



Press Release

EXTENDED HOURS AND A NEW, CONTEMPORARY LOOK MAKE BANKING AT SANTANDER MORE CONVENIENT FOR CUSTOMERS

Bank increases its business hours by 13%, including additional hours on Saturdays, and redesigns its branches to improve the customer experience

BOSTON – February 14, 2017 – [Santander Bank](#) today announced that it has extended its business hours on weekdays and Saturdays across its branch network to make banking more convenient for customers. Santander is now opening its doors earlier at some branch locations and keeping them open longer at all locations. The Bank is also making significant investments to modernize the interior of its branches to improve the customer experience.

“Our customers lead busy lives and need the flexibility to bank with us when it’s most convenient for them,” said Michael Cleary, Head of Consumer and Business Banking at Santander. “By extending our hours, including more hours on Saturdays, we’re giving our customers more opportunities to consult with our bankers and get their questions answered in person by our knowledgeable team members. This, combined with the modern improvements we’re making to our branch design, are important, customer-focused enhancements to our business that will make visiting a Santander branch easier and more inviting.”

Santander has increased its hours by 13% across its network of more than 670 branches throughout its Northeast footprint and 93% of its branches will be open on Saturdays until 2 p.m. Changes include:

- More than 600 branches are now open from 9 a.m. to 5 p.m. Monday through Wednesday; 9 a.m. to 6 p.m. Thursdays and Fridays; and 9 a.m. to 2 p.m. on Saturdays.
- More than 30 branches are now open from 8 a.m. to 6 p.m. Monday through Friday and 9 a.m. to 2 p.m. on Saturdays.
- More than 30 branches are now open from 8 a.m. to 5 p.m. Monday through Thursday and from 8 a.m. to 6 p.m. on Fridays.

Santander has also launched a network-wide plan to redesign the inside of its branches over the next several years, introducing a contemporary look and feel aimed at improving the customer experience and creating a more inviting atmosphere. To date, Santander has unveiled its new design at six branches and plans to modernize the interiors of approximately 35 more branches in 2017.

The new design features an open layout, giving bankers more opportunities to have side-by-side conversations with customers. Customers can consult Santander’s bankers at an updated “teller bar” or in comfortable meeting “nooks” that offer a living room environment with sliding glass doors for privacy. The “help bar” provides a casual gathering area for waiting and quick conversations. Photo murals of local scenes and landmarks decorate the walls to create a welcoming environment and illustrate Santander’s support for the communities where its employees and customers live and work.

Santander will continue to introduce new features and technologies to its branches to ensure it is meeting evolving customer needs. In addition to visiting a branch, customers can always use Santander’s online and

mobile banking platforms or contact the Bank's Customer Service Center to speak with a representative seven days a week from 6 a.m. to 10 p.m. For hours of operation at specific branches, please visit <http://locations.santanderbank.com/>.

Santander Bank, N.A. is one of the country's top retail and commercial banks by deposits and a wholly owned subsidiary of Banco Santander, S.A. - one of the most respected banking groups in the world. With its corporate offices in Boston, Santander Bank's more than 670 branches and nearly 2,100 ATMs are principally located in Massachusetts, New Hampshire, Connecticut, Rhode Island, New York, New Jersey, Pennsylvania and Delaware. The Bank's 9,400 employees are committed to helping our 2.1 million customers make progress toward their financial goals with the support of our call centers, interactive online banking platform and easy-to-use mobile app. Madrid-based Banco Santander (NYSE: SAN) serves more than 117 million customers in the U.K., Europe, Latin America and the U.S. Through its local affiliates, including Santander Bank, Banco Santander is the largest corporate contributor to higher education in the world, investing over \$165 million annually in colleges and universities across more than 20 countries, including the U.S. For more information on Santander Bank, please visit www.santanderbank.com.

Media Contacts:

Ann Davis
617-757-5891
ann.davis@santander.us

Nancy Orlando
617-757-5765
nancy.orlando@santander.us

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