



October 1, 2024

Dear Brink's Customer,

We want to inform you of the steps we are taking in response to the impact from Hurricane Helene. The below is a summary of the impact we are seeing and steps we are taking to minimize disruptions. We are also providing guidance to customers in order to speed recovery efforts and minimize the potential for any further disruption.

The below is our operational status for Monday, September 30th, 2024:

- **Charlotte, NC Cash-in-Transit (CIT)** – the branch is open and operating today; however, route disruptions should be expected in areas that are still inaccessible or have deteriorated road conditions, and affected customers will be notified.
- **Gainesville, FL CIT** – the branch is open and operating today; however, route disruptions should be expected in areas that are still inaccessible or have deteriorated road conditions, and affected customers will be notified.
- **Greenville, SC CIT** – the branch is open and operating today however, route disruptions should be expected in areas that are still inaccessible or have deteriorated road conditions, and affected customers will be notified.
- **Savannah, GA CIT** – the branch is open and operating today however, route disruptions should be expected in areas that are still inaccessible or have deteriorated road conditions, and affected customers will be notified.
- All other branches are open and operating Business-As-Usual (BAU) on Tuesday, October 1st, 2024.

Customer Guidance

- Please take any additional security precautions you can to protect your premises.
- Contact Brink's with known impacts to bank branches, retail stores and ATM locations.
- Brink's will do its best to accommodate special requests, but customers are reminded that our top priority is completing scheduled service as of the day we resume operations.
- 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.
- Remember that wet and contaminated money will require special handling outside the scope of our regular services per the Federal Reserve.
- Brink's may provide contaminated currency processing and coin decontamination services. Depending on the situation, these services may be available following Hurricane Helene
 - Customers must pre-approve pricing before service is performed.
 - Customers should not attempt to ship until service has been approved and scheduled by the contamination handling team.

Our goal is to minimize 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 5BRINK'S (1-877-527-4657).

Sincerely,

The Brink's Team