FACTS

WHAT DOES **SOUTHWEST BANK** DO WITH YOUR PERSONAL INFORMATION?

Why?

Financial companies choose how they share your personal information. Federal law gives consumers the right to limit some but not all sharing. Federal law also requires us to tell you how we collect, share, and protect your personal information. Please read this notice carefully to understand what we do.

What?

The types of personal information we collect and share depend on the product or service you have with us. This information can include:

- Social Security number and Employment Information
- Credit History and Overdraft History
- Account Balances and Checking Account Information

When you are *no longer* our customer, we continue to share your information as described in this notice.

How?

All financial companies need to share customers' personal information to run their everyday business. In the section below, we list the reasons financial companies can share their customers' personal information; the reasons SouthWest Bank chooses to share; and whether you can limit this sharing.

Reasons we can share your personal information	Does SouthWest Bank share?	Can you limit this sharing?
For our everyday business purposes— such as to process your transactions, maintain your account(s), respond to court orders and legal investigations, or report to credit bureaus	Yes	No
For our marketing purposes— to offer our products and services to you	Yes	No
For joint marketing with other financial companies	No	We Do Not Share
For our affiliates' everyday business purposes— information about your transactions and experiences	No	We Do Not Share
For our affiliates' everyday business purposes— information about your creditworthiness	No	We Do Not Share
For our affiliates to market to you	No	We Do Not Share
For nonaffiliates to market to you	No	We Do Not Share

Questions?

Call 432-552-5000 or go to www.southwest.bank/privacy-policy

Who we are

Who is providing this notice?	SouthWest Bank

What we do

How does SouthWest Bank protect my personal information?	To protect your personal information from unauthorized access and use, we use security measures that comply with federal law. These measures include computer safeguards and secured files and buildings. We restrict access to nonpublic personal information about you to those employees who need to know to provide products and services to you.
How does SouthWest Bank collect my personal information?	We collect your personal information, for example, when you ■ open an account; or deposit or withdraw money from your account. ■ apply for a loan or provide account information. ■ use your debit card or give us your income information. We also collect your personal information from others, such as credit bureaus, affiliates, or other companies.
Why can't I limit all sharing?	Federal law gives you the right to limit only ■ sharing for affiliates' everyday business purposes—information about your creditworthiness. ■ affiliates from using your information to market to you. ■ sharing for nonaffiliates to market to you. State laws and individual companies may give you additional rights to limit sharing. (See below for more on your rights under state law.)

Definitions

Affiliates	Companies related by common ownership or control. They can be financial and nonfinancial companies. ■ *SouthWest Bank does not share personal information with our affiliates.*
Nonaffiliates	Companies not related by common ownership or control. They can be financial and nonfinancial companies. ■ *SouthWest Bank does not share personal information with nonaffiliates for their marketing purposes.*
Joint marketing	A formal agreement between nonaffiliated financial companies that together market financial products or services to you. ■ *SouthWest Bank does not jointly market.*

Other important information

For Texas Customers: SouthWest Bank is chartered, licensed or registered under the laws of the State of Texas and by state law is subject to regulatory oversight by the Texas Department of Banking. Any consumer wishing to file a complaint against SouthWest Bank should contact the Texas Department of Banking through one of the means indicated below:

In person or U.S. Mail: 2601 North Lamar Boulevard, Suite 300, Austin, Texas 78705-4294
Telephone No. (877) 276-5554
Fax No. (512) 475-1313
Email: consumer.complaints@dob.texas.gov
Website: https://www.dob.texas.gov/file-complaint