


KnowBe4 Reimbursement Program



PACIF has extended its offer of **free access to the KnowBe4 cybersecurity training platform through 2023**, in continuing recognition of the importance of cybersecurity and the fact that municipalities are *preferred targets* for phishing and email scams.

PACIF will reimburse members that purchase the Diamond level package and the optional Phish-ER service will also be covered for members with 100+ users. More information about the [Diamond level](#) product and the optional [Phish-ER](#) service is available on the [KnowBe4 website](#). Note that the pricing on the KnowBe4 page does not reflect the PACIF discount. See below for our special rates.

The discounted KnowBe4 standing offer and PACIF reimbursement program is available on a limited basis. Interested members should act promptly.

PACIF members pay *35% less than* KnowBe4's standard rate!

Rates for 2023 will be posted here when they are available.

Program Expiration

December 31, 2023.

PACIF members have a limited time to purchase a new subscription at PACIF's reduced rate and be reimbursed from PACIF. Previously purchased subscriptions for KnowBe4 services do not end when this reimbursement program expires.

To Purchase

Contact Tiffany Yeager at KnowBe4 (727-877-8226 or Tiffany@KnowBe4.com) to request the purchase of Diamond level package and the optional Phish-ER service. Be sure to ask for the VLCT PACIF standing offer. **Purchasing KnowBe4 services via any other method will result in a decrease of the reimbursable amount.**

Program Rules and Requirements

1. Due to the way that the subscription uses email addresses to provide training to purchasers, **this service is only available to members who own their email domain.** We encourage municipalities without their own (dedicated) domain to consider transitioning to one.
2. If a member purchases these services through another method and receives undiscounted pricing, the most that PACIF will reimburse is the PACIF standing offer discounted pricing for the purchased services.
3. Subscriptions must be for at least one year.
4. A municipality that opts to purchase a three-year subscription can seek and receive reimbursement for the costs of the years that the reimbursement program is in effect. **PACIF currently has funding to cover the discounted subscription costs for members into 2023.** The cost for subsequent years may also be reimbursable, but is subject to limitations depending on whether PACIF can continue to obtain discounted pricing from KnowBe4 and program extension approval from the PACIF Board of Directors.
5. Special PACIF pricing only applies to new KnowBe4 customers. Members that have existing contracts with KnowBe4 are encouraged to contact PACIF to discuss how and when they can access this program. Email us at losscontrol@vlct.org.
6. Members will execute a subscription agreement with KnowBe4 and complete payment to them. To obtain reimbursement from PACIF, follow the procedures listed below.

Reimbursement Procedures

To obtain reimbursement for the purchase of KnowBe4 services, members must provide the following documentation:

- A copy of the invoice from KnowBe4 that specifies the purchase of Diamond level services (and Phish ER if applicable), the number of email users (“seats”), and total purchase price.
- A copy of the cancelled check that paid for the service. Ideally, the check should reference the KnowBe4 invoice number.
- Send these items via email to Lia Gerrish at lgerrish@vlct.org.
- We will review the information. If it is complete, we will provide 100% reimbursement for the discounted purchase of the KnowBe4 services.

If you have any questions about KnowBe4 services and how they work, please contact KnowBe4. For general questions about the program, eligibility, or reimbursement, please contact us at [losscontrol.@vlct.org](mailto:losscontrol@vlct.org).

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