



September 22, 2023

Dear Brink's Customer,

This letter is to inform you that Brink's is aware of Tropical Cyclone Sixteen and the potential for it to become a Tropical Storm 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. This storm has the potential to negatively impact travel and infrastructure on the East Coast.

You can be assured that Brink's is taking precautions now to properly prepare for any possible impact from this event. Additional guidance for our customers 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.

- **Chesapeake, VA Cash-in-Transit (CIT) – this branch will be closed on Saturday, September 23, 2023; missed service will be made up on Monday, September 25, 2023.**
- **At this time, all other Brink's branches expect to be open and operating Business-As-Usual (BAU) throughout the weekend. Should our status change, this communication will be updated with further details.**

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 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. **Please do not call your local branch with storm-related questions as they are focused on the delivery of services in their markets. Questions about Tropical Cyclone Sixteen and related services should be directed to our Customer Care Team: 1-877 5BRINKS (1-877-527-4657).**
- Our top priority is completing regularly scheduled service.
- Customers should assess their locations and equipment as soon as possible following the storm and notify Brink's of any issues that could prevent successful service (closure, damage, etc.) by contacting Brink's Customer Care by phone at (877) 527-4657 or by email at CustomerCare@brinksinc.com.
- We will operate as long as it is safe to do so and will resume operations as soon as safely possible after the event.
- Customers are reminded that we are not allowed to handle contaminated product of any type during normal service.

To Our Financial Institution Customers:

- As a Financial Institution customer, we ask for your support in prioritizing the delivery of cash to retail customers and ATMs in impacted markets. If you operate any vault(s) in the threatened market(s) we ask that you discontinue orders destined for closed branch location(s).
- If you operate vault(s) in the threatened markets please be advised of the following:
 - Discontinue orders destined for closed branch locations.
 - Orders that cannot be delivered, either due to refusal by the customer or because the location is closed, will be returned to the vault.