



# Frequently Asked Questions

## Cyber Threat Analysis

### **What payment methods are available?**

We only accept credit card payments and commence work as soon as we receive confirmed payment.

### **When will I receive the results?**

Basic, Standard and Advanced are available in 7, 14 and 28 days respectively.

### **Do you store any of my details on your system?**

We store minimal information in encrypted format.

- We don't store any credit card information and use a PCI-compliant payment process with Stripe.
- We don't use cookies or any other methods of storing data on your machines.

### **Do I need to purchase your services? Can't I just do it myself?**

Unlike our other services it's highly unlikely you can do the cyber-threat analysis yourself. Our proprietary algorithms search billions of records - public and private - to identify threat actor attitudes, motivations, attack techniques and behavioral patterns.



### **What happens once I've placed my order?**

You will receive an email confirming your transaction reference number. You can track progress of your order using the information supplied by us.

Our team will also be in touch to confirm the details you supplied are correct.

### **Can I cancel my order?**

Standard and Advanced assessments can be cancelled within 7 days of placing the order and we will refund 50% of the price paid.

### **I placed an order but never received confirmation.**

Send us a message using Contact Us on our home page.

### **Do you need to liaise with my staff or come to our offices?**

No. We perform the analysis the same way a remote cyber-attacker would.

### **Can I request customization of the threat analysis?**

The simple answer is no but we'll listen to any requests and will accommodate if possible.

### **Why couldn't I find telephone numbers or street addresses for your offices?**

We're a global cyber-risk company and only engage with our customers.

You won't find any of our email addresses on the web site either.