



February 13, 2025

Dear Brink's Customer,

We want to inform you that we are monitoring Winter Storm Jett and the impact it may have on our operation in multiple areas we service.

We are already taking steps to prepare for disruption and there are steps you can take as well to minimize the impact from this storm. The steps we are taking, and some additional guidance for you, are provided on the following page. We hope that this will help you properly prepare for this event and speed up the delivery of cash services following any disruption.

- **All branches are expecting to be open and operating Business-As-Usual (BAU) on Friday, February 14, 2025.**

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, please contact 1-877 5BRINKS (1-877-527-4657).

Sincerely,

The Brink's Team

- Brink's is reviewing staffing, and addressing logistics and communications needs should there be any impact.
- Brink's will notify customers as we become aware of any impact to service, or the need arises to communicate specific actions that Brink's is taking to prepare. **Please do not call your local branch with storm-related questions as they are focused on the delivery of services in their markets. Questions about Winter Storm Jett and related services should be directed to our Customer Care Team: 1-877 5BRINKS (1-877-527-4657).**
- Our top priority is completing regularly scheduled service. As this storm approaches, satisfying special requests in threatened markets will become increasingly difficult. We ask all customers to increase volumes for their scheduled service delivery date instead of making special requests, particularly at the last minute.
- **Customers should assess their locations as soon as possible following Winter Storm Jett and notify Brink's of any issues that could prevent successful service (closure, damage, etc.) by contacting Brink's Customer Care at (877) 527-4657.**
- We will operate as long as it is safe to do so and will resume operations as soon as possible after the events.
- In the event Brink's has to close its vault, services will start as of the day we resume operations and may not include special requests and services scheduled while operations were shut down.

#### **To Our Financial Institution Customers:**

- As a Financial Institution customer, we ask for your support in prioritizing the delivery of cash to retail customers and ATMs in impacted markets. If you operate any vault(s) in the threatened market(s) we ask that you discontinue orders destined for closed branch location(s).
- If you operate vault(s) in the threatened markets, please be advised of the following:
  - Discontinue orders destined for closed branch locations.
  - Orders that cannot be delivered, either due to refusal by the customer or because the location is closed, will be returned to the vault.