

How to complete an incident notice: A step-by-step guide

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Introduction

In accordance with the [Retail Payment Activities Act](#) (RPAA) and the [Retail Payment Activities Regulations](#) (RPAR), payment service providers (PSPs) must notify affected individuals or entities and the Bank of Canada if they become aware of an incident that has a material impact on an end user, another PSP, or a clearing house of a clearing and settlement system. Incident notification requirements for PSPs are described in section 18 of the RPAA and sections 11 and 12 of the RPAR. For more information about incident notification, please refer to the [Incident notification guideline](#).

This guide explains the questions you will need to answer in PSP Connect and helps identify the documents and information you will need to complete and submit an incident notice to the Bank. The *initial* notice must be submitted to the Bank without delay, but no later than 48 hours after the PSP determines the incident is material. An *interim* notice may be submitted to provide additional or updated information after the initial notification. A *final* notice must be submitted for all resolved incidents with identified root cause(s).

Using PSP Connect for notices

You must have an account in PSP Connect to fill out and submit an incident notice to the Bank.

You can access the Incident Notice page on PSP Connect by going to the main menu and selecting "Reporting" and then "Incident." To create a new incident notice, click the "New Incident Notice" button on the Incident Notice page.

If you have submitted an initial notice and need to submit an interim or final notice, find the relevant incident on the Incident Notice page and click the "View Details" button. On the Incident Case Detail page that will appear, click the "Create Interim/Final report" button.

We recommend that you complete the incident notice on a laptop or desktop computer rather than a mobile device, and that you use Google Chrome, Microsoft Edge or Mozilla Firefox to submit your notification.

Disclaimer

This is not a legal document: The explanations and definitions included here are not legal definitions. If the language in this document differs from the relevant legislation or regulations, the legal text in the legislation and regulations prevails. For legal information, see the [RPAA](#).

Notes

- In the PSP Connect incident notice form, fields marked with an asterisk (*) are mandatory.
- Gathering and preparing materials relating to the incident, such as copies of notifications sent to affected parties, before completing the notice may help speed up the process.
- You can save the notice by clicking “Save and Continue” on each page, if you prefer to complete it later.
- Once you submit your notice, the Bank will send you a confirmation of receipt through PSP Connect.

Section 1: General information

Use this section to provide general information about the incident.

Question 1: Has the incident been resolved?*

Select **Yes** if the incident has been resolved. An incident is generally considered resolved when the affected business function has resumed normal operations and the immediate condition that led to the incident has been contained.

Select **No** if the incident has not been resolved.

Question 2: Is this the first notice you are submitting related to this incident?*

Select **Yes** if this is the first notice related to the incident.

Select **No** if you previously submitted an initial or interim notice related to this incident.

Question 3: Has the root cause of the incident been identified?*

If you responded **Yes** to question 1, select **Yes** or **No** to indicate whether a root cause analysis has been completed.

If you responded **No** to question 1, this question will not be displayed.

Initial, interim and final incident notices

Your responses to the introductory questions above will determine which of the following type of notice you should submit:

- Submit an *initial* notice if this is the first time you are submitting a notice about the incident, and the root cause has not been identified.
- Submit an *interim* notice if you have previously submitted an *initial* notice for the incident and the root cause has not been identified. An interim notice is used to provide further information about the incident to the Bank while the process to resolve the incident and/or identify its root cause is still ongoing. You may submit more than one interim notice as new information becomes available.
- Submit a *final* notice when the incident is resolved, and the root cause has been identified.

If the incident is resolved and all required information, including the root cause, is available at the time of initial notification (i.e., within 48 hours of determining the incident to be material), the PSP may submit a single notification that provides all relevant information (which also serves as the final notification).

If you are completing an initial or interim incident notice, proceed to section 2.

If you are completing a final incident notice, proceed to section 3.

Section 2: Initial or interim incident notice

This section will guide you in completing an *initial* or *interim* incident notice.

If you previously submitted an *initial* notice for the same incident, your previous responses to some questions will be filled in automatically in the *interim* notice. There is no need to update your responses to questions for which there is no new information since your previous submission.

