



June 18, 2021

Dear Brink's Customer,

This letter is to inform you of steps being taken to prepare for disruption as a result of the Tropical Disturbance forming in the Gulf of Mexico. The storm has the potential to become Tropical Storm Claudette by this evening and negatively impact travel and infrastructure within one or more markets. The below is a summary of the impact we are currently seeing and steps we are taking to minimize any disruption.

- Critical Brink's Support Teams have conducted meetings with local branch management in the relevant market[s] 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.
- Biloxi, MS Cash-in-Transit (CIT) – the branch will be closed on Saturday, June 19th and impacted customers will be notified. Missed services will be made up on Monday, June 21st.
- Mobile, AL Cash-in-Transit (CIT) – the branch will be closed on Saturday, June 19th and impacted customers will be notified. Missed services will be made up on Monday, June 21st.
- At this time, all other branches are planning to operate Business-As-Usual (BAU) on Saturday, June 19th.

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.
- Customers should assess their locations and equipment as soon as possible following the storms and notify Brinks of any issues that could prevent successful service (closure, damage, etc) by contacting Brink's CIT Customer Care by phone at (877) 527-4657 or by visiting our [24SEVEN](#) web portal.
- Customers are reminded that we are not allowed to handle contaminated product of any type during normal service.

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