

[Bank Name]
[Premium Services Department]
[Branch Address]
[City, State, Zip Code]

[Date]

[Customer Name]
[Customer Address]
[City, State, Zip Code]

Subject: Inquiry Regarding Premium Account Safe Deposit Box Services

Dear [Customer Name],

Thank you for contacting us regarding the safe deposit box services associated with your premium account. We appreciate your continued partnership with [Bank Name].

As a premium account holder, you are entitled to the following benefits regarding our secure storage facilities:

- **Complimentary Rental:** Your account tier includes a [Size] safe deposit box at no annual cost.
- **Priority Access:** Premium clients receive expedited access to the vault area during standard business hours.
- **Discounted Upgrades:** Should you require a larger box, a [Percentage]% discount will be applied to the standard annual rate.
- **Enhanced Security:** Our vault facilities utilize multi-factor authentication and 24/7 monitoring for your peace of mind.

To finalize your box assignment, please visit our [Branch Name] location with two forms of government-issued identification. Our dedicated relationship managers will be available to assist you with the signing of the lease agreement and the issuance of your keys.

Please note that safe deposit box contents are not insured by the bank or the FDIC. We recommend contacting your insurance provider to discuss coverage for items stored within the box.

If you have any further questions or would like to schedule an appointment, please contact your Relationship Manager at [Phone Number] or reply directly to this email.

Sincerely,

[Staff Name]
[Title]
[Bank Name]