

FACTS

WHAT DOES THE BANK OF SAN ANTONIO 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 depends on the product or service you have with us. This information can include: <ul style="list-style-type: none"> ▪ Social Security Number and Account Information ▪ Payment History and Transaction History ▪ Investment Experience and Risk Tolerance
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 and the reasons The Bank of San Antonio chooses to share; and whether you can limit this sharing.

Reasons we can share your personal information	Does The Bank of San Antonio 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	Yes	No
For our affiliates' everyday business purposes— information about your transactions and experiences	Yes	No
For our affiliates' everyday business purposes— information about your creditworthiness	Yes	Yes
For our affiliates to market to you	Yes	Yes
For nonaffiliates to market to you	No	We don't share

To limit our sharing	<p>Call 210-807-5524 OR Mail the form below</p> <p>Please note:</p> <p>If you are a <i>new</i> customer, we can begin sharing your information 30 days from the date we sent this notice. When you are <i>no longer</i> our customer, we continue to share your information as described in this notice. However, you can contact us at any time to limit our sharing.</p>
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Questions?	Call 210-807-5524
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Mail-in Form									
Mail to: The Bank of San Antonio 1900 NW LOOP 410 San Antonio, TX 78213	<p>Mark here <input type="checkbox"/> if you do not want your personal information shared:</p> <p>With our affiliates about your creditworthiness, AND With our affiliates to market their products and services to you.</p> <table border="1" style="width: 100%;"> <tr> <td style="background-color: #cccccc;">Name</td> <td></td> </tr> <tr> <td style="background-color: #cccccc;">Address</td> <td></td> </tr> <tr> <td style="background-color: #cccccc;">City, State, Zip</td> <td></td> </tr> <tr> <td style="background-color: #cccccc;">Account number</td> <td></td> </tr> </table>	Name		Address		City, State, Zip		Account number	
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Who we are

Who is providing this notice?

Southwest Bancshares, Inc and all companies including: The Bank of San Antonio Insurance Group; Aspireon Wealth Advisors, LLC; Aspireon Investment Management, LLC; Aspireon Opportunities Fund GP, Inc; Texas Express Funding, LLC; and Texas Independent Insurance Brokers.

What we do

How does The Bank of San Antonio 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 also maintain other physical, electronic and procedures safeguards to protect this information as we have limited access to information to those employees for whom access is appropriate.

How does The Bank of San Antonio collect my personal information?

We collect your personal information, for example, when you

- Open an account or apply for a loan
- Give us your contact information or show us your driver's license
- Seek advice about your investments

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.

What happens when I limit sharing for an account I hold jointly with someone else?

Your choices will apply to everyone on your account.

Definitions

Affiliates

Companies related by common ownership or control. They can be financial and nonfinancial companies.

- Our affiliates are Southwest Bancshares, Inc and all companies including: The Bank of San Antonio; The Bank of San Antonio Insurance Group; Aspireon Wealth Advisors, LLC; Aspireon Investment Management, LLC; Aspireon Opportunities Fund GP, Inc; Texas Express Funding, LLC; Texas Independent Insurance Brokers; The Bank of Austin; Texas Hill Country Bank; Capital of Texas Bancshares, Inc.; and Texas Hill Country Bancshares, Inc.

Nonaffiliates

Companies not related by common ownership or control. They can be financial and nonfinancial companies.

- The Bank of San Antonio does not share with nonaffiliates so they can market to you.

Joint marketing

A formal agreement between nonaffiliated financial companies that together market financial products or services to you.

- Joint marketing partners allow us to offer products and services such as credit cards and other financial investments, products and services.

Other important information

For Texas Bank Customers: The Bank of San Antonio is chartered 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 The Bank of San Antonio should contact the Texas Department of Banking through one of the means indicated below:

In person or U.S. Mail: Texas Department of Banking
2601 North Lamar Boulevard
Suite 300
Austin, TX 78705-4294

Telephone number.... 1-877/276-5554 (toll free)
Fax Number 512/475-1313
Email Address.....consumer.complaints@dob.texas.gov
website address.....www.dob.texas.gov