



January 21, 2022

Dear Brink's Customer,

We want to inform you of the steps we are taking in response to Winter Storm Jasper which is anticipated to impact parts of the South and southern Mid-Atlantic. 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.

- **Raleigh, NC Cash-in-Transit (CIT):** this branch will be closed on Friday, January 21<sup>st</sup>.
  - **Raleigh, NC Cash Vault Services (CVS):** this branch will be closed on Friday, January 21<sup>st</sup>.
  - **Raleigh-Durham CIT:** this branch is open and operating on Friday, January 21<sup>st</sup>; route disruptions are possible and affected customers will be notified.
  - All other branches are open and operating Business-As-Usual (BAU on Friday, January 21<sup>st</sup>).
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- Brink's is taking steps to address potential staffing, logistics and communications needs should there be any impact.
  - Critical Brink's Support Teams have conducted meetings with local branch management in the relevant market[s] and will continue to meet periodically 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.
  - Customers that choose to close locations ahead of the storm are urged to notify Brink's as soon as possible ahead of time. Once trucks have dispatched, it is too late to make adjustments to routes and service stops.
  - If we are unable to deliver orders (including coin) because locations have closed or are inaccessible, those funds will be returned to the appropriate vault and made available for re-order.
  - We will operate as long as it is safe to do so and will resume operations as soon as safely possible after the event.
  - This communication will be updated as needed to keep you informed of our operational status throughout and after the storm.

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