

# TEXAS PARTNERS BANK



## TEXAS PARTNERS BANK SERVICE GUIDE

Powering Partnerships

### WE'RE HERE TO HELP

Your trust in us is valued and appreciated as we strive to bring the best in banking to you. Please use this guide as a resource to make the most of our financial services. As always, our promise to you is about partnership, and we look forward to serving you.

### CLIENT EXPERIENCE

(800) 814-4976 | (210) 807-5524

For questions such as:

- Account servicing
- Business and personal debit cards
- Consumer online/mobile banking
- Mobile Remote Deposit Capture
- Check ordering

### DEPOSIT OPERATIONS

(800) 815-0782 | (210) 807-5551

For questions such as:

- Statements and adjustments
- Fraud (debit card, check, and ACH)
- Chargebacks
- Levies, garnishment, and tax freezes

### TREASURY MANAGEMENT

### CLIENT SERVICES

(800) 814-4948 | (210) 807-5555

For business account questions such as:

- Business online banking and bill pay
- Remote Deposit Capture
- Fraud protection tools

- Lockbox
- Investment Sweep, Loan Sweep, and Zero Balance Accounts
- Merchant card services

### WIRING INSTRUCTIONS

For questions about wire transfers, please refer to the Wires Service team contact information below.

|                     |  |
|---------------------|--|
| Receiving Bank:     | Texas Partners Bank                        |
| Bank Address:       | 1900 NW Loop 410,<br>San Antonio, TX 78213 |
| Phone Number:       | (844) 548-9473<br>(210) 572-9273           |
| ABA/Routing Number: | 114025641                                  |
| Bank Swift:         | BSATUS44                                   |
| Deadline:           | 4:00 P.M. CST                              |



**ACCESS EVERYTHING YOU  
NEED WHEREVER YOU ARE**  
with the Texas Partners Bank  
mobile app.

With the TPB mobile app, you can:

- Transfer funds quickly and securely with wire transfers
- Move funds between your accounts at different banks
- Prevent unauthorized withdrawals with fraud tools
- Manage and monitor payments with bill pay
- Deposit checks with the snap of a picture
- Send funds directly to another person

Download the TPB mobile app today on the Apple app store or Google Play Store.

## Bank with us anywhere, anytime.

Visit us at any of our financial centers or enjoy ATM fee refunds at any ATM.<sup>1</sup>

View all financial centers at [www.texaspartners.bank/locations](http://www.texaspartners.bank/locations).

SAN ANTONIO | AUSTIN | KERRVILLE | FREDERICKSBURG | BANDERA | NEW BRAUNFELS

Texas Partners Bank | Member FDIC. Equal Housing Lender. | [www.texaspartners.bank](http://www.texaspartners.bank)

<sup>1</sup> Texas Partners Bank refunds ATM usage fees charged by other financial institutions. When you use a non-financial institution's ATM, you may incur surcharge, usage, or other fees charged by the ATM operator or network. A 1% foreign transactions fee may apply. See the Account and Service Fee Schedule for details. You must be an online banking customer and have previously logged in on a desktop or laptop computer to access the mobile application. Online banking clients must set up transfer and bill pay accounts prior to using these features. The TPB mobile app's financial center locator is limited to locating Texas Partners Bank financial centers and ATMs.