank	Somerville	no				OCC	OUT	Dec-19	07/29/19
Wrentham Coop Bank	Wrentham	yes	SAT	Mar-19	01/14/19	FDIC	SAT	Apr-19	01/04/19

*Italic type* indicates the 42 banks with branches both inside and outside of Massachusetts.

See Table A-2 for more information on all banks with branches both inside and outside of Mass.

\* indicates seven banks with potentially confusing recent names, including from name changes within the last four years:

Abington Bank, was until May 2019, Pilgrim Bank; Pilgrim acquired Abington Bank, then adopted its name

BankFive is, officially, Fall River Five Cents SB and is listed under latter name by regulators

Coastal Heritage Bank was, until April 2019, Equitable Bank; Equitable acquired Coastal, then adopted its name

Cornerstone Bank was, until June 2017, Spencer Savings Bank

Envision Bank was, until March 2018, Randolph Savings Bank

Ethic was, until October 2019, Admirals Bank

Main Street Bank was, until April 2017, Marlborough SB

# indicates two banks whose rating for MA (shown in table) differs from their overall CRA rating. Overall ratings were:

Northeast Community - OUT; and Webster Bank - OUT.

+ The current Coastal Heritage Bank (CHB) is a complicated story. On April 1, 2019, Equitable Bank acquired CHB in a merger, but adopted the CHB name. The Mass DoB's 2019 exam/rating of "CHB" was of the bank that was merged out of existence. Its most recent reported exam of the surviving bank, Equitable, is as listed above. The Fed's 2019 exam, listed above, took place when the bank was still named Equitable Bank.

**TABLE A-2**  
**BANKS WITH BRANCHES BOTH INSIDE AND OUTSIDE OF MASSACHUSETTS**  
(Data as of June 30, 2020)

Bank Name	Fed Reg	Headquarters	Branches			Deposits (\$ millions)		
			Mass.	Other	Mass. %	Mass.	Other	Mass. %
<b>A. Banks with Massachusetts Headquarters</b>								
BankFive^	Fed	Fall River	12	1	92.3%	1,000	29	97.2%
BayCoast Bank	FDIC	Fall River	19	3	86.4%	1,610	122	93.0%
Berkshire Bank	FDIC	Pittsfield	51	81	38.6%	6,168	4,724	56.6%
Boston Private B&T	Fed	Boston	11	12	47.8%	4,810	2,667	64.3%
Bristol County SB	FDIC	Taunton	17	1	94.4%	2,017	144	93.3%
Cambridge Trust Co	FDIC	Cambridge	16	7	69.6%	2,905	379	88.5%
Eastern Bank	FDIC	Boston	83	6	93.3%	11,397	465	96.1%
Enterprise B&T	FDIC	Lowell	18	7	72.0%	2,867	781	78.6%
Ethic	OCC	Boston	1	1	50.0%	156	65	70.7%
HarborOne Bank	FDIC	Brockton	18	11	62.1%	2,880	573	83.4%
Haverhill Bank	FDIC	Haverhill	8	1	88.9%	368	24	93.9%
Hometown Bank	Fed	Oxford	10	5	66.7%	725	290	71.4%
Lowell Five Cents SB	FDIC	Lowell	15	1	93.8%	1,135	51	95.7%
Milford Federal Bank	OCC	Milford	3	1	75.0%	325	38	89.5%
Newburyport Five Cents SB	FDIC	Newburyport	7	5	58.3%	687	130	84.1%
North Shore Bank	FDIC	Peabody	18	1	94.7%	1,244	45	96.5%
OneUnited Bank	FDIC	Boston	3	2	60.0%	28	374	7.0%
Pentucket Bank	FDIC	Haverhill	42	2	95.5%	516	196	72.5%
PeoplesBank	FDIC	Holyoke	19	4	82.6%	1,988	278	87.7%
Provident Bank	FDIC	Amesbury	3	4	42.9%	670	501	57.2%
Westfield Bank	OCC	Westfield	23	2	92.0%	1,845	105	94.6%
Total, 21 Banks			397	158	71.5%	45,341	11,980	79.1%
<b>B. Banks with Non-Massachusetts Headquarters</b>								
Bank of America, NA	OCC	Charlotte NC	200	4,053	4.7%	98,795	1,630,306	5.7%
Bank of New England	FDIC	Salem NH	3	6	33.3%	142	717	16.5%
Beal Bank, USA	FDIC	Las Vegas NV	1	22	4.3%	8.0	3,981	0.2%
Capital One, NA*	OCC	McLean VA	0	451	0.0%	0	304,255	0.0%
Cathay Bank	FDIC	Los Angeles CA	1	60	1.6%	111	15,893	0.7%
Citizens Bank NA	OCC	Providence RI	239	802	23.0%	51,261	94,530	35.2%
Community Bank	OCC	Canton NY	1	245	0.4%	46	11,066	0.4%
East West Bank	Fed	Pasadena CA	2	109	1.8%	499	38,454	1.3%
First Republic Bank	FDIC	San Francisco CA	5	77	6.1%	9,976	88,557	10.1%
JPMorgan Chase Bank, NA	OCC	Columbus OH	20	4,959	0.4%	657	1,703,997	0.0%
KeyBank, NA	OCC	Cleveland OH	8	1,091	0.7%	1,958	138,261	1.4%
NBT Bank, NA	OCC	Norwich NY	5	143	3.4%	132	8,726	1.5%
Northeast Community Bank	FDIC	White Plains NY	3	7	30.0%	155	614	20.2%
Northern Trust Co	Fed	Chicago IL	1	55	1.8%	158	47,202	0.3%
People's United Bank	OCC	Bridgeport CT	64	357	15.2%	9,212	40,995	18.3%
Salem Coop Bank	FDIC	Salem NH	1	1	50.0%	65	257	20.2%
Salisbury B&T	FDIC	Lakeville CT	3	11	21.4%	90	998	8.3%
Santander Bank	OCC	Wilmington DE	197	384	33.9%	24,746	42,281	36.9%
TD Bank, NA	OCC	Wilmington DE	139	1,087	11.3%	20,800	311,063	6.3%
TrustCo Bank	OCC	Glenville NY	4	144	2.7%	40	4,826	0.8%
Webster Bank, NA	OCC	Waterbury CT	29	128	18.5%	2,348	24,315	8.8%
Total, 21 Banks			926	14,192	6.1%	221,199	4,511,294	4.7%

