



October 19, 2018

Dear Valued Customer:

Berkshire Bank is committed to remaining true to our roots and maintaining a strong presence in Pittsfield and Berkshire County. As we grow, we continue to look for opportunities to enhance our existing branch network and promote efficiency, while still providing the convenience that your everyday banking needs deserve.

We currently have six branches in the City of Pittsfield, including one branch at 480 West Housatonic Street in Pittsfield and others at 66 West Street and 99 North Street in Pittsfield. We have decided to consolidate the branch on West Housatonic Street into our branch on West Street. **The last day of operations at the 480 West Housatonic Street branch in Pittsfield will be Friday, Feb. 8, 2019.**

Berkshire Bank branch that will relocate:	Your new Berkshire Bank branch will be:
480 West Housatonic Street Pittsfield, MA	66 West Street Pittsfield, MA

We invite you to come visit us at either the 66 West Street or the 99 North Street branch in Pittsfield. The hours of operation of these branches are as follows:

66 West Street	Lobby	Drive-up
<b>Monday – Wednesday</b>	8:30 a.m. – 4 p.m.	8:30 a.m. – 5 p.m.
<b>Thursday - Friday</b>	8:30 a.m. – 5 p.m.	8:30 a.m. – 5:30 p.m.
<b>Saturday</b>	8:30 a.m. – 12:30 p.m.	8:30 a.m. – 12:30 p.m.

99 North Street	Lobby	MyTeller Drive-up
<b>Monday – Friday</b>	8:30 a.m. – 4 p.m.	7 a.m. – 7 p.m.
<b>Saturday</b>	8:30 a.m. – 12:30 p.m.	8 a.m. – 2 p.m.

At the 99 North Street branch, we have expanded our hours to serve you and we look forward to you experiencing our exciting new technology: MyTeller<sup>SM</sup> - an interactive teller service with extended hours. MyTeller<sup>SM</sup> offers the combination of next-generation banking and the convenience of an ATM with the same personal assistance you receive at a traditional teller line.

We look forward to serving you at either of these locations in Pittsfield as well as all of our other branch locations across our network. You will receive the same friendly attention from your bankers, ready and eager to help with all of life’s exciting moments. If you have any questions, feel free to contact us at 800.773.5601.

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

Sincerely,

Brian Sullivan  
SVP, Market Leader