Section 2a: Primary contact

Use this section to provide primary contact information for the incident notice. The primary contact from the PSP will be contacted to clarify information about the incident if the Bank requires it.

Question 4: Primary contact for incident*

Click the search/lookup button to select a primary contact from the list of PSP Connect users.

Note: *Adding contact information may be performed only by the PSP Connect administrator of your organization. If you do not have the administrator role assigned to your account, request assistance from the PSP Connect administrator of your organization to complete the relevant steps.*

Section 2b: Description of incident and material impact

Use this section to provide information about the incident detection dates and material impact assessment.

Question 5: When did the incident start? (leave blank if unknown)

Provide the date and time the incident started in YYYY-MM-DD HH:mm (24-hour) format. If the exact date and time is not known, provide the best estimate of the date and hour of the day. You may leave this blank if the start date is unknown as of the reporting date.

You may fill in the field directly using the prescribed format, or use the calendar button to select the date and time. To input previous months and years in the calendar field, select the displayed month and click on the arrows to adjust the timeframe. To select the time, click the clock button at the bottom of the calendar and use the arrows to adjust the time in 24-hour format.

Question 6: When was the incident detected?*

Provide the date and time the incident was first detected in YYYY-MM-DD HH:mm (24-hour) format. If the exact time is not known, provide the relevant date and the best estimate of the hour of the day.

You may fill in the field directly using the prescribed format, or use the calendar button to select the date and time. To input previous months and years in the calendar field, select the displayed month and click on the arrows to adjust the timeframe. To select the time, click the clock button at the bottom of the calendar and use the arrows to adjust the time in 24-hour format.

Question 7: When did the PSP become aware that the incident had a material impact on an end user, a PSP, or clearing house?*

Provide the date and time the incident was determined to have material impact on an end user, a PSP, or clearing house in YYYY-MM-DD HH:mm (24-hour) format. If the exact time is not known, provide the relevant date and the best estimate of the hour of the day.

You may fill in the field directly using the prescribed format, or use the calendar button to select the date and time. To input previous months and years in the calendar field, select the displayed month and click on the arrows to adjust the timeframe. To select the time, click the clock button at the bottom of the calendar and use the arrows to adjust the time in 24-hour format.

Question 8: How was the incident first detected?*

Select from the list to indicate how the incident was first detected. Multiple items may be selected if applicable.

- report from end user
- detection by PSP
- detection by another PSP
- detection by a clearing house
- detection by an agent or mandatary
- detection by third-party service provider (TPSP)
- other

Question 8(a): Please explain.*

If you responded **“other”** to question 8, use the open-text field to explain how the incident was first detected through means other than those listed in question 8.

Section 2c: Previous related incident

Use this section to explain if the current incident is related to a previously reported incident.

Question 9: Is this incident directly related to a previous incident reported to the Bank, such as an extension or continuation of a previous incident?*

Select **Yes** if the incident is directly related to (i.e., an extension or continuation of) a separate incident that has already been reported to the Bank.

Select **No** if the incident is not directly related to a separate incident that has already been reported to the Bank.

Note: Question 9(a) is displayed only when submitting a final incident notice.

Question 9(b): If yes, provide a brief explanation.*

If you responded **Yes** to question 9, use the open-text field to explain how the incident is related to an incident previously reported to the Bank. For example, you could state that the incident is related to a previously reported incident because it occurred on the same asset and was caused by the same underlying issue.

If you responded **No** to question 9, this question will not be displayed.

Section 2d: Type of material incident

Use this section to provide the type and description of the incident.

Question 10: Indicate the type of material incident you are reporting. (Check all boxes that apply.)*

Select from the list to indicate the type of material incident you are reporting. Multiple items may be selected if applicable.

- An amount of an end user's funds held by the PSP has become unrecoverably lost or permanently unavailable before the end user can withdraw or transfer those funds to another individual or entity
- Outage in retail payment activities that materially impacts the availability of retail payment activities
- PSP is subject to an insolvency event as defined in subsection 14(3) of the *Retail Payment Activities Regulations* (RPAR)
- Confidential information of an end user, a PSP or a clearing house is accessed or disclosed without authorization, resulting in or creating a real risk of significant harm to the end user, PSP or clearing house
- Integrity of PSP's retail payment activities is compromised
- Other

If you selected "**Other**", use the open-text field to describe the type of material incident that you are reporting. For more information about incidents with material impact, see the [Incident notification guideline](#).

