



December 24, 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 on Lincoln Street in Worcester, MA and on Park Avenue in Worcester, MA, which are less than 2 miles away from one another. With this in mind, we have decided to consolidate the branch on Lincoln Street into our branch on Park Avenue.

**The last day of operations at the Lincoln Street branch has been scheduled on Friday, March 26, 2021.**

Berkshire Bank branch that will relocate:	Your new Berkshire Bank branch will be:
451 Lincoln Street Worcester, MA 01605	11 Park Ave Worcester, MA 01605

Our 11 Park Ave 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.

We look forward to serving you at our 11 Park Ave branch as well as all of our other branch locations across our network. Additional offices near your new branch include 386 Main St Worcester, 993 Grafton St Worcester, Shrewsbury and West Boylston. 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