



Important information regarding your Pittsfield Cooperative Bank Checking Account

Effective, October 2, 2021, we will be terminating our relationship with GenGold®. This relationship is currently provided through your checking account relationship with the Pittsfield Cooperative Bank.

Why the change?

Over the past year we have redesigned our checking products to provide you with a more cohesive banking experience. Whether you want your balance to earn interest or you just want a simple checking account, *Better Together Simple, Interest or Relationship Checking* provides features that your busy life demands. In addition, we offer a Non-Interest-Bearing Account (NIBA) for qualified individuals under 18 or over 65.

What you Need to Know

- Your account information including account number, direct deposit, ATM or debit card information, online and mobile banking will not change.
- Customers who are currently under 18 or over 65 will convert to the NIBA Account.
- Customers not in this category will convert to *Better Together Simple Checking*.
- Enclosed please find account details and benefits. We are happy to work with you to choose the account that is right for you.

Information for GenGold® Participants currently using GenGold® Services

- If you're currently participating in an annual program, such as Emergency Roadside Assistance, you will receive a letter giving you the option to continue receiving the service at the regular retail price.
- Effective October 2, 2021 members will no longer be covered by the Consumer Protection Services including but not limited to Identity Theft & Security Center Program featuring Restoration Rescue®, 90-Day Purchase Protection, Extended Warranty, Accidental Death and Dismemberment Insurance or any other insurance-based benefit.
- If you currently use the discounted long-distance service with AirSpring, Qwest or PNG, you will no longer receive the discount associated with your discontinued membership. Please contact your local telephone carrier regarding your options for long distance services.
- Travel services will no longer be available after the termination date. If you have booked travel plans prior to that date, don't be concerned. Your current arrangements will be honored by GenGold® and you can continue to expect the same service you're accustomed to receiving. No new travel bookings will be allowed after the termination date, and rebates will not be provided on pre-booked travel that takes place after the termination date.
- Additional family members will no longer have access to the GenGold® services. Please notify any additional family members of the change.
- IDT Restoration Rescue® coverage will cease for all covered members at 12:01 AM on October 2, 2021.

Better TogetherSM Banking

Pittsfield
70 South St.
(413) 447-7304

Pittsfield
110 Dalton Ave.
(413) 395-9626

Dalton
431 Main St.
(413) 684-1551

Gt. Barrington
325 Main St.
(413) 528-2840

pittsfieldcoop.com



Member FDIC & DIF

Equal Housing Lender



The Community's Bank Since 1889