



July 30, 2020

Dear Brink's Customer,

This letter is to inform you of steps being taken to prepare for disruption and minimize impact from the forecasted Tropical Storm Isaias. This system has the potential to negatively impact travel and infrastructure within one or more markets on the Gulf Coast. For that reason, we are taking precautions now and providing you with guidance that will help you properly prepare and speed the delivery of cash services following any disruption.

- Critical Brink's Support Teams have conducted meetings with local branch management in the relevant market[s] to discuss 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 this system 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.
- We will operate as long as it is safe to do so and will resume operations as soon as safely possible after the event.
- In the event Brink's has to close its vault, services will start as of the day we resume operations and will not include what was scheduled while operations were shut down.
- In order to speed the delivery of cash we ask customers to remove unfulfilled orders from our system after the storm. This will allow us to focus on current needs in the market and avoid service attempts that may no longer be applicable.
- Customers should assess their locations and equipment as soon as possible following the storm and notify Brinks of any issues that could prevent successful service (closure, damage, etc) by contacting Brink's CIT Customer Care by phone at (877) 527-4657 or by e-mail at CustomerCare.CIT@brinksinc.com.
- Customers are reminded that we are not allowed to handle contaminated product of any type during normal service.
- Brinks may provide contaminated currency processing and coin decontamination services. Depending on the situation, these services may be available following the tropical 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, please contact 1-877 5BRINKS (1-877-527-4657).

Sincerely,

The Brink's Team