

# FAQ

## Ransomware Cyber Guarantee



### 1. What is SentinelOne's Ransomware Cyber Guarantee?

The SentinelOne Ransomware Cyber Guarantee is an opt-in program that provides SentinelOne Endpoint Protection Platform (EPP) customers with financial support against demanded ransoms in the event an organization is infected with ransomware and EPP is unable to successfully block or remediate its effects.

### 2. Why is SentinelOne offering this Ransomware Cyber Guarantee?

The reason is twofold: 1) the number of ransomware attacks are exponentially growing, and despite bold claims by AV vendors, these attacks are achieving their objectives unabated, and 2) SentinelOne is very confident in our approach to prevent these attacks and is willing to give customers the assurance they deserve. By launching this Ransomware Cyber Guarantee, SentinelOne is standing behind their product's ability to prevent and remediate these latest threats.

### 3. How does SentinelOne solution protect from ransomware?

SentinelOne employs a unique Dynamic Behavior Tracking (DBT) engine that continuously monitors for malicious behaviors associated with ransomware as well as other forms of malware, exploit, and script-based attacks. By monitoring behaviors in real-time, SentinelOne EPP is able to quickly associate behaviors based on a full context view of all system-level activities from the kernel and user space up. Once an attack is detected, SentinelOne EPP triggers a series of automated mitigation actions to prevent the ransomware from achieving its objectives.

### 4. Who else is providing this guarantee?

The Ransomware Cyber Guarantee program is an industry first, and no other endpoint security company is currently offering to back their technology and claims with guaranteed financial remuneration.

### 5. What does the guarantee cover?

The Ransomware Cyber Guarantee will cover the ransom paid as a result of the attack on a customer's infrastructure. Coverage extends up to \$1M USD per company, or up to \$1,000 USD per endpoint or server impacted, and does not include any other damages such as stolen IP or impact to brand/reputation.

### 6. How is the guarantee sold?

The Ransomware Cyber Guarantee is sold as an additional fee on top of the EPP license. The cost is less than 8% of the license cost and is a pure pass-through cost to the insurance provider.

### 7. Is the guarantee for endpoints and servers?

Yes, Ransomware Cyber Guarantee is valid for Windows-based user endpoints and servers running SentinelOne EPP. It does not cover Linux or Mac OS X endpoints and servers at this time.

### 8. In which locations are customers eligible to participate in the SentinelOne Cyber Guarantee?

The Ransomware Cyber Guarantee is available to customers globally.

### 9. Is there a minimum number of Cyber Guarantee licenses that need to be purchased?

There is no minimum or maximum - the number of Ransomware Cyber Guarantee licenses just must match the number of Windows endpoint and server licenses purchased for SentinelOne EPP.

### 10. When does the Ransomware Cyber Guarantee go into effect?

The Ransomware Cyber Guarantee is currently available for purchase.