



February 25, 2026

Dear Brink's Customer,

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

- All branches are open and operating Business-As-Usual (BAU) on Wednesday, February 25th; please note that some service disruptions may occur should crews encounter unsafe or untreated roadways and affected customers will be notified.

Regarding those Brink's branches that re-opened today:

- Missed Cash-in-Transit (CIT) services will be made up throughout the remainder of this week and into next week; rest assured they have scheduled additional crews and are working to accomplish this as quickly as possible.
- Cash Vault Services (CVS) has scheduled staff for Saturday and expect to be current with processing by the end of the weekend.

There will be no further status updates provided for this event.

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.
- **For the safety of our employees, we kindly request that walkways, entrances, parking lots and ATM areas be cleared of ice and snow prior to service resuming at your location. Thank you for your cooperation and support.**

Regarding Change Orders:

- For Brink's branches closed on Tuesday, February 24, orders scheduled to be packed out on February 24 were deleted from our system by Brink's.
 - For our financial institution clients, please advise your customers who still need these orders after February 25 to place new 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 Hernando, 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