



June 28, 2023

Dear Valued Customer:

Berkshire Bank is committed to delivering an exceptional customer experience. We regularly evaluate our financial center network to ensure that we are delivering service that meets your expectations. We strive to provide you with the convenience of a full suite of digital banking solutions and a financial center network that evolves based on your needs and those of our communities.

With this in mind, we have decided to consolidate the 734 Williams St financial center (which is temporarily closed) permanently into our 165 Elm St financial center.

The last day of operations at the 734 Williams St financial center has been scheduled for Friday, September 29, 2023.

Berkshire Bank financial center that will relocate:	Your new Berkshire Bank financial center will be:
734 Williams St Pittsfield, MA 01201	165 Elm St Pittsfield, MA 01201

Our 165 Elm St financial center has the following hours for your convenience:

	Lobby	Drive-up
Monday – Thursday	9:00 a.m. – 4:00 p.m.	9:00 a.m. – 4:00 p.m.
Friday	9:00 a.m. – 5:00 p.m.	9:00 a.m. – 5:00 p.m.
Saturday	9:00 a.m. – 12:00 p.m.	9:00 a.m. – 12:00 p.m.

We look forward to serving you at our 165 Elm St financial center or at any other location across our network. Nearby locations include 495 Pittsfield-Lenox Rd, Lenox and 39 Cheshire Rd, Pittsfield. Our MyTeller service, with extended hours, will continue to serve our clients at the drive-up location adjacent to 99 North St. For a full list of financial center locations and hours, please visit <https://www.berkshirebank.com/locations>

You will continue to receive the same friendly service from our bankers, who are ready and eager to help in any way possible. If you are interested in additional banking options, whether you are on the go, or from the comfort of your home and office, we offer flexible banking solutions, including our personal MyBanker program, to suit your busy life. To learn more about these flexible banking options, go to [berkshirebank.com/flex](https://www.berkshirebank.com/flex).

Thank you for being a loyal Berkshire Bank customer. We look forward to continuing to meet your individual financial needs, whatever they may be. If you have any questions, feel free to contact us at 833.BERKBANK.

Sincerely,

Ryan Shorette
SVP, Director of Financial Center Banking