

FACTS

WHAT DO BERKSHIRE HILLS BANCORP COMPANIES DO WITH YOUR PERSONAL INFORMATION?

Why?

Financial companies choose how they share your personal information. Federal law gives consumers the right to limit some but not all sharing. Federal law also requires us to tell you how we collect, share, and protect your personal information. Please read this notice carefully to understand what we do.

What?

The types of personal information we collect and share depend on the product or service you have with us. This information can include:

- Social Security Number and Account Balance
- Transaction History and Payment History
- Credit History and Assets

How?

All financial companies need to share customers' personal information to run their everyday business. In the section below, we list the reasons financial companies can share their customers' personal information; the reasons Berkshire Hills Bancorp Companies choose to share; and whether you can limit this sharing.

| Reasons we can share your personal information | Do Berkshire Hills Bancorp Companies share? | Can you limit this sharing? |
|---|---|-----------------------------|
| For our everyday business purposes— such as to process your transactions, maintain your account(s), respond to court orders and legal investigations, or report to credit bureaus | Yes | No |
| For our marketing purposes— to offer our products and services to you | Yes | No |
| For joint marketing with other financial companies | Yes | No |
| For our affiliates' everyday business purposes— information about your transactions and experiences | Yes | No |
| For our affiliates' everyday business purposes— information about your creditworthiness | Yes | Yes |
| For our affiliates to market to you | Yes | Yes |
| For non-affiliates to market to you | Yes | Yes |

To limit our sharing

Call us as follows – our menu will prompt you through your choices:

Berkshire Bank: 1-800-773-5601 (includes Berkshire Bank divisions and lines of business such as Commerce Bank, a Division of Berkshire Bank; Berkshire Bank Home Lending; Berkshire Bank Wealth Management; BerkshireBanc Investment Services; and RNL & Associates)

Berkshire Insurance Group, Inc.: 1-866-616-0244 (sometimes operates as Berkshire Insurance Agency)

Please note:

If you are a *new* customer, we can begin sharing your information 30 days from the date we sent this notice. When you are *no longer* our customer, we may continue to share your information as described in this notice. However, you can contact us at any time to limit our sharing.

Questions?

Call toll-free 1-800-773-5601 if you are a customer of Berkshire Bank (including any of its divisions or lines of business such as Commerce Bank, a Division of Berkshire Bank; Berkshire Bank Home Lending; Berkshire Bank Wealth Management; BerkshireBanc Investment Services; and RNL & Associates). Call toll-free 1-866-616-0244 if you are a customer of Berkshire Insurance Group, Inc. (sometimes operates as Berkshire Insurance Agency)

Who we are

Who is providing this notice?

This privacy notice applies to the entities within the Berkshire Hills Bancorp, Inc. family of companies (collectively the “**Berkshire Hills Bancorp Companies**”) to the extent that they do not have their own privacy notices.

What we do

How do Berkshire Hills Bancorp Companies protect my personal information?

To protect your personal information from unauthorized access and use, we use security measures that comply with federal law. These measures include computer safeguards and secured files and buildings.

We maintain physical, technical, and administrative safeguards that comply with federal and state standards to guard your nonpublic personal information.

How do Berkshire Hills Bancorp Companies collect my personal information?

We collect your personal information, for example, when you

- open an account or deposit money
- pay your bills or apply for a loan
- use your credit or debit card

We also collect your personal information from others, such as credit bureaus, affiliates, or other companies.

Why can't I limit all sharing?

Federal law gives you the right to limit only

- sharing for affiliates' everyday business purposes—information about your creditworthiness
- affiliates from using your information to market to you
- sharing for nonaffiliates to market to you

State laws and individual companies may give you additional rights to limit sharing. See below for more on your rights under state law.

What happens when I limit sharing for an account I hold jointly with someone else?

Your choices will apply to everyone on your account – unless you tell us otherwise.

Definitions

Affiliates

Companies related by common ownership or control. They can be financial and nonfinancial companies.

Our affiliates include those companies that control, are controlled by, or are under common control with Berkshire Hills Bancorp, Inc., including Berkshire Bank, First Choice Loan Services Inc., Firestone Financial, LLC, Berkshire Mortgage Servicing Company, and Berkshire Insurance Group, Inc. (which operates in some places as Berkshire Insurance Agency).

Nonaffiliates

Companies not related by common ownership or control. They can be financial and nonfinancial companies.

- *We may share information with financial and nonfinancial companies, such as insurance companies.*

Joint marketing

A formal agreement between nonaffiliated financial companies that together market financial products or services to you.

- *Our joint marketing partners may include insurance companies, credit card companies, and investment companies.*

Other important information

We do not share transaction or experience information about customers who reside in Vermont or California without your authorization. We also comply with Massachusetts privacy and disclosure laws as applicable.