

## Customer Service

- ▶ [Contact Us](#)
- ▶ [Tools & Resources](#)
- ▶ [Security Center](#)
  - [Online Privacy Practices](#)
  - [Online Banking Protection](#)
  - [Security Awareness](#)
  - [Report Suspicious Emails](#)
  - [Protect Your Identity](#)
  - [Fraud Alerts](#)
  - [Corporate Account Takeover](#)
- ▶ [Bank Holidays](#)
- ▶ [FDIC Insurance Limits](#)

## PRIVACY STATEMENT



### Privacy Statement

FACTS	WHAT DOES GUARANTY BOND BANK N.A. DO WITH YOUR PERSONAL INFORMATION?
<b>Why?</b>	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.
<b>What?</b>	<p>The types of personal information we collect and share depend on the product or service you have with us. This information can include:</p> <p>Social Security number and Account balances  Account transactions and Overdraft history  Transaction history and Credit history</p> <p>When you are no longer our customer, we continue to share your information as described in this notice.</p>
<b>How?</b>	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 Guaranty Bond Bank N.A. chooses to share; and whether you can limit this sharing.

Reasons we can share your personal information	Does Guaranty Bond Bank N.A. share?	Can you limit this sharing?
<b>For our everyday business purposes</b> - such as to process your transactions, maintain your account(s), respond to court orders and legal investigations, or report to credit bureaus	Yes	No
<b>For our marketing purposes</b> - to offer our products and services to you	Yes	No
<b>For joint marketing with other financial companies</b>	Yes	No
<b>For our affiliates' everyday business purposes</b> - information about your transactions and experiences	Yes	No
<b>For our affiliates' everyday business purposes</b> - information about your creditworthiness	No	We don't share
<b>For our affiliates to market to you</b>	No	We don't share
<b>For nonaffiliates to market to you</b>	No	We don't share

<b>Questions?</b>	Call 1-888-572-9881
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<b>What we do</b>	
<b>How does Guaranty Bond Bank N.A. protect my personal information?</b>	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.
<b>How does Guaranty Bond Bank N.A. collect my personal information?</b>	We collect your personal information, for example, when you apply for a loan or apply for insurance open an account or show your driver's license make a wire transfer
<b>Why can't I limit all sharing?</b>	<p>Federal law gives you the right to limit only</p> <p>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</p> <p>State laws and individual companies may give you additional rights to limit sharing.</p>

<b>Definitions</b>	
<b>Affiliates</b>	Companies related by common ownership or control. They can be financial and nonfinancial companies.  <i>Our affiliates include nonfinancial companies, such as Greene Title and Abstract Co.</i>
<b>Nonaffiliates</b>	Companies not related by common ownership or control. They can be financial and nonfinancial companies.  <i>Guaranty Bond Bank N.A. does not share with nonaffiliates so they can market to you.</i>
<b>Joint Marketing</b>	A formal agreement between nonaffiliated financial companies that together market financial products or services to you.  <i>Our joint marketing partners include credit card companies and other financial services providers.</i>

<b>Other Important Information</b>
Guaranty Bond Bank N.A. also engages in the money transmission and/or currency exchange business as an authorized delegate of MoneyGram Payment Systems, Inc. under Chapter 152 of the Texas Finance Code. After first contacting MoneyGram Payment Systems, Inc., a customer that still has an unresolved complaint regarding the company's money transmission or currency exchange activity should direct the complaint to the

Texas Department of Banking.

Consumer/customers may file complaints with the Texas Department of Banking by contacting the Department 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

Fax Number: 1-512-475-1313

Email Address: [consumer.complaints@dob.texas.gov](mailto:consumer.complaints@dob.texas.gov)

Website Address: [www.dob.texas.gov](http://www.dob.texas.gov)

\*Please be advised that this e-mail is unsecured and privacy cannot be ensured. For your protection, do not include account numbers or confidential information.

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Guaranty Bond Bank, N.A. Member FDIC | Equal Housing Lender 

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