



Dear Corporator,

As we finish our 150th year as a community bank focused on the Berkshires we are thrilled to have had another fabulous year.

We hit records with our total assets, total loans, deposit levels, and earnings. More importantly, the bank and our staff gave back to the community in so many ways as we donated almost \$300,000 and volunteered almost 2,000 hours for local causes. And we even managed to get our main office renovation completed on time and on budget.

On behalf of our staff I send along our thanks to all of our corporators for your support and advice during the year.

Sincerely,

Charles P. O'Brien  
President and CEO  
cobrien@adamscommunity.com

SAVE THE DATE

**2020 Annual Meeting  
April 7, 2020**

Due to the Jewish holiday of Passover this meeting will be on April 7, 2020, instead of April 8.

ACB AT-A-GLANCE: COMMUNITY GIVING • COMMUNITY SUPPORT • TECHNOLOGY  
FINANCES • SECURITY • COMPLIANCE • EMPLOYEES

# THE Corporator Newsletter

WINTER - 2019

## A YEAR OF CELEBRATION -

### A Pictorial Review of Our Momentous Year

One of our main objectives in the planning of our 150th year was to find ways to celebrate, in turn giving thanks to the reasons for our success - our customers, communities, and employees. *What a tremendous and busy 2019!*



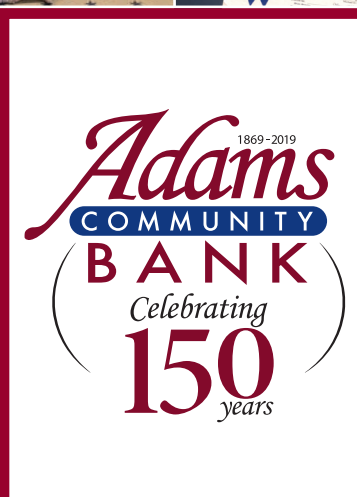
School Supplies Donations - Laneboro



Employee Red Sox Trip



Monthly Sweepstakes



Golf Tournament Fundraiser



Alzheimer's Awareness Walk



Employee Volunteer Challenge



Park Street Renovation



Pop-up at Rainbow Shack



# COMMUNITY GIVING

## School Supplies Donation

In honor of celebrating our 150th year of service, we donated gift certificates in the amount of \$150 to each grade in the elementary schools where we have branch locations.

Eighty grades from Pre-K to 8th received a \$150 gift certificate to purchase necessary school supplies for their classrooms. The gift certificates were redeemable at a local vendor, Cascade School Supplies, Inc. The eleven schools that benefited from this \$12,000 donation are in Adams, Cheshire, Lanesboro, Lee, Lenox, North Adams and Williamstown.

"To support and promote our communities is one of our core values, and by supporting the education of our local youth, in the towns we serve, is one of the key ways we do this. We are so pleased to have served the Berkshires for 150 years and this gift is another element of our sesquicentennial anniversary celebration during 2019," said Adams Community Bank President, Charlie O'Brien.



Morris Elementary



Lee Elementary



Hoosac Valley Elementary

We appreciate the "thank you's" that we received from the schools, including the homemade card above from Hoosac Valley Elementary.



## Appreciation of Service

We teamed up with the following organizations to show our appreciation to past and present veterans and current military personnel. A heartfelt thank you to our generous customers and employees for giving donations and/or their time.

### Boxes of Love VT

Our customers' in branch donations helped fill 28 "Boxes of Love" care packages shipped out of Stamford, VT to military personnel that are serving overseas.

### Veteran Services of North Adams

180 gift bags were filled and distributed to local veterans with donations made by our customers.

### Wreaths Across America

A group of ACB volunteers joined the North Adams contingent of Wreaths Across America at Southview Cemetery to lay wreaths on the graves of the 3,400 fallen soldiers.



Team ACB at this year's Alzheimer's, A Walk to Remember. Inset, ACB's Nancy H. and Dawn L. flank board member and Massachusetts State Representative, Smitty Pignatelli.

## Walking to Remember

Amazing weather, good food, and a new venue was the backdrop of this year's Walk to End Alzheimer's event. In September, over 200 registered walkers, gathered at the Adams' Visitor Center and took to the Ashuwillticook Rail Trail to help raise awareness and funds to fight Alzheimer's disease.

The Bank was very excited to be the premiere sponsor for this year's walk, and ACB's President, Charlie O'Brien, congratulated the Bank's Alzheimer's fundraising committee on their extraordinary efforts over the years. The committee beat previous records by raising over \$20,000 for 2019, bringing their total amount of funds raised to over \$100,000 since the committee's inception in 2012.



## Elf Program

For the 25th year, members of the ACB team have played the role of Santa's helpers by participating in Northern Berkshire Community Action's Elf Program. This year, the ACB Elves sponsored 30 children, providing them with warm clothing, boots, hats, and a gift.

A special thanks to **Pam D.** for her years of helping coordinate ACB's participation in this program.



