

Pindrop Pulse Warranty Reimbursement Form

Warranty Request Process:

Please complete the information below and send the completed form & W9 to: PulseWarranty@Pindrop.com. You may also use this email address for any questions on completing this form.

Pindrop will review the reimbursement request within 30 days. We may request additional information during this review period; if requested, please submit information as promptly as possible to avoid delay or possible rejection of reimbursement. Once your request is reviewed and a final determination is made, Pindrop will notify you via the submission email address provided. For approved reimbursements, payment will be processed **within 30 days from the date the request is approved.**

Eligibility requirements: Please review the Pindrop Pulse Warranty Terms (available here: *[insert hyperlink]*) for more information on eligibility requirements.

Company Information

Company name:	Date submitted:
Requestor name:	Requestor title:
Requestor email:	Requestor phone number:
Approver Name::	Approver title:
Approver ¹ email:	Approver phone number:
Pindrop account manager:	

¹Approver must be an authorized representative for the Company, with a current user account to access the Pindrop products on Company's behalf.

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Fraud Information

Date of Synthetic Fraud Call:		Discovery date by Company:	
Company's Lost funds from synthetic fraud call:		Call ID of the Synthetic Fraud Call:	
Pindrop may be required to create a temporary Pindrop user account in your tenant to access and/or receive a copy of the fraudulent call recording. Please initial here to confirm and approve this action. ²			

²Pindrop will delete the temporary user account when the investigation is completed.

As authorized representatives of your organization, by signing this form, you each affirm that: (i) the Unique ID provided is associated with a call that Company has confirmed is fraudulent; and (ii) the reimbursement request meets all eligibility requirements described in the Pindrop Pulse Warranty Terms.

Signatures

Requestor signature:	Date:

Approver signature:	Date: