



January 24, 2025

Dear Brink's Customer,

We want to inform you of the steps we are taking in response to Winter Storm Enzo. 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 as of Friday, January 24, 2025:-**
  - **Charleston, SC Cash-in-Transit (CIT):** The branch is operating on a delay but no route disruptions are anticipated at this time; should that change, affected customers will be notified.
  - **Mobile, AL CIT:** The branch is open and operating today; some route disruptions are possible due to closed / inaccessible roadways and affected customers will be notified.
  - **Myrtle Beach, SC CIT:** The branch is operating on a delay but no route disruptions are anticipated at this time; should that change, affected customers will be notified.
  - **New Orleans, LA CIT and Cash Vault Services (CVS):** The branch is open and operating on a delayed start. Route disruptions and cash vault processing impacts should be anticipated and affected customers will be notified. Missed services and deposit processing will be made up over the weekend.
  - **Pensacola, FL CIT:** The branch is open and operating today; some route disruptions are possible due to closed / inaccessible roadways and affected customers will be notified.
  - **Savannah, GA CIT:** The branch is open and operating on a delayed start; route disruptions should be expected and affected customers will be notified. Missed services will be made up over the weekend.
  - All other branches are open and operating Business-As-Usual (BAU) on Friday, January 24, 2025. CIT and CVS branches will be working over the weekend to catch up on missed services and branches will return to BAU on Monday, January 27, 2025.

#### Post-Event Customer Guidance:

- **Please Note:** Missed services due to the storm will be routed for your next scheduled service day.
- 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 Enzo and related services should be directed to our Customer Care Team.
- 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 Enzo 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