



THE Corporator Newsletter

SPRING - 2019



Dear Corporator,

We are excited to see many of you at our upcoming annual meeting where we will be celebrating many things. This year our bank is completing 150 years of serving the Berkshires! Plus 2018 was the best year we have ever had from a financial standpoint as we achieved records with total assets, loans and deposits.

Founded not long after the Civil War ended, it's amazing to think of all the history we've seen, both in our country and in the communities we serve. Yet through it all our bank and its employees have been there every day earning the trust of our customers—by always doing right by them. Customers that represent generations of families that understand the importance of community banking. We are also proud to welcome Brian Choquette as a corporator who will make the 4th generation from this family to serve in this capacity.

I would like to thank all of our corporators for providing valuable feedback throughout the year.

Sincerely

Charles P. O'Brien
President and CEO

CELEBRATING A MILESTONE

Although we are only three months into the new year, we have been very busy planning and celebrating our Sesquicentennial Anniversary. May 1st will mark 150 years from when a charter was granted to the original 10 corporators to open and operate a bank in Adams...OUR BANK! We are finding that the best part of celebrating our milestone is celebrating it with everyone who supports us—our corporators, trustees, customers, employees, and overall community.

As we reflect upon our years in service, one question that naturally arises is what do we attribute our longevity to? Rather than answer that ourselves, we posed that question to some long-time familiar faces of the bank and to a couple employees.

Joe Truskowski - Retired Trustee and former President, Adams Community Bank

"Banking has certainly evolved over the decades. At the heart of any successful bank it's about building positive relationships with people - both our customers and our staff. We are so fortunate to have served as the bank for generations of customers. And we've been fortunate to have had a smart, hardworking, loyal group of employees providing great service over the decades. That's a great recipe for success. Happy Birthday Adams Community Bank!"



Joe Truskowski

Bill McLaren - Honorary Trustee, South Adams Savings Bank

"Congratulations to Adams Community Bank on its Sesquicentennial Anniversary. What an accomplishment to serve the Berkshires for 150 years. I have seen the bank grow and evolve in such wonderful, customer friendly ways over the decades. I am proud to have served on the Board with a wonderful group of trustees, officers, and staff. Happy Birthday Adams Community Bank!"



Bill McLaren

Kathy Luczynski - SVP/Operations & Technology

"I firmly believe when you do the right things for the right reasons, you can't help but succeed. With strong leadership, ACB has been driven by a sincere dedication to take care of customers and employees. A simple (although not easy) formula for success!"

Gerry Biron - VP Mortgage Operations

"I think the bank does a great job in serving its customers throughout the community. In the lending area, we have increased a number of products over the past few years to help borrowers finance the purchase of a home or help with restructuring their finances. Loan approvals and other key decisions are made locally by people who live in the community, have face-to-face relationships with their customers, and understand local needs. Because of this personal knowledge, we are often able to approve small business and other loans that big banks would reject."

INFORMATION TECHNOLOGY

Network Upgrade

In March, the IT Team implemented iWorkstation, a web service that provides secure, resizable computer capacity in the COCC data centers (our core service provider). The objectives of this migration are to strengthen our IT infrastructure long-term by housing our environment in a secure location, allowing for easier segmentation, improved redundancy, and allowing for quicker response to incidents. By transferring much of the network functions to the host environment, it provides for time better spent by our IT staff focusing on information security, strategic goals and objectives, and project management.

Automation continues to dominate recent projects to ensure we are capitalizing on available efficiencies, enhancing the speed of delivery of services and increasing productivity.

Retail Lending Productivity

In January, we launched loan workflow automation and tracking for retail loans, saving processing and research



Liz T. from Loan Processing compares the size of the loan files pre and post workflow automation.

time as well as many trees by eliminating the need for paper loan files.

Branch and Operations Efficiencies

Recently, we also introduced electronic routing of unauthorized transaction disputes from retail intake to back office processing. Once again speeding up processing and eliminating a very paper intensive process.

COMPLIANCE

Streamlining Internal Audits

The Compliance Department is currently working on the implementation of Audit Management Pro offered through Conetrix. Audit Management Pro is a Tandem software product which helps to manage, track, respond to, report and conduct any type of audit or exam. This program will bring efficiencies to the Audit Management process for audits and reviews conducted in-house by allowing us to build custom work programs to use in conducting audits and manage and store workpapers. It will also help in the management of in-house audits, internal audits conducted by M&M and exams conducted by the Division of Banks and FDIC by managing responses and producing status reports.

GOVERNMENT BANKING

Expanding Customer Base

Government Banking closed out the calendar year for 2018 with an average of \$80 million in deposits! We have continued to expand our customer base and territory and deepen current relationships! In December, we hosted a customer appreciation breakfast at the Red Lion Inn in Stockbridge and a luncheon at Mezze Bistro and Bar in Williamstown. We've continued to expand our knowledge of cash management to be able to service at the highest level needed. We have developed a new municipal debit card to meet the demands of some of our customers.

EMPLOYEES

On The Move

Jake Dabrowski — Jake will be moving to the North Adams branch as Branch & Business Development Officer. Jake joined the Adams Community Bank family in November of 2010 as a CSR in Lee. In 2011, Jake transferred to our Center Street branch as a CSR and in 2013 he was promoted to Branch Officer of our Lee location. In 2016, in addition to managing and developing Lee, Jake also took on overseeing our Lenox Branch in the same capacity. In January of 2018, Jake was promoted to AVP Branch Officer.



Jake Dabrowski

Casey Storbeck — Casey was promoted to a Loan Servicer position in late January. She joined Adams Community Bank in August of 2017 as a Teller in the Park Street Branch.



Casey Storbeck

Spotlight

Brenda Hamilton — Brenda, a CSR/IRA Administrator was featured recently in our employee spotlight. Brenda has worked at ACB for 34 years.



Brenda Hamilton

"I have always loved helping people and my role at ACB has enabled me to assist people with not only their financial needs, but with other things as well. Having been with the Bank for so many years, I've had the chance to get to know my customers very well and I've been able to assist them through the ups and downs of their lives. There is great satisfaction in knowing that I have been able to make a difference in someone's life."