



February 12, 2024

Dear Brink's Customer,

This letter is to inform you that Brink's is aware of the issued WARNING for Winter Storm Lorraine and the potential impacts to several areas where we operate.

We are already taking steps to prepare for disruption and there are steps you can take as well to minimize the impact from this storm. The steps we are taking, and some additional guidance for you, is provided on the following page. We hope that this will help you properly prepare for this event and speed up the delivery of cash services following any disruption.

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, please contact 1-877 5BRINKS (1-877-527-4657).

Sincerely,

The Brink's Team

- Brink's is reviewing staffing, and addressing logistics and communications needs should there be any impact.
- Critical Brink's Support Teams have conducted meetings with local branch management in the relevant market[s] and will continue to meet periodically to develop specific strategies to minimize the potential for disruption to services.
- Brink's will notify customers as we become aware of any impact to service, or the need arises to communicate specific actions that Brink's is taking to prepare. **Please do not call your local branch with storm-related questions as they are focused on the delivery of services in their markets. Questions about Winter Storm Lorraine and related services should be directed to our Customer Care Team: 1-877 5BRINKS (1-877-527-4657).**
- Our top priority is completing regularly scheduled service. As this storm gets closer, satisfying special requests in threatened markets will become increasingly difficult. We ask all customers to increase volumes for their scheduled service delivery date instead of making special requests, particularly at the last minute.
- **Customers should assess their locations as soon as possible following Winter Storm Lorraine and notify Brink's of any issues that could prevent successful service (closure, damage, etc.) by contacting Brink's Customer Care at (877) 527-4657.**
- We will operate as long as it is safe to do so and will resume operations as soon as safely possible after the event. To enable Brink's to quickly deliver cash to the market, we ask customers not to order more than 3 days' worth of funds.
- In the event Brink's has to close its vault, services will start as of the day we resume operations and may not include special requests and services scheduled while operations were shut down.

To Our Financial Institution Customers:

- As a Financial Institution customer, we ask for your support in prioritizing the delivery of cash to retail customers and ATMs in impacted markets. If you operate any vault(s) in the threatened market(s) we ask that you discontinue orders destined for closed branch location(s).
- If you operate vault(s) in the threatened markets, please be advised of the following:
 - Discontinue orders destined for closed branch locations.
 - Orders that cannot be delivered, either due to refusal by the customer or because the location is closed, will be returned to the vault.