



DIGITAL EQUIPMENT CORPORATION

Robert M. Russell Jr.
Vice President

126 Monroe Turnpike
Trumbull, Connecticut 06611
203.452.6511

June 3, 1993

File

Mr. Lloyd L. Hamm Jr.
Vice President Operation and Administration
Eastern Bank
270 Union Street
Lynn, MA 01901

Dear Mr. Hamm:

This letter is to thank you for your comments regarding Digital's support of your bank and the specific support provided by Jane McDonald. It is always a pleasure to hear from customers who value their partnership with our company.

Digital is currently in the process of deploying our sales and support resources in a different fashion than the traditional geographic method. Any realignment of personnel will primarily be along industry lines. This effort is being undertaken in order to provide the most effective and knowledgeable support to our customers: In many cases this redeployment will be transparent due to the fact that we have had industry focus for a number of years.

When this realignment is completed in early July the sales and support resources assigned to support your account will be focused on the financial industry and will be part of a world wide financial business unit within Digital. It is my commitment that we will strive to limit disruption to Eastern Bank and that you will continue to receive the same outstanding support from Digital.

If you have any concerns, please do not hesitate to contact me at (203)452-6511.

Sincerely,

Robert M. Russell, Jr.
Vice President

RMR/md



Eastern Bank

May 13, 1993

Mr. Russell A. Gullotti
Vice President, U. S. Area
Digital Equipment Corporation
Continental Boulevard, MK02-2/C12
Merrimack, New Hampshire 03054

Dear Mr. Gullotti:

As a Digital customer for the past two years I have become very familiar with your companies strong points and weak points. Customer service and strong sales support has always been a positive determining factor in our decisions to choose Digital Equipment Corporation.

My company has any number of avenues from which to purchase our technology needs, however we have chosen to purchase the vast majority of them from your company during 1992-93. The reason for this was threefold.

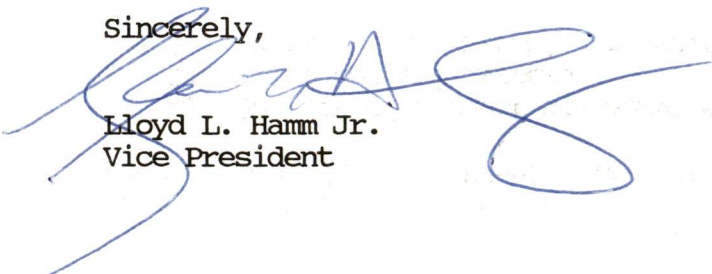
- 1) Quality of product and service.
- 2) Price competitiveness.
- 3) Excellent partnership and sales support from N. Jane McDonald.

As you are quite aware numbers one and two can be gotten from any of our other vendors (i.e. Unisys & IBM). Number three is what got Digital the Business, keeps DEC getting the business, and why you can look forward to future business. While I applaud your efforts to re-engineer the corporation, and re-organize the key staff resources, I must also request that you not also tamper with our success. We value Jane's opinion, and she has become an important consultative resource to me.

Eastern Bank has a valuable relationship through N. Jane McDonald, and we want this relationship to continue. We both have exciting plans for our companies, it is my hope that the partnership we have developed and, the players who created it, can see it to its natural and successful fruition.

I thank you in advance for your consideration, and look forward to our continued mutual success.

Sincerely,


Lloyd L. Hamm Jr.
Vice President

*cc: Bob Russell
Please respond for me to Mr Hamm
comment directly about
Jane M.
cc me on your
note
Thanks
Barf.*