

## Important Notice: Rental Fees Update

Starting from 1 September 2025, there will be a revision to our Safe Deposit Box rental fees.

This adjustment is part of a broader update across our operations to ensure long-term service reliability amidst rising operational and infrastructure costs.

There are several upcoming enhancements in the pipeline to bring the best customer experience to you. These include the introduction of electronic invoicing (with your box number as the password), refreshed branch interiors at Paya Lebar, and a new online registration portal for new box subscription sign-ups. Look out for these new implementations as we share more details with you closer to date.

Thank you for your continued trust in Certis Safe Deposit Box.

Box Sizes	Prevailing Rates Update <i>Customers who subscribed after 2008</i>		Loyalty Rates Update <i>Customers who subscribed before 2008</i>	
	GIRO	NON-GIRO	GIRO	NON-GIRO
<b>XS</b>	\$159.00	\$259.00		
<b>S</b>	\$239.00	\$339.00	\$189.00	\$289.00
<b>M</b>	\$319.00	\$419.00	\$269.00	\$369.00
<b>L</b>	\$499.00	\$599.00	\$449.00	\$549.00
<b>XL</b>	\$819.00	\$919.00		

For more information, please speak with our team or visit [www.certisgroup.com/safe](http://www.certisgroup.com/safe).

## FAQ

### 1. Are any new features or services being added?

Yes, we are excited to introduce several new features as part of our ongoing commitment to serving you better:

- **Electronic Invoicing:** Invoices will now be sent digitally to your email, with your box number serving as the password to the file for easy and secure access.
- **Refreshed interiors at Paya Lebar:** We have updated our branch spaces at Paya Lebar to create a more pleasant and welcoming environment for your visits.
- **Online Registration Portal:** Subscription of new boxes can now be completed conveniently online – no need to visit a branch.

### 2. When will this take effect?

The new rental fees will apply to all renewals or new rentals starting from 1 September 2025.

### 3. What is the new pricing?

You may find out more on our page [www.certisgroup.com/safe](http://www.certisgroup.com/safe) under Box Sizes and Charges. Alternatively, you may also find the details provided in your renewal notice.

### 4. Can I downsize or cancel my box?

All renewal fees are non-refundable. Should you wish to explore different options, our Customer Service Officer will be happy to assist you with available box sizes and terms.

### 5. Who can I contact regarding my concerns?

You may contact us at +65-6555-5000 or email us at [info@certisgroup.com](mailto:info@certisgroup.com)