

## Cash Vault

### General information

Truist Cash Vault is for clients with \$1,000 per day or more in cash deposits or orders. Vault clients contract with an armored carrier for pickup of their deposits and delivery of their orders. Check deposits can also be sent in with your cash deposits.

If your organization relies on cash to conduct business, you understand the importance of the security and control associated with using armored courier and cash vault services. At Truist, we provide a complete line of services designed to help you manage your cash needs more effectively and securely.

We work with a variety of partners to offer cash and check processing facilities throughout the country. This nationwide solution simplifies your cash management process and gives you faster access to deposit totals and detailed information. Truist Cash Vault gives your business more control and greater flexibility.

### Key things to know

- Your Cash Vault Support will be changing as of February 22, 2022 to more efficiently serve your needs. Beginning February 22, 2022, please initiate all cash vault tickets/issue research requests via the webform located at <https://treasuryresources.truist.com/receivables/cash-vault>.
- If you use Brinks CompuSafe, you'll experience a delay (for a minimum of two business days) in receiving funds when your safe converts to Truist. When each safe is serviced for the first time after converting to Truist, it will experience a minimum delay of 48 hours. The money placed into the safe after servicing will post to your Truist DDA 48 hours after servicing.
- All Cash Vault locations have been assigned a location number. These numbers must be numeric values with no leading zeros. Location numbers can't be repeated if the locations deposit into the same DDA.
  - You may see a change in previously assigned location numbers to remove alpha characters or leading zeros.
  - If you don't currently have a location number assigned to your location(s), one will be assigned to each.
  - If your location(s) currently have a numeric location number assigned, you'll experience no change.
  - You won't see changes to your current location name.
- The location number will be displayed on your statement and in your digital banking platform.
- If you have questions, including changing assigned location numbers, or need support, please reach out to [cvs-news@truist.com](mailto:cvs-news@truist.com)
- Your billing statement will include new billing code descriptions, and you'll be provided new glossary definitions for service fees.
- You'll see branding changes. Be aware of Truist email changes and any naming convention changes related to rebranding.
- You can use any armored carrier to deposit cash deposits to a secure facility.
- Change orders will continue to be placed via your current method. All change orders must be placed by 11 am local time for next-day delivery.
- Mailed and faxed deposit receipts won't be supported.
- You won't receive a phone call for adjustments of more than \$100.

### Key things to do

We recommend that you keep excess change available for a minimum of two days after conversion. Please make sure all change orders are scheduled to be received on or before Friday, February 18, 2022.

### Frequently asked questions

**How will I know when my CompuSafe will be converted?**

Your safe will be converted when serviced by your Brinks representative on or following February 22, 2022.

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### How often does cash need to be picked up and delivered to the Cash Vault Facility?

Truist can support the schedule arranged between you and your armored car. For Smart Safes, Truist requires cash delivery at least weekly.

### Can I deposit foreign currency via Cash Vault?

No, foreign currency is not supported.

### Where can I access Cash Vault reference materials?

The [Treasury Resource Center](#) contains user reference materials, such as quick reference guides and other helpful information. The Receivables page contains Cash Vault materials. Search the site for resources related to other Truist treasury solutions.

## Service description information

On February 20, 2022, your SunTrust account will become a new Truist account, and your treasury services will transition to Truist treasury services. For treasury services, service descriptions and certain pricing will be modified. Any pricing changes for deposit accounts or treasury services will be effective February 1, 2022.

We have worked to limit fee changes for our clients, but depending on your services and usage there may be changes to your entity's pricing. To view your personalized treasury services pricing detail, please review your account analysis statement when it becomes available for the February 2022 period.

An overview of the changes to Treasury Solutions service descriptions, definitions and standard pricing for the services, is located [here](#). Your actual pricing may be different based on your usage of services, account types, or other agreements we have with you relating to pricing. The service descriptions are shown by product and broken into three categories for ease of review as listed below:

- 1) **No change** - Service Description and Definition provided for reference.
- 2) **Service description name change only** - The description on your statement will change, but the billing methodology and price are unchanged.
- 3) **Change to name, billing methodology and or price** - Services with a change to billing methodology or price are provided along with additional information to help you understand how any changes may affect your account.

If you have questions about this information, contact Truist support at **877-882-1195**.  
Representatives are available from 8 am to 6 pm ET, Monday through Friday on bank business days.