

# FAQs for North Atlantic States Carpenters Members

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Effective May 17, 2025, Rockland Trust will begin processing all annuity loan payments and all annuity loan disbursements. Good news, Rockland Trust has over 120 branch locations making it convenient for you to make payments and can provide bilingual support.

**Q: When will the transition be completed?**

**A:** Your loan is expected to transfer to Rockland Trust on May 17, 2025.

**Q: What, if anything, is changing with my annuity loan?**

**A:** Your annuity loan terms, account number, and payment due date will remain the same.

- If you make your annuity loan payment by check, you will need to mail it to Rockland Trust or visit any branch location.
- If you make your annuity loan payment by sending an electronic transaction, such as bill pay from your Bank, you'll need to update your payment details from LendingClub's routing number to Rockland Trust's routing number (011304478).
- If you are set up on automatic payment with LendingClub, there is no action needed by you. Your payments will continue uninterrupted.

**It is important that you do not send any payments to Rockland Trust prior to May 17, 2025.**

**Q: If I make my loan payment by check, when should I stop mailing my payment to LendingClub?**

**A:** You should stop mailing your loan payments to LendingClub as of May 16, 2025. All loan payments made by check should be mailed to:

Rockland Trust Loan Operations  
30 South Main Street  
Middleboro, MA 02346

It is also important to note you can bring your check payment to any one of our 120+ branch locations.

**Q: If I send my loan payment electronically to LendingClub, when should I notify my Bank to change the payment instructions?**

**A:** You should notify your Bank after May 1, 2025, that all loan payments sent from your account to LendingClub must be updated to Rockland Trust effective May 17, 2025. You will need our routing number to make the change. Our routing number is 011304478.

**It is important that you do not send any payments to Rockland Trust prior to May 17, 2025.**

**Q: Will my Loan Number change?**

**A:** Your loan number will remain the same.

**Q: Is there a Rockland Trust branch near me?**

**A:** Rockland Trust has more than 120 locations across Massachusetts. Please visit [RocklandTrust.com/Locations](https://RocklandTrust.com/Locations) to find the closest branch near you.

**Q: Can I view my annuity loan account online or on my mobile device?**

**A:** Yes! With Rockland Trust Online and Mobile Banking, you can view your loan account. If you have not already enrolled in Rockland Trust Online and Mobile Banking, you will need to do so.

- Visit [RocklandTrust.com](https://RocklandTrust.com)
- Click *Account Logins* in the upper right corner
- Click Enroll
- Fill out the required information
- Once enrolled, you will have access to view your loan account

If you also have a deposit relationship with us, our online and mobile banking has a variety of functionalities available, including making your annuity loan payments, transferring funds, making check deposits, and much more. To get started, sign up for Rockland Trust Online Banking or download the Rockland Trust Mobile Banking app.

If you are an existing Rockland Trust Online or Mobile Banking customer, your loan information will automatically appear in your Rockland Trust Online Banking account on May 17, 2025.

**Q: Who do I call if I have questions regarding my loan payment?**

**A:** If you have more questions, please call the Rockland Trust Customer Information Center at 800.222.2299. Associates are available 7:00 a.m. to 8:00 p.m., Monday through Friday, 8:00 a.m. to 5:00 p.m., Saturday, and from 10:00 a.m. to 3:00 p.m. on Sunday. You can also contact our Union Banking team via email: [UnionBanking@RocklandTrust.com](mailto:UnionBanking@RocklandTrust.com) (Monday through Friday, 8:00 a.m. to 5:00 p.m.)