

RICE CONSTABLE SERVICE

SERVING FITCHBURG, LEOMINSTER & LUNENBURG
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14 IRIS RD. LEOMINSTER, MA. 01453

May 6, 2020

Tony Emerson
President & CEO
I.C. Federal Credit Union
300 Bemis Rd.
Fitchburg, Ma. 01420

Dear Mr. Emerson;

I am writing first of all, as a member of I.C. Federal Credit union for over 30 years. I have had many accounts with your establishment and many interactions with your employees over the years. I have had the pleasure of dealing with Norm Boudreau in the past, and when I came in he always made me feel like family. I have had many loans, equity lines, and checking and saving accounts over the years. I have used my equity line to purchase 2 foreclosed homes held by I.C. Every interaction with your employees has been a pleasant experience.

That being said, I felt compelled to write to acknowledge my most recent experience. With these most uncertain times, and both my wife and I being self employed, both my wife and I went through the SBA to apply for the PPP program at the advisement of my Attorney and CPA. I eventually was told to contact my financial institution for assistance. Both my Attorney & CPA told me not to "get my hopes up" as the SBA has an extremely complicated application process, and a very limited approval rate.

I called and spoke to Bruce Mathieu. He explained the difficulties with the SBA program and their approval rate. He told me he would do what ever it took to help my wife and I with the process.

I can't tell you how helpful Mr. Mathieu was throughout the process. We had no less than 12 phone calls, some way after business hours, and no less than a dozen emails. While making no promises, Mr. Mathieu said he would do his best.

He went above and beyond, and both my wife and I received 2 separate PPE loans. I have been in business for over 40 years. 26 years as a part owner of the old Harper Furniture, and the last 14 as a Constable. I know the importance of a reliable financial institution. Bruce Mathieu put the "Big banks" to shame. I have friends that have applied both times, that belong to Wells Fargo, Bank of America, TD Bank etc. and have not received approval, let alone any assistance navigating the SBA.

My final point is, bigger banking is not better. Mr. Mathieu exemplifies the philosophy of Norm Boudeau. He is a credit to your institution.

Thank You.
Kevin Rice, Constable


Laura Rice, Realtor

