



Brink's, Incorporated
555 Dividend Drive
Coppell, TX 75019

April 2020

Dear Valued Customer,

As we continue to navigate the challenges presented by COVID-19, Brink's is working to practice social distancing without impacting the security of our services. To mitigate the risk of transmission during the COVID-19 outbreak, we are temporarily modifying the process of using electronic pens on handheld devices.

Effective immediately, this updated verification process will allow the Brink's Messenger to acknowledge the receipt or delivery on behalf of the customer. Brink's Messengers are encouraged to first ask the customer to use their own stylus for signing, if available.

If the customer prefers that the Brink's Messenger sign on their behalf, this acknowledgment will be performed within the customer's view, and will be marked with a "COVID-19" label. In addition to the "COVID-19" verification, the Brink's Messenger will enter the first initial and last name of the customer.

This temporary modification is being implemented for the protection of both our valued customers and employees. We appreciate your understanding during this challenging time. For additional information regarding COVID-19 updates, please visit us online at the [Brink's COVID19 Update Center](#).

Sincerely,

The Brink's Team