

FREQUENTLY ASKED QUESTIONS *about the Merger*



South Adams Savings Bank
and Adams Co-Operative Bank
will officially become
Adams Community Bank
on February 25, 2012.

For your convenience, we put together the most commonly asked questions that we received relating to our merger. Please carefully review the information below and do not hesitate to call us should you have any additional questions or concerns at (413) 743-0040.

GENERAL INFORMATION

Q. Why did you merge?

A. In today's banking environment, small community banks find it increasingly challenging to remain competitive with big banks, adhere to the many new regulations, and offer customers innovative products while trying to keep costs down. Both banks have been strong on their own, and together will be even stronger for generations to come.

Q. Why did you choose a new name?

A. The name chosen – Adams Community Bank – builds upon the best aspects that both institutions have developed during our proud history of serving customers in Berkshire County since the 1800's.

Q. Will I continue to see the same faces?

A. Absolutely! It was very important as both banks became one that all employees retain their jobs.

Q. Will the hours of operation change?

A. No. The hours of operation will remain the same for all seven branches until further notice.

Q. Will you be closed during normal banking hours at anytime during the merger transition?

A. In order to allow sufficient time for our two systems to be merged, all locations will be closed on Saturday, February 25, 2012.

ACCOUNT RELATED INFORMATION

Q. Can I continue to use my existing supply of checks and deposit tickets?

A. Yes. Continue using your current checks and deposit tickets until they run out. If you reorder from a supplier other than Adams Community Bank, please note the name change. The routing number will remain the same.

Q. Will my direct deposit, automatic payments and/or automatic transfers continue following the merger?

A. Yes. Any direct deposit into your account and recurring electronic payments or transfers from your account will continue without interruption.

Q. Will my ATM & debit card continue to work?

A. Yes. Your current ATM & debit card will continue to work without interruption. We will be re-issuing new Adams Community Bank ATM & debit cards in April. Watch your mail for more information in April 2012.

Q. Can I continue to use my Passbook?

A. Yes. Your current passbook will work without interruption. A new Adams Community Bank passbook will be given to you on your next visit to us following the merger on February 25, 2012.

Q. Will my account number(s) change?

A. Your account numbers will not change, unless you have been notified specifically about your account.

Q. Will there be changes made to my existing savings and/or checking account?

A. The name of your account may change but your current terms and conditions will remain the same.

Q. Will the merger affect my existing loan account?

A. No. This merger will not affect any existing loan accounts.

Q. Will I continue to make loan payments at the same address?

A. Yes. Alternatively, for your convenience, you may also visit any of our seven branch locations.

Q. When will my first Adams Community Bank Customer statement be produced?

A. You will receive your first Adams Community Bank statement on your regular first cycle after February 24th.

Q. What is Adams Community Bank's routing number?

A. The routing number is the same as South Adams Savings Bank – **211871523**

Q. Will interest rates change on my IRA or CD?

A. No. Rates on IRAs and CDs are fixed until the next maturity date.

Q. How will the fees differ as Adams Community Bank from South Adams Savings Bank?

A. Please refer to the fee schedule enclosed.

Q. What is Adams Community Bank's privacy policy?

A. Please refer to the privacy policy enclosed.

Q. What is Adams Community Bank's Funds Availability policy?

A. Please refer to the funds availability policy enclosed.

Q. What is Adams Community Bank's Error Resolution policy?

A. Please refer to the Error Resolution policy enclosed.

ELECTRONIC BANKING INFORMATION

Q. Will there be any changes to my Internet banking?

A. No. Adams Community Bank will offer the same online banking product that both South Adams Savings Bank and Adams Co-Operative Bank now offer so you will not have to worry about learning a new way to check your balances and make payments! Please refer to some merger weekend considerations below.

Note: If you currently have online banking at both Adams Co-Operative Bank and South Adams Savings Bank, on February 27th you will have two separate logins and profiles. This will allow you to choose the profile most convenient for you. You will be contacted by us in advance with additional information.

Q. Do you expect any down time to the Internet Banking services during the system consolidation?

A. Yes. In order to combine both systems into one, our Internet Banking will be shutdown per the following schedule. Please plan your online banking needs accordingly:

- At approximately 3:00p.m. on Friday, February 24, 2012, South Adams Savings Bank's Online Banking platform will be in stand-by mode. Please note that while in stand-by mode, you will be able to set up future bill pays and transfers but not same day transactions.
- At approximately 9:00a.m. on Monday, February 27, 2012: Adams Community Bank's Online Banking will be available.

Q. Will there be any changes to eStatements?

A. Adams Community Bank will continue to offer the convenience of eStatements and you will see no changes.

Q. How do I access my telephone banking?

A. Adams Community Bank's automated voice response system (VRU) # is 888-338-7272. This number is the same you have always used to dial for this convenient service. Please note however, that the VRU system will be down from approximately 3:00 p.m. on Friday February 24th until Monday February 27th at approximately 9:00 a.m.

INSURANCE INFORMATION

Q. How will my deposits be insured?

A. Your deposits will continue to be insured in full. Following the merger, your deposit accounts will be insured by the FDIC, generally up to a total of \$250,000, and account balances in excess of FDIC deposit insurance coverage limits will be insured by the the Depositors Insurance Fund. Higher FDIC coverage amounts are available under certain circumstances, depending on account ownership structuring and other factors. (For example, a joint account is insured separately from either of the owners' individual accounts.)

For more information, please visit the FDIC's website at <http://www.fdic.gov/consumers/consumer/information/fdiciorn.html>.

Q. What kind of insurance coverage do I have if I have accounts at both South Adams Savings Bank and Adams Co-Operative Bank?

A. Customers who have accounts at both South Adams Savings Bank and Adams Co-Operative Bank on the date of the merger will continue to benefit from separate FDIC insurance coverage at pre-merger levels through August 25, 2012, (six months following the date of the merger).

Q. How will my Certificate of Deposit (CD) accounts be insured?

A. Customers with Certificate of Deposit (CD) accounts from both banks will continue to receive separate FDIC insurance coverage on their CD until the first maturity date following the initial six-month period. For CD accounts maturing within the first six-months, separate coverage will extend to the next maturity date if the CD is renewed for the same time duration (term) and dollar amount, including any interest added to principal. CD accounts maturing within the first six-months that are renewed for a different dollar amount or term are separately insured only until the end of the six-month period.

We will never send you an e-mail message requesting any personal information. We will also never ask you for this information while conducting online banking or through social media channels. Do not provide this information and notify us immediately at 413-743-0040 if you receive such a request.