

FACTS

WHAT DOES PRIMELENDING, A PLAINSCAPITAL COMPANY ("PRIMELENDING") 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:

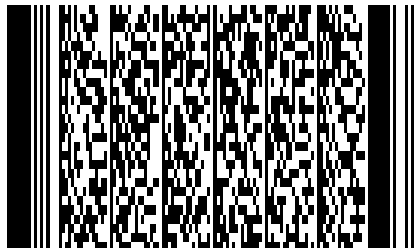
- Social Security number and income
- Credit history and credit scores
- Mortgage Rates and payments

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

Reasons we can share your personal information	Does Primelending 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	No	We don't share
For our affiliates' everyday business purposes - information about your transactions and experiences	Yes	No
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 nonaffiliates to market to you	No	We don't share

Questions? Call toll-free (800) 294-1499 or go to WWW.PRIMELENDING.COM



What we do

How does Primelending 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 Primelending collect my personal information?	<p>We collect your personal information, for example, when you</p> <ul style="list-style-type: none"> ▪ Apply for a loan or give us your income information ▪ Provide employment information or give us your employment history ▪ Provide your mortgage information <p>We also collect your personal information from others, such as credit bureaus, affiliates, or other companies.</p>
Why can't I limit all sharing?	<p>Federal law gives you the right to limit only</p> <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	<p>Companies related by common ownership or control. They can be financial and nonfinancial companies.</p> <ul style="list-style-type: none"> ▪ <i>Our affiliates include certain financial and non-financial companies with a common corporate ownership by Hilltop Holdings Inc. entities.</i>
Nonaffiliates	<p>Companies not related by common ownership or control. They can be financial and nonfinancial companies.</p> <ul style="list-style-type: none"> ▪ <i>PrimeLending does not share your information with nonaffiliates so they can market to you.</i>
Joint marketing	<p>A formal agreement between nonaffiliated financial companies that together market financial products or services to you.</p> <ul style="list-style-type: none"> ▪ <i>Primelending does not jointly market with nonaffiliated financial companies.</i>

Other important information

Vermont residents: We will not share a consumer report about you with our affiliates without your authorization.

Nevada residents: We are providing you this notice pursuant to state law. You may be placed on our internal Do Not Call list by calling (800) 294-1499, or writing to PrimeLending, Attn: Compliance Department, 18111 Preston Road, Suite 900, Dallas, TX 75252. For more information, contact us at the above address. You may also contact the Nevada Attorney General's office: Bureau of Consumer Protection, Office of the Nevada Attorney General, 555 E. Washington Street, Suite 3900, Las Vegas, NV 89101; Phone: (702) 486-3132; Email: BCPINFO@ag.state.nv.us

Do Not Call Policy: This notice constitutes PrimeLending's Do Not Call Policy under the Telephone Consumer Protection Act for all consumers. PrimeLending does not solicit via telephone numbers listed on the state or federal Do Not Call lists, unless the law allows. Consumers who ask not to receive telephone solicitations from PrimeLending will be placed on the PrimeLending Do Not Call list and will not be called in any future campaigns, including those of affiliates.