



February 12, 2025

Dear Brink's Customer,

We want to inform you of the steps we are taking in response to Winter Storm Iliana. Below is a summary of the impacts we are 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 our status for Wednesday, February 12, 2025:**
 - **Annapolis Junction, MD Cash-in-Transit (CIT) and Cash Vault Services (CVS):** the branch is open and operating on a 2-hour delay.
 - **Dulles, VA CIT:** the branch will be open and operating on a 4-hour delay; route disruptions are possible and affected customers will be notified.
 - **Frederick, MD:** the branch will be open and operating on a 3-hour delay; route disruptions are possible and affected customers will be notified.
 - **Kansas City, MO CIT:** the branch is open and operating today; some route disruptions should be expected and affected customers will be notified.
 - **Oklahoma City, OK:** the branch is open and operating; all routes have been dispatched however, travel is slow due to road conditions so delays should be expected.
 - **Richmond, VA CIT and CVS:** the branch is open and operating today; route disruptions are possible in outlying areas. Missed services from Tuesday will be made up throughout the remainder of the week.
 - **Roanoke, VA CIT and CVS:** the branch is open and operating on a 2-hour delay.
 - **Seaford, DE CIT:** the branch is open and operating on a 2-hour delay.
 - **Springfield, MO CIT:** the branch is open and operating; all routes have been dispatched however, travel is slow due to road conditions so delays should be expected.
 - **Springfield, VA CIT and CVS:** CIT is open and operating today; some route disruptions should be expected and affected customers will be notified. CVS is opening on a 2-hour delay.
 - **St. Louis, MO CIT:** the branch is open and operating; all routes have been dispatched however, travel is slow due to road conditions so delays should be expected.
 - **Timonium, MD CIT:** the branch will be open and operating on a 3-hour delay; route disruptions are possible and affected customers will be notified.
 - **Tulsa, OK CIT:** the branch is open and operating; all routes have been dispatched however, travel is slow due to road conditions so delays should be expected.
 - **Wichita, KS CIT:** the branch is open and operating; all routes have been dispatched however, travel is slow due to road conditions so delays should be expected.
- All other branches are open and operating Business-As-Usual (BAU) today.

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 Iliana 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 Iliana 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