## Reporting template on major incidents

(anglická verze uvedeného dokumentu)

Major Incident Report										
☐ Initial report										
☐ Intermediate report										
Last intermediate report										
☐ Final report										
Incident reclassified as non-major Please explain:										
Report date	DD/MM/YYYY				Time	HH:MM				
Incident identification number, if applicable (for interim and final reports)							-			
		A - Init	ial report					•		
	A 1 - GENERAL DETAILS									
Type of report										
Type of report		Individual		Consol	idated					
Affected payment service provider (PSP)										
PSP name										
PSP unique identification number, if relevant										
PSP authorisation number										
Head of group, if applicable										
Home country										
Country/countries affected by the incident								_		
Primary contact person				Email				Telephone		
Secondary contact person				Email				Telephone		
Reporting entity (complete this section if the reporting entity is not the affected PSP in case of delegated reporting)										
Name of the reporting entity										
Unique identification number, if relevant										
Authorisation number, if applicable										
Primary contact person				Email				Telephone		
Secondary contact person				Email				Telephone		
A 2 - INCIDENT DETECTION and INITIAL CLASSIFICATION										
Date and time of detection of the incident	DD/MM/YYYY	, HH:MM								
The incident was detected by <sup>(1)</sup>		▼		If Othe	er, please e	explain:				
Please provide a short and general description of the incident										
(should you deem the incident to have an impact in other EU Member										
States(s), and if feasible within the applicable reporting deadlines, please										
provide a translation in English)										
What is the estimated time for the next update?	DD/MM/YYYY	, HH:MM								

	B - Intermediate report							
2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	B 1 - GENERAL DETAILS							
Please provide a more DETAILED description of the incident, e.g. information on:								
a) What is the specific issue?								
b) How it happened								
c) How did it develop d) Was it related to a previous incident?								
e) Consequences (in particular for payment service users)								
f) Background of the incident detection								
g) Areas affected h) Actions taken so far								
i) Service providers/ third party affected or involved								
j) Crisis management started (internal and/or external (Central Bank Crisis management))								
k) PSP internal classification of the incident								
Date and time of beginning of the incident (if already identified)	DD/MM/YYYY, HH:MM							
Incident status	Diagnostics	Recovery						
Date and time when the incident was restored or is expected to be	☐ Repair	Restoration						
restored restored or is expected to be	DD/MM/YYYY, HH:MM							
	B 2 - INCIDENT CLASSIFICATION & INFORMATION	ON THE INCIDENT						
Overall impact	☐ Integrity	Confidentiality Con	tinuity					
	Availability	Authenticity						
	Number of transactions affected		☐Actual figure ☐ Estimation					
	As a % of regular number of transactions		Actual figure Estimation					
Transactions affected (2)	Value-of transactions affected in EUR Comments:		Actual figure Estimation					
		<u> </u>						
Payment service users affected (3)	Number of payment service users affected		Actual figure Estimation					
	As a %-of total payment service users	_	Actual figure					
Service downtime <sup>(4)</sup>		<u>-</u>						
	Total service downtime	DD:HH:MM	☐Actual figure ☐ Estimation					
	Direct costs in EUR							
Economic impact (5)			Actual figure Estimation					
	Indirect costs in EUR	MODE (OR EQUIVALENT) IS LIKELY TO BE C	ALLED UPON NO					
	☐YES YES, AND CRISIS N  Describe the level of internal escalation of the inciden		ALLED UPON NO					
High level of internal escalation	indicating if it has triggered or is likely to trigger a crisis mode (or							
	equivalent) and if so, please describe							
Other PSPs or relevant infrastructures potentially affected	☐ YES ☐  Describe how this incident could affect other PSPs	NO						
Other For 3 of relevant infrastructures potentially affected	and/or infrastructures							
	□YES □	NO						
Reputational impact	Describe how the incident could affect the reputation	of the PSP (e.g.						
Reputational impact	_	of the PSP (e.g.						
	Describe how the incident could affect the reputation media coverage, potential legal or regulatory infringen B 3 - INCIDENT DESCRIPTION	of the PSP (e.g. ment, etc.)						
Type of Incident	Describe how the incident could affect the reputation media coverage, potential legal or regulatory infringen  B 3 - INCIDENT DESCRIPTION  Deprational	of the PSP (e.g.						
