



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 322 Maple St financial center in Marlborough permanently into our 5 East Main St, Westborough financial center.

The last day of operations at the 322 Maple 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:
322 Maple St Marlborough, MA 01752	5 East Main St Westborough, MA 01581

Our 5 East Main St financial center in Westborough 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 5 East Main St financial center or at any other location across our network. 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).

Please be advised that Berkshires Bank’s primary federal banking regulator is the FDIC. The FDIC does not have the authority to approve or prevent the financial center closing, but you may submit comments concerning the closing and consolidation of our 322 Maple St financial center to the FDIC at the following address:

Federal Deposit Insurance Corporation
15 Braintree Hill Office Park, Suite 200
Braintree, MA 02184



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.BERKBNK.

Sincerely,

A handwritten signature in black ink, appearing to read 'Ryan Shorette'.

Ryan Shorette
SVP, Director of Financial Center Banking