

Safe Deposit Boxes are for customers who want to store important documents or valuables in a safe and secure environment. They come in a variety of sizes.

Account Features

- Store your valuables in a safe environment.
- Access during Store opening hours.
- Available to Metro Bank Personal Current and Cash Account customers aged 18 or over.
- Available to Metro Bank Business Current Account customers.

Important Information Summary

This document summarises the important features of the Metro Bank Safe Deposit Box. It should be read carefully together with the Metro Bank Safe Deposit Box Terms and Conditions (the 'Terms and Conditions') and Our Service Relationship with Personal Customers, or Our Service Relationship with Business Customers, whichever is relevant to you. If there is anything you do not understand please ask any Metro Bank Customer Service Representative. These details are correct as of 27 January 2025.

KEY PRODUCT INFORMATION

Safe Deposit Box price list

Safe Deposit Box discount of 25% off box rental for one year, subject to conditions as outlined in 'Things you should consider' section.

Payment

You can either pay a monthly or annual fee for your Safe Deposit Box. The fee is payable in advance. Price list below shows the standard Safe Deposit Box fees payable. You may be eligible for a 25% discount on the Safe Deposit Box fee, available for one year only from the time of box opening.

Name of Box	Box Size (H x W x D)	Annual Fee (inc. VAT)		Monthly Fee (inc. VAT)	
		Standard price	25% Discount	Standard price	25% Discount
Extra Small	3" x 5" x 21.5"	£240 each	£180 each	£20.00 each	£15.00 each
Small	5" x 5" x 21.5"	£270 each	£202.50 each	£22.50 each	£16.87 each
Medium	3" x 10" x 21.5"	£360 each	£270 each	£30.00 each	£22.50 each
Large	5" x 10" x 21.5"	£525 each	£393.75 each	£43.75 each	£32.82 each
Extra Large	10" x 10" x 21.5"	£750 each	£562.50 each	£62.50 each	£46.87 each

NB: These prices are the standard price for a Safe Deposit Box. The 25% discount is only available if eligible.

Promotional offer

- The 25% discount offer is only available when you open a new Metro Bank Safe Deposit Box.
- If you are an existing Safe Deposit Box customer and you wish to open a second box or upgrade your existing box size, you will be eligible for the discounted prices on the new or upgraded box, if a box is available.
- You will not be eligible for the discounted box price if you open a new box and you have closed an existing same size Safe Deposit Box in the previous one month period.
- Maximum of two discounted Safe Deposit Boxes allowed per customer.

Access

- Two copies of a unique key for each Safe Deposit Box
- Unlimited access during Store opening hours
- Secure environment, locked in a vault
- Safe Deposit Box viewing room available in every Store

Additional charges and fees

Missed renewal payment:	£10
Early closure fee. Minimum term of 6 months applies:	£50
Forced box opening (drilling and lock replacement)	Weekdays: £200 • Saturdays (limited store location): £300
Lost/stolen single key:	£30

THINGS YOU SHOULD CONSIDER

- You must only keep items that belong to you in your Safe Deposit Box.
- If you lose your Safe Deposit Box key we will change the lock to your box and give you a new key. We will charge a fee to cover the cost of replacing the lock. The fee is payable on receipt of the new key. If you require a second key, a further fee is payable.
- There are certain items which you must not keep in your box, such as cash, chemicals, knives and plants – please see Term 3 of the Terms and Conditions for more details.
- Your fees must be paid on time in order to access your Safe Deposit Box. If we have not obtained payment from you after 120 days, we may open your box, sell the contents to pay our fees and costs and pay you back any difference. If you are having difficulties making payments please contact us as soon as possible.
- You should consider whether you need to insure the items. Keeping valuables in a Safe Deposit Box should not be seen as insurance of the valuables.
- The 25% discount only applies for one year from the date of the new Safe Deposit Box opening. Subject to availability.
- After the one year discounted period, the Safe Deposit Box renewal price will revert to the standard box price at that time. You will be notified when the discount period ends and of the standard price for the following year.
- This discount cannot be used in conjunction with any other offer.
- The 25% discount offer can be withdrawn at anytime without notice.
- Find our latest store hours at metrobankonline.co.uk/store-locator/latest-store-opening-hours/

Opening a Safe Deposit Box requires a customer to already hold a Metro Bank cash account, or a Metro Bank personal or business current account. If you do not have one, you will be required to open a cash or current account at the same time. These accounts are subject to their own terms and conditions. Before taking out a cash or current account you should carefully consider which type of account is suitable for your needs. Please Note: if a current account application is declined following a credit check, this will be reflected on your credit file.