Question 11: Provide a description of the incident, including the specific issue that led to the incident and the retail payment activities that were affected.*

Use the open-text field to provide a description of the incident, describing the specific issue leading to the incident and the affected retail payment activities. You may also provide a high-level timeline of the incident, if available.

Section 2e: Impact

Use this section to provide information about the actual or estimated impact of the incident.

Question 12: Is the actual impact of the incident, including both monetary value and number of affected end user(s), other PSP(s) and/or clearing house(s), currently known?*

Select **Yes** if the actual impact of the incident to affected parties is currently known.

Select **No** if the actual impact to affected parties is not yet known. For example, in an outage of retail payment activities, the actual number of affected users may not be known with certainty as of the notification date, so only an estimate may be available.

Question 12(a): Actual impact:*

If you responded **Yes** to question 12, provide the actual impact on end users, PSPs, and clearing houses. For each party, provide the following:

- actual impact dollar value (in Canadian dollars)
- actual number of end user(s), PSP(s), or clearing house(s) affected
- actual impact explanation

The monetary value and the number of end user(s), PSP(s) or clearing house(s) affected should be greater than or equal to 0. For the monetary value, report the total dollar impact per type of party and not the dollar impact for each affected end user, PSP or clearing house. It is possible for an incident to have a material impact on a party even if the dollar impact is 0 as of the reporting date.

The explanation should contain any additional information on the actual scale and/or impact of the incident, such as a description of the geographical region(s) affected by an outage in retail payment activities.

Question 12(b): Estimated impact:*

If you responded **No** to question 12, provide the estimated impact on end users, PSPs, and clearing houses. For each party, provide the following:

- estimated impact dollar value (in Canadian dollars)
- estimated number of end user(s), PSP(s), or clearing house(s) affected
- estimated impact explanation

The monetary value and the number of end user(s), PSP(s) or clearing house(s) affected should be greater than or equal to 0. For the monetary value, report the total dollar impact per type of party and not the dollar impact for each affected end user, PSP or clearing house. It is possible for an incident to have a material impact on a party even if the dollar impact is 0 as of the reporting date.

The explanation should contain any additional information on the estimated scale and/or impact of the incident, such as a description of the geographical region(s) affected by an outage in retail payment activities.

Impact limited to specific type of party

If the actual or estimated impact affects only a specific type of party (e.g., end users), the impact's dollar value and number of affected entities for the unaffected parties (e.g., PSPs and clearing houses) should be indicated as 0. The impact explanation for the unaffected parties may be indicated as "Not Applicable."

Section 2f: Provision of notice

Use this section to provide information about the notice(s) given to affected parties.¹

Question 13: Have you notified the affected end user(s), other PSP(s) and/or clearing house(s)?*

For each affected party (end users, PSPs, and clearing houses), select **Yes** or **No**. If a specific party is not affected by the incident, select **Not Impacted**.

Note: Questions 13(a) to 13(e) below apply only to each affected party (end users, PSPs, and clearing houses). The questions will not be displayed if "Not Impacted" is selected for a specific party.

Question 13(a): If yes, when was notice provided to impacted parties?*

For each party where you responded **Yes** in question 13, provide the date and time the notice was provided in YYYY-MM-DD HH:mm (24-hour) format. If the exact time is not known, provide the relevant date and the best estimate of the hour of the day.

You may fill in the field directly using the prescribed format, or use the calendar button to select the date and time. To input previous months and years in the calendar field, select the displayed month and click on the arrows to adjust the timeframe. To select the time, click the clock button at the bottom of the calendar and use the arrows to adjust the time in 24-hour format.

Question 13(b): If no, please explain why notice has not been provided to impacted parties.*

For each party where you responded **No** in question 13, use the open-text field to explain why notice was not provided to that affected party.

As explained in paragraph 4.6.4 of the [Incident notification guideline](#), if the PSP has reason to believe that notifying end users within 48 hours may increase the risk of significant harm to an end user, heighten the risk of the incident, or otherwise be infeasible, the PSP should notify the Bank and detail its inability to notify the end user. In this situation, use this open-text field to provide such notification to the Bank and describe the PSP's inability to notify the end user(s).

