



October 29, 2020

Dear Brink's Customer,

We want to inform you of possible impacts and steps we are taking in response to the civil unrest in the Philadelphia market. The below is a summary of the possible impact we expect. We are also providing guidance to customers in order to speed recovery efforts and minimize the potential for any further disruption.

- All Cash-in Transit (CIT) branches are open and operating today; impacts to service should be anticipated and affected customers will be notified.
- All Cash Vault Services (CVS) branches are open and operating today; no customer impact is anticipated.

Customer Guidance

- Contact Brink's with known impacts to bank branches, retail stores and ATM locations.
- At this time, Brink's is unable to accommodate all special requests. Customers are reminded that our top priority is completing scheduled service and we will accommodate special requests to the extent possible.
- Remember that wet and contaminated money will require special handling outside the scope of our regular services per the Federal Reserve.
 - Please visit www.brinkscomplete.com for kits and instructions to help you handle contaminated currency.
 - Brinks may provide contaminated currency processing and coin decontamination services depending on the situation.
 - 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