

# Adjust your rating with a collaborative refute process

SecurityScorecard is committed to providing organizations with accurate and transparent ratings. All **12+ million rated organizations** on our platform have the opportunity to challenge the digital assets (IPs, domains, issue findings) associated with their Scorecards. Allowing for both customers and non-customers to claim their Scorecard and remediate issues and findings as needed contributes to the integrity of our ratings.

We believe that every organization in the world should have access to their security rating, which is why we offer a tier of service that allows anyone to view their rating **for free**, easily appeal our findings **for free**, and check our error rate **for free**. We make it easy for you to continuously monitor, validate, and make corrections to your Scorecard as needed.

## How to Make Corrections to your Scorecard:



If something's not right, we'll make it right — whether you're a customer or not.

### This is a step-by-step guide to:

Check your organization's score, quickly report on any issues, and resolve those issues.

#### STEP-BY-STEP

#### Challenge your Digital Footprint

# 1

#### Log in to your account

- If you don't have an account, you can sign up for a free one.
- Once you've signed up, you can claim your Scorecard.

# 2

Navigate to the IP address or domain you want to refute and select the items in the check box.

# 3

Click the "Remove" text on the top right.

- Fill in the dialog and click the "Remove" button.

[KNOWLEDGE BASE →](#)

## A fast, easy, and collaborative refute process

SecurityScorecard works hard to ensure that your digital footprint and our measurements are correct, but we recognize that perfection is not always possible, especially when it comes to data. We work with vast amounts of data in order to provide the most actionable insights. With a dataset this large, it is imperative for us to have a fast and easy-to-use refute process in order to correct errors.



### BENEFITS OF OUR REFUTE PROCESS

#### We're fast.

Our customer support team quickly responds and validates each submitted request within a **48-hour SLA**.

#### Credible ratings.


Our ratings remain credible through remediations with a dedicated review process for each submitted request.

## How to Make Corrections to your Scorecard Continued:

**STEP-BY-STEP**  
Challenge our Issue Findings



- 1**  
Navigate to the issue type you want to refute
- 2**  
Select the findings you want to refute on the left-hand side of the dialog
- 3**  
Click the "Resolve" button

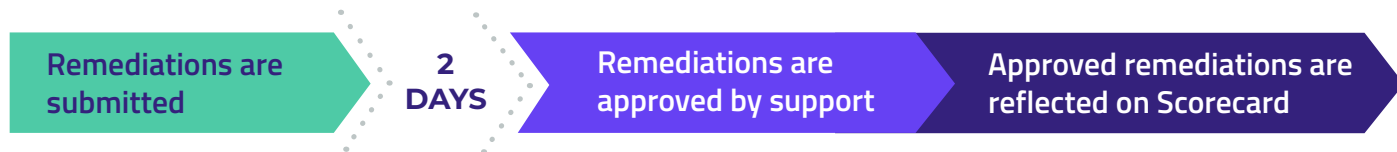
[KNOWLEDGE BASE →](#)

 Read more about making corrections to your rating in our Trust Portal.

### What happens next?

After you submit a resolution or removal request, our customer support team will review your request and any supporting evidence within 48 hours.

-  If your requests are **approved** by our support team, your new score will be reflected on your Scorecard as a Projected Score within a few minutes.
-  If your requests are **denied** from our support team, you will receive an explanatory email.



### See the Metrics section of our Trust Portal for response times.

SecurityScorecard is proud to work in accordance with the [US Chamber of Commerce guidelines](#); we make our correction process equally open to customers and non-customers.

### INTERESTED IN LEARNING MORE ABOUT SECURITYSCORECARD'S REFUTE PROCESS?

Please visit [securityscorecard.com/trust](https://securityscorecard.com/trust) and see for yourself.

[VISIT TRUST PORTAL](#)



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