	Describe how the incident could affect the reputation media coverage, potential legal or regulatory infiningen  B 3 - INCIDENT DESCRIPTION  Operational  Under investigation	of the PSP (e.g. ment, etc.)  Security  Type of attack:						
Type of Incident	Describe how the incident could affect the reputation media coverage, potential legal or regulatory infringen  B 3 - INCIDENT DESCRIPTION  Deprational	of the PSP (e.g. ment, etc.)  Security  Type of attack:  Distributed/Denial of	Sendce (D/DoS)					
Type of Incident	Describe how the incident could affect the reputation media coverage, potential legal or regulatory infringen   B 3 - INCIDENT DESCRIPTION  Operational  Under investigation  External attack	of the PSP (e.g. ment, etc.)  Security  Type of attack: Distributed/Denial of internal sy	Service (D/DoS) ystems					
Type of Incident	Describe how the incident could affect the reputation media coverage, potential legal or regulatory infringen  B 3 - INCIDENT DESCRIPTION  Operational  Under investigation  External attack	of the PSP (e.g. security    Security   Type of attack:   Distributed/Denial of Infection of Internal staged intrusion   Other   Other	Service (D/DoS) stems					
Type of Incident	Describe how the incident could affect the reputation media coverage, potential legal or regulatory infringen B 3 - INCIDENT DESCRIPTION Operational Under investigation External attack Internal attack	of the PSP (e.g. ment, etc.)  Security  Type of attack: Distributed/Denial of infection of interial significance of inter	Service (D/DoS) systems					
Type of Incident	Describe how the incident could affect the reputation media coverage, potential legal or regulatory infringen B 3 - INCIDENT DESCRIPTION Under investigation External attack Internal attack External events External events	of the PSP (e.g. security    Security   Type of attack:   Distributed/Denial of Infection of Internal staged intrusion   Other   Other	Service (D/DoS) stems					
Type of Incident	Describe how the incident could affect the reputation media coverage, potential legal or regulatory infringen    3	of the PSP (e.g. ment, etc.)  Security  Type of attack: Distributed/Denial of infection of interials is Targeted intrusion of the other if Tother, specify	Service (D/DoS) stems					
Type of incident Cause of incident	Describe how the incident could affect the reputation media coverage, potential legal or regulatory infringen B 3 - INCIDENT DESCRIPTION Operational Under investigation External attack Internal attack External events Human error Process failure System failure Other	of the PSP (e.g. security    Security   Type of attack;   Distributed/Denial of Infection of Internal sy   Targeted intrusion   Other   If Other, specify	stems					
Type of Incident	Describe how the incident could affect the reputation media coverage, potential legal or regulatory infringen    B 3 - INCIDENT DESCRIPTION     Operational   [   Under Investigation     External attack   Internal attack     Internal events   Human error     Process failure     Other   Other     Directly	of the PSP (e.g. ment, etc.)  Security  Type of attack: Distributed/Denial of infection of interials is Targeted intrusion of the other if Tother, specify	stems					
Type of Incident Cause of incident  Was the incident affecting you directly, or indirectly through a service provider?	Describe how the incident could affect the reputation media coverage, potential legal or regulatory infringen B 3 - INCIDENT DESCRIPTION Operational Under investigation External attack Internal attack External events Human error Process failure System failure Other	of the PSP (e.g. ment, etc.)  Security  Type of attack: Distributed/Denial of infection of interials is Targeted intrusion Other If Other, specify  If Other, specify  If indirectly, please pr	stems					
Type of Incident Cause of incident  Was the incident affecting you directly, or indirectly through a service	Describe how the incident could affect the reputation media coverage, potential legal or regulatory infringen B 3 - INCIDENT DESCRIPTION Operational Under investigation External attack Internal attack External events Human error Process failure System failure Other Directly B 4 - INCIDENT IMPACT	of the PSP (e.g. ment, etc.)  Security    Type of attack:   Distributed/Denial of   Infection of Internal s   Targeted intrusion   Other   If Other, specify     If Other, specify   If indirectly, please prosended in the provider's name.     Telephone banking	oxide the					
Type of Incident Cause of incident  Was the incident affecting you directly, or indirectly through a service provider?  Building(s) affected (Address), if applicable	Describe how the incident could affect the reputation media coverage, potential legal or regulatory infringen  B 3 - INCIDENT DESCRIPTION  Operational  C the resetting time of the control of the contro	of the PSP (e.g. ment, etc.)  Security    Type of attack:   Distributed/Denial of   Infection of Internal s:   Tangeted intrusion   Other   If Other, specify   Indirectly   If indirectly, please prosence   Indirectly   Indirec	oxide the					
