



## Consumer Complaint Notice

### General Complaints

For general complaints, please contact North Dallas Bank & Trust Co. We are committed to providing an exceptional customer experience and we encourage you to contact us with any concerns via the following options:



North Dallas Bank & Trust Co.  
PO Box 801826  
Dallas, TX 75380-1826



Toll Free (800) 275-7966 or  
Local (972) 716-7100  
Monday – Thursday 8:30 a.m. to 5:00 p.m. CST  
Friday 8:30 a.m. to 6:00 p.m. CST



[customer.service@ndbt.com](mailto:customer.service@ndbt.com)

### Credit Report Disputes

North Dallas Bank may report information regarding your credit accounts with us to consumer reporting agencies and we make every effort to provide accurate information. If we report any inaccurate information about your account(s) to a consumer reporting agency, please notify us by completing this [Consumer Dispute Form](#) and mailing it to:

North Dallas Bank & Trust Co.  
Attn: Loan Operations Department  
12900 Preston Road  
Dallas, TX 75230

### Consumer Complaint Notice

North Dallas Bank & Trust Co. is chartered under the laws of the State of Texas and, by state law, is subject to oversight by the Texas Department of Banking. Any consumer wishing to file a complaint against North Dallas Bank & Trust Co. should contact the Texas Department of Banking through the following means:

In Person/Mail: 2601 N. Lamar Blvd, Ste. 300, Austin, TX 78705-4294  
Phone: (877) 276-5554  
Fax: (512) 475-1313  
Email: [consumer.complaints@dob.texas.gov](mailto:consumer.complaints@dob.texas.gov)  
Online: <http://www.dob.texas.gov/file-complaint>