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Commissioner

TEXAS DEPARTMENT OF BANKING

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PRESS RELEASE

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CONSUMER ALERT – Prime Trust Bank

The Texas Department of Banking has become aware of a fraudulent website purporting to offer banking services. The following website, <https://primetrustonline.com>, claims to belong to “Prime Trust Bank” described as a NCUA-insured “not-for-profit credit union bank” located in Austin Texas. The fraudulent website displays the physical address and routing transit number associated with PrimeBank of Texas, a Texas-chartered state bank, although there is no affiliation between the two entities.

The fraudulent website provides the contact email address info@primetrustonline.com, phone number “+12082968437,” and indicates it has a physical location at “4301 Westbank Dr., Ste 100C Austin, TX 78746.”

Prime Trust Bank and the website, <https://primetrustonline.com>, are not associated with any other known bank or credit union. No entity by the name of Prime Trust Bank is authorized to provide banking services in Texas, nor is any bank or credit union by that name supervised by the Texas Department of Banking, the FDIC, the Federal Reserve, the NCUA, or other U.S. regulatory authorities.

Consumers should consider any communication or solicitation involving Prime Trust Bank, or the website, <https://primetrustonline.com>, to potentially be an attempt to fraudulently obtain personal information and funds by an unauthorized and unregulated entity. Anyone with information about this purported bank or its website should contact the Department’s Consumer Assistance Activities at consumer.complaints@dob.texas.gov or call toll free (877) 276-5554.