

FACTS

WHAT DOES SOVEREIGN 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 Credit history
- Payment history and Account balances
- Checking account information and Transaction history

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 Sovereign Bank chooses to share; and whether you can limit this sharing.

Reasons we can share your personal information	Does Sovereign 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	No	We don't share
For joint marketing with other financial companies	No	We don't share
For our affiliates' everyday business purposes- information about your transactions and experiences	No	We don't share
For our affiliates' everyday business purposes- information about your creditworthiness	No	We don't share
For our affiliates to market to you	No	We don't share
For our nonaffiliates to market to you	No	We don't share

QUESTIONS?

Call 214-242-1900 or go to www.banksov.com

What we do

How does Sovereign 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.
How does Sovereign Bank collect my personal information?	We collect your personal information, for example, when you <ul style="list-style-type: none"> • Apply for a loan or open an account • Provide account information or use your credit or debit card • Deposit money
Why can't I limit all sharing?	Federal law gives you the right to limit only <ul style="list-style-type: none"> • 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>State laws and individual companies may give you additional rights to limit sharing. See below for more on your rights under state law.</p>

Definitions

Affiliates	Companies related by common ownership or control. They can be financial and nonfinancial companies. <ul style="list-style-type: none"> • <i>Sovereign Bank has no affiliates.</i>
Non affiliates	Companies not related by common ownership or control. They can be financial and nonfinancial companies. <ul style="list-style-type: none"> • <i>Sovereign Bank does not share with non affiliates so they can market to you.</i>
Joint marketing	A formal agreement between nonaffiliated financial companies that together market financial products or services to you. <ul style="list-style-type: none"> • <i>Sovereign Bank doesn't jointly market.</i>

Other important information

Sovereign Bank 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 Sovereign Bank should contact the Texas Department of Banking through one of the means indicated below:

In Person or US Mail: 2601 North Lamar Blvd., Suite 300, Austin, Texas 78705-4294

Telephone: 877-276-5554

Fax: 512-475-1313

E-mail: consumer.complaints@dob.texas.gov

Website: www.dob.texas.gov

Sovereign Bank also engages in the money transmission and/or currency exchange business as an authorized delegate of MoneyGram Payment Systems, Inc. under Chapter 151 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 activity should direct the complaint to the Texas Department of Banking.