



Frequently Asked Questions

What is MyTeller™?

MyTeller™ is an interactive teller machine which allows you to have a real-time face-to-face conversation with a Berkshire Bank MyTeller™. Customers can process most of the transactions that are accepted at a traditional teller window.

MyTeller™ is being introduced for many reasons.

Immediate benefits include:

- A more personal, interactive and paperless experience
- Extended teller service hours

How is this different from an ATM?

You can tailor your MyTeller™ experience to suit your needs. Touch the screen to speak with a teller and they will guide you step by step through your transaction. If you just need to grab cash and go, the machine is flexible and can act as a traditional ATM.

What can I do using MyTeller™?

You can make deposits and withdrawals, complete transfers and loan payments, and cash checks. The teller will also be able to assist with other banking questions just as a teller would in person at a window.

Is my conversation with the teller private?

It is as private as a conversation with a traditional teller. Handsets are available on lobby machines for added privacy, with earbud ports and an on-screen chat feature available on lobby and drive up machines.

Are the tellers employees of Berkshire Bank?

They sure are. Our MyTeller™ staff is located at our operations headquarters in Pittsfield, MA.

Is there a delay in crediting my account when I use MyTeller™?

Cash deposits are immediately available and your check deposits are posted on the same day and available the next business day, as usual. While there are always circumstances that delay availability, those circumstances would be the same regardless of if you use the machines or see a teller inside a branch. If you have a question about when your funds will be available, just ask a MyTeller™.

Do I need deposit or withdrawal slips?

No! This is one of the great features of MyTeller™. If you know your account number, you can enter it on the key pad or the teller can look it up for you. There are no slips required of any kind.

Do I need my ID?

Just as in a traditional branch, the MyTeller™ may request to see your ID to authorize certain transactions.

Is there anything I can't do via MyTeller™?

Rolled coin or foreign currency exchange, passbook printing, safe deposit payments and official check or money order requests should be directed to a traditional banker.

How do I begin?

When you visit MyTeller™, just touch the screen. Our staff will walk you through the rest.



Life is exciting. Let us help.®

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