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| View to learn how to use “Find My Pickup & Delivery Day". |
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| Iron Mountain Customer Communications |

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| **Key Dates about the Upcoming Modifications to our Pickup and Delivery Services** Last month we emailed you about the modifications we are making to our pickup and delivery services that will affect our Records Management customers. The COVID-19 pandemic has led to governmental actions and circumstances beyond our control. Consequently, the way our customers work has changed – whether it’s supporting a more remote workforce or accessing information digitally – so we are making these service changes to best serve your needs today and meet demand as your needs change moving forward. Here’s a reminder of some of the key dates, as well as information on how to use “[Find My Pickup & Delivery Day](http://app.info.ironmountain.com/e/er?utm_campaign=2020%20CAE%20Customer%20Communications%20-%20Zip%20Code%20Tool%20Notice%20Email%205.11&utm_medium=email&utm_source=Eloqua&s=63835396&lid=6786&elqTrackId=3CBC144E981621F4C271D81E426F8BA1&elq=abaa4569e7cd480e80ce9d968f598abe&elqaid=9645&elqat=1)", so that you will know what your set weekly delivery date will be. **Key Dates and What’s Happening**May 18, 2020:·     Next-day services for retrievals of two or less boxes, or 10 or less files will be eliminated and replaced with delivery via UPS within two business days.·     Pickups will occur on a fixed weekly schedule. June 15, 2020:·     Deliveries of three or more boxes, or 11 or more files will be moved to a fixed weekly schedule.·     Half-day services will be eliminated. **Key Dates at a Glance** |

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| Dates Reminder |

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| **Determining Your Pickup & Delivery Date**You can now find your weekly pickup and/or delivery date through “[Find My Pickup & Delivery Day](http://app.info.ironmountain.com/e/er?utm_campaign=2020%20CAE%20Customer%20Communications%20-%20Zip%20Code%20Tool%20Notice%20Email%205.11&utm_medium=email&utm_source=Eloqua&s=63835396&lid=6786&elqTrackId=EF22975396009BDFC03CE90DB74D7191&elq=abaa4569e7cd480e80ce9d968f598abe&elqaid=9645&elqat=1)" when you’re logged into Iron Mountain Connect™, our online hub. Just type in your zip code and your weekly date will be displayed. It’s that easy!  **Looking for Another Option?**As we adjust our service levels during this time, we’re here to help by providing additional support through our enhanced digital services. You’ll have improved access to Image on Demand (IoD) and a quick 24-hour online delivery turnaround. With our IoD service, you can count on a safe, contactless, digital delivery with enhanced chain-of-custody security and the assurance of the health and safety of employees and customers.  And you can do all this via **Iron Mountain Connect™**, our online hub. Need an account? Just email askcustomerservice@ironmountain.com to get started. **We’re Here to Support You**During this dynamic time, the health and safety of our employees, our customers, and our communities continues to be our highest priority. Please don’t hesitate to reach out to your Iron Mountain representative for support and assistance. Additional guidance and up-to-date information related to Iron Mountain’s COVID-19 response can be found on our dedicated [COVID-19 webpage](http://app.info.ironmountain.com/e/er?utm_campaign=2020%20CAE%20Customer%20Communications%20-%20Zip%20Code%20Tool%20Notice%20Email%205.11&utm_medium=email&utm_source=Eloqua&s=63835396&lid=6512&elqTrackId=DE5D03DF2C067E8BDD6AEEE9EE046978&elq=abaa4569e7cd480e80ce9d968f598abe&elqaid=9645&elqat=1). |

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| **This email contains transactional information pertinent to your relationship with Iron Mountain as an active customer.**[View our Privacy Policy](http://www.ironmountain.ca/fr/Utility/Legal/Privacy-Policy.aspx?utm_campaign=2020%20CAE%20Customer%20Communications%20-%20Zip%20Code%20Tool%20Notice%20Email%205.11&utm_medium=email&utm_source=Eloqua&elqTrackId=5d45966fc2bc4891842d5d4265b694ad&elq=abaa4569e7cd480e80ce9d968f598abe&elqaid=9645&elqat=1&elqCampaignId=14393)©2020 Iron Mountain Incorporated.  All rights reserved. Iron Mountain and the design of the mountain are registered trademarks of Iron Mountain Incorporatedin the U.S. and other countries. All other trademarks and registered trademarks are the property of their respective owners.Iron Mountain Canada Operations ULC, 195 Summerlea Road, Brampton, Ontario L6T 4P6. [**www.ironmountain.ca**](http://app.info.ironmountain.com/e/er?utm_campaign=2020%20CAE%20Customer%20Communications%20-%20Zip%20Code%20Tool%20Notice%20Email%205.11&utm_medium=email&utm_source=Eloqua&s=63835396&lid=76&elqTrackId=b56c4ec643994a74a99952fd7261f110&elq=abaa4569e7cd480e80ce9d968f598abe&elqaid=9645&elqat=1) |

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