#### **VERITAS**

# Ransomware

### Paying hackers is a losing game.



71%

of consumers believe that hacked companies should stand up to cybercriminals and refuse to pay ransoms.



65%

of consumers demand compensation from the company if they can't restore their data.



\$1,167

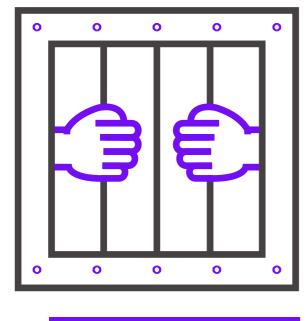
per affected person is the average ransom consumers believe companies should pay to retrieve their data.



44%

of consumers would stop using the company's services no matter what it decided.

#### Demanding sanctions against CEOs.



40%

of consumers blame CEOs personally if their companies are breached by ransomware.

34%

want the CEO to pay a fine.

demand the CEO be banned from running a

demand a prison sentence.

demand the CEO resign.

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want the CEO to take a pay cut or be demoted.

company in the future.

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ask for a public apology.

## Back up, don't pay up.

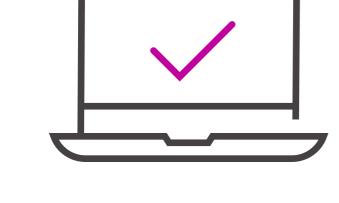


of consumers expect companies to implement security software

to protect their data.



to have tried-and-tested backup copies of their data.



These steps allow companies to ward off ransomware attacks or at least restore data after an attack without paying a ransom.



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**Methodology:** Interviews conducted and statistics compiled for Veritas Technologies LLC by 3Gem. A total of 2,000 consumers were interviewed in April 2020 in each market (China, France, Germany, Japan, United Kingdom and United States) adding up to a global sample size of 12,000 adults over the age of 18.