



## IMPORTANT ANNOUNCEMENT for Online Users of The RecordMax Companies (Password Policy Change)

**August 20<sup>th</sup>, 2012 – Chattanooga, Tennessee; Mobile, Alabama; New Orleans, Louisiana**

**RecordMax** is implementing a new User Security Policy change designed to follow information security standards consistent with SSAE16 and ISO 27001. While change can sometimes be viewed as a hassle or inconvenience in certain circumstances, our hope is that you'll understand and even appreciate the **RecordMax** commitment to protecting all physical and electronic information under our care.

Effective September 1st, 2012, **RecordMax** will implement a set of new User Security Policies designed to offer maximum protection for accessing customer information systems. While these new policies obviously apply to our internal employees, the purpose of this communication is to confirm that it also impacts a number of customers; people that use our online systems.

**Going forward, user passwords (necessary to access RSWeb, RecordMax's online indexing and service request portal) must be changed every 90 days.** Reminders will begin appearing 10 days prior to the 90 day expiration date. Further, user passwords must follow "strong password guidelines"...being at least 8 characters in length and must include at least one alpha character, one numeric character and one symbolic character (!, \$, #, %).

If you have any questions, please send an email to [info@recordmax.com](mailto:info@recordmax.com). And of course thanks as always for choosing **RecordMax**!

### ***About The RecordMax Companies***

*RecordMax is a proven leader in providing secure information storage, retrieval, imaging, shredding & data protection services to law firms, hospitals, businesses, government entities or other professional organizations. Our services range from protecting business records, files, computer tapes and other sensitive media to offering digital storage of electronic documents, images, email & web content. Enjoy convenient, professional delivery and retrieval solutions...we treat every item we handle just like the largest of shipping companies; with barcode based tracking technology and portable receipt printing by the drivers that bring information assets right to your door. Convert paper documents to digital using our leveraged resources or buy the software and/or hardware you need direct from RecordMax. And enjoy safe & secure document shredding services at competitive prices.*

*The resources & experience of our management team combined with hiring the best possible staff assures confidence, consistency & quality from the people our customers have come to trust. With a growing number of locations across the Southeast, RecordMax stands ready to be a trusted part of your information mgmt team.*

*You'll be glad you chose the people, the facilities and the business solutions at **RecordMax**.*

**Professional Information Storage, Data Protection, Document Imaging & Shredding**