



October 15, 2026

Important Information Regarding Your Online Banking and Bill Pay Services

As previously announced, Texas Partners Bank merged with Prosperity Bank on February 1, 2026. We are writing to remind you that our operational integration of Texas Partners Bank is scheduled for November 9, 2026. As part of this transition, Texas Partners Bank's Online Banking accounts will migrate to Prosperity Bank's Online Banking system. **If you have any questions, please contact your Relationship Manager or call Texas Partners Bank's Client Experience Team at (210) 807-5524. We are here to help.**

Conversion Weekend – Important Dates *(All times listed are Central Time)*

Prior to Friday, November 6	Friday, November 6	Weekend of November 6-8	Monday, November 9
Both banks' online banking systems operate separately. We recommend you save or print transaction information and history you would like to retain from Texas Partners Bank.	3:00 p.m. Bill Pay will not be accessible until Monday, November 9. 4:00 p.m. Access to Texas Partners Bank's Online Banking will be in view-only mode during conversion weekend. Mobile Banking will be removed.	We will convert Texas Partners Bank's Online Banking to Prosperity Bank's Online Banking. Please read closely the specific sections below for important details. Your Texas Partners Bank Debit Card will remain active.	8:00 a.m. Prosperity's Online Banking will be available for Texas Partners Bank customers. Please see the first-time login process details within this letter to access your new Prosperity account at www.prosperitybankusa.com or Prosperity's Mobile Banking.

Prior to Friday, November 6 at 4:00 p.m. we encourage you to save or print history, statements, or other account information you would like to retain post-conversion for your records. The final update for all Texas Partners Bank transaction data will occur at 4:00 p.m. on Friday, November 6.

 **Transaction History:** Your account history in Prosperity Bank's Online Banking will begin on Monday, November 9. Other than eStatements, your Texas Partners Bank transaction history will not transfer to Prosperity Bank Online Banking. We recommend you save or print transaction information and history you would like to retain from Texas Partners Bank.

Important Information About Your November Statement

Your final Texas Partners Bank statement dated November 6, 2026, will be sent by mail to all customers, including those currently enrolled in eStatements. This statement will not be available electronically after operational integration. To ensure timely delivery, please verify that your mailing address is current before November 6, 2026.

 **Statements:** If your account is not enrolled in eStatements, the statement view will no longer be available online. Transaction history will be available, along with image retrieval. You may wish to download and save your statements before November 6, 2026, for future access. To continue viewing future statements online beginning Monday, November 9, please enroll in eStatements through Prosperity Bank's Online Banking by clicking on Statements/Notices.

 **eStatements:** If your account is currently opted in for eStatements, you will continue to receive them, and no further action is needed. Your Texas Partners Bank eStatements will migrate to Prosperity and will be available shortly after conversion. Once migration is complete, your eStatement history will build over the course of the next few weeks until up to 2 years of history is available. The Prosperity notification for eStatements and eNotices will come from the email address estatements@prosperitybankusa.com, and will include "Prosperity Bank eStatements/eNotice Notification" in the subject line. Please adjust your email settings, if needed, to accept this email notification.

New Features Available with Prosperity Online & Mobile Banking

As part of your transition to Prosperity Bank's Online and Mobile Banking, you'll gain access to several enhanced tools and features designed to provide greater convenience and control:

- **Zelle®** – Send and receive money quickly and conveniently with friends, family, and others you trust. Zelle® is available within Prosperity Bank Online Banking and the Mobile Banking app, allowing you to send money using an email address or U.S. mobile phone number.
- **Sub-Users** – Securely provide Online Banking access to additional users, such as a CPA, bookkeeper, or other trusted individual, while maintaining control over their account access and permissions. Prosperity Bank Online Banking allows primary users to determine account access, transaction limits, and certain user rights.
- **My Finances** – Get a broader view of your finances with tools designed to help you stay organized and on track. My Finances allows you to simplify spending categories, create budgets, and track savings goals, all within Online Banking.

 **Mobile Banking:** Beginning on Monday, November 9, download the blue Prosperity Bank app and use the initial login process to establish your access. Prosperity Mobile Banking supports iPhone, iPad, and Android devices. If you are currently enrolled and have access to Mobile Check Deposit with Texas Partners Bank, then normal access will resume on Monday, November 9, 8:00 a.m. in Prosperity Bank's Mobile Banking system. Prosperity's cut-off time for Mobile Check Deposits is 6:00 p.m.

 **Transfers:** Future-dated and recurring account-to-account transfers between Texas Partners Bank accounts will migrate to Prosperity Bank Online Banking. Transfers will be temporarily unavailable from Friday, November 6, at 4:00 p.m. to Monday, November 9, at 8:00 a.m. Prosperity's cut-off time for Transfers is 8:00 p.m.

 **Bill Pay Customers:** You may continue entering payments through Texas Partners Bank's Online Bill Pay until 3:00 p.m., Friday, November 6. To ensure a smooth transition, we will automatically transfer your existing payees, payment history, and any future or recurring payments to be processed. You may resume using Bill Pay services beginning on Monday, November 9, in the Prosperity Bank Online Banking system. If you currently use Pay an Individual within Bill Pay, your existing payment information will not convert to the new Online Banking system. After conversion, you can use Zelle® to conveniently send money directly to individuals. Simply set up your recipients in Zelle® to begin making future payments.

 **External Transfers:** Customers can continue entering external transfers through Texas Partners Bank's Online Banking until 4:00 p.m., Friday, November 6. To ensure a smooth transition, we will automatically transfer existing external accounts and any scheduled or recurring transfers. However, external transfer transaction history will not be converted. Texas Partners Bank customers may resume using External Transfers beginning on Monday, November 9, 2026.

 **Quicken or QuickBooks:** Intuit customers will need to reestablish their Intuit connections in Quicken or QuickBooks utilizing the Prosperity Bank Online Banking System. To view the Quicken and QuickBooks guides, please visit www.prosperitybankusa.com/welcome-texas-partners.

 **Account Alerts & Text Banking:** Your account alerts will not migrate over to Prosperity's Online Banking and can be reestablished beginning Monday, November 9. Text banking can be reestablished in Online Banking settings. Prosperity's short code is 28372.

 **Debit Card Alerts:** Customers who previously had debit card alerts and controls set up for their Texas Partners Bank debit card through Secure Swipe will need to reestablish those provisions for their newly issued Prosperity Bank debit cards through CardControl. Accessible through Prosperity Bank Online Banking and Mobile Banking, CardControl allows you to report a lost or stolen card, set or change your PIN, and manage card settings with ease.

You may log in to the Prosperity Bank Online Banking system at www.prosperitybankusa.com beginning **Monday, November 9**, at 8:00 a.m., and resume normal Online Banking activities.

Initial Login Process Beginning Monday, November 9

Login Process: To access your new Prosperity Bank Online Banking account beginning at 8:00 a.m., Monday, November 9, please visit: www.prosperitybankusa.com or download our blue mobile banking app from the App Store or Google Play.

User ID: Unless you are otherwise notified, you will continue to use your current Texas Partners Bank user ID.

Password: You will continue to use your current Texas Partners Bank password.

For the latest information and additional details on the merger, please visit www.prosperitybankusa.com/welcome-texas-partners.

We are excited for you to experience the new features that Prosperity Bank's Online Banking system offers. We look forward to working with you in the future.

Prosperity Bank

Customer Service Center

(800) 531-1401 / www.prosperitybankusa.com

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