



## nCino Expands Offering with Eastern Bank to Deliver Connected Lending Experience Across Product Lines

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**Leading Boston-based bank focused on outstanding client experience unifies multiple legacy systems onto nCino's comprehensive platform**

WILMINGTON, N.C., Nov. 06, 2025 (GLOBE NEWSWIRE) -- [nCino, Inc.](#) (NASDAQ: NCNO), the leading provider of intelligent, best-in-class banking solutions, today announced that [Eastern Bank](#) has expanded its loan origination and operations platform with nCino, selecting the Company's [Consumer Banking](#) and [Mortgage](#) solutions to complement its existing [Commercial Banking](#) Solution, creating a connected lending ecosystem across the product lines.

By connecting the platforms and customer data across product lines, Eastern Bank aims to enhance convenience and avoid friction points that previously required customers to navigate different systems for different loan types. The project will also incorporate best-in-class partner, [Alloy](#), for enhanced fraud and identity decisioning capabilities across the Bank's lending products. [Zennify](#), a specialized data, AI, and customer experience consulting partner, will deliver the Consumer Banking and Mortgage implementations.

"When we saw the tangible results nCino delivered for our commercial business – faster processing, improved customer satisfaction, more efficient operations – growing the relationship to other areas became a logical step to consider," said Donald Westermann, Executive Vice President, Chief Information Officer of Eastern Bank. "The more convenient and valuable experience for our customers and colleagues made expanding to Consumer and Mortgage an obvious strategic choice. Meeting our customers with solutions that work best for them is our focus and we look forward to serving them via a holistic solution, whether they need a commercial line of credit, a home mortgage, or a personal loan – all from the same industry leading platform."

"Seeing the positive difference our product has made for Eastern Bank demonstrates what we see time and again – when banks experience nCino's impact in one area, they want that same experience across other areas," said Paul Clarkson, Executive Vice President of Global Revenue at nCino. "We're proud to work with forward-thinking, innovative institutions like Eastern Bank as they build the future of banking."

### About nCino

nCino (NASDAQ: NCNO) is powering a new era in financial services. The Company was founded to help financial institutions digitize and reengineer business processes to boost efficiencies and create better banking experiences. With over 2,700 customers worldwide - including community banks, credit unions, independent mortgage banks, and the largest financial entities globally - nCino offers a trusted platform of best-in-class, intelligent solutions. By integrating artificial intelligence and actionable insights into its platform, nCino is helping financial institutions consolidate legacy systems to enhance strategic decision-making, improve risk management, and elevate customer satisfaction by cohesively bringing together people, AI and data. For more information, visit [www.ncino.com](http://www.ncino.com).

### About Eastern Bank

Founded in 1818, Eastern Bank is Greater Boston's leading local bank with approximately 110 branch locations serving communities in eastern Massachusetts, southern and coastal New Hampshire, Rhode Island and Connecticut. As of September 30, 2025, Eastern had approximately \$25.5 billion in assets. Eastern provides a full range of banking and wealth management solutions for consumers and businesses of all sizes including through its Cambridge Trust Wealth Management division, the largest bank-owned independent investment adviser in Massachusetts with \$9.2 billion in assets under management, and takes pride in its outspoken advocacy and community support that includes more than \$240 million in charitable giving since 1994. An inclusive company, Eastern is comprised of deeply committed professionals who value relationships with their customers, colleagues and communities. Join us for good at [www.easternbank.com](http://www.easternbank.com). Eastern Bankshares, Inc. (Nasdaq: EBC) is the holding company for Eastern Bank. For investor information, visit [investor.easternbank.com](http://investor.easternbank.com).

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**Forward-Looking Statements:** This press release contains forward-looking statements about nCino's financial and operating results, which include statements regarding nCino's future performance, outlook, guidance, the benefits from the use of nCino's solutions, our strategies, and general business conditions. Forward-looking statements generally include actions, events, results, strategies and expectations and are often identifiable by use of the words "believes," "expects," "intends," "anticipates," "plans," "seeks," "estimates," "projects," "may," "will," "could," "might," or "continues" or similar expressions and the negatives thereof. Any forward-looking statements contained in this press release are based upon nCino's historical performance and its current plans, estimates, and expectations and are not a representation that such plans, estimates, or expectations will be achieved. These forward-looking statements represent nCino's expectations as of the date of this press release. Subsequent events may cause these expectations to change and, except as may be required by law, nCino does not undertake any obligation to update or revise these forward-looking statements. These forward-looking statements are subject to known and unknown risks and uncertainties that may cause actual results to differ materially including, but not limited to risks associated with (i) adverse changes in the financial services industry, including as a result of customer consolidation or bank failures; (ii) adverse changes in economic, regulatory, or market conditions, including as a direct or indirect consequence of higher interest rates; (iii) risks associated with acquisitions we undertake, (iv) breaches in our security measures or unauthorized access to our customers' or their clients' data; (v) the accuracy of management's assumptions and estimates; (vi) our ability to attract new customers and succeed in having current customers expand their use of our solution, including in connection with our migration to an asset-based pricing model; (vii) competitive factors, including pricing pressures and migration to asset-based pricing, consolidation among competitors, entry of new competitors, the launch of new products and marketing initiatives by our competitors, and difficulty securing rights to access or integrate with third party products or data used by our customers; (viii) the rate of adoption of our newer solutions and the results of our efforts to sustain or expand the use and adoption of our more established solutions; (ix) fluctuation of our results of operations, which may make period-to-period comparisons less meaningful; (x) our ability to manage our growth effectively including expanding outside of the United States; (xi) adverse changes in our relationship with Salesforce; (xii) our ability to successfully acquire new companies and/or integrate acquisitions into our existing organization; (xiii) the loss of one or more customers,

particularly any of our larger customers, or a reduction in the number of users our customers purchase access and use rights for; (xiv) system unavailability, system performance problems, or loss of data due to disruptions or other problems with our computing infrastructure or the infrastructure we rely on that is operated by third parties; (xv) our ability to maintain our corporate culture and attract and retain highly skilled employees; and (xvi) the outcome and impact of legal proceedings and related fees and expenses.