Trailmark Bank

Transition Weekend December 4 - 7, 2026



What to expect and when.

Important Information for your transition to Trailmark Bank.



Important Information

The following materials detail what to expect as Pittsfield Cooperative Bank and Adams Community Bank become Trailmark Bank.

ATM Access	• Limited ATM deposit functionality will be available between **Friday, December 4** and **Monday, December 7**. • You may continue to use the ATMs for withdrawals throughout conversion weekend.
ATM/Debit Cards	• Your current ATM/debit card will continue to work post conversion. New Trailmark Bank ATM/debit cards will be issued in **early 2027**.
Branches & Call Center	• Branches will be open during normal business hours on **Friday, December 4**, and will reopen as Trailmark Bank on **Monday, December 7**. • The Call Centers for both Adams Community and Pittsfield Cooperative will close at **6 PM** on **Friday, December 4** and will be open on **December 5** from **9 AM – 2 PM** on **Saturday** and **10 AM – 1 PM** on **Sunday** to answer any merger-related questions by calling **413.447.7304**.
Checks	• You may continue to use your existing bank checks until you need to reorder new ones. When a reorder is placed, you will receive Trailmark Bank checks.
Direct Deposit & Automatic Payments	• Direct deposits and automatic payments **will not** be affected. Current routing numbers will still be recognized.

Loans	• Terms of your loan **will not** change. • Automatic and ACH payments will continue to be processed without interruption. • Mail-in payments after **Friday, December 4** should be mailed to: Trailmark Bank PO Box 306 Adams, MA, 01220
Online & Mobile Banking	• Beginning on **November 9** through **December 3**, current Pittsfield Cooperative Bank Online & Mobile Banking users will be able to pre-register for Trailmark Bank Online & Mobile Banking. Please see *page 14* in the enclosed *Welcome Brochure*. • Full access to Online & Mobile Banking will remain available through **12 PM** on **Friday, December 4**. • Beginning on **Monday, December 7**, you will be able to log in to Trailmark Bank Online & Mobile Banking. Please be prepared and take note of your login credentials before **Friday, December 4**.
Online Bill Pay	• Bill Pay will be available on **Monday, December 7**, by logging in to Trailmark Bank Online & Mobile Banking. • All payees, including scheduled and recurring payments, **will** transition to Trailmark Bank Bill Pay. • Bill Pay history and alert notifications **will** also transition.
Statements & Transaction History	• Pittsfield Cooperative customers will be issued a statement on **Friday, December 4** prior to converting to the new platform. You will receive a paper statement. • For eStatement customers, we recommend downloading your bank statements prior to **Friday, December 4** as backup. • For Online & Mobile Banking, transactional history **will** be available after the conversion.
Telephone Banking	• Telephone Banking will be unavailable as of **6 PM** on **Friday, December 4**. • On **Monday, December 7,** Telephone Banking will be available at **888-338-7272**.

Key Dates

Prior to Friday, December 4	• Beginning **November 9** through **December 4**, current Pittsfield Cooperative Bank Online & Mobile Banking users will be able to pre-register for Trailmark Bank Online & Mobile Banking. Please see *page 14* in the enclosed *Welcome Brochure*. • TransferNow users, please initiate all transfers by **8 AM** on **November 30**. • For eStatement customers, we recommend downloading your statements prior to **Friday, December 4** as backup.
Friday, December 4	• All Adams Community Bank and Pittsfield Cooperative branches will be open for normal business hours. • Adams Community Bank Customer Connect and the Pittsfield Cooperative Call Center will close at **6 PM**. • Full access to Online & Mobile Banking will remain available through **12 PM**.
Saturday & Sunday, December 5-6	• Branches will remain closed. • Access to Online & Mobile Banking will remain unavailable. • Customer Connect will be open from **9 AM** – **2 PM** on Saturday and **10 AM** – **1 PM** on Sunday for any merger-related questions by calling **413.447.7304**. Transactions cannot be conducted.
Monday, December 7	• The transition of accounts and services is complete. • Branches and the Call Center reopen as Trailmark Bank. • You may log into Trailmark Bank Online & Mobile Banking and download the Trailmark Bank Mobile Banking app from your App store.

Trailmark Bank

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