Notes: This table ignores trust or investment banks with only branches that have no or minimal deposits.

^ BankFive's official name, used by the FDIC and the Fed, is Fall River Five Cents Savings Bank

\* Capital One is included in this table, and this report, because the OCC essentially treats its Massachusetts "cafes" as if they were branches.

TABLE A-3

CURRENT RATINGS OF MASSACHUSETTS STATE-CHARTERED CREDIT UNIONS, YEAR-END 2020\*

Credit Union Name	City/Town	Rating	ExamDate
Alden CU	Chicopee	SAT	08/01/16
<i>Align CU</i>	<i>Lowell</i>	<i>HS</i>	<i>03/13/17</i>
Allcom CU	Worcester	SAT	08/10/20
Alpha CU	Boston	SAT	06/29/20
Arrha CU	Springfield	SAT	07/06/20
<i>Athol Credit Union</i>	<i>Athol</i>	<i>HS</i>	<i>08/15/16</i>
Billerica Muni Empls CU	Billerica	SAT	11/04/19
Boston Firefighters CU	Boston	SAT	05/26/20
Brookline Municipal CU	Brookline	SAT	12/18/17
Brotherhood CU	Lynn	SAT	01/11/16
Cabot Boston CU	Boston	SAT	10/05/20
City of Boston CU	Boston	SAT	12/18/17
Comm. Utils Empls CU	Marion	SAT	02/13/17
Community CU of Lynn	Lynn	SAT	12/04/17
Credit U of the Berkshires	Pittsfield	SAT	06/10/19
Energy CU	Waltham	SAT	04/06/15
<i>Fall River Muni CU</i>	<i>Fall River</i>	<i>HS</i>	<i>04/01/19</i>
First Priority CU	Boston	SAT	05/31/16
Freedom CU	Springfield	SAT	08/26/19
Gloucester Fire Dept CU	Gloucester	SAT	09/16/19
Gloucester Muni CU	Gloucester	SAT	09/09/19
Greater Springfield CU	Springfield	SAT	05/15/20
Harvard U Empls CU	Cambridge	SAT	08/24/20
Haverhill Fire Dept CU	Haverhill	SAT	02/19/19
<i>Holyoke CU</i>	<i>Holyoke</i>	<i>HS</i>	<i>08/24/20</i>
Holyoke Postal CU	Holyoke	SAT	09/23/19
Homefield CU	Grafton	SAT	05/28/19
HTM CU	Haverhill	SAT	01/23/20
<b>Jeanne D'Arc CU</b>	<b>Lowell</b>	<b>OUT</b>	<b>11/13/18</b>
Leominster CU	Leominster	SAT	01/19/16

