

MERCANTILE BANK
BANKbuzz

MARCH 2012

Mercantile Bank donates Fenway Park painting for fundraiser

Acclaimed street artist Dante has made limited edition signed prints of his painting, "Dante's Fenway," available for sale to commemorate the 100th anniversary of Fenway Park. A portion of the sales will provide income for an artist participating in ArcWorks, which provides opportunities for individuals with challenges to explore & discover their creative abilities through the arts.

The original painting, which depicts in vibrant colors the entrance to Fenway Park, hangs as part of a permanent collection in Mercantile Bank's Fenway office. It is one of over 30 paintings, created by troubled artists from area homes and shelters, which were commissioned by Mercantile Bank last September and now adorn the walls of the Bank's offices.

Says Joseph Nicotera, Mercantile Bank's SR VP/Retail Banking, in whose office the original hangs, "We are honored to have Dante's original as part of our collection. Everyday our customers stop and comment on it. To see a video of our recent soiree unveiling these works of art, please visit www.MercantileBoston.com

Don't be the bait when the bad guys go "phishing"

Recently it has come to our attention that there has been an increase in the number of scams where people are being contacted under false pretenses and asked for personal information, such as credit card numbers, bank account information, Social Security numbers, passwords, etc. These scammers are out "phishing" the Internet searching for people's financial information. And once they reel in the information, the results can be staggering.

Here's how it works. The scammers send you an email that appears to be from a business you deal with. It could be your Internet service provider, online payment service, or a bank, stating you need to "update" or "validate" your billing information to keep your account active. You are then directed to a "look-alike" web site that resembles a legitimate site you are familiar with, where you submit your financial information to the scammers, who then use it to order goods and services and obtain credit—all in your name.

The Federal Trade Commission (FTC) has published a list of precautions to avoid getting hooked by a phishing scam:

- If you get an email that warns you that your account will be shut down unless you reconfirm your billing information, do not reply or click on the link in the email. Instead, contact the company cited in the email, using a telephone number or web site address you know to be genuine.
- Avoid emailing personal and financial information. Before submitting financial information through a web site, look for the "lock" icon on the bottom right of the browser's status bar. It signals that your information is secure during transmission.
- Review credit card and bank account statements as soon as you receive them to determine whether there are any unauthorized charges. If your statement is late by more than a couple of days, call your credit card company or bank to confirm your billing address and account balances.
- If you believe you've been scammed, file your complaint at www.ftc.gov, and then visit the FTC's Identity Theft web site to learn how to minimize your risk of damage from identity theft. Visit www.ftc.gov/spam to learn other ways to avoid email scams.

Remember, **Mercantile Bank** will never contact you by phone, email or text asking for personal information. Should you receive such a call, contact Mercantile Bank immediately. If you have any questions concerning our customer information policy, please contact us at 617.247.2800.

After a devastating fire, a local business is now up and running thanks to its neighborhood bank

Marty Thornton remembers vividly the first time he rounded the corner on a January night in 2009 and saw his restaurant, Thornton's Fenway Grille, well on its way to burning to the ground along with five other businesses located at the corner of Kilmarnock and Peterborough streets in Boston, not far from Fenway Park. "I knew it was going to be bad," recalls Marty. "But it wasn't until I came around the corner and saw the flames pouring out of the roof, that I truly realized my business was a total loss."

Thornton's Fenway Grille was his life. "This is a big part of the neighborhood, this is where a lot of people come," says Marty. "I remember back in July of last year when we were still rebuilding people would keep asking me 'when are you opening?' and I would keep saying 'in two weeks.' And I kept saying 'I until we actually did open.'"

That day finally happened on December 5, 2011. "It was 5 pm and we had no menus printed up, the freezers had just been delivered, we didn't have all our food, and we looked around and asked ourselves, 'maybe we should open tomorrow,'" remembers Marty. "But then we looked and saw people waiting outside the door and said, 'there's no waiting until tomorrow.'" Marty says the residents here could not be more supportive. And that support goes beyond just the neighborhood, but also to his neighborhood bank. Ask Marty Thornton what role Mercantile Bank played in getting him back on his feet and the words are painful for the restaurateur, as tears well in his eyes and he pauses to collect his thoughts. "If not for Mercantile Bank I wouldn't be sitting here today, in this restaurant," he says, the words catching in his throat. "They were personally involved every step of the way, offering advice, being there when I needed them. They made this all happen. I can't say enough about what Mercantile Bank has done for me."

