



What happens to the contents of my box if I die or become physically or mentally incapacitated?

You should provide your attorney, beneficiary, or custodian with information about the existence of your box (for an example letter, visit our [Customer Resources](#) page). However, knowledge of the existence of your box does not constitute permission to access it. USPV will require a court order to release the contents of your box to ANYONE other than the renter.

If you choose not to provide this information, USPV will open your box due to nonpayment of rent (after a six month grace period has elapsed). If you have provided contact information within your box (suggested), USPV will attempt to locate you. If no contact information is found, we will store the contents of your box in our private safe for three years. Thereafter, we are required to escheat (forward) the contents to the State of California.

Can more than one person have access to my box?

Yes. At the time you rent your box, USPV can perform a second iris scan that will enable that individual to access your box.

What forms of payment does USPV accept?

USPV accepts CASH only.

What if I lose my key?

You will be charged \$50 for a new key.

Does USPV insure the contents of my box?

Neither USPV nor banks insure the contents of safe deposit boxes. Riders to homeowner's policies may cover contents.

What if I fail to pay my annual rental fee on time?

USPV gives its clients a six month grace period. Thereafter, a licensed and bonded locksmith will open your box. The contents will be stored in our private safe for three years at which time we are required to escheat (forward) the contents to the State of California.



What can NOT be stored at USPV?

U.S. Private Vaults strictly prohibits the storage of illegal drugs, weapons, ammunition, hazardous materials, illegal contraband and illegally obtained property or the products therefrom. To ensure compliance with these rules, USPV uses drug and hazardous material detection dogs as well as other detection methods.

If USPV discovers a violation of these rules, it has the right to notify the appropriate authorities.

How does USPV protect its customers from potential employee dishonesty?

USPV employs numerous security measures to protect customer assets from potential employee dishonesty. Click [HERE](#) for details.

What would happen to my box if USPV closed its doors?

Closure plans would be posted on the USPV web site at least six months in advance. If you have not collected the contents of your box prior to closing, a licensed and bonded locksmith would open the box. USPV would attempt to locate you using the contact information (suggested) placed in your box. If we were unable to do so, we would store the contents in a safe deposit box at a local bank in the name of our law firm for a minimum of one year.