



August 16, 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, and to support our growing team of talented experts, Berkshire plans to relocate the 121 Congress Street financial center in Boston across the street to an expanded location at One Post Office Square. The office is expected to open in the first half 2025.

The new full-service office on the first and second floor of One Post Office Square in Boston will provide an integrated banking experience, direct access to trusted advisors and feature an expansive menu of retail, commercial, private banking and wealth management services for clients.

We are committed to making this transition as seamless as possible. 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. We will communicate additional updates on the timing for the grand opening of our new One Post Office Square location in the future.

Thank you for being a valued client of Berkshire Bank. We look forward to continuing to serve you in Boston and beyond while supporting you on your journey to achieving your financial goals.

Sincerely,

A handwritten signature in black ink that reads 'C Velez'.

Cathy Velez

Managing Director, Retail Banking & Deposit Operations

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

121 Congress Street
Boston, MA 02110

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

One Post Office Square
Boston, MA 02109

**Anticipated financial
center lobby hours:**

Monday – Thursday
9:00 a.m. – 4:00 p.m.

Friday
9:00 a.m. – 5:00 p.m.

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

[berkshirebank.com/
locations](http://berkshirebank.com/locations)

Additional questions?

Call us at 833.BERKBANK