



PRESS RELEASE

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FOR IMMEDIATE RELEASE

New Customer Contact Center Opened by Brink's Home Security

IRVING, Texas (March 21, 2006) – Brink's Home Security, Inc, a national security alarm company, recently opened its new National Customer Contact Center in Knoxville, Tenn. The facility opened with 60 full-time employees, with staffing expected to grow to approximately 300 employees.

Jim Hightower, managing director of the new call center, said, "As a customer-focused company, Brink's Home Security wants to be sure our people are prepared to give the best service possible. We train our people that our mission is to 'create customers for life' by providing outstanding customer service."

The new facility's role will be to provide customer care and alarm monitoring services. Customer Care representatives assist customers with issues such as billing inquiries and equipment operation questions. Monitoring operators receive signals from alarm systems across the country and make the follow-up calls specified by customers, including calls to emergency agencies as appropriate.

"Our employees must have good communication and technical skills, and the ability to quickly access information on the computer. We'll be looking to fill more of these important positions this year, and we expect our staff to continue to grow in the years ahead," Hightower explained.

For the third year in a row, Brink's Home Security has been recognized for call center customer satisfaction excellence under the J.D. Power and Associates Certified Call Center Program. This distinction acknowledges a strong commitment by our call center operations to provide "An Outstanding Customer Service Experience," Hightower

said.

The new facility, located in the Pellissippi Corporate Center on Hardin Valley Road, will complement Brink's Home Security's National Support Center in Irving, Texas. The new center will provide additional capacity and enhance backup capabilities for Brink's Home Security.

Brink's Home Security's call routing process and data flow are designed to help ensure a seamless experience for customers no matter which center handles the call. Incoming calls and alarm signals are routed according to operator availability, not geography, so that service to the customer is maximized.

About Brink's Home Security, Inc.

Brink's Home Security, Inc., headquartered in Irving, Texas, is one of the largest and fastest growing providers of security system monitoring services in North America. Brink's Home Security operates in more than 250 metropolitan areas, and services more than one million customers in 44 states and two provinces in Canada. Brink's Home Security, Inc. is a wholly-owned subsidiary of The Brink's Company (NYSE: BCO).

For J.D. Power and Associates Certified Call Center ProgramSM information, visit www.jdpower.com or call 1-866-842-7548.

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