October 13, 2026

Dear Brink's Customer,

We want to inform you of the steps we are taking in response to the impact from **Hurricane Isaias**. 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.

- **Current Operational Impacts**
    - All branches are open and operating Business-As-Usual (BAU) today, October 13th.

There will be no further updates provided for this storm.

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 to speed the delivery of cash to the most customers possible.
- Remember that wet and contaminated money will require special handling outside the scope of our regular services per Federal Reserve guidelines.

In the Event a Branch Closes:

Our top priority will be to speed the delivery of cash to the most customers possible by sticking to a strict set of procedures based on the following:

- When a branch closes, work scheduled to be dispatched that day will have already been prepared the day prior.
- Upon re-opening, prepared work will be delivered according to the service schedule for the day the branch closed.
- The day after re-opening, service will follow the schedule effective for that day.
- Services scheduled for the day the branch re-opens - and any additional days the branch was closed - will be cancelled.
- The branch will make every attempt to make up the missed / cancelled service in a timely manner.

Change Orders:

- Change orders are prepared the day before delivery.
- Should a branch close, the orders that were prepared the day prior to closure will be delivered on the day the branch re-opens.
    - ATMs, Financial Institution branches and commercial customers that have services already scheduled on another day will have the duplicate order cancelled.
    - If cancelled service days include order deliveries that are weekly or less frequent, those stops will be added to service elsewhere in the week.
- Our Financial Institution clients are advised to inform their customers of the above protocol and request additional cash, only if needed, for delivery on the scheduled service day.
- 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 **Hurricane Isaias**, 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.

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