Dear Customer,

As I’m sure you are aware, when it comes to cyber security, the threat landscape is constantly changing and evolving. Now more than ever, malicious attacks, data breaches and ransomware have become commonplace in the news. These threats affect large and small companies in every industry.

As your service provider, it is our duty to understand these threats and seek solutions to prevent them from ever impacting your business. We have identified a new endpoint protection product that gives us our best chance to protect you from the latest types of malicious attacks.

**Features include:**

* Ability to protect, detect and respond to the newest threats, including ransomware.
* Realtime endpoint forensics and visibility into malicious activity.
* [Ransomware Warranty](https://www.sentinelone.com/legal/ransomware-warranty/) of $1,000 per computer with a max coverage of $1,000,000.

We feel strongly that this product is critical to the security and protection of your company’s data. In light of this fact, we are implementing it to all customers over the next 60 days. Once implemented, you will see a slight increase in your invoice of roughly **$X** per user per month. If you have questions or concerns regarding this upgrade, please do not hesitate to contact myself or another member of my team.

Thanks,
Your Friendly Neighborhood MSP

*S1 buyers guide* <https://go.sentinelone.com/rs/327-MNM-087/images/SentinelOne_BuyersGuide_0116.pdf>

***\*IT IS RECOMMENED YOU REVIEW WITH LEGAL COUNCIL BEFORE USING THIS TEMPLATE***

**Voluntary Waiver of Ransomware Warranty**

Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Client:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Reseller X:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

This form is notice that [CUSTOMER NAME], the Client, hereby acknowledges that they were informed by [MSP NAME], their Reseller, about the potential need and availability of ransomware warranty and protection. By way of signing this document, the Client, hereby acknowledges that they have made the decision to waive their right to coverage at this time.

The Client also acknowledges that this is against the advice of their Reseller and that by signing this document they are releasing any liability of the Reseller.

The Client fully acknowledges that they have reviewed this document and they understand the effect of declining ransomware warranty and protection coverage against the recommendation of the Client’s Reseller.

Client understands that if they desire to add the ransomware warranty and protection coverage later, that the price and options for coverage may change for a variety of reasons.

Client Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Client Name (Printed):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Reseller Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Reseller Name (Printed):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_