

Will my annual lease agreement/term balance move to the other Resource One Safe Deposit Box location if I move my contents there?

No, your annual lease has been terminated and you have not been charged the standard rent renewal. A new annual lease agreement must be established upon box opening if you chose to move your box and one is available for rent. All Lease owners must be present at the time of opening or they can be added after the fact; however, only those present at the time of box opening will have access to the new box.

How do I retrieve my Safe Deposit Box contents if I do not move them before the deadline?

Should you not retrieve your box content prior to June 30th 2025 and Resource One has to drill your box, you will be notified within 30 days of the drilling and relocation, on how to retrieve the content of said box. Appointments can be made by calling 800-375-3674.

Will I be guaranteed a Safe Deposit Box at another Resource One location?

At this time, all boxes are on a first-serve basis, by appointment only. Once we have additional box options you will be the first to be notified if a box of like size is not available or you can opt to transition to a new box size at the standard box rate.

Will I get a new key at another Resource One Safe Deposit Box location?

Yes. If you relocate your box to our South Side SDB locations by appointment, you will receive a new key with a new lease agreement. If you do not collect your box content your belongings will be stored in a tamper evident bag until either the escheatment terms or met or you collect your items. We will not be moving your box for you.

Can someone else retrieve my Safe Deposit Box contents for me?

No. Only lessee(s) with valid identification, listed on the safe deposit box, may retrieve the contents with their key; unless a deputy has been appointed by the lessee(s) and listed on the current contract. In this instance, the Deputy may retrieve the contents and close the box utilizing the lessee's key.

What happens to my Safe Deposit Box if I don't close my box by June 30 2025?

If you do not move your box or retrieve your content, Resource One will drill your box, inventory, and store your content beginning July 2025 in a secure vault at our SouthSide Branch location. The content will remain in a secured vault until the escheatment time period has been reached of no less then 5 years beginning July 2025. A letter will be mailed once the drill has been completed with further instructions for pick-up until escheatment has been met.

What happens if I try and set an appointment to rent a like box size but the size I need is not available?

Once we have additional box options you will be the first to be notified if a box of like size is not available to you or you may opt to rent a box of a different size that is available at the current rental rate.

I lost my keys, what happens now?

Contact the North Dallas Location and they will place you on the drill list to have your box drilled on June 30th 2025, there will be no drill fee during that time. Should you need access prior to the scheduled drill time the standard drill fee of \$275.00 will apply. **YOU MUST BE PRESENT DURING THE DRILL TO COLLECT YOUR BELONGINGS.**

What will happen to the Resource One employees?

The North Dallas branch staff will remain with Resource One at nearby branches. By reallocating this team to other branches, we can better serve members and enhance their experiences.