



July 28, 2021

Dear Valued Customer:

As Berkshire Bank is committed to 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 an office in Oriskany Falls, NY which will be consolidating with our Seneca Turnpike, New Hartford, NY location.

**The last day of operations at the Oriskany Falls branch has been scheduled on Friday, October 29, 2021.**

Berkshire Bank branch that will relocate:	Your new Berkshire Bank branch will be:
212 Main Street Oriskany Falls, NY 13425	8491 Seneca Turnpike New Hartford, NY 13413

Our New Hartford branch has the following hours for your convenience:

	Lobby	Drive-up
<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.
<b>Saturday</b>	9:00 a.m. – 12:00 p.m.	9:00 a.m. – 12:00 p.m.

To assist our customers in this transition, Berkshire Bank will waive all domestic ATM fees and rebate up to four ATM surcharge fees each statement cycle (surcharge fees are what other banks may charge) until December 31, 2022. We remain committed to the community and look forward to serving you at our New Hartford branch as well as all of our other branch locations across our network. Additional offices you may find convenient are West Winfield, NY and 50 Genesee Street, New Hartford, NY 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, including our MyBanker team to assist you with banking services without having to utilize a branch office. 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