



Issued 3/15/18

Why You Should Never Pay A Ransomware Ransom

A ransomware infection can be a very, very scary situation to deal with. Many victims aren't sure what to do next when ransomware hits. There's one thing that you should never do, and that pays the ransom. That's a point that cybersecurity experts have been trying to drive home ever since ransomware first started infecting computers.

When faced with the frightening reality that treasured family photos or essential business documents have been encrypted, however, not everyone follows that advice. Those who don't aren't always pleased with the results. In fact, a recent report from the CyberEdge Group ([link](#)) revealed that only 19% of ransomware victims who pay the ransom actually get their files back. It's a risky roll of the dice, to be sure... and just as many people CyberEdge surveyed said they paid and still lost their data. There are a couple reasons why data gets lost. Sometimes it's because the malware creator's only real goal was to scare people into paying. The criminal never intended to let his or her victims decrypt any files that were encrypted. Other times it's not intentional. In those cases, poorly-coded malware just makes it impossible to undo the encryption process.

There is some good news in the CyberEdge report, however. The numbers show that the majority of victims -- nearly two-thirds -- are refusing to pay. Of those victims, about 86% recovered their own data.