



March 27, 2020



# WELCOME

The Shred Authority is proud to announce that we have joined the Iron Mountain family to continue and expand our great service. This acquisition by Iron Mountain will allow you and your company to leverage the strengths and knowledge of an excellent Secure Shredding and Records Management team. We at the Shred Authority would personally like to welcome you to the Iron Mountain family.

## Now, for an Introduction

Since 1951, Iron Mountain has been providing storage and digital transformation services to customers like you around the world. Our company's reputation and services are built on trust – and this trust remains the cornerstone of who we are and what we do. Our commitment to protecting your assets begins the instant you hand them over to us and doesn't end until we either return them to you or securely destroy them. And not only are we devoted to helping our customers manage their information, but we are also dedicated to contributing to the local communities in which we work and live.

## Now, Some New Benefits for You

Here are some of the benefits you will see as an Iron Mountain customer.

- **Online Management Tools**  
**Iron Mountain Connect™**, our online hub, is an easy way for you to manage your shred program, access your **Certificate of Destruction** or run reports: **The Green Report** shows the environmental benefits coming out of your organization's shred program; the **InControl Shred Usage Report** provides detailed information on container volume.
- **Customer Service, Anytime**  
Customer satisfaction is our top priority, and we are dedicated to providing you with a great customer experience. Connect with us anytime via email or telephone or through our online tools. We are here for you 24/7/365.
- **More Than Shredding**  
You now have access to the **Iron Mountain Secure e-Waste** and **IT Asset Disposition (SITAD)** service that helps you destroy and recycle or repurpose numerous IT equipment types with reliable, environmentally compliant and secure services.

## For Now: Business as Usual

For now nothing changes, so please continue to work with your The Shred Authority points of contact both for customer service and to place orders at [CustomerService@ShredAuthority.com](mailto:CustomerService@ShredAuthority.com) or [Accounting@shredAuthority.com](mailto:Accounting@shredAuthority.com) or 312-842-2900 We'll keep you posted with updates about the transition to Iron Mountain, as well as with any changes we make along the way.

Sincerely,

Ed Bass  
Regional Director, Secure Destruction  
[Customerintegrationservices@ironmountain.com](mailto:Customerintegrationservices@ironmountain.com)

Ken Williams  
The Shred Authority, Owner