



## CONSUMER PRIVACY NOTICE

|              |                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                     |
|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|
| <b>FACTS</b> | <b>WE ARE PROVIDING THIS NOTICE TO YOU BECAUSE OF YOUR RELATIONSHIP WITH NEW YORK COMMUNITY BANCORP, INC. OR ONE OF ITS AFFILIATES, SUCH AS NEW YORK COMMUNITY BANK.</b>                                                                                                                                                                                                                                                                                     |                                                     |
|              | <b>WHAT DOES NEW YORK COMMUNITY BANCORP, INC. AND ITS AFFILIATES DO WITH YOUR PERSONAL INFORMATION?</b>                                                                                                                                                                                                                                                                                                                                                      |                                                     |
| Why?         | Financial companies choose how they share your personal information. Federal law gives consumers the right to limit some but not all sharing. Federal law also requires us to tell you how we collect, share, and protect your personal information. Please read this notice carefully to understand what we do.                                                                                                                                             |                                                     |
| What?        | <p>The types of personal information we collect and share depend on the product or service you have with us. This information can include:</p> <ul style="list-style-type: none"> <li>• Social Security Number and Income</li> <li>• Account Balances and Payment History</li> <li>• Transaction History and Credit History</li> </ul> <p>When you are <i>no longer</i> our customer, we continue to share your information as described in this notice.</p> |                                                     |
| How?         | All financial companies need to share customers’ personal information to run their everyday business. In the section below, we list the reasons financial companies can share their customers’ personal information; the reasons New York Community Bancorp, Inc. chooses to share; and whether you can limit this sharing.                                                                                                                                  |                                                     |
|              | <b>Reasons we can share your personal information</b>                                                                                                                                                                                                                                                                                                                                                                                                        | <b>Does New York Community Bancorp, Inc. share?</b> |
|              | <b>For our everyday business purposes</b> — such as to process your transactions, maintain your account(s), respond to court orders and legal investigations, or report to credit bureaus                                                                                                                                                                                                                                                                    | <b>NO</b>                                           |
|              | <b>For our marketing purposes</b> — to offer our products and services to you                                                                                                                                                                                                                                                                                                                                                                                | <b>NO</b>                                           |
|              | <b>For joint marketing with other financial companies</b>                                                                                                                                                                                                                                                                                                                                                                                                    | <b>NO</b>                                           |
|              | <b>For our affiliates’ everyday business purposes</b> — information about your transactions and experiences                                                                                                                                                                                                                                                                                                                                                  | <b>WE DON’T SHARE</b>                               |
|              | <b>For our affiliates’ everyday business purposes</b> — information about your creditworthiness                                                                                                                                                                                                                                                                                                                                                              | <b>WE DON’T SHARE</b>                               |
|              | <b>For nonaffiliates to market to you</b>                                                                                                                                                                                                                                                                                                                                                                                                                    | <b>WE DON’T SHARE</b>                               |
| Questions?   | <p>Call the toll-free number below:<br/>         New York Community Bank customers: 1-877-786-6560<br/>         Residential mortgage customers: 1-888-696-4444</p>                                                                                                                                                                                                                                                                                           |                                                     |

| <b>Who we are</b>                                                                  |                                                                                                                                                                                                                                                                                                                                    |
|------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Who is providing this notice?</b>                                               | New York Community Bancorp, Inc. and its family of companies, including: New York Community Bank and its divisions.                                                                                                                                                                                                                |
| <b>What we do</b>                                                                  |                                                                                                                                                                                                                                                                                                                                    |
| <b>How does New York Community Bancorp, Inc. protect my personal information?</b>  | To protect your personal information from unauthorized access and use, we use security measures that comply with federal law. These measures include computer safeguards and secured files and buildings.                                                                                                                          |
| <b>How does New York Community Bancorp, Inc., collect my personal information?</b> | We collect your personal information, for example, when you <ul style="list-style-type: none"> <li>• Open an account or apply for a loan;</li> <li>• Deposit money or use your debit card;</li> <li>• Pay your bills.</li> </ul> We also collect your personal information from others, such as credit bureaus or other companies. |
| <b>Why can't I limit all sharing?</b>                                              | Federal law gives you the right to limit only <ul style="list-style-type: none"> <li>• Sharing for affiliates' everyday business purposes – information about your creditworthiness;</li> <li>• Affiliates from using your information to market to you;</li> <li>• Sharing for nonaffiliates to market to you.</li> </ul>         |
| <b>Definitions</b>                                                                 |                                                                                                                                                                                                                                                                                                                                    |
| <b>Affiliates</b>                                                                  | Companies related by common ownership or control. They can be financial and nonfinancial companies. <ul style="list-style-type: none"> <li>• <i>New York Community Bancorp, Inc. does not share with our affiliates.</i></li> </ul>                                                                                                |
| <b>Nonaffiliates</b>                                                               | Companies not related by common ownership or control. They can be financial and nonfinancial companies. <ul style="list-style-type: none"> <li>• <i>New York Community Bancorp, Inc. does not share with nonaffiliates so they can market to you.</i></li> </ul>                                                                   |
| <b>Joint Marketing</b>                                                             | A formal agreement between nonaffiliated financial companies that together market financial products or services to you. <ul style="list-style-type: none"> <li>• <i>Our joint marketing partners include companies such as other banks and financial service providers.</i></li> </ul>                                            |