



September 14, 2021

Dear Brink's Customer,

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

- New Orleans, LA Cash-in-Transit (CIT) – the branch is open and operating; service impacts should be anticipated and affected customers will be notified.
- New Orleans, LA Cash Vault Services (CVS) – the branch is open with limited staff; customers should anticipate a delay in deposit processing.
- As our status continues to improve in our New Orleans location, customers should be aware of the following:
  - Customers should follow the standard process for placing currency orders. Some customers may experience a delay in receiving their orders but every effort is being made to fulfill them in a timely manner.
  - At this time, we are not processing coin orders. We will evaluate our ability to do so throughout this week and will provide updates as needed.
  - We are currently not performing ATM Deposit Pick-Ups (DPUs); we will reassess our ability to resume this service as we move throughout this week and will provide updates as needed.

#### Customer Guidance

- **We ask that customers cancel any orders in the system for locations that have not yet re-opened; our resources are being extended by attempting to service locations that are closed.**
- 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.
- Remember that wet and contaminated money will require special handling outside the scope of our regular services per the Federal Reserve.
  - Customers should not attempt to ship until service has been approved and scheduled by the contamination handling team.

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