



January 30, 2026

Dear Brink's Customer,

We want to inform you of the steps we are taking in response to the impact from Winter Storm Gianna. 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 Impacts for Friday, January 30th, 2026:**
 - All branches are open and operating Business-As-Usual (BAU) on Friday, January 30, 2026.
- **Anticipated Operational Status for Saturday, January 31, 2026:**
 - **Chesapeake, VA Cash-in-Transit (CIT)** will be **CLOSED**; all Saturday routes, with the exception of the Outer Banks route, have been moved to today to minimize impact to our customers.
 - **Charlotte, NC CIT** will be **CLOSED**; all Saturday routes have been moved to today to minimize impact to our customers.
 - **Columbia, SC CIT** will be **CLOSED**; all Saturday routes have been moved to today to minimize impact to our customers.
 - **Knoxville, TN CIT** will be **CLOSED**.
 - All other branches are expecting to operate BAU on Saturday and will be monitoring routes throughout the day.
- Should any of the above change, an updated letter will be provided on Saturday.

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