# Your experience of a ransomware attack

Please answer the following questions regarding your experience of a ransomware attack. By answering the questionnaire you participate in our research that helps to gain a better understanding of ransomware attacks and thus prevent future attacks. Only statistical information will be gathered from this questionnaire and all participants are kept anonymous. Participation in the questionnaire is voluntary and participants are free to withdraw at any point without prejudice and without providing a reason. All data will be destroyed at the end of the project and handled according to the Data Protection Act (DPA) 1998. We are researchers at The University of Kent undertaking a project called "Ransomware Deployment Methods and Analysis". Should you have any queries or would like to contact us, please do. Henna John hsj4@kent.ac.uk or Gavin Hull gjh9@kent.ac.uk Thank you!

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1.	I	agree	to	the	above	statement *
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Check all that apply.



## **Basic information**

2. Are you familiar with the term 'ransomware'?

Mark only one oval.

$\bigcirc$	Yes
$\Box$	No
$\frown$	Maybe

3. Have you experienced a situation where your screen or files were locked and a message appeared demanding a payment? This may have occurred using a computer or a smart phone.

Mark only one oval.

 $\square$ 

Yes Skip to question 4.

No Stop filling out this form.

#### General attack details

Please fill in more information about the time when hackers demanded payment to free your files or computer screen.

4. When did the attack take place? (approx.) \*

Example: December 15, 2012

#### 5. What operating system (OS) were you using at the time? \*

Mark only one oval.

Windows 10		
Windows 8		
Windows 7		
Windows XP		
MacOS		
Linux		
FreeBSD		
Android		
iOS		
Other:		
6. What were you doing prior to the attack? * Mark only one oval.		
Browsing the internet Skip to question 7.		
Downloading some new software Skip to question 12.		
Viewing or editing photos or videos Skip to question 1-	4.	
Playing computer games Skip to question 17.		
Programming software or configuring hardware, such as ro	outers	Skip to question 20.
Reading/writing emails using a stand-alone email client	Skip to	question 9.
Other:	Skip	to question 20.

Skip to question 20.

# Visiting a website

7. What was the name of the browser you used?

8. What was the website you had visited?

Skip to question 20.

Reading an email

#### 9. What did you do with that email? \*

Mark only one oval.

Clicked on a link Skip to question 7.	
Opened its attachment Skip to question 10.	
None of the above Skip to question 20.	
Other:	Skip to question 20.

Skip to question 20.

#### **Email attachment**

If you can remember the extension of the file in the attachment, or type of file, please state here.

10. <b>W</b>	hat was	the extension	of the attac	hment e.g.
.de	oc, .zip,	or type of the	file in the e	mail? *

11. After downloading the attachment, did you open it? \*

Mark only one oval.

$\subset$	)	Yes
$\subset$	$\Big)$	No

Skip to question 20.

#### **Downloaded software**

12. What was software you downloaded called? \*

13. Where did you download it from?

Skip to question 7.

## Editing photos or videos

14. What software were you using?

15. Was it a new software package you recently downloaded? \* Mark only one oval.

$\bigcirc$	)	Yes*
$\bigcirc$	)	No

16. \*Name the website you used to download the software

Skip to question 20.

## Playing a computer game

- 17. What was the name of the game you were playing?
- 18. Was the game new? \* Mark only one oval.

🔵 No

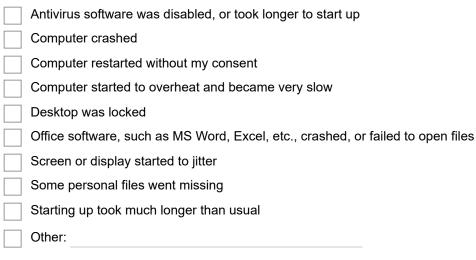
19. Where did you get the game from? (please be specific)

Skip to question 20.

#### More details of the attack

20. What were the first signs of your device being infected? (check all that apply) *Check all that apply.* 

Check all that apply.



#### 21. Did you have any anti-virus scanning software running?

Mark only one oval.

$\square$	$\supset$	Yes*
$\subset$	$\Big)$	No

Other:

23. (	so, please write any of it below.	or ransom note given to you by the attacker? If
-		
-		
-		
(	What was the name of the ransomware used (e.g. file extension of encrypted files or given	
i	in the message)?	
-		
	What was the effect of the attack? (check all the Check all that apply.	at apply) *
	Screen blocked	
	Files encrypted	
	Files removed	
	Other:	
	How long were your files/screen locked? Mark only one oval.	
	Hours	
	Days Weeks	
	Weeks	
	Were you able to recover the files/access to you Mark only one oval.	ur device? *
	Yes Skip to question 28.	
	No Skip to question 29.	
LIIE	e recovery	
	How did you recover the files/access to the dev Mark only one oval.	rice?
	Paid the ransom money	
	Recovered data from a backup	
	Contacted relevant authorities, who advised	the next steps

Skip to question 30.

## Failed to recover files

#### 29. Why were the files/device access not recovered?

Mark only one oval.

Did not pay the ransom, and it was not possible to recover files or gain access

Paid the ransom, but the attackers did not provide the decryption key or method to unlock the device

Paid the ransom, but the decryption key or method to unlock device did not successfully recover files or access to the device

Other:

# **Further Study**

We are interested in hearing more about your experience with ransomware, and would like to contact you with further questions. This would be very beneficial for the quality of our research. If you are willing to share your story, fill in your email address below.

Note! No personal information will be stored and all data will be kept anonymous.

#### 30. Email address (optional)