¹ Under section 12 of the RPAR, a PSP is required to notify all materially affected end users, PSPs, and clearing houses. Paragraph 4.6 of the incident notification guideline explains that notices from the PSP about an incident should be provided to each materially affected end user, PSP, or clearing house without delay but no later than 48 hours after determining that the incident is material, using available contact information.

Question 13(c): How was notice provided? (Check all that apply)*

For each party where you responded **Yes** in question 13, select from the list to indicate how the notice was provided. Multiple items may be selected if applicable.

- electronically
- posting on website
- telephone
- other

Question 13(d): If “Other”, please explain.*

If you responded “other” to question 13(c), use the open-text field to explain how the affected parties were notified through means other than electronic notification, posting on a website or telephone.

Question 13(e): Please upload a sample copy of the notice(s) with all identifying information of impacted parties removed. (JPG or PDF format)*

Upload a single JPG or PDF file of the notice(s) sent to affected parties. Multiple documents must be combined into a single PDF file to be uploaded successfully.

Remove all identifying information of impacted parties (end users, PSPs, and/or clearing houses) included in the notice(s).

Section 2g: Response

Use this section to provide information about the response to the incident.

Question 14: To date, what measures have been taken to respond to the incident?*

Use the open-text field to describe any measures that have been taken to date in response to the incident, including measures implemented to contain and manage the incident as well as any steps taken to identify and/or address the root cause(s).

After you complete this section, a summary page will be displayed that contains your responses to all the questions. If you need to update any of your responses, navigate back to the relevant section to make the change. Otherwise, click the “Submit” button to submit the *initial* or *interim* incident notice. When you click “Submit,” the notice will be sent to the Bank’s Retail Payment Supervision team.

View the incident notice

Once you have submitted the incident notice, you can view it under “Incident” within the “Reporting” section.

Section 3: Final incident notice

This section will guide you in completing a *final* incident notice. The questions in the final notice are similar to the questions for the initial and interim notices, but include additional questions about the incident, such as questions about the root cause and verified impact.

If you previously submitted an *initial* or *interim* notice for the same incident, your previous responses to some questions will be filled in automatically in the *final* notice. There is no need to update your responses to questions for which there is no new information since your previous submission.

Section 3a: Root cause analysis

Use this section to provide the identified root cause(s) of the incident and measures taken.

Question 3(a): What was (were) the root cause(s)?
What measures have been put in place to address the root cause(s)?*

Use the open-text fields to describe the root cause(s) of the incident and measures taken to address the root cause(s). Include a description and expected completion date of any measures not yet fully implemented and/or additional measures to be implemented in the future.

Section 3b: Primary contact

Use this section to provide primary contact information for the incident notice. The primary contact from the PSP would be contacted to clarify information about the incident if the Bank requires it.

Question 4: Primary contact for incident*

Click the search/lookup button to select a primary contact from the list of PSP Connect users.

Note: *Adding contact information may be performed only by the PSP Connect administrator of your organization. If you do not have the administrator role assigned to your account, request assistance from the PSP Connect administrator of your organization to complete the relevant steps.*

Section 3c: Description of incident and material impact

Use this section to provide information about the incident detection dates and material impact assessment.

Question 5: When did the incident start? (leave blank if unknown)

Provide the date and time the incident started in YYYY-MM-DD HH:mm (24-hour) format. If the exact date and time is not known, provide the best estimate of the date and hour of the day. You may leave this blank if the start date is unknown as of the reporting date.

You may fill in the field directly using the prescribed format, or use the calendar button to select the date and time. To input previous months and years in the calendar field, select the displayed month and click on the arrows to adjust the timeframe. To select the time, click the clock button at the bottom of the calendar and use the arrows to adjust the time in 24-hour format.

Question 6: When was the incident detected?*

Provide the date and time the incident was first detected in YYYY-MM-DD HH:mm (24-hour) format. If the exact time is not known, provide the relevant date and the best estimate of the hour of the day.

