



December 17, 2021

Dear Valued Customer:

Berkshire Bank is committed to delivering an exceptional customer experience. We regularly evaluate our branch network to ensure we are delivering services in a manner that meets your preferences and expectations. We strive to provide you with convenience, a full suite of digital banking solutions and a branch network that evolves with your needs and those of our communities.

We currently have branches in East Syracuse, NY that are less than five miles away from one another. With this in mind, we have decided to consolidate the Northern Boulevard branch in East Syracuse, NY into our Manlius Center Road branch in East Syracuse, NY.

We remain dedicated to our customers in Syracuse and plan to open a brand-new facility in the city by the end of 2022. Stay tuned to hear more about our plans to better serve you and our community.

The last day of operations at the Northern Boulevard branch has been scheduled on Friday, March 25, 2022.

Berkshire Bank branch that will relocate:	Your new Berkshire Bank branch will be:
6788 Northern Blvd East Syracuse, NY 13057	6611 Manlius Center Rd East Syracuse, NY 13057

Our Manlius Center Rd branch 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 Manlius Center Rd branch as well as all of our other branch locations across our network. For a full list of branch 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 800.773.5601.

Sincerely,

SVP, Retail Banking