



# Pindrop® Pulse Deepfake Warranty

## Mitigate Deepfake Incident Costs With Pindrop Pulse Deepfake Warranty

The Pindrop® Product Suite, including Pindrop® Protect fraud prevention, Pindrop® Passport multi-factor authentication, and Pindrop® Pulse liveness detection, focuses on comprehensive protection of the contact center at every call stage. These technologies work together to increase the security of the contact center and enhance customer experience. With the rise in generative artificial intelligence (GenAI) and deepfakes, contact centers are increasingly vulnerable to synthetic voice fraud attacks. Contact center security professionals and risk management leaders need a plan to protect their organizations from these synthetic voice fraud attacks.

## The Pindrop® Pulse Deepfake Warranty Is Here

The Pindrop® Pulse Deepfake Warranty is a first-of-its-kind security operations warranty for the contact center. Pulse Deepfake Warranty is an exclusive benefit available at no additional cost to customers with a standard three-year subscription to the Pindrop Pulse technology, as part of the Pindrop Product Suite. The warranty applies to an eligible call analyzed by the Pindrop Product Suite (Pindrop Protect + Pindrop Passport + Pindrop Pulse) when the Pindrop Scores do not alert to a risk of synthetic voice fraud.

For a call to be considered eligible for the warranty, the key requirements are:

- The call needs to be analyzed and scored by the entire Pindrop Product Suite
- Pindrop scores must meet minimum thresholds
- Synthetic voice fraud must have occurred during the call



If a synthetic voice call results in a confirmed fraud and is not detected by the Pindrop Product Suite, the Pulse Deepfake Warranty provides for reimbursement of the financial loss incurred and reimbursed to an account holder up to the applicable Reimbursement Cap for the Warranty Period.

Company's annual Baseline Subscription Call Volume for Pindrop Pulse on the date of the Synthetic Fraud Call	Reimbursement Cap for the Warranty Period (USD)
Up to 10,000,000	\$100,000
10,000,001 – 50,000,000	\$250,000
50,000,001 – 100,000,000	\$500,000
100,000,001 and above	\$1,000,000

## Warranty Reimbursement Process

Certain terms and conditions must be fulfilled for eligibility, including maintaining and adherence to industry-standard fraud protection policies<sup>1</sup>. The reimbursement request may only be submitted after Pindrop's customer investigates the fraud event, confirms no presence of first-party fraud, and reimburses its account holder. To seek reimbursement, Pindrop's customer must discover the synthetic voice fraud call and fraud loss within six months of the synthetic fraud call, and then submit a reimbursement request within ten business days of discovery. A copy of the recording from the synthetic fraud call is required as well. The Warranty is available only to Pindrop customers in the US and Canada with a minimum three-year subscription to the full Product Suite.

## Synthetic Voice Fraud Covered

The Pindrop® Pulse Deepfake Warranty covers the fraud losses from synthetic voice fraud. "Synthetic voice fraud" refers to the fraudulent or unauthorized use of (1) the recordings of a customer's genuine account holder's or end user's voice to request a specific transaction; or (2) an artificial intelligence (AI) derived impersonation of an account holder's or end user's voice (sometimes referred to as 'deepfakes').

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<sup>1</sup> [pindrop.com/pulse-deepfake-warranty-terms](https://pindrop.com/pulse-deepfake-warranty-terms)



Pindrop Pulse Deepfake Warranty is backed by the comprehensive, multi-factor Pindrop Product Suite that includes:

### **Pindrop® Protect**

Pindrop's anti-fraud solution, Protect, analyzes thousands of indicators of anomalous behavior across the fraud event lifecycle — from account mining in the IVR to social engineering attacks against agents. Protect leverages voice, device, behavior, carrier metadata, and predictive AI risk signals to detect and prevent over \$2 billion in fraud losses<sup>2</sup>. In addition to these core technologies, Pindrop also has a Consortium of confirmed fraudster intelligence that has been collected across all of our customers; 5 billion calls tracked and 3 million frauds detected.

### **Pindrop® Pulse**

Combatting the evolving threat landscape, Pindrop® Pulse offers a cutting-edge audio deepfake detection solution. Seamlessly integrated with Pindrop's fraud protection and authentication products, Pulse is meticulously designed for real-time deepfake detection with industry-leading detection rates that have historically been greater than 99% with minimal false positives<sup>3</sup>.

## **About Pindrop**

Founded in 2011 and based in Atlanta, GA, Pindrop is revolutionizing voice security. Its cutting-edge solutions set the standard for identity, security, and trust in voice interactions, serving major banks, insurers, and retailers globally. By leveraging patented technology to analyze voice interactions, Pindrop's products effectively detect fraud, authenticate genuine customers, reduce operational costs, and enhance the customer experience. For more about Pindrop's impact on voice technology, visit [pindrop.com](https://pindrop.com).

<sup>2</sup> Pindrop's estimate of prevented fraud loss based on over 3 million fraud calls detected to date across all of our customers.

<sup>3</sup> Performance of Pindrop's liveness detection system against adversarially modified spoofed utterances against the systems from the University of Waterloo study