You may fill in the field directly using the prescribed format, or use the calendar button to select the date and time. To input previous months and years in the calendar field, select the displayed month and click on the arrows to adjust the timeframe. To select the time, click the clock button at the bottom of the calendar and use the arrows to adjust the time in 24-hour format.

Question 7: When did the PSP become aware that the incident had a material impact on an end user, a PSP, or clearing house?*

Provide the date and time the incident was determined to have material impact on an end user, a PSP, or clearing house in YYYY-MM-DD HH:mm (24-hour) format. If the exact time is not known, provide the relevant date and the best estimate of the hour of the day.

You may fill in the field directly using the prescribed format, or use the calendar button to select the date and time. To input previous months and years in the calendar field, select the displayed month and click on the arrows to adjust the timeframe. To select the time, click the clock button at the bottom of the calendar and use the arrows to adjust the time in 24-hour format.

Question 8: How was the incident first detected?*

Select from the list to indicate how the incident was first detected. Multiple items may be selected if applicable.

- report from end user
- detection by PSP
- detection by another PSP
- detection by a clearing house
- detection by an agent or mandatary
- detection by third-party service provider (TPSP)
- other

Question 8(a): Please explain.*

If you responded “**other**” to question 8, use the open-text field to explain how the incident was first detected through means other than those listed in question 8.

Section 3d: Previous related incident

Use this section to explain if the current incident is related to a previously reported incident.

Question 9: Is this incident directly related to a previous incident reported to the Bank, such as an extension or continuation of a previous incident?*

Select **Yes** if the incident is directly related to (i.e., an extension or continuation of) a separate incident that has already been reported to the Bank.

Select **No** if the incident is not directly related to a separate incident that has already been reported to the Bank.

Question 9(a): If yes, select the related previous incident.*

If you responded **Yes** to question 9, select the incident case number of the related previous incident using the drop-down list.

If you responded **No** to question 9, this question will not be displayed.

Question 9(b): If yes, provide a brief explanation.*

If you responded **Yes** to question 9, use the open-text field to explain how the incident is related to an incident previously reported to the Bank. For example, you could state that the incident is related to a previously reported incident because it occurred on the same asset and was caused by the same underlying issue.

If you responded **No** to question 9, this question will not be displayed.

Section 3e: Type of material incident

Use this section to provide the type and description of the incident.

Question 10: Indicate the type of material incident you are reporting. (Check all boxes that apply.)*

Select from the list to indicate the type of material incident you are reporting. Multiple items may be selected if applicable.

- An amount of an end user's funds held by the PSP has become unrecoverably lost or permanently unavailable before the end user can withdraw or transfer those funds to another individual or entity
- Outage in retail payment activities that materially impacts the availability of retail payment activities
- PSP is subject to an insolvency event as defined in subsection 14(3) of the *Retail Payment Activities Regulations* (RPAR)
- Confidential information of an end user, a PSP, or a clearing house is accessed or disclosed without authorization, resulting in or creating a real risk of significant harm to the end user, PSP, or clearing house
- Integrity of PSP's retail payment activities is compromised
- Other

If you selected “**Other**”, use the open-text field to describe the type of material incident that you are reporting. For more information about incidents with material impact, see the [Incident notification guideline](#).

Question 11: Provide a description of the incident, including the specific issue that led to the incident and the retail payment activities that were affected.*

Use the open-text field to provide a description of the incident, describing the specific issue leading to the incident and the affected retail payment activities. You may also provide a high-level timeline of the incident, if available.

Section 3f: Impact

Use this section to provide information about the actual or estimated impact of the incident.

Question 12: Is the actual impact of the incident, including both monetary value and number of affected end user(s), other PSP(s) and/or clearing house(s), currently known?*

Select **Yes** if the actual impact of the incident to affected parties is currently known. Provide information on the incident’s actual impact; that is, provide specific and relevant information on monetary impact and number of parties affected, if this information is available as of the final notification date.

Select **No** if the actual impact to affected parties is not yet known. For example, in an incident involving unauthorized disclosure of confidential information, the actual impact in monetary terms may not be known as of the final notification date because determining the costs related to the incident could require more time.