Credit Union Name	City/Town	Rating	ExamDate
Liberty Bay CU	Boston	SAT	12/16/19
Lowell Firefighters CU	Lowell	SAT	11/18/19
Luso-American CU	Peabody	SAT	07/09/18
Lynn Muni Empls CU	Lynn	SAT	03/19/20
Lynn Police CU	Lynn	SAT	06/15/20
Lynn Teachers CU	Lynn	SAT	10/05/20
Mass Bay CU	Boston	SAT	11/28/16
Mass Family CU	Lynn	SAT	08/15/16
Members Plus CU	Boston	SAT	05/06/19
Merrimack Valley CU	Lawrence	<see note>	
<i>Metro CU</i>	<i>Chelsea</i>	<i>HS</i>	<i>01/04/16</i>
Naveo CU [was: Camb-PortCU]	Somerville	SAT	06/23/14
New Bedford CU	New Bedford	SAT	07/13/20
One Twenty CU	Boston	SAT	08/14/14
Polish National CU	Chicopee	SAT	04/01/19
Quincy CU	Quincy	SAT	11/12/19
Revere Firefighters CU	Revere	SAT	12/17/18
River Works CU	Lynn	SAT	10/15/19
Sharon & Crescent United CU	Sharon	SAT	12/03/18
Southbridge CU	Southbridge	SAT	11/16/15
<i>Southern Mass CU</i>	<i>Fairhaven</i>	<i>HS</i>	<i>09/23/19</i>
Springfield St RR Empls CU	Springfield	SAT	02/17/16
<i>St. Anne's CU</i>	<i>Fall River</i>	<i>HS</i>	<i>10/22/18</i>
St. Jean's CU	Lynn	SAT	02/19/19
<i>St. Mary's CU</i>	<i>Marlborough</i>	<i>HS</i>	<i>02/18/20</i>
St. Vincent Hosp CU	Worcester	SAT	01/08/18
Tremont CU	Boston	SAT	05/16/16
Watertown Municipal CU	Watertown	SAT	11/01/16
Worcester CU	Worcester	SAT	06/13/16
Worcester Fire Dept CU	Worcester	SAT	04/11/16

Of the 59 state-chartered credit unions with ratings, 50 have a current rating of SAT is factory. The one CUs with an **OUTstanding rating** is **shown in bold**; the eight Cus with *High Satisfactory (HS)* ratings are shown in *italics*.

Merrimack Valley CU converted from a federal to a state charter in late 2018, and has not yet received a CRA exam or rating.

**TABLE A-4**  
**CURRENT CRA RATINGS OF CURRENTLY-LICENSED# MORTGAGE LENDERS**  
**UNDER THE MORTGAGE LENDER COMMUNITY INVESTMENT REGULATION**  
**(CRA FOR MORTGAGE LENDERS), As of December 31, 2020 (page 1 of 2)**

Lender	Headquarters	Rating	List Date	Exam Date
Academy Mortgage	Sandy UT	SAT	Dec-16	07/19/16
American Financial Resources	Parsippany NJ	SAT	none [2017]	01/21/16
American Internet Mortgage*	San Diego CA	NI	Jan-16	05/19/15
American Neighborhood Mortgage	Mt. Laurel NJ	SAT	Jul-17	11/29/16
Amerisave Mortgage	Atlanta GA	SAT	Jan-17	08/23/16
Ark-La-Tex Financial Services	Plano TX	SAT	Feb-16	04/06/15
Atlantic Home Lending	Canton MA	SAT	Jan-12	12/07/10
Broker Solutions*	Tustin CA	SAT	Oct-19	5.24/19
Commonwealth Mortgage, LLC	Woburn MA	SAT	Nov-13	04/17/13
Conway Financial Services	Norwell MA	SAT	Jun-20	12/02/19
Crescent Mortgage*	Atlanta GA	SAT	Mar-17	10/20/16
Ditech Financial	Ft. Washington PA	SAT	Oct-18	04/02/18
Drew Mortgage*	Shrewsbury MA	SAT	Oct-19	04/08/19
E Mortgage Management	Cherry Hills NJ	SAT	Apr-16	07/09/15
Embrace Home Loans*	Middletown RI	SAT	Dec-20	02/18/20
Envoy Mortgage	Houston TX	SAT	Dec-15	10/22/14
Equity Prime Mortgage	Atlanta GA	HS	Jun-20	07/23/19
Equity Resources	Newark OH	SAT	Oct-20	06/08/20
Fairway Independent Mortgage*	Madison WI	SAT	Apr-20	09/03/19
FBC Mortgage	Orlando FL	SAT	Nov-18	08/03/18
Finance of America/Gateway Fundng^^	Horsham PA	SAT	Jan-11	07/14/10
First Guaranty Mortgage	Tysons Corner VA	SAT	Oct-18	07/31/18
First Home Mortgage	Baltimore MD	SAT	Aug-16	12/30/15
Freedom Mortgage*	Mt. Laurel NJ	NI	Sep-16	10/20/15
GMH Mortgage Services*	Conshohocken PA	HS	Apr-18	08/04/17
Guaranteed Rate	Chicago IL	SAT	Jun-15	08/04/14
Guidance Residential	Reston VA	SAT	Jul-18	04/10/18
Home Point Financial/Maverick Funding^^*	Ann Arbor MI	SAT	Jan-19	11/16/18
Homestead Funding*	Albany NY	SAT	Jan-18	05/24/17
JG Wentworth/Weststar Mortgage^^*	Woodbridge VA	SAT	Oct-19	07/31/19
Lakeview Loan Servicing	Coral Gables FL	SAT	May-19	12/26/18
LendUS/Regency Mort	Hooksett NH	SAT	Aug-16	04/04/16
loanDepot.com*	Foothills Ranch CA	SAT	Dec-18	09/28/18
Member Advantage Mortgage*	Grand Rapids MI	SAT	Jan-20	10/03/19
Members Mortgage*	Woburn MA	SAT	Dec-17	03/01/17
Mid-Island Mortgage	Westbury NY	SAT	Oct-13	03/29/13
Mi-Lend	Augusta GA	NI	Sep-18	05/10/17
MLD Mortgage	Florham Park NJ	SAT	Nov-11	03/24/11
Monument Mortgage	Lexington MA	SAT	Oct-09	04/21/09

