

Vault 360

Becomes Truist 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 billing statement will include new billing code descriptions, and you'll be provided new glossary definitions for service fees.
- There will be branding changes. Please be aware of Truist email changes and any naming convention changes related to re-branding.

Key things to do

No action is needed right now.

Frequently asked questions

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.

Can I receive accelerated credit for checks and coin deposited into my smart safe?

No, coin and checks are not given accelerated credit with safe, but some safe models may have a drop box section to store these deposits. Coin and check deposits would be processed at next scheduled armored courier pickup.

Where can I access Cash Vault reference materials?

Refer to the Receivables page of the [Treasury Resource Center](#) for information on Cash Vault.

Service definition information

On October 10, 2021, your BB&T 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 October 1, 2021.

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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 October 2021 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 **877-882-1194**.
Representatives are available from 8 am to 8 pm ET, Monday through Friday on bank business days.