



Safety and Security on the Airbnb Platform

There have been over 100 million guest arrivals in Airbnb listings and negative incidents are extremely rare. Our community is growing quickly because it is built on trust - it is the foundation of our business. We've developed a number of key features that help to build this trust, including:

- Airbnb uses sophisticated technologies and behavioral analysis techniques to help prevent potentially troublesome hosts or guests from utilizing the platform in the first place. For United States residents, Airbnb also runs host and guest information through several public databases to check if there are matches with certain felony convictions, sex offender registrations, or significant misdemeanors.
- Airbnb maximizes transparency by allowing hosts to require that guests provide a government ID, and we created a program called Verified ID, which connects a person's offline identification (a driver's license or passport) with another online profile to their Airbnb account, such as Facebook, Google, or LinkedIn accounts.
- Airbnb encourages hosts and guests to communicate and get to know one another before a trip occurs. Our community builds trust and a track record for users to be able to learn more about each other through publicly available reviews and feedback.
- Airbnb has your back in the very unusual event that a problem occurs. If a guest or a host ever have an issue, our global Trust and Safety team is on call 24/7 to help. And we offer Host Protection Insurance and a \$1 million Host Guarantee to help protect eligible hosts and their property.

At the end of the day, while we can't eliminate all the risk in traveling, we work very hard to help hosts and guests have the ability to make the most informed decisions they can. We have zero tolerance for inappropriate behavior and the safety of the Airbnb community is the single most important thing we work on every day.