**TABLE A-4**  
**CURRENT CRA RATINGS OF CURRENTLY-LICENSED# MORTGAGE LENDERS**  
**UNDER THE MORTGAGE LENDER COMMUNITY INVESTMENT REGULATION**  
**(CRA FOR MORTGAGE LENDERS), As of December 31, 2020 (page 2 of 2)**

Lender	Headquarters	Rating	List Date	Exam Date
Mort Rsrch Ctr(Vets United Hme Lns)*	Columbia MO	SAT	Jul-19	03/18/19
Mortgage Equity Partners	Lynnfield MA	SAT	Jun-18	02/20/18
Mortgage Network*	Danvers MA	SAT	Apr-18	12/15/17
Movement Mortgage	Indian Land SC	SAT	Jan-20	07/11/19
MSA Mortgage*	Winthrop MA	SAT	Jun-20	01/23/20
Nationstar Mortgage*	Dallas TX	SAT	Jan-20	02/11/19
New Day Financial	Fulton MD	SAT	Sep-16	03/10/16
New Fed Mortgage	Danvers MA	SAT	Sep-15	01/08/15
NewRez LLC	Fort Washington PA	SAT	Jul-20	03/26/19
NFM	Linthicum MD	SAT	Nov-11	05/23/11
NorthPoint Mortgage	Sturbridge MA	SAT	Jul-15	09/03/14
Norwich Commercial. Group/Mort	Avon CT	SAT	none [2017]	06/08/16
Ocwen Loan Servicing	W. Palm Beach FL	SAT	May-19	11/07/18
PennyMac Loan Services	Westlake Village CA	SAT	Oct-19	04/18/19
PHH Mortgage	Mount Laurel NJ	SAT	Mar-19	10/15/18
Plaza Home Mortgage*	San Diego CA	HS	Feb-16	12/02/15
Poli Mortgage Group*	Canton MA	NI	Oct-20	01/24/20
Primary Residential Mortgage*	Salt Lake City UT	SAT	Jul-18	04/09/18
PrimeLending*	Dallas TX	SAT	Jan-20	10/25/19
Provident Funding*	San Bruno CA	NI	Dec-18	08/06/18
Pulte Mortgage*	Englewood CA	SAT	Oct-17	04/12/17
Radius Financial Group*	Norwell MA	HS	Apr-15	06/02/14
Residential Mortgage	S. Portland ME	SAT	Jan-17	02/16/16
Ross Mortgage*	Westborough MA	SAT	Jun-20	11/05/19
Shamrock Financial*	E. Providence RI	SAT	Dec-15	05/08/15
Sierra Pacific Mortgage*	Folsom CA	SAT	Apr-20	09/16/19
Stearns Lending*	Santa Ana CA	SAT	Aug-18	04/30/18
TBI Mortgage	Horsham PA	SAT	Oct-14	07/25/13
Top Flite Financial	Williamston MI	SAT	Jul-17	12/13/16
Total Mortgage Services	Milford CT	SAT	Sep-14	01/13/14
United Shore/United Wholesale Mort*	Troy MI	SAT	Oct-20	03/04/20
Village Mortgage*	Avon CT	SAT	Oct-19	05/15/19
Washington Trust Mortgage	Westerly RI	SAT	Jan-20	11/06/19
William Raveis Mortgage*	Shelton CT	SAT	Feb-18	10/25/17
Zillow Home Loans/Mort Lndrs of Amer^^	Overland Park KS	SAT	Sep-14	07/09/13

# This table may include lenders who were licensed as of December 31, 2019, but are no longer licensed. For the licensing status of any mortgage lender, see: [www.nmlsconsumeraccess.org](http://www.nmlsconsumeraccess.org).

\* Indicates that this lender has also received one or more previous ratings.

^^ Indicates lenders with changes of name; current name is first, then name at the time of the rating.