



October 29, 2020

Dear Valued Customer:

Berkshire Bank is committed to the communities it serves. As we evolve as a 21<sup>st</sup> Century bank, we continue to look for opportunities to enhance our existing branch network and strengthen our digital banking products, while still providing the convenience that your everyday banking needs deserve.

We currently have branches in Feeding Hills, MA and Agawam, MA, which are less than 4 miles away from one another. With this in mind, we have decided to consolidate the branch in Feeding Hills, MA into our branch in Agawam, MA.

**The last day of operations at the Feeding Hills, MA branch has been scheduled on Friday, January 29, 2021.**

<b>Berkshire Bank branch that will relocate:</b>	<b>Your new Berkshire Bank branch will be:</b>
1359 Springfield Street Feeding Hills, MA 01030	820 Suffield Street, Route 75 Agawam, MA 01001

Our Agawam, MA branch has the following hours for your convenience:

	<b>Lobby</b>	<b>Drive-up</b>
<b>Monday – Thursday</b>	9:00 a.m. – 4:00 p.m.	9:00 a.m. – 4:00 p.m.
<b>Friday</b>	9:00 a.m. – 5:00 p.m.	9:00 a.m. – 5:00 p.m.

We look forward to serving you at our Agawam, MA branch as well as all of our other branch locations across our network. Additional offices near your new branch include Westfield, Southwick and West Springfield. For a full list of branch locations and hours, please visit <https://www.berkshirebank.com/About/Let-Us-Help/Locations-1>.

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 options 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 800.773.5601.

Sincerely,

Brian Sullivan  
SVP, Retail Banking