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Type of Incident Cause of incident  Was the incident affecting you directly, or indirectly through a service provider?  Building(s) affected (Address), if applicable	Describe how the incident could affect the reputation media coverage, potential legal or regulatory infringen    B 3 - INCIDENT DESCRIPTION     Operational	of the PSP (e.g. ment, etc.)  Security    Type of attack:   Distributed/Denial of   Infection of Internal st   Targeted intrusion   Other   If Other, specify   If Indirectly, please presented internal step   If Indirectly, please presented providers name   Telephone banking   ATMs   Credit transfers	point of sale Other  Money remittance					
Type of Incident Cause of incident  Was the incident affecting you directly, or indirectly through a service provider?  Building(s) affected (Address), if applicable Commercial channels affected	Describe how the incident could affect the reputation media coverage, potential legal or regulatory infringen    B 3 - INCIDENT DESCRIPTION    Operational	of the PSP (e.g. ment, etc.)  Security  Type of attack: Distributed/Denial of Infection of Internal s Targeted Infusion Other If Other, specify  If Other, specify  If Indirectly, please products provider's name Indirectly If Indirectly, please provider's name Indirectly If Indirectly, please provider's name Indirectly If Indirectly, please provider's name Indirectly Indirectly Indirectly, please provider's name Indirectly Indire	point of sale   Point of sale   Other   Money remittance   Payment initiation services					
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Type of Incident Cause of Incident Cause of Incident  Was the Incident affecting you directly, or indirectly through a service provider?  Building(s) affected (Address), if applicable Commercial channels affected  Payment services affected  Functional areas affected  Systems and components affected  Staff affected  Which actions/measures have been taken so far or are planned to	Describe how the incident could affect the reputation media coverage, potential legal or regulatory infringen    B 3 - INCIDENT DESCRIPTION    Operational	of the PSP (e.g. ment, etc.)  Security    Type of attack:   Distributed/Denial of   Infection of Internal s;   Targeted infusion   Other   If Other, specify   If Indirectly, please presented in the provider's name   Telephone banking   ATMs   ATMs   Credit transfers   Direct debts   Direct debts   Card payments   Indirectly   Indirectly   Indirectly   Indirectly   If Indirectly, please presented provider's name   Telephone banking   ATMs   ATMs   Credit transfers   Direct debts   Card payments   Indirectly   Indirectly	Point of sale Other    Money remittance   Payment initiation services   Account information services   Other					
Type of Incident Cause of Incident Cause of Incident  Was the Incident affecting you directly, or indirectly through a service provider?  Building(s) affected (Address), if applicable Commercial channels affected  Payment services affected  Functional areas affected  Systems and components affected  Staff affected  Which actions/measures have been taken so far or are planned to recover from the incident?	Describe how the incident could affect the reputation media coverage, potential legal or regulatory infringen    B 3 - INCIDENT DESCRIPTION     Operational	of the PSP (e.g., ment, etc.)  Security    Type of attack:   Distributed/Denial of   Infection of Interials   Targeted intrusion   Other   If Other, specify   Indirectly   In	Point of sale Other    Money remittance   Payment initiation services   Account information services   Other					
Type of Incident Cause of Incident Cause of Incident  Was the Incident affecting you directly, or indirectly through a service provider?  Building(s) affected (Address), if applicable Commercial channels affected  Payment services affected  Functional areas affected  Systems and components affected  Staff affected  Which actions/measures have been taken so far or are planned to	Describe how the incident could affect the reputation media coverage, potential legal or regulatory infringen    B 3 - INCIDENT DESCRIPTION    Communication    B 4 - INCIDENT DESCRIPTION    Communication    B 4 - INCIDENT IMPACT    B 4 - INCIDENT IMPACT    B 5 - INCIDENT IMPACT    Cash withdrawal from a payment account   Communication    If Other, specify: A dutherication/authorisation   Communication    If Cher, specify: A polication/authorisation   Communication    If Cher, specify: Cash apacement on a payment account   Communication   If Cher, specify: Communication   If Cher, specify: Communication    If Cher, specify: Communication    If Cher, specify: Communication    B 5 - INCIDENT MITIGATION    B 5 - INCIDENT MITIGATION    COMMUNICATION    COMMUNICATI	of the PSP (e.g. ment, etc.)  Security    Type of attack:   Distributed/Denial of   Infection of Internal s;   Targeted infusion   Other   If Other, specify   If Indirectly, please presented in the provider's name   Telephone banking   ATMs   ATMs   Credit transfers   Direct debts   Direct debts   Card payments   Indirectly   Indirectly   Indirectly   Indirectly   If Indirectly, please presented provider's name   Telephone banking   ATMs   ATMs   Credit transfers   Direct debts   Card payments   Indirectly   Indirectly	Point of sale Other    Money remittance   Payment initiation services   Account information services   Other					
