



September 15, 2023

Dear Brink's Customer,

This letter is to inform you that Brink's is aware of the issued WARNINGS for Hurricane Lee and the potential for it to make landfall and impact some areas where we operate.

We are already taking steps to prepare for disruption and there are steps you can take as well to minimize impact from Lee. This storm has the potential to negatively impact travel and infrastructure within one or more markets in the New England market.

You can be assured that Brink's is taking precautions now to properly prepare for any possible impact from this event. The steps we are taking, and some additional guidance for you, is provided on the following page. We hope that this will help you properly prepare for this event and speed the delivery of cash services following any disruption.

- All branches are open and operating Business-As-Usual (BAU) on Friday, September 15, 2023.
- **Boston, MA Cash-in-Transit (CIT)** – the branch will be open and operating on Saturday, September 16, 2023; however, route disruptions on Cape Cod should be anticipated and missed services will be made up on Monday, September 18th.
- All other branches are expected to be open and operating BAU on Saturday, September 16th. We will provide an updated communication on Saturday only if there is a change in status at any of our other branch locations.

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

- Brink's is reviewing staffing, and addressing 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.
- Our top priority is completing regularly scheduled service. As this storm gets closer, satisfying special requests in threatened markets may become increasingly difficult. We ask all customers to increase volumes for their scheduled service delivery date instead of making special requests, particularly at the last minute.
- We will operate as long as it is safe to do so and will resume operations as soon as safely possible after the event. To enable Brink's to quickly deliver cash to the market, we ask customers not to order more than 3 days' worth of funds.
- In the event Brink's has to close its vault, services will start as of the day we resume operations and may not include special requests and services scheduled while operations were shut down.
- Customers should assess their locations and equipment as soon as possible following Lee and notify Brink's of any issues that could prevent successful service (closure, damage, etc).