



October 29, 2020

Dear Brink's Customer,

We want to inform you of the steps we are taking in response to the impact from Hurricane Zeta on the Gulf Coast. 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.

- Atlanta, GA Cash-in-Transit (CIT) – all routes have been dispatched however, customers should anticipate some delays or disruption in service; affected customers will be notified.
- Biloxi, MS Cash-in-Transit (CIT) and Cash Vault Services (CVS) – this branch is closed on Thursday, October 29th and plans to reopen on Friday, October 30th.
- Greenville, NC CIT – this branch is open and operating however, some impacts to service should be expected and affected customers will be notified.
- New Orleans, LA CIT – this branch is closed on Thursday, October 29th and plans to reopen on Friday, October 30th.
- New Orleans-Jefferson, LA CIT – this branch is closed on Thursday, October 29th and plans to reopen on Friday, October 30th.
- Mobile, AL CIT – all routes have been dispatched however, customers should anticipate some delays in service.
- All other branches are currently open and operating BAU today, October 29, 2020.

Customer Guidance

- Please take any additional security precautions you can to protect your premises.
- Contact Brink's with known impacts to bank branches, retail stores and ATM locations.
- Brink's will do its best to accommodate special requests but customers are reminded that our top priority is completing scheduled service as of the day we resume operations.
- In order to speed the delivery of cash we ask customers to remove any orders placed prior to the event but not yet delivered. This will allow us to focus on current needs in the market and avoid service attempts that may no longer be applicable.
- 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.
 - Brink's 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 5BRINK'S (1-877-527-4657).

Sincerely,

The Brink's Team