



PRESS RELEASE

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FOR IMMEDIATE RELEASE

J.D. Power Recognizes Brink's Home Security For Third Consecutive Year

IRVING, Texas (April 10, 2006) – J.D. Power and Associates recently recognized Brink's Home Security's contact center operations for customer satisfaction excellence. It is the third consecutive year the contact center has been recognized under the J.D. Power and Associates Certified Call Center Program.SM

Contact center operations for Brink's Home Security handle thousands of alarms, telephone calls, e-mails, and other correspondence each day from more than 1 million customers through its contact centers in Irving, Texas and Knoxville, Tenn. The contact center operations successfully passed a detailed audit of their recruiting, training, employee incentives, management roles and responsibilities, and quality assurance capabilities.

Year after year, Brink's Home Security delivers a consistent, positive experience to customers through its contact center operations. Customers give high ratings for their interactions with the Brink's customer service specialists and are particularly pleased with the timely resolution of problems and the convenience of service hours.

"Our entire organization operates with a driving focus and commitment to provide rapid response and peace of mind to our customers. This recognition confirms our dedication to delivering top tier service to our customers," said Carole Vanyo, senior vice president of customer operations, Brink's Home Security.

As part of its analysis, J.D. Power and Associates conducted a random survey of Brink's Home Security customers who recently interacted with its contact centers. For certification status, a contact center must perform within the top 20 percent of customer service, based on J.D. Power and Associates' cross-industry customer satisfaction research.

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).

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