

Building Relationships
for Today, Tomorrow
and the Future

Access[®]



Access

Welcome to Access, I'm Rob Alston, Chief Executive Officer of Access. **We are thrilled to have you as an Access client.**

Access, an international leader in records and information management, now serving more than 230 markets throughout the United States as well as markets in Canada, and in Brazil, Latin America and the Caribbean, has recently acquired your records management services provider. We are thrilled to have you as an Access client.

Please know that you have our commitment to serve you with unsurpassed integrity and attention to your individual requirements. We expect you will find that Access truly presents a fresh and welcome approach to building relationships that last for decades.

We "connect with our clients" building long-lasting relationships. We value our company's team members and share our appreciation and express gratitude for the extraordinary care they provide our clients every day. We take giving back to our communities very seriously. This makes us different. This makes us better.

You'll soon come to realize, Access is a company based on simple yet strong values. We call it the "Access Way," and we reach for our very best selves. This is who we are.

Our vision is clear. To exceed the expectations of our clients, company and community every day.

Our mission is focused. Advancing how the world manages information with the very best service.

And our purpose is simple. We protect and manage information for millions of people.

I am proud to share with you that Access is the largest privately held records and information management services provider worldwide, serving more than 30,000 clients by providing transformative services, expertise, and technologies to make organizations more efficient and more compliant. We help companies manage and activate their critical business information through offsite storage and information governance services, scanning and digital transformation solutions,

document management software -- including CartaHR – as well as secure destruction services.

Access is a company that has always been positively different. We are constantly growing. We are always changing and evolving. Challenging the status quo and continually improving to meet and exceed our clients' needs and expectations. Our history is pretty remarkable. Our recent acquisition of Montaña & Associates exemplifies this fact and demonstrates dramatically our commitment to exceeding our clients' needs and expectations. Montaña & Associates is a preeminent consulting and advisory firm with deep expertise in Information Governance, data privacy, retention policy and retention schedule development and implementation of these policies and schedules.

Chances are, we can serve you in every marketing in which you do business. Many of our clients see our reach and full suite of services as a means of streamlining and improving their operations. I hope that you also come to see Access as your one, trusted advisor for Information Governance and records and information management services, including taking advantage of the opportunity to consolidate your

inventory, over multiple market locations in which you may do business, with Access.

Access represents the best of both worlds. We are large enough to provide all the comprehensive enterprise-wide solutions you might require but small enough to treat you with the kind of personal, local service that you have come to expect. We are experienced. We know your industry. We are familiar with the challenges you face every day. That said, we listen to and learn from our clients, and we look forward to hearing about the nuances of your business. I promise we will make adjustments according to what you share with us.

It is important for you to know we are fully committed to making this transition and the integration of your account as seamless as possible for you. For your part, it will largely be business as usual. The same team you've come to trust will continue to serve you.

Our ownership will be evident in many ways including our community involvement, our national scale and broad capabilities, and particularly our focus on listening and deepening our relationships with all our clients.

Your records will remain safe and sound right where they are today. As systems and invoicing change, you'll be receiving information from us but, for now, things remain as they have until you hear otherwise. You will continue to place orders the way you always have and, we promise to communicate early and often before making any changes that could impact you or your team.

I encourage you to visit and explore [AccessCorp.com](https://www.accesscorp.com) to learn more about Access. Our local managers can address any questions you might have and stand ready to share information about our services and solutions and to ensure a great experience for you.

We have the opportunity to create something truly unique and meaningfully different here at Access. I welcome you to accept this challenge and journey with me into our future together, now as a valued client of ours.

Thank you for giving me this wonderful opportunity to introduce myself and our company to you.

For me, and every member of the Access team, we are looking forward to forming a very special relationship with you — today, for tomorrow, and the future.



A handwritten signature in blue ink, appearing to read 'R. Alston'.

Rob Alston
Chief Executive Officer

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