

## POLICY REVIEW BOARD

# Summary of Dispute Resolution Process

Bitsight is committed to creating the highest quality and most accurate security ratings in the industry. We are also committed to allowing all rated organizations—not just customers—the opportunity to challenge the assets, findings, and interpretation of those findings used to determine a Bitsight Security Rating and provide corrected or clarifying data. Bitsight seeks accurate and prompt remediation for any dispute.

This section highlights our dispute resolution process for any rated entity (organization that has been rated by Bitsight). As a signatory and founding member, we are firmly committed to upholding the **Principles for Fair and Accurate Security Ratings**.

## Disputing Data And Findings

**If you think a particular record is incorrectly impacting your rating, we encourage you to contact Bitsight to address the findings.**

- Email [support@bitsight.com](mailto:support@bitsight.com)
- Our Support team responds to inquiries within 2 business days
- The Support team will evaluate the particular attributions or events, and then share as much information as possible to provide more specific information on disputed events and how Bitsight arrived at its conclusions.

**Dispute resolution may require the submission of additional information. Bitsight agrees to mutual confidentiality provisions with any organization submitting documentation to resolve a dispute. Users may be asked to provide additional forensic information to resolve disputes, including**

- Date/type of observation
- Reason for contesting the result
- Steps you have taken to troubleshoot the event
- Log information
- Complementary written documentation possible to provide more specific information on disputed events and how Bitsight arrived at its conclusions.

**Disputes are typically resolved in the following ways:**

- Self-published ratings: Companies can elect to create a separate report (and rating) using their choice of a subset of their assets. The rating of the original Bitsight-curated company remains the same, however.
- Annotations are used to publish comments that everyone in the community can see
- Infrastructure tagging enables segmentation of IP addresses into relevant groups
- Forensics allows you to get more specific information on each event that you are addressing
- Labeling helps people viewing your organization understand why you may demonstrate higher levels of malicious traffic
- Diligence record refreshes update data to reflect the latest versions

# Ratings Calculation Disputes

To dispute evaluation methodology or how your rating has been calculated, email [support@bitsight.com](mailto:support@bitsight.com). Our Support team responds to inquiries within 2 business days.

## Dispute Resolution Time

Bitsight seeks prompt dispute resolution. We seek to remedy all disputes within 7-10 business days.

2023 Dispute Resolution metrics:

- In 2023, it took on average 4 business days to resolve a disputed asset
- In 2023, it took on average 6 business days to resolve a disputed finding

## Appeals and Adjudication

After following the steps outlined in the Dispute process, an organization may choose to appeal a decision. Appeals are adjudicated by the Bitsight Policy Review Board (PRB). Appeals can be initiated by request to [support@bitsight.com](mailto:support@bitsight.com).

The PRB is a committee created to govern changes to the security rating algorithm and associated policies, as well as adjudicating appeals related to data accuracy and evaluation methodology. It is charged with providing a consistent and systematic dispute resolution process that is available to all rated entities, and which ensures that Bitsight Security Ratings are accurate, fair, and independent.

The PRB meets biweekly to review cases, but may occasionally schedule additional meetings to address urgent matters. Appeals are typically reviewed within two weeks.

Prior to review, the PRB may invite additional input and supporting material from the organization making the dispute. All supporting material and background is compiled into a case document. The document summarizes the issue, gives any relevant background or supporting material, and identifies the key decisions to be made. The PRB members review the document ahead of the review meeting, and have the opportunity to ask clarifying questions or for additional investigation and supporting material, which is treated confidentially.

Once the case is ready for review, the PRB meets to discuss and make a decision. All members are given an opportunity to present their views. For guidance on decisions, the PRB draws upon existing policy, prior case decisions, input from subject matter experts, and advice from independent industry experts. The actual decision is made by a majority vote of members, and is final.

Organizations may also engage with the Bitsight Ombudsman, a neutral third party, to discuss their dispute.

The outcome of the review, and the reasons for the decision, are communicated to relevant stakeholders, including the rated company who made the appeal, if applicable. We also publish a short summary of PRB decisions on our website on a quarterly basis.

For more information: [Bitsight.com](https://www.bitsight.com) →

Bitsight is a cyber risk management leader transforming how companies manage exposure, performance, and risk for themselves and their third parties. Companies rely on Bitsight to prioritize their cybersecurity investments, build greater trust within their ecosystem, and reduce their chances of financial loss. Built on over a decade of technological innovation, its integrated solutions deliver value across enterprise security performance, digital supply chains, cyber insurance, and data analysis.

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