



September 15, 2021

Dear Brink's Customer,

We want to inform you of the steps we are taking in response to the impact from Tropical Storm Nicholas. 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.

- Beaumont, TX Cash-in-Transit (CIT) – the branch is open and operating Business-As-Usual (BAU) today and all routes have been dispatched. The branch will be caught up with all missed services by End-of-Day (EOD) Friday.
- Biloxi, MS CIT – the branch is open and operating Business-As-Usual (BAU) today and all routes have been dispatched. Some service delays are possible due to rain and flooding in some areas.
- Houston, TX CIT – the branch is open and operating BAU today; there are still some areas that are inaccessible so service disruptions should be anticipated in those areas. Missed services will continue to be made up through the remainder of the week.
- Houston, TX Cash Vault Service (CVS) – the branch is open and operating BAU today however, deposit processing delays should be expected and affected customers will be notified. The branch has scheduled weekend shifts to catch up with backlog.
- Houston Heights, TX CIT – the branch is open and operating BAU today and they will attempt to service all open locations. They will attempt to make up missed services throughout the week.
- All other branches are open and operating Business-As-Usual (BAU) on Wednesday, September 15th.

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.
 - 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 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