



Texas Partners Bank Merger FAQs

We are pleased to announce that effective as of October 21, 2020, Texas Hill Country Bank, and [The Bank of Austin](#) merged with and into [The Bank of San Antonio](#). In connection with the merger transaction, The Bank of San Antonio's surviving charter was renamed [Texas Partners Bank](#). Although now Texas Partners Bank, we will continue to operate under the Texas Hill Country Bank name in our Hill Country market area for the foreseeable future, and you will receive correspondence, statements and notices from Texas Partners Bank regarding your accounts at Texas Hill Country Bank. There will be no interruption in service to the loan and deposit accounts of current customers of Texas Hill Country Bank as a result of the merger transaction.

COMMITTED TO YOUR SUCCESS

We are committed to ensuring that our transition to Texas Partners Bank is smooth for all involved. In the coming months, you will receive ongoing communication regarding how any future changes will impact you.

FREQUENTLY ASKED QUESTIONS

What is Texas Partners Bank?

Headquartered in San Antonio, Texas Partners Bank and its members, which include The Bank of San Antonio, Texas Hill Country Bank and The Bank of Austin, provide financial services to individual and commercial clients in central Texas and beyond. Texas Partners Bank encompasses 10 total locations: 5 in San Antonio, 1 in Austin and 4 in the Texas Hill Country. The Board of Directors of Southwest Bancshares, Inc. the holding company of Texas Partners Bank, is comprised of local business and community leaders. For more information about Texas Partners Bank, please visit www.TexasPartners.bank.

Will my bank checking and savings account numbers stay the same?

Yes, your bank checking and savings account numbers will stay the same.

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I have a Small Business Checking Account. Will I have a monthly fee now?

This account is now called a Business Essential Checking Account. This account features a broad range of tools for business owners, including advanced mobile banking with business banking and remote deposit, maintenance free fraud detection, and team banking. There is no charge for the first 300 items of account activity which includes checks, deposits, items deposited, as well as all miscellaneous debits and credits that post to the account. This account does not have a monthly fee, however, fees may apply if additional services are needed. Please reach out to your banker to learn more.

Will my mobile banking app change?

Yes. We are relaunching our mobile app to bring new mobile banking features to you.

Action Required

Beginning December 7th, 2020 you will need to download the Texas Partners Bank mobile app from the Apple App Store or Google Play Store to access your mobile banking accounts. Please use your current online banking credentials to log in to the mobile app. The Texas Hill Country Bank GoDough mobile app will cease to function.

What about my direct deposit or automatic drafts?

Everything will transfer over and you will not need to make any changes to your current arrangements. All direct deposit and automatic draft arrangements, such as Social Security benefits, payroll deposits and loan payments, made with your account will be transferred automatically.

Will my statements change?

Yes, and it will say Texas Partners Bank on our statement header. If you have any questions, please contact your banker to clarify and discuss.

Will my banking hours remain the same?

Yes, our hours will remain the same. Please see our location's operating hours page here: www.texashillcountrybank.com/contact.

Will the transition to Texas Partners Bank affect my existing loan from Texas Hill Country Bank?

Unless you have been notified about a duplicate account number, your loan account number will not change. The terms and structure of your existing loan will not change.

What about the loans we have in the pipeline or being processed?

Nothing will change in our loan processing activity; however, the Lender name in our loan documents will now be Texas Partners Bank.

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Will I need new debit cards?

Yes. A new debit card will be mailed to you the week of November 16th, 2020. For now, please continue using your debit card and services as usual.

Action Required

Please be sure to activate your new debit card on or after December 7th, 2020. It cannot be activated before that date. As of December 7th, 2020 any recurring debit card transactions will not work on your existing debit card. You must switch your recurring debit card transactions to the new card or create an ACH to your account instead of the previous debit card.



Consumer Debit Card



Business Debit Card

Using Your Card

- Your Texas Hill Country Bank Debit Card is welcome at any ATM in the U.S.
- The daily limit for ATM withdrawal is \$500.00 per day and for point of sale purchases the daily limit is \$1,000.00. If you are in need of a temporary increase for a larger purchase, please call your local banking center and a personal banker will be able to assist you.