



January 24, 2024

Dear Brink's Customer,

We want to inform you of the impacts we are seeing in regards to a dangerous ice storm that moved through the Midwest. Below is a summary of the impact we are currently seeing and steps we are taking to minimize disruption. We are also providing guidance to customers to speed recovery efforts and minimize the potential for any further disruption.

- All branches are open and operating Business-As-Usual (BAU) on Wednesday, January 24, 2024. Missed service from Tuesday is being made up today.

**Post-Event Customer Guidance:**

- Please do not call your local branch with questions related to potential service impacts as they are focused on the delivery of services in their markets. Questions about Winter Storm Heather and related services should be directed to our Customer Care Team.
- In order to speed the delivery of cash we ask customers to remove any orders placed prior to the event but not yet delivered. This will allow us to focus on current needs in the market and avoid service attempts that may no longer be applicable.
- We ask customers not to refuse orders that arrive after the storm. Returning those funds to inventory requires additional time and effort. Accepting those orders and returning them with your deposits later will ensure we can keep our focus on delivering cash to the affected market(s).
- Customers should assess their locations following Winter Storm Heather and notify Brink's of any issues that could prevent successful service (closures, damage, etc.) by contacting Brink's CIT Customer Care by phone at (877) 527-4657 or by e-mail at [CustomerCare.CIT@brinksinc.com](mailto:CustomerCare.CIT@brinksinc.com).

Our goal is to minimize any disruptions and provide you with options for managing your funds on hand. Should you have questions about your service, or suspect that you have wet or contaminated currency, please contact 1-877 5BRINKS (1-877-527-4657).

Sincerely,

The Brink's Team