



## COVID-19 VIRUS: CUSTOMER SERVICE ALERT FOR MALAYSIA

DATE: 31 MAY 2021

### **RE: POTENTIAL REDUCTION IN SERVICE LEVELS**

Please be advised that we anticipate potential disruptions in our ability to provide full service to our customers in Malaysia starting 1st June 2021 due to government restrictions related to the COVID-19 virus.

The health and safety of our employees and customers is our top priority, we appreciate your patience. If we do suspend service, we will make all efforts to complete and reschedule any affected orders that we are unable to service due to this interruption.

If you have any questions, please contact your assigned Account Manager or the Iron Mountain's Customer CARE Team at the numbers below:

#### **Customer Service**

- |                             |  |                  |
|-----------------------------|--|------------------|
| i) Zamilah Hassan           | - <a href="mailto:zamilah.hassan@ironmountain.com">zamilah.hassan@ironmountain.com</a>             | : +6019 312 1265 |
| ii) Nor Aishah Binti Ismail | - <a href="mailto:noraishah.ismail@ironmountain.com">noraishah.ismail@ironmountain.com</a>         | : +6017 371 2813 |
| iii) Nor Izyani Abdul Hamid | - <a href="mailto:NorIzyani.AbdulHamid@ironmountain.com">NorIzyani.AbdulHamid@ironmountain.com</a> | : +6016 956 6018 |

#### **Other Representatives**

- |                    |  |                  |
|--------------------|--|------------------|
| i) Lexiss Pong     | - <a href="mailto:lexiss.pong@ironmountain.com">lexiss.pong@ironmountain.com</a>   | : +6016 261 2221 |
| ii) Josephine Yong | - <a href="mailto:shinyit.yong@ironmountain.com">shinyit.yong@ironmountain.com</a> | : +6012 411 6009 |

Thank you for your business and please help us to continually monitor this situation by reviewing local government COVID-19 virus updates.

Yours Sincerely,

A handwritten signature in black ink, appearing to be "Dan Alperin".

Dan Alperin

VP & General Manager, Southeast Asia