



June 28, 2022

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 Pittsfield, MA that are less than a mile away from one another. With this in mind, we have decided to consolidate the 99 North St branch lobby (which is temporarily closed) permanently into our 66 West St branch. **Our MyTeller service, with extended hours, will continue to serve our clients at the drive-up location adjacent to 99 North St.**

The last day of operations at the 99 North St branch has been re-scheduled for Friday, September 30, 2022.

Berkshire Bank branch that will relocate:	Your new Berkshire Bank branch will be:
99 North St Pittsfield, MA 01201	66 West St Pittsfield, MA 01201

Our 66 West St 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 66 West St branch as well as all of our other branch locations across our network. Nearby locations include 165 Elm St. and 39 Cheshire Rd. in Pittsfield and 495 Pittsfield-Lenox Rd. Lenox. 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).

Please be advised that Berkshires Bank’s primary federal banking regulator is the FDIC. The FDIC does not have the authority to approve or prevent the branch closing, but you may submit comments concerning the closing and consolidation of our 99 North St branch to the FDIC at the following address:

Federal Deposit Insurance Corporation
15 Braintree Hill Office Park, Suite 200
Braintree, MA 02184



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,

A handwritten signature in black ink, appearing to read 'Ryan Shorette'.

Ryan Shorette
SVP, Head of Retail Branch Banking