



Wizer Frequently Asked Questions

Answers for Cowbell Agents, Brokers, and Policyholders

Human error is one of the most common causes of cyber incidents. Phishing, social engineering, and fraudulent transfers are tactics cybercriminals use every day, often with devastating results. A strong cybersecurity awareness program helps employees recognize these threats and stop them before they cause harm.

At Cowbell, we believe that cybersecurity is everyone's responsibility, and training is the first step toward building quiet confidence in your defenses.

How much does Wizer cost?

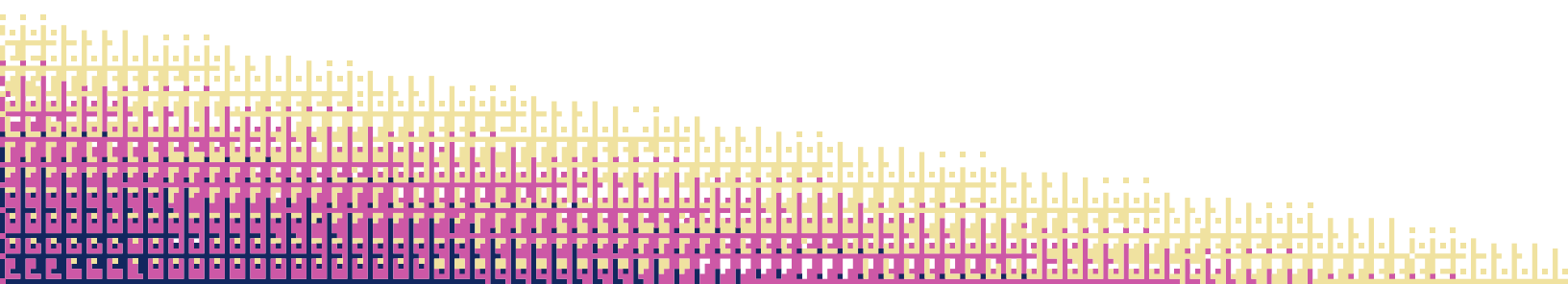
For the first 12 months of their policy, Cowbell policyholders and their employees receive unlimited access to Wizer's "Boost" cybersecurity awareness training program at no additional cost. This includes access to video libraries, games, training content, and phishing simulations. After the first year, Cowbell policyholders receive discounted pricing directly from Wizer.

How can insureds see course completion by user?

Usage and completion data are available directly in the Wizer dashboard at the account level. Policyholders can access this data themselves or request help directly from Wizer.

Will Cowbell know if I do the Wizer training?

Yes. If policyholders activate the Wizer Connector in the Cowbell Platform, Cowbell can view training analytics such as completion rates and frequency. These insights feed directly into Cowbell Factors™ in real time, helping improve the account's risk profile and potentially influencing terms at renewal. Completing training provides clear evidence of a stronger cyber posture.



Is Wizer mandatory for my business to secure coverage?

No, Wizer is not required. However, Cowbell strongly recommends cybersecurity awareness training as a key control when assessing risk. A mature training program helps close insurability gaps and improves resilience. That's why we've partnered with Wizer to provide training free of charge for the first policy year.

What can I get out of Wizer training?

Wizer helps businesses create a culture of awareness, not just check a compliance box. With frequent microlearning, interactive content, and phishing simulations, Wizer keeps employees engaged and vigilant, reducing human error and strengthening overall resilience.

How do I initiate my Wizer training program?

Every new Cowbell policyholder can enable Wizer directly from the Cowbell Platform:

1. Log in and select the **Connectors** menu.
2. Click the **Wizer Connector**.
3. Follow the prompts to enable training.

Once activated, Wizer is notified and will reach out to schedule onboarding. If you don't hear from them, you can also reach out via the "Training" tab or contact our Cybersecurity service team for assistance at cybersecurity@cowbellcyber.ai.

Access step-by-step guidance on activating Wizer training.

Cowbell: The Sound Approach to Risk

Cowbell delivers insurance that cuts through complexity and adapts as risks evolve. With streamlined quoting, expert guidance, and protection designed for the realities of today's threats, we make coverage easier to understand and more reliable when it matters most. Behind it all is the Hum—our constant, quiet vigilance—building stronger businesses, trusted partnerships, and the quiet confidence to keep moving forward.



This FAQ is for general informational purposes only and does not constitute an offer of insurance. Wizer is a third-party provider; access to its training (including "Boost," phishing simulations, and unlimited seats for the first 12 months) is subject to eligibility, Wizer's own terms and privacy policy, and may change without notice. Availability of services may vary by jurisdiction and policy and is subject to underwriting approval. If the Wizer Connector is enabled, certain training analytics may be visible to Cowbell in accordance with customer configuration and applicable law; such information may be considered in underwriting or renewal but does not guarantee any particular outcome, term, or premium. Nothing herein amends, extends, or forms part of any insurance policy, nor constitutes legal, regulatory, or compliance advice. Actual coverage is governed solely by the terms, conditions, limitations, and exclusions of the issued policy. Cybersecurity training does not guarantee the prevention of cyber incidents. ©2025 Cowbell Cyber, Inc. All Rights Reserved. Cowbell Insurance Agency LLC, State Licenses: <https://cowbell.insure/state-licenses/>

