



December 31, 2025

Dear Brink's Customer,

We want to inform you of the steps we are taking in response to the impact from Winter Storm Ezra. The 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.

- Current Operational Status for Wednesday, December 31st, 2025:
 - All branches are open and operating Business-As-Usual (BAU) today.
 - **Syracuse, NY Cash-In-Transit (CIT) and Cash Vault Services (CVS)** are open and operating on a delayed start of 9:00am ET.
 - Change orders for Albany and Buffalo customers were delivered this morning.
 - CIT will be making up missed services throughout the remainder of the week and into Monday, January 5th.
 - CVS will be working on New Year's Day to get caught up.
- This is the final status update for Winter Storm Ezra; no further updates will be provided.

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.
- Regarding Change Orders:
 - 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.
 - If we are unable to deliver change orders (including coin) due to the storm, those funds will be returned to the appropriate vault and made available for re-order if needed.
 - We will make additional efforts to satisfy ATM replenishments prior to returning funds to inventory.
- Remember that wet and contaminated money will require special handling outside the scope of our regular services per Federal Reserve guidelines.

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