



## CONSUMER COMPLAINT PROCESS

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

In Person or U.S. Mail.....	Texas Department of Banking 2601 North Lamar Boulevard, Suite 300 Austin, TX 78705-4294
Complaints concerning sale of checks activities should be directed to....	Texas Department of Banking 2601 North Lamar Boulevard, Suite 300 Austin, TX 78705-4294
Telephone Number...	1-877/276-5554 (toll free)
Fax Number.....	512/475-1313
E-mail Address.....	<a href="mailto:consumer.complaints@banking.state.tx.us">consumer.complaints@banking.state.tx.us</a>
Website Address.....	<a href="http://www.banking.state.tx.us">www.banking.state.tx.us</a>