



## Frequently Asked Questions

### Launch Date: January 11, 2017

#### 1. Why did IDT911 change its name?

There are three main reasons why CyberScout better represents our products, services, and company mission:

- Our initials did not resonate with new markets that didn't know us.
- "9-1-1" is an emergency reference specific to the U.S. and does not mean the same thing in international markets.
- We handle more than identity management and wanted a name that reflects our understanding of technology, provision of commercial solutions and continued levels of exceptional service.

#### 2. Why CyberScout?

The name was selected after several interviews with clients, internal employees, and industry experts. Additionally, CyberScout better represents our position as a:

- **Proven expert** – We are recognized as subject matter experts with a long history and proven track record. We are also there for our clients as their "boots on the ground" when they need us.
- **Compassionate partner** – We are seen as proactive educators and as an extension of our client's internal team. We provide the very best client and customer support and resolution.
- **Proactive innovator** – We are seen as an innovative and collaborative product development company.

#### 3. What are CyberScout's goals?

- To help our clients and customers **prevent** threats through education and awareness about the evolving risks.
- To help **protect** clients and customers by serving as an advocate and support network.

- To help **recover** what was lost and provide a path for success in the future.

#### 4. What is CyberScout's mission?

Our mission is to:

- Offer the same high-level protection.
- Offer the same outstanding personal service.
- Continue to champion our clients.
- Stay ahead of existing threats and identify new threats.
- Work together day and night to keep our clients and their customers safe, and to recover what was lost.
- CyberScout™. We'll take it from here.

#### 5. Will there be a transition where we may see both IDT911 and CyberScout on publicly-facing marketing deliverables?

Yes, we will be transitioning to the new name from January 11 through June 30th with our clients and their customers. During this transition time, you'll see CyberScout, formerly IDT911 on marketing materials.