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Type of Incident Cause of incident Cause of incident  Was the incident affecting you directly, or indirectly through a service provider?  Building(s) affected (Address), if applicable Commercial channels affected  Payment services affected  Functional areas affected  Systems and components affected  Systems and components affected  Which actions/measures have been taken so far or are planned to recover from the incident? Has the Business Continuity Plan and/or Disaster Recovery Plan been activated? If so, when? If so, please describe	Describe how the incident could affect the reputation media coverage, potential legal or regulatory infringen  B 3 - INCIDENT DESCRIPTION  Operational  Under investigation  External attack External attack External attack External events Human error Process failure System failure Other Directly  B 4 - INCIDENT IMPACT  Branches E-banking If Other, specify: Cash withdrawal from a payment account Operations required for operating a payment acc Acquiring of payment instruments If Other, specify: Autherication/authorisation Communication If Other, specify: Application/software Database  If Other, specify: SES Describe how the incident could affect the staff of the (e.g. staff not being able to reach the office to suppor	of the PSP (e.g. ment, etc.)  Security    Type of attack:   Distributed/Denial of   Infection of Internal s;   Targeted intrusion   Other   If Other, specify   If Indirectly, please present of the provider	Point of sale Other    Money remittance   Payment initiation services   Account information services   Other					
Type of Incident Cause of incident  Was the incident affecting you directly, or indirectly through a service provider?  Building(s) affected (Address), if applicable Commercial channels affected  Payment services affected  Functional areas affected  Systems and components affected  Staff affected  Which actions/measures have been taken so far or are planned to recover from the incident? Has the Business Continuity Plan and/or Disaster Recovery Plan been activated? If so, when?	Describe how the incident could affect the reputation media coverage, potential legal or regulatory infringen    B 3 - INCIDENT DESCRIPTION    Communication    B 4 - INCIDENT DESCRIPTION    Communication    B 4 - INCIDENT IMPACT    B 4 - INCIDENT IMPACT    B 5 - INCIDENT IMPACT    Cash withdrawal from a payment account   Communication    If Other, specify: A dutherication/authorisation   Communication    If Cher, specify: A polication/authorisation   Communication    If Cher, specify: Cash apacement on a payment account   Communication   If Cher, specify: Communication   If Cher, specify: Communication    If Cher, specify: Communication    If Cher, specify: Communication    B 5 - INCIDENT MITIGATION    B 5 - INCIDENT MITIGATION    COMMUNICATION    COMMUNICATI	of the PSP (e.g., ment, etc.)  Security    Type of attack:   Distributed/Denial of   Infection of Interials   Targeted intrusion   Other   If Other, specify   Indirectly   In	Point of sale Other    Money remittance   Payment initiation services   Account information services   Other					

		O F:								
C - Final report										
If no intermediate report has been sent, please also complete section B										
C 1 - GENERAL DETAILS										
Please update the information from the intermediate report (summary): a) additional actions/measures taken to recover from the incident b) final remediation actions taken c) root cause analysis d) lessons learnt e) addittional actions f) any other relevant information										
Date and time of closing the incident	DD/MM/YYYY	/, HH:MM								
If the PSP had to cancel or weaken some controls because of the incident, are the original controls back in place?	□ <sub>YES</sub>			NO						
If so, please explain										
	C 2 - ROOT CAUSE ANALYSIS AND FOLLOW-UP									
What was the root cause (if already known)? (possible to attach a file with detailed information)										
Main corrective actions/measures taken or planned to prevent the incident from happening again in the future, if already known										
C 3 - ADDITIONAL INFORMATION										
Has the incident been shared with other PSPs for information purposes?	□YES			NO						
If so, please provide details										
Has any legal action been taken against the PSP?	□YES			NO						
If so, please provide details										
Notes:										
(1) Pull-down menu: payment service user; internal organisation; external organisation; none of the above										
(2) Pull-down menu: > 10% of regular level of transactions and > EUR 100,000; > 25% of regular level of transactions or > EUR 5 million; none of the above										
(3) Pull-down menu: > 5,000 and > 10% payment service users; > 50,000 or > 25% payment service users; none of the above										
(4) Pull-down menu: > 2 hours; < 2 hours										
(5) Pull-down menu: > Max (0.1% Tier 1 capital, EUR 200,000) or > EUR 5 million; none	of the above									