



PRESS RELEASE

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FOR IMMEDIATE RELEASE

Brink's Home Security Selects Knoxville for New National Customer Contact Center

IRVING, Texas (April 14, 2005) – Brink's Home Security, Inc announced today that Knoxville, Tennessee, has been selected as the location for a new alarm monitoring and customer care facility. The 50,000 square foot facility will be constructed on a 9.6 acre parcel of land in the Pellissippi Corporate Center on Hardin Valley Road.

The new facility will complement Brink's Home Security's [National Support Center in Irving, Texas](#), providing additional capacity and enhancing disaster recovery capabilities. When fully staffed, the center will accommodate over 400 monitoring operators and customer care specialists to provide quick response to alarm signals and inquiries received from customers throughout the United States and western Canada. The facility will maintain operations 24 hours a day, seven days a week. The company plans to spend in excess of \$10 million to construct the center and install state-of-the-art computer and telecommunications equipment.

"We evaluated a number of sites over the past year and quickly focused in on the Knoxville area," said Bob Allen, President of Brink's Home Security. "The impressive workforce, terrific community and helpful Tennessee, Knox County and Knoxville officials made our final location choice very easy. We are pleased to be adding these employment opportunities to the Knoxville area and look forward to becoming a member of the local business community."

“Our company prides itself on our customer support,” said Carole Vanyo, Senior Vice President of Customer Operations at Brink’s Home Security. “The extraordinary workforce in the Knoxville area will certainly enhance our successful track record of delivering outstanding customer service.” Brink’s Home Security was recently certified for providing “An Outstanding Customer Service Experience” by J.D. Power and Associates.

Brink’s anticipates the new site will be operational in early 2006.

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 monitored home security services to single-family residences and commercial properties in North America. Brink’s Home Security operates in more than 250 metropolitan areas and services more than 920,000 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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