



January 22, 2025

Dear Brink's Customer,

This letter is to inform you that Brink's is aware of Winter Storm Fern and the potential for impacts in areas where we operate.

We are already taking steps to prepare for disruption and there are steps you can take as well to minimize impact from this storm. This storm has the potential to negatively impact travel and infrastructure within one or more markets in the South, Midwest and Northeast United States.

You can be assured that Brink's is taking precautions now to properly prepare for possible impacts from this event. The steps we are taking, and some additional guidance for you, are provided on the following page. We hope that this will help you properly prepare for this event and speed up the delivery of cash and other services following any disruption.

Below is a summary of the potential impacts we are anticipating at this time. An updated status will be provided once conditions are reassessed on **Friday morning**.

- There are currently no anticipated service disruptions for Friday, January 23, 2026; all branches are expecting to operate Business-As-Usual (BAU).

Our goal is to minimize 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

Customer Guidance

- Brink's is reviewing staffing, and addressing logistics and communications needs should there be impacts from this event.
- Critical Brink's Support Teams have conducted meetings with local branch management in the relevant market[s] 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 impacts to service or the need arises to communicate actions that Brink's is taking to prepare.
 - Please **DO NOT** call your local branch with storm-related questions as they are focused on the delivery of services in their markets.
 - Questions about Winter Storm Fern and related services should be directed to our Commercial Excellence Team: 1-877 5BRINKS (1-877-527-4657).
- 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 delivery 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 make adjustments to routes and service stops.
- Customers should assess their locations and equipment as soon as possible following Winter Storm Fern 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 has to 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 product of any type during normal service.
 - 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 Winter Storm Fern, 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.