

## **Trend Micro's Free Hotline and Tools Help Consumers Combat Ransomware**

DALLAS--([BUSINESS WIRE](#))--Consumers worried about the extremely disruptive online threat called “ransomware” have a serious ally in [Trend Micro](#) (TYO: 4704; TSE: 4704), one of the world’s leading cybersecurity companies. To help U.S. consumers - whether they are Trend Micro customers or not - the company has set up a free hotline and ransomware resource center to provide education on what ransomware is and advice on how best to protect themselves against it or respond to an attack.

“Trend Micro aims to empower consumers to protect themselves and prevent ransomware infections from ever occurring,” said Eva Chen, CEO of Trend Micro. “Ransomware locks computers and can encrypt files, holding them ransom unless victims pay a set fee. Attackers can then delete photos and documents, or permanently lock a computer. This is why we are committed to helping home users effectively protect their valuable personal data.

“We are committed to helping people defend themselves and their digital lives. Trend Micro is happy to provide useful advice to consumers on how to prevent falling victim to ransomware infections as well as tools to assist them in taking back control of their files and computers taken hostage.”

Free ransomware-specific tech support is available by calling 1-877-558-7363 between 5:00 a.m. to 8:00 p.m. PT, Monday through Friday. Additionally, free ransomware removal tools are offered to help recover encrypted data from specific ransomware variants.

Trend Micro recommends having a strong prevention strategy to avoid dealing with ransomware in the first place. In addition to making use of the free hotline and removal tools, consumers may want to purchase Internet security software like [Trend Micro™ Security 10](#), which provides ransomware protection, as well as protection against other malicious threats and privacy protection to ensure users can enjoy their digital lives safely.

For more information about combating ransomware, to download anti-ransomware tools and learn about preventing future attacks, visit: <http://www.trendmicro.com/us/home/consumer-ransomware/index.html>.

### **About Trend Micro**

Trend Micro Incorporated, a global leader in cyber security solutions, helps to make the world safe for exchanging digital information. Our innovative solutions for consumers, businesses, and governments provide layered security for data centers, cloud environments, networks, and endpoints. All our products work together to seamlessly share threat intelligence and provide a connected threat defense with centralized visibility and control, enabling better, faster protection. With more than 5,000 employees in over 50 countries and the world’s most advanced global threat intelligence, Trend Micro enables users to enjoy their digital lives safely. For more information, visit [www.trendmicro.com](http://www.trendmicro.com).

### **Contact:**

Trend Micro Incorporated  
Jerrod Resweber, 972-499-6614  
[publicrelations@trendmicro.com](mailto:publicrelations@trendmicro.com)

## Public Company Information:

TOKYO:  
4704  
JP3637300009  
NQB:  
TMICY

---

<https://newsroom.trendmicro.com/2016-07-12-Trend-Micros-Free-Hotline-and-Tools-Help-Consumers-Combat-Ransomware>