



**August 31, 2026**

Dear Brink's Customer,

We want to inform you that we are monitoring Tropical Depression Five for possible impacts to areas where we provide service. Below is a summary of the impact we are seeing and steps we are taking to minimize disruptions. We are also providing guidance to customers in order to speed recovery efforts and minimize the potential for any further disruption.

- Brink's is reviewing staffing, and addressing logistics and communications needs should there be impacts from this event.
- Critical Brink's Support Teams are conducting meetings with local branch management in the relevant markets and will continue to meet periodically to develop strategies to minimize the potential for disruption to services.
- Brink's will notify customers as we become aware of service impacts or the need arises to communicate 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 will become increasingly difficult. We ask all customers to increase volumes for their scheduled service date instead of making special requests, particularly at the last minute.
- Customers that choose to close locations ahead of the storm are urged to notify Brink's as soon as possible in advance of the storm. Once trucks have dispatched, it is too late to adjust routes.
- 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 Commercial Excellence Team at (877) 527-4657.
- We will operate as long as it is safe to do so and will resume operations as soon as is 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 must 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 are reminded that we are not allowed to handle contaminated products of any type during normal service.

#### **Customer Guidance**

- Please take additional security precautions to protect your premises ahead of the storm.
- 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.

Our goal is to minimize 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