

Private Vault gives you the protection of a vault and notifications of a smart assistant.

This intuitive digital tool gives you seamless access to your important documents when you need it most – with the same bank-grade security you’ve come to expect from Investec Online and the App.

Features

DIGITAL DOCUMENTS

- Secure digital storage for your important documents (such as marriage, birth and educational certificates, copies of your ID documents, passports, travel itineraries and more)
- Update, edit, delete and move a document
- Create, edit and delete a folder
- Add documents to your favourites’ list
- Get notifications of expiring documents (eg driving license, passport, etc)

WILL AND ESTATE

- Upload a digital copy of your latest will
- Create a will using one of our practical templates
- Get a referral to a trusted third-party provider

Benefits

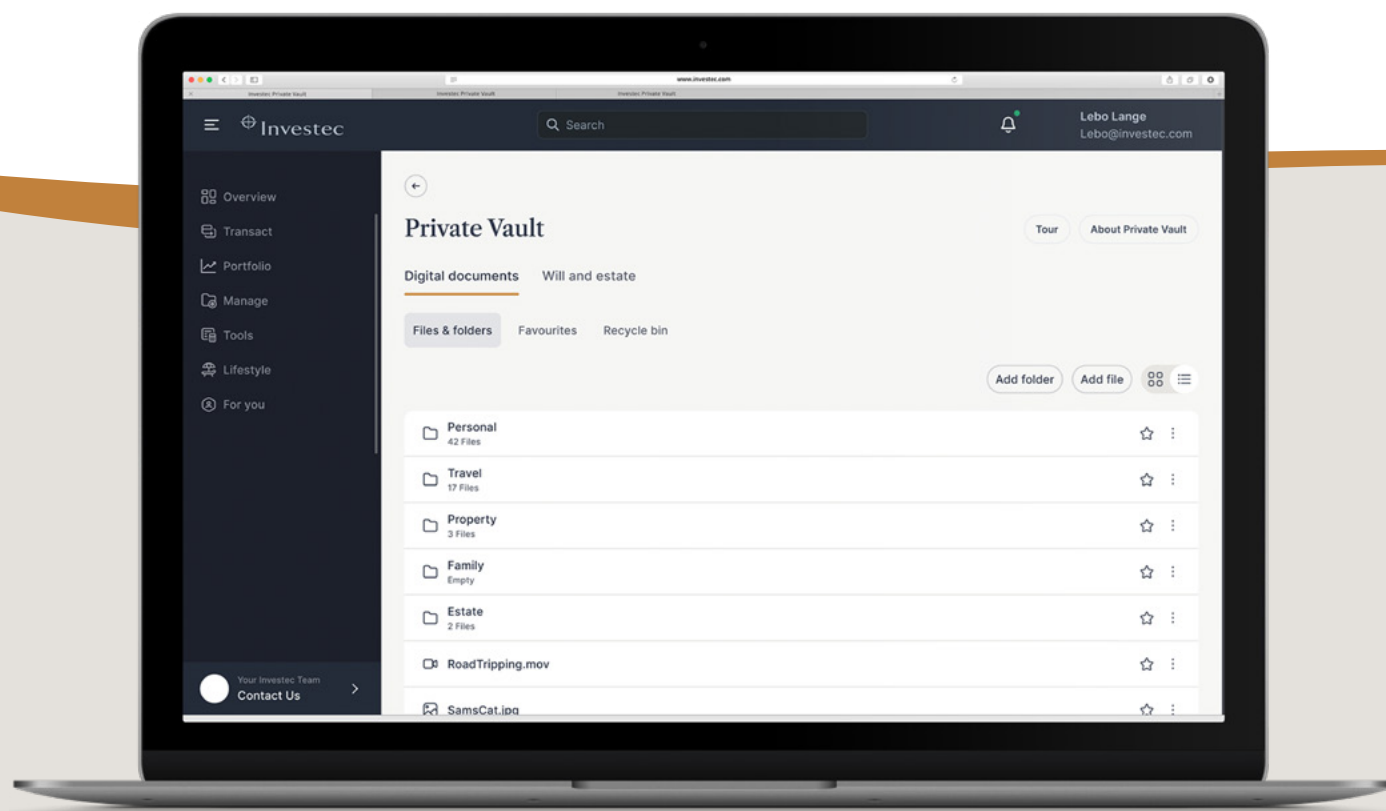
Private Vault is a perfect tool if you’re looking for a safe and secure place to manage your important documents.

As a Private Bank Account holder, you have control and flexibility to manage your personal and business information while keeping it in a secure and central location.

GET STARTED

Simply accept the terms and conditions of the tool to get started with Private Vault.

If you’ve previously used other tools areas such as My Briefcase and My Will, all existing folders of information are automatically moved to the vault once you have selected to get started (with no loss of information in the migration).



FREQUENTLY ASKED QUESTIONS

How secure is my information?

The security of your documents and data is of utmost importance to Investec. We apply the highest standards of security to protect your information in Private Vault, just as we do with your banking.

Who can see my documents and information?

You are the only person with access to your Private Vault. It is linked to your Investec Online profile and can only be accessed after entering your personal Investec ID, password and second-factor authentication.

What types of documents can I upload?

You can upload and store copies of any important personal documents, such as national identity documents (passport, driver's license), birth/marriage certificates, wills, title deeds and more. However, uploading unethical, illegal, or *contra bonos mores* ('against good morals') documents is prohibited.

How many documents can I store in Private Vault?

You can store as many documents as you like, as long as each document's size does not exceed 20 MB. Private Vault supports common document formats like Word, PDF, Excel etc.

How do I unsubscribe from Private Vault?

To unsubscribe from Private Vault, go to the 'About Private Vault' tab and select 'Unsubscribe'. Once unsubscribed, all your documents and information will be permanently deleted and cannot be recovered. You can re-subscribe to the service whenever you like.

Where do I find my documents from Digital Briefcase?

Any documents from digital folders in My Briefcase will be migrated to Private Vault. You can find them under the files and folders of 'digital documents' - either within a folder or on the landing page of files and folders.

How do I move a document into another folder?

To move a document into another folder, click on the hamburger menu and select 'move'.

