



February 23, 2021

Dear Valued Customer:

We're Moving Back– But Not Too Far

Our new location is almost complete. Our 1059 Main Street Holden branch will relocate to 1055 Main Street in Holden. This space at 1055 Main Street will allow us to continue to provide you with the same superior service from the same friendly faces you've come to know at the current Holden branch. Plus, this this location is right next door, just 50 feet away with access from the same parking lot.

With this relocation comes the continuation of our new technology: MyTellerSM - an interactive teller service. MyTellerSM offers the combination of state-of-the-art technology with the human touch of personal teller service and the convenience of an ATM. In order to better serve your needs, the My Teller technology provides you with extended lobby hours and outside drive-up and walk-up service.

Our last day of operations at the 1059 Main Street branch will be Friday, May 21. We'll reopen next door at our 1055 Main Street location on Monday, May 24, 2021.

Current branch location:	New branch location:
1059 Main Street Holden, MA	1055 Main Street Holden, MA

We invite you to come visit us at our 1057 Main Street location. Parking is available in the same parking lot. Extended hours at the new location are as follows:

	Lobby	MyTeller SM
Monday -Thursday	9:00am – 4:00pm	7:00am – 7:00pm
Friday	9:00am – 5:00pm	7:00am – 7:00pm
Saturday	Closed	8:00am – 2:00pm
Sunday	Closed	10:00am – 2:00pm

We look forward to serving you at 1055 Main Street, as well as all of our other Berkshire Bank branch locations across our network. We are dedicated to providing you with excellent service and we are committed to making this transition as seamless as possible. Please feel free to contact the Holden branch at 508.829.0093, if you have any questions.

Thank you for being a loyal Berkshire Bank customer. We look forward to continuing to meet your individual financial needs, whatever they may be.

Sincerely,

Brian Sullivan

SVP, Branch Banking