



March 28, 2024

Dear Valued Customer:

At Berkshire Bank, we are committed to delivering an outstanding customer experience. We regularly evaluate our financial center network to align with your needs and those of the community, offering a full suite of digital banking solutions and an evolving financial center network.

With this in mind, we have decided to consolidate the St. Francis Hospital financial center in Hartford into our 927 Farmington Ave, West Hartford, financial center.

**Friday, June 28, 2024, will be the last day of operations at the St. Francis Hospital financial center.**

You will continue to receive the same friendly service from our bankers, who remain the trusted advisor you've come to depend on for personalized financial solutions.

If you are interested in additional options, we offer flexible banking solutions, including online banking and our mobile app as well as our MyBanker program, tailored to suit your busy life. To learn more about these flexible banking options, go to [berkshirebank.com/flex](https://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 financial center closing, but you may submit comments concerning the closing and consolidation of our 114 Woodland St financial center 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 valued client of Berkshire Bank. We look forward to continuing to support you on your journey to achieving your financial goals.

Sincerely,

Brian Sullivan  
SVP, Chief Retail Administrative Officer

**Berkshire Bank  
financial center that  
will relocate:**

114 Woodland St  
Hartford, CT

**Your new Berkshire  
Bank financial center  
will be:**

927 Farmington Ave  
West Hartford, CT

**West Hartford has the  
following lobby and  
drive-up hours:**

Monday – Thursday  
9:00 a.m. – 4:00 p.m.  
Friday  
9:00 a.m. – 5:00 p.m.  
Saturday  
9:00 a.m. – 12:00 p.m.

**Nearby financial center  
locations include:**

- 396 Cromwell Ave  
Rocky Hill, CT
- 7 Sycamore St  
Glastonbury, CT
- 1000 Sullivan Ave  
South Windsor, CT

**Visit our website for a  
full list of financial  
center locations:**

<https://www.berkshirebank.com/locations>

**Additional questions?**  
Call us at 833.BERKBNK