

Dear BankDirect Customer,

Thank you for your continued loyalty and allowing us to serve you.

We wish to inform you that effective Monday, July 25, 2022, we will be retiring the BankDirect brand and transitioning all open accounts to BankDirect’s parent company, Texas Capital Bank. As of this date, all BankDirect Certificates of Deposit (CDs), Money Market (MMA), Checking and Savings products will transition to Texas Capital Bank. BankDirect will continue operating business as usual for existing customers until the July 25 retirement date. We endeavor to make the transition as seamless as possible. To facilitate this, there are important considerations we want to bring to your attention.

As a current BankDirect customer, you have three options to consider before July 25.

I) If you take no action, your account(s) will transition to Texas Capital Bank on July 25. After July 25, you can access your accounts, transaction history and documents by logging onto www.texascapitalbank.com and selecting “LOG IN” at the top of the screen. Your username, password, account(s) and routing number will remain unchanged.

CHECKING, SAVINGS AND MONEY MARKET CUSTOMERS

Account Destinations	
BankDirect (Pre-Transition Accounts)	Texas Capital Bank (Post-Transition Accounts)
Interest Checking Smart Checking	Capital Interest Checking
Money Market Plus Money Market Original	Money Market
Regular Savings	Consumer Savings

Please note that rate changes for these products will take immediate effect upon the July 25 transition to Texas Capital Bank.

For more information, see Texas Capital Bank’s disclosures (<https://www.texascapitalbank.com/helpful-information/disclosures>), product details (<https://www.texascapitalbank.com/personal-banking/checking-savings>) and current rates (<https://www.texascapitalbank.com/personal-banking/current-rates>)

CD CUSTOMERS

BankDirect CD products will transition to Texas Capital Bank CD products of equivalent maturity for the remainder of their term.

- Transitioned CDs will experience no change to their maturity schedule.
 - o For example, a BankDirect 12-month CD renewed six months before the transition will move to a Texas Capital Bank 12-month CD on July 25 with six months remaining until maturity.
- Transitioned CDs will continue earning the prevailing BankDirect rate for the remainder of their term at Texas Capital Bank. When a transitioned CD is renewed at Texas Capital Bank, the rate will change to the Texas Capital Bank rate offered at that time.
 - o For example, a transitioned 12-month CD with six months remaining until maturity will continue earning the BankDirect 0.60% APY during its six-month period at Texas Capital Bank. If you wish to renew the CD upon maturity, the 0.60% APY will change to the Texas Capital Bank 12-month CD rate offered at that time.

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II) Another option is closing your account(s) and requesting a balance transfer to Bask Bank, a division of Texas Capital Bank offering a highly competitive Annual Percentage Yield (APY) Interest Savings Product and a Mileage Savings Product which awards American Airlines AAdvantage® miles instead of cash interest.

If you choose to close your BankDirect account(s), we'll gladly transfer the balance to a Bask Bank account on your behalf.

If you don't already have an account with Bask Bank, please apply at www.baskbank.com.

After successfully opening your new Bask Bank account, login to BankDirect or Bask Bank online banking and notify us of your intent to close your BankDirect account(s) and transfer the balance(s) to your Bask Bank account. Create a new secure message by selecting "Messages" from the home menu and then selecting the pencil icon.

Please allow 2-3 business days for the funds to transfer.

III) Closing your account(s) and requesting a payout of your balance.

If you wish to withdraw your funds and close your BankDirect account(s), please do the following.

Login to BankDirect

- Select "Account Services" then "Close Account"
- Tell us the accounts you wish to close, the disbursement method and other requested information
- Press "Submit"

You may also send us a secure message from your online bank portal informing us of your intent, and we will assist with the process.

We are committed to providing you with transparent and open communication, so you know what to expect every step of the way. As always, the BankDirect customer support team is standing by to assist and answer any questions you may have.

If you are no longer a customer of BankDirect, please disregard this letter.

Adam Murnan
Manager, Customer Support

FREQUENTLY ASKED QUESTIONS

Why is BankDirect being retired?

BankDirect is being retired to streamline current and future product offerings at Texas Capital Bank and Bask Bank.

What will happen to my BankDirect account(s) on July 25, 2022?

If no action is taken to close your BankDirect account(s) by July 25, they will transition into Texas Capital Bank Consumer Bank accounts.

For more information, see Texas Capital Bank's disclosures (<https://www.texascapitalbank.com/helpful-information/disclosures>), product details (<https://www.texascapitalbank.com/personal-banking/checking-savings>) and current rates (<https://www.texascapitalbank.com/personal-banking/current-rates>)

When and how can I access my account(s) after transitioning to Texas Capital Bank?

After July 25, please visit www.texascapitalbank.com and select "LOG IN" at the top right of the webpage. Your username and password will remain the same as those utilized at BankDirect.

You may also download the Texas Capital Bank Mobile app on your smartphone or tablet from the Apple App store or Google Play store. Please note that you will not be able to access your accounts through the BankDirect app following the transition.

If I transition to Texas Capital Bank, will I still have access to my BankDirect transaction history?

Yes, your BankDirect transaction history will be visible when you log into your Texas Capital Bank account.

If I transition to Texas Capital Bank, will my account or routing number change?

No, there will be no change to account or routing numbers after transitioning to Texas Capital Bank.

Can I still use my BankDirect issued checks and debit card after the transition?

Yes, customers may continue using their BankDirect branded checks and debit cards following the transition to Texas Capital Bank. Any checks or debit cards ordered after the transition will be Texas Capital Bank branded.

Does Bask Bank offer the same products as BankDirect?

Bask Bank, a division of Texas Capital Bank, is an all-digital banking platform currently offering two types of savings account products.

- Interest Savings Account

- o Earns a highly competitive APY with no balance cap
- o No minimum balance to open an account or earn APY
- o No monthly account fees

- Mileage Savings Account

- o Earns one American Airlines AAdvantage® Mile for every \$1 saved annually
- o No limit on miles earned
- o No minimum balance to open an account or earn miles
- o No monthly account fees

For more information, see Bask Bank's terms and disclosures (<https://www.baskbank.com/sites/default/files/terms-and-disclosures.pdf>)

Are Texas Capital Bank and Bask Bank FDIC insured?

Yes, Bask Bank and BankDirect are divisions of Texas Capital Bank. Member FDIC. The sum of your total deposits with (i) Bask Bank; (ii) BankDirect; and (iii) Texas Capital Bank are insured up to \$250,000.

How will I receive my 1099 and other tax documents after the transition?

Tax documents will be mailed out in January 2023. Whether you choose to close your account or transition to Texas Capital Bank, please ensure we have your current mailing address and contact information on file.

Does Texas Capital Bank or Bask Bank have a different customer support team than BankDirect?

Texas Capital Bank, BankDirect and Bask Bank are all serviced by the same customer support team, so there will be no change in the level of service you can expect from us. We'll be with you every step of the way and after.

- Before July 25, contact BankDirect customer support by phone at 877.839.2737 or via secure message on the BankDirect online portal.
- After July 25, contact customer support by phone at 877.839.2265 (Option 3, then option 2) or via secure message on the Texas Capital Bank online portal.