## COMMUNITY SUPPORT

### Being a Good Neighbor

Congratulations to our North Adams branch for being awarded the community recognition award, *Neighborlies*, by the Northern Berkshire Community Coalition (NBCC). Members of the North Adams branch were on hand at a recent awards ceremony held at MCLA to accept the award in the "Business & Groups Pulling Together" category. The team was recognized for their outstanding show of participation in the NBCC's Trick or Treat event held in late October, handing out somewhere between 500-600 pieces of candy and goodies to the local children.



The North Adams team participating in the NBCC's trick-or-treating event.



Pictured left to right: Police Chief Jason Wood, ACB team members Jonathan B., Courtney S., and Jenn B., and NBCC Executive Director Amber Besaw.

## TECHNOLOGY

### Updated Receipts

The Bank invested in updated technology that has improved the way transaction receipts are presented to our customers and allows for electronic signatures for withdrawal requests. Customers will no longer be required to provide a deposit slip or present a signed withdrawal slip when visiting one of our branches. Instead, they will simply provide their account number, or a description of their account and our staff will do the rest!

Customers who go into a branch for service will now use an electronic signature pad to verify and authorize withdrawal requests. Drive up customers will be presented with a 'bank copy' of their receipt for a traditional signature authorization. An electronic version of every receipt will be automatically saved for easy research if needed.



eReceipt Technology

This was the final step in the elimination of the dated technology the bank was using to print receipts, and the recently eliminated passbooks. As technology advanced, the equipment we were using had become obsolete. This new technology, known internally as eReceipt, allowed us to be able to replace our obsolete equipment before it was no longer operational, inhibiting our ability to efficiently serve our customers.

## FINANCES

### Strong Finish for 2019

We will closeout the year with record numbers.

As of November 30th, 2019:

- Total assets have increased by \$45 million to \$625 million.
- Total loans have increased by \$37.3 million and stand at \$531.4 million.
- These loans were funded by a \$46.9 million increase in deposits, bringing total deposits to \$487.2 million.
- We are having a record year of net income and this stands at \$3.7 million. We anticipate that we will finish 2019 with net income of \$4.2 million.

## SECURITY

### Cyber Security Awareness

Kathy Luczynski, *Chief Information and Security Officer* has been busy giving presentations on Cyber Security Awareness throughout the County. She speaks at Council on Aging Centers, Businesses, Municipalities and with students about the current cyber war against each and every one of us, and some of the best practices to defend ourselves. The scams and schemes continue to grow in sophistication and victim losses are huge! If you know of someone who would like a presentation, feel free to call Kathy to make arrangements at 413-749-1160.

## COMPLIANCE

### 2020's Audit Plan

Eight compliance audits have been scheduled through July 31, 2020. This year's audits will encompass a review of the internal controls and adherence to consumer laws and regulations, as well as those related to financial crimes detection and reporting and a review of the Bank's Compliance Management System.



# 83 people were helped by ACB's 2019 Blood Drives!

The next  
ACB  
blood  
drive is  
1/22/20.



## Highlights

### Promotions:

■ **Kelly Charon** — has been promoted to Branch Officer of the Cheshire branch.



Kelly

■ **Kara Clark** — has been promoted to Assistant Branch Manager in the Park Street branch.



Kara

■ **Jordan Prevey** — has been promoted to a Customer Service Representative in the North Adams branch.



Jordan

### On the Move:

■ **Karen Sargent** will be overseeing the management and development of our Lenox and Lee branches.

■ **Jake Dabrowski** moved to Williamstown and continues in his role as Branch & Business Development Officer.

■ **Courtney Shapiro-VanDusen** moved to North Adams, overseeing the management and development of this branch.

### New Hires:

■ **Tino Burns** has accepted an IT internship position. Tino is a sophomore at MCLA studying Computer Science.

The following people have recently accepted Teller positions.

- **Komeja Green** (Park Street)
- **Carla Cyrulik** (Park Street)
- **Abbie Moran** (Park Street)
- **Laurie Taylor** (Park Street)
- **Morgan Boucher** (Lanesboro)

## Saying Goodbye to Familiar Faces

We bid farewell to two long-standing employees, **Pam Duval** and **Terry Jajko**, as they embark onto the next chapter of their lives - retirement!

■ **Pam Duval** will be retiring on December 31st after 30 years of service. She began her career as a teller with the former Adams Co-operative Bank at the Park Street branch. She spent much of her career in Commercial Lending and is retiring as VP of Business Loans and Credit Administration.



Pam

■ **Terry Jajko** will be retiring on January 31st of 2020 after 23 years of service. Terry was first employed with the former South Adams Savings Bank as a teller in the Williamstown branch. She then spent the bulk of her career in the Accounting Department as an Accounting Clerk, and is retiring as VP and Controller.



Terry

## Meet the Government Banking Team

The continued growth of the Bank's government banking division resulted in the promotions of the following three individuals: **Laila Boucher** to Vice President, Government Banking Development; **Kris Bona**, Vice President, Government Banking Advancement and **Kyla Morrissey**, Government Banking Officer.



Laila



Kris



Kyla



## Fun was had by all at our Employee Holiday Party!

