

Bonnie Masfield works as a mortgage officer in the bank's Great Barrington office and has been employed by Lee Bank for over 20 years. Her focus is residential mortgages for both first and second home owners. The Great Barrington location is a busy, full service branch and offers both commercial and home loans.

Bonnie, like many of her colleagues at Lee Bank, is a Berkshire County native. She began her banking career in 1985 as a mortgage officer at the First Agricultural Bank in Pittsfield. She says, "As much as things are automated today, my job is still a very face-to-face business."

"This is a nice chapter for me in my career. My intention is that I'll retire from Lee Bank like so many others have done. It's about confidence. I'm confident in my happiness and achievements. The human factor is key in my work. When people are buying a house it's an emotional process and they need the human touch, whether it's a \$100,000 house or a two million dollar house. Money is a very emotional commodity. Every mortgage application is complex because we're asking people to essentially verify their financial soul...it's a very exposing process."

"I think the employee longevity here at Lee Bank comes from really caring about each other. People are happy working here. And that doesn't just happen organically. It comes from leading by example and a core base of people who have talent and love living and working here. Employee loyalty and longevity speak volumes."

