



January 28, 2022

Dear Brink's Customer,

We want to inform you of the steps we are taking in response to the Nor'easter that is forecasted for this weekend. 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.

- **Boston, MA CIT:** this branch will be closed on Saturday, January 28th; services will be made up on Monday, January 31st.
 - **Bridgeport, CT Cash-in-Transit (CIT):** this branch will be closed on Saturday, January 28th; services will be made up on Monday, January 31st.
 - **Chesapeake, VA CIT:** this branch will be closed on Saturday, January 28th and Sunday, January 29th; services will be made up on Monday, January 31st.
 - **Hartford, CT CIT:** this branch will be closed on Saturday, January 28th; services will be made up on Monday, January 31st.
 - **Lowell, MA CIT:** this branch will be closed on Saturday, January 28th; services will be made up on Monday, January 31st.
 - **New London, CT CIT:** this branch will be closed on Saturday, January 28th; services will be made up on Monday, January 31st.
 - **Providence, RI CIT:** this branch will be closed on Saturday, January 28th; services will be made up on Monday, January 31st.
 - **Springfield, MA CIT:** this branch will be closed on Saturday, January 28th; services will be made up on Monday, January 31st.
 - Additional branches may be added to this list once they've assessed their individual operations on Saturday, January 29th; an updated communication will be provided at that time.
- Brink's is taking steps to address potential staffing, logistics and communications needs.
 - 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.

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