



February 13, 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 Thursday, February 13, 2025:**
 - All branches are open and operating Business-As-Usual (BAU) today. Missed services will be made up throughout the remainder of the week and into the weekend.

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