

Iron Mountain Connect™ Escrow Management Center



Self-service Web Tool for Iron Mountain Escrow Services Customers

A SINGLE POINT OF ACCESS

Escrow Management Center is an online tool designed specifically to help you manage all your escrow needs. It's available to you when you log on to Iron Mountain Connect™ — Iron Mountain's customer portal, providing a single point of access for managing all the services in your Iron Mountain portfolio. No additional software is necessary — just use the Internet browser with which you are already familiar.

SAVE TIME AND EFFORT

You want to spend minimal time managing your escrow account. Escrow Management Center allows you to submit work requests and then check the status of these work requests, online 24 hours a day 7 days a week. You will also have access to real-time reports of escrow account activities. With the same familiar look and feel as online banking or shopping, Escrow Management Center gives you access to your account anytime, anywhere — no paperwork, no phone calls and no back-and-forth to make changes and review information.

INCREASE RESPONSIVENESS FOR A COMPETITIVE EDGE

When you need to respond to a customer or prospect immediately, Escrow Management Center gives you access to up-to-the-minute information on your deposit accounts—and processes your requests in real-time as well. You'll see changes and additions to your accounts as you make them. Escrow Management Center allows you to add beneficiaries quickly, verify current relationships, and find out if deposits have been made. Having this information at your fingertips increases your response time to both current and new customers, giving you an edge over competitors struggling with paper, phone calls and emails to pull together a response.

GREATER AUDITING CONTROL

Concerned about compliance? You'll have the instant ability to verify all of your account information and provide the necessary back up for compliance, whether internal or external.

ASSURED PRIVACY AND SECURITY

You can rest easy knowing your data is completely secure and protected. All data is fully backed up to an alternate location in Iron Mountain's own ultraprotective environment, resistant to seismic activity and other natural disasters. Bonded Iron Mountain employees who have undergone extensive background checks run these underground facilities. Password protection for access to your account information is accomplished in several ways: unauthorized users unable to give the correct password after three attempts are "locked out"; two layers of 128-bit encryption and use of Secure Socket Layer technology ensure message integrity and authentication; a four-level user authority system ensures that each user sees only the data they are entitled to see.

WHAT YOU CAN DO THROUGH ESCROW MANAGEMENT CENTER

Upon becoming an Iron Mountain customer, you'll receive a username and password to access the portal. You will be able to:

- **View account information:** Account Lists, Deposit Data, Beneficiary Enrollments, Work Requests, Contact Information, etc.; Find beneficiaries across multiple accounts.
- **Conduct escrow transactions:** Add, Edit, Delete Company Contacts or Beneficiaries, Request Terminations, Edit Company Names, etc.
- **Produce reports:** Account Summaries, Deposits, Beneficiary Data, Work Requests, Contacts and

Accounts, etc.—you can sort, download, print and manipulate this data.

- **View imaged documents:** Agreements, Enrollments, Amendments, Descriptions of Deposits, etc.

As a designated contact for your company, you decide who has access to Escrow Management Center as well as assign access levels.

FREE SUPPORT FOR ALL LEVELS—BEGINNER TO EXPERT USER

Escrow Management Center is easy-to-learn and easy-to-use so that minimal training is required. In addition, you have a number of training and help options at your fingertips.

- **Easy Creation of Itemized List of Deposit Materials:** You can use the **Exhibit B Wizard** to create an itemized list of deposit materials (“Exhibit B”) for your deposit, which is then sent electronically to Iron Mountain. The wizard also captures information that helps establish a chain of custody for the deposit. Information such as the shipping company, tracking number, and departure date help to keep track of the items between the times they ship from you, the depositor, until they are placed in Iron Mountain's physical or electronic vaults. **The Exhibit B Wizard** presents a series of pages where you can enter this information.
- **Help function:** Comprehensive, indexed help available from anywhere within Escrow Management Center.
- **Training:** Online tutorial and workbooks.
- **Support Center:** A toll-free call puts you in touch with a trained professional 24 hours a day, 7 days a week.
- **Online resources:** Click to access escrow management best practices, tips on escrow and industry resources.

Iron Mountain's Intellectual Property Management services include:

- Technology (Source Code) Escrow
- SaaSProtect Escrow for Software-as-a-Service
- Electronic Deposits
- Technical Verification of Deposits
- Domain Name Implementation, Registration, Management and Enforcement
- Consulting

DEDICATED ACCOUNT REPRESENTATIVES

Escrow Management Center is designed to equip you with the tools for management of all your escrow needs. Even so, your dedicated Iron Mountain account representative is available for you whenever you require help. All of our account representatives have been completely trained on the use of the Escrow Management Center and can assist you as you become familiar with it — and of course, respond to your needs personally when you require them.

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