



**October 9, 2026**

Dear Brink's Customer,

This letter is to inform you that Brink's is aware of **Hurricane Isaias** and the possibility for it to impact some areas where we operate.

We are already taking steps to prepare for disruption and there are steps you can take as well to minimize impact from this storm. This storm has the potential to negatively impact travel and infrastructure within one or more markets in the Southeast of the United States.

Rest assured that Brink's is taking precautions now to properly prepare for possible impacts from this event. The steps we are taking, and some additional guidance for you, are provided herein. We hope that this will help you properly prepare for this event and speed the delivery of cash and other services following any disruption.

Below is our status for Friday, October 9<sup>th</sup>:

- **Mobile, AL** Cash-in-Transit (CIT) is **closed**.
- **Mobile, AL** Cash Vault Services (CVS) will be closing by noon today.
- **Pensacola, FL** CIT is **closed**.
- **Tallahassee, FL** CIT will be closing early; they will be bringing routes back by noon today.
- All other branches are operating Business-As-Usual (BAU) on Friday, October 9<sup>th</sup>.

As there are no weekend services impacted by this storm, the next update will be provided on Sunday, October 11<sup>th</sup> by 1:00pm ET.

Our goal is to minimize 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).

- Brink's is reviewing staffing, and addressing logistics and communications needs should there be impacts from this event.
- Critical Brink's Support Teams have conducted meetings with local branch management in the relevant market[s] and will continue to meet periodically to develop strategies to minimize the potential for disruption to services.
- Brink's will notify customers as we become aware of impacts to service or the need arises to communicate actions that Brink's is taking to prepare for the same.
  - 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 Hurricane Isaias and related services should be directed to our Commercial Excellence Team: 1-877 5BRINKS (1-877-527-4657).
- As this storm gets closer, 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 that choose to close locations ahead of the storm are urged to notify Brink's as soon as possible in advance of the storm. Once trucks have dispatched, it is too late to make adjustments to routes and service stops.
- Customers should assess their locations and equipment as soon as possible following Hurricane Isaias and notify Brink's of any issues that could prevent successful service (closure, damage, etc.) by contacting Brink's Commercial Excellence Team: 1-877-5BRINKS (1-877-527-4657).
- We will operate as long as it is safe to do so and will resume operations as soon as is safely possible after the event.
- 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.
- Customers are reminded that we are not allowed to handle contaminated product of any type during normal service.

#### **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 the 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.

Sincerely,  
The Brink's Team