

**ON LINE BANKING PASSWORD and/or ACCESS ID CHANGE REQUEST  
E-STATEMENT PASSWORD and/or USER ID CHANGE REQUEST**

I am unable to recall one or more required components to access Internet Banking and request that you assign me new login information as specified below. Further, I hold the Bank harmless for any unauthorized access to my accounts until such time as I log onto On Line Banking and/or E-Statements and change the temporary ID(s) and /or Password(s) that you have assigned me.

Require: (Check all that are needed)

- New Access ID for On Line Banking
- New Password for On Line Banking
- New User ID for E-Statements
- New Password for E-Statements

\_\_\_\_\_  
Date

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Witness (if available)

\_\_\_\_\_  
Printed Name

NOTE: The temporary Access and/or User ID will be in the format FirstnameLastname.  
The temporary Password(s) will be WELCOME1.  
All passwords and access ID's are case sensitive.

The Pittsfield Cooperative Bank  
70 South St  
PO Box 1076  
Pittsfield MA 01202-1076  
Phone: 413-447-7304  
Fax: 413-448-2080

For internal use only:

Date changed: \_\_\_\_\_ By: \_\_\_\_\_

Notes: