



October 27, 2021

Dear Brink's Customer,

We want to inform you of the steps we are taking in response to the impact from the Nor'easter that is affecting the Northeast. 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.

- Randolph, MA Cash Vault Services (CVS) is currently without power; staff is on site and to access the branch once power is restored. Processing impacts should be expected and affected customers will be notified.
- Boston, MA Cash-in-Transit (CIT) is open and operating on Wednesday, October 27th; some service impacts are possible and affected customers will be notified.
- Maywood, NJ CVS is open and operating on Wednesday, October 27th; processing impacts should be anticipated and affected customers will be notified. The branch has scheduled a mandatory shift for the weekend to catch up on backlog.
- All other branches are open and operating Business-As-Usual (BAU) today.

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.
- 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