



January 9, 2025

Dear Brink's Customer,

We want to inform you of the steps we are taking in response to Winter Storm Cora. Below is a summary of the impact we are currently seeing and steps we are taking to minimize disruption. We are also providing guidance to customers to speed recovery efforts and minimize the potential for any further disruption.

- **The following is a status of our branches for Thursday, January 9, 2025:**
 - **Austin, TX Cash-in-Transit (CIT)** – the branch is open and operating on a delay.
 - **Dallas, TX CIT and CVS** – branch is monitoring weather conditions for a delayed opening; full closure is possible.
 - **Grapevine, TX CIT** – branch is monitoring weather conditions for a delayed opening; full closure is possible.
 - **Lubbock, TX CIT and CVS** – the branch is open and operating; route disruptions and cash vault impacts should be expected and affected customers will be notified.
 - **Plano, TX CIT** – branch is monitoring weather conditions for a delayed opening; full closure is possible.
 - **San Antonio, TX CIT** – the branch is open and operating; route disruptions should be expected and affected customers will be notified.
 - **Syracuse, NY CIT** – the branch is open and operating; route disruptions should be expected and affected customers will be notified.
 - **All other branches are open and operating Business-As-Usual (BAU)** but weather is being monitored closely and our operational status may change.

- **We are anticipating service impacts on Friday, January 10 in the following branches; specific details will be provided on Friday:**
 - **Atlanta, GA**
 - **Birmingham, AL**
 - **Charleston, SC**
 - **Charlotte, NC**
 - **Columbia, SC**
 - **Greenville, SC**
 - **Huntsville, AL**
 - **Montgomery, AL**

Post-Event Customer Guidance:

- Please do not call your local branch with questions related to potential service impacts as they are focused on the delivery of services in their markets. Questions about Winter Storm Cora and related services should be directed to our Customer Care Team.
- 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.
- We ask customers not to refuse orders that arrive after the storm. Returning those funds to inventory requires additional time and effort. Accepting those orders and returning them with your deposits later will ensure we can keep our focus on delivering cash to the affected market(s).
- Customers should assess their locations following Winter Storm Cora and notify Brink's of any issues that could prevent successful service (closures, damage, etc.) by contacting Brink's CIT Customer Care at (877) 527-4657.

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 5BRINKS (1-877-527-4657).

Sincerely,

The Brink's Team