



February 11, 2025

Dear Brink's Customer,

We want to inform you of the steps we are taking in response to Winter Storm Harlow. 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 operations on Tuesday, February 11, 2025:**
 - **Charleston, WV Cash-in-Transit (CIT):** the branch is open and operating today; conditions are being closely monitored, and route disruptions are possible.
 - **Chesapeake, VA CIT:** the branch is open and operating today; route disruptions should be expected in the northern part of their service area and affected customers will be notified.
 - **Richmond, VA CIT and Cash Vault Services (CVS):** the branch is **CLOSED** today.
 - **Roanoke, VA CIT:** the branch is open and operating today; conditions are being closely monitored, and route disruptions are possible.
 - **Springfield, VA CIT:** the branch is open and operating today; conditions are being closely monitored, and route disruptions are possible.
 - All other branches are currently open and operating Business-As-Usual (BAU).

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 Harlow 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 Harlow 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