MERCANTILE BANK
FENWAY: 61 Brookline Avenue, Boston, MA 02215
BOSTON: 423 Washington Street, Boston, MA 02136
SOUTH END: 1200 Washington Street, Boston, MA 02118
FDIC

Mercantile Bank eNewsletter
March 2012
Steve White, Writer

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Joseph Nicotera, SR VP/Retail Banking for Mercantile Bank; Jeffrey L. Musman, Partner, Seyfarth Shaw, LLP; Dante (seated); Peter Dorfinger, Concept Art Services, LLC; Suzanne Ryan, Director of Volunteer Services, Northeast Arc.

MERCANTILE BANK: Being a Good Neighbor



(L-R) Henry Hooy, Sales Manager, InterSystems of Cambridge; Anthony Rich, manager of Mercantile's South End branch; Sam Ou, cellist, New England Conservatory.

Mercantile Bank was well-represented at the recent Taste of the South End, an annual event which raises money for the AIDS Action Committee. More than 40 restaurants, primarily from the Back Bay and South End, donated their time, talent and food during a two-hour "food fest." The festivities also included a silent auction. By the end of the evening close to \$113,000 was raised. Mercantile Bank thanks all who participated.

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Owner Marty Thornton is happy to be back in business in his newly-renovated Thornton's Fenway Grille.

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That day finally happened on December 9, 2011. "It was 5 pm and we had no menus printed up, the freezers had just been delivered, we didn't have all our food, and we looked around and asked ourselves, 'maybe we should open tomorrow,'" remembers Marty. "But then we looked and saw people waiting outside the door and said, 'there's no waiting until tomorrow.'" Marty says the residents here could not be more supportive. And that support goes beyond just the neighborhood, but also to his neighborhood bank. Ask Marty Thornton what role Mercantile Bank played in getting him back on his feet and the words are painful for the restaurateur, as tears well in his eyes and he pauses to collect his thoughts. "If not for Mercantile Bank I wouldn't be sitting here today, in this restaurant," he says, the words catching in his throat. "They were personally involved every step of the way, offering advice, being there when I needed them. They made this all happen. I can't say enough about what Mercantile Bank has done for me."

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BUSINESS CHECKING with no strings attached

At Mercantile Bank we realize that as a small business owner you work extremely hard for every dollar you make. So we want to make sure you get to keep each one. That's why we offer Totally FREE Business Checking.

Each account comes with:

- No minimum balance
- No monthly service charges
- 500 free monthly items
- Free bill paying
- Free online banking

Under the Small Business Jobs Act, the SBA has implemented a temporary program authorized until September 27, 2012-allowing small businesses to refinance eligible fixed assets in its 504 program without requirement of an expansion. This program provides small businesses the opportunity to lock in extremely attractive low long term rates, and finance eligible business expenses as well as protect jobs and hire additional workers. Key program changes were made in April 2011 and with the issuance of a final rule, effective October 12, 2011. Among the changes are:

New SBA program offers SBA small businesses chance to refinance

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- Beginning October 12, 2011 borrowers can finance up to 90 percent of the appraised value of available collateral, which could include fixed assets acceptable to SBA (for example: commercial or residential real property). This allows borrowers with more than 10 percent equity to be able to obtain additional proceeds to pay for eligible business expenses.
- In April, SBA expanded the program parameters by allowing any business with a commercial mortgage that is two or more years old to refinance its debt, regardless of maturity.
- The program no longer requires the Third Party Lender to be 50 percent of the Project. The Third Party Lender amount must be equal to or greater than the SBA amount. This allows the small business to maximize the amount of long-term, low interest, fixed rate financing available.
- For more information contact [Mercantile Bank](http://www.MercantileBank.com) at 617.247.2800.