

Welcome

ATTENTION: Brink's Service Delays and Provisional Crediting High

Our Cash Vault vendor Brink's has experienced a system issue that is impacting their nationwide network of cash vaults. This issue may cause delays with some deposit processing, change orders, and reporting services.

What to know

- Brink's is working to bring their systems back online early on the week of January 30.
- Brink's has implemented a workaround for change orders to ensure they can be processed; however clients may experience delays until the issue is resolved.
- While their system is down, Brink's has been able to send some deposit ticket information to Fifth Third. In instances where we are getting that information from them, we are processing deposit credit to appropriate accounts.
- As Brink's begins to process deposits that are in their backlog, Fifth Third will reconcile the transactions we have posted provisionally.
- Reconciliation activity will occur once deposit records are applied to accounts that may result in account debits or credits as they normally would.
- Fifth Third is actively working with Brink's to better understand the timetable for full restoration of their systems and processing the backlog of deposits and change orders.
- We will monitor and react accordingly as more information becomes available.