Question 12(a): Actual impact:*

If you responded **Yes** to question 12, provide the actual impact on end users, PSPs, and clearing houses. For each party, provide the following:

- actual impact dollar value (in Canadian dollars)
- actual number of end user(s), PSP(s), or clearing house(s) affected
- actual impact explanation

The monetary value and the number of end user(s), PSP(s), or clearing house(s) affected should be greater than or equal to 0. For the monetary value, report the total dollar impact per type of party and not the dollar impact for each affected end user, PSP or clearing house. It is possible for an incident to have a material impact on a party even if the dollar impact is 0 as of the reporting date.

The explanation should contain any additional information on the actual scale and/or impact of the incident, such as a description of the geographical region(s) affected by an outage in retail payment activities.

Question 12(b): Estimated impact:*

If you responded **No** to question 12, provide the estimated impact on end users, PSPs, and clearing houses. For each party, provide the following:

- estimated impact dollar value (in Canadian dollars)
- estimated number of end user(s), PSP(s), or clearing house(s) affected
- estimated impact explanation

The monetary value and the number of end user(s), PSP(s), or clearing house(s) affected should be greater than or equal to 0. For the monetary value, report the total dollar impact per type of party and not the dollar impact for each affected end user, PSP or clearing house. It is possible for an incident to have a material impact on a party even if the dollar impact is 0 as of the reporting date.

The explanation should contain any additional information on the estimated scale and/or impact of the incident, such as a description of the geographical region(s) affected by an outage in retail payment activities.

Impact limited to specific type of party

If the actual or estimated impact affects only a specific type of party (e.g., end users), the impact's dollar value and number of affected entities for the unaffected parties (e.g., PSPs and clearing houses) should be indicated as 0. The impact explanation for the unaffected parties may be indicated as "Not Applicable."

Section 3g: Provision of notice

Use this section to provide information about the notice(s) given to affected parties.²

Question 13: Have you notified the affected end user(s), other PSP(s) and/or clearing house(s)?*

For each affected party (end users, PSPs, and clearing houses), select **Yes** or **No**. If a specific party is not affected by the incident, select **Not Impacted**.

Note: Questions 13(a) to 13(e) below apply only to each affected party (end users, PSPs, and clearing houses). The questions will not be displayed if "Not Impacted" is selected for a specific party.

Question 13(a): If yes, when was notice provided to impacted parties?*

For each party where you responded **Yes** in question 13, provide the date and time the notice was provided in YYYY-MM-DD HH:mm (24-hour) format. If the exact time is not known, provide the relevant date and the best estimate of the hour of the day.

You may fill in the field directly using the prescribed format, or use the calendar button to select the date and time. To input previous months and years in the calendar field, select the displayed month and click on the arrows to adjust the timeframe. To select the

² Under section 12 of the RPAR, a PSP is required to notify all materially affected end users, PSPs, and clearing houses. Also, paragraph 4.6 of the incident notification guideline explains that notices from the PSP about an incident should be provided to each materially affected end user, PSP, or clearing house without delay but no later than 48 hours after determining that the incident is material, using available contact information.

time, click the clock button at the bottom of the calendar and use the arrows to adjust the time in 24-hour format.

Question 13(b): If no, please explain why notice has not been provided to impacted parties.*

For each party where you responded **No** in question 13, use the open-text field to explain why notice was not provided to that affected party.

As explained in paragraph 4.6.4 of the [Incident notification guideline](#), if the PSP has reason to believe that notifying end users within 48 hours may increase the risk of significant harm to an end user, heighten the risk of the incident, or otherwise be infeasible, the PSP should notify the Bank and detail its inability to notify the end user. In this situation, use this open-text field to provide such notification to the Bank and describe the PSP's inability to notify the end user(s).

Question 13(c): How was notice provided? (Check all that apply)*

For each party where you responded **Yes** in question 13, select from the list to indicate how the notice was provided. Multiple items may be selected if applicable.

- electronically
- posting on website
- telephone
- other

Question 13(d): If "other", please explain.*

If you responded **"other"** to question 13(c), use the open-text field to explain how the affected parties were notified through means other than electronic notification, posting on a website, or telephone.

Question 13(e): Please upload a sample copy of the notice(s) with all identifying information of impacted parties removed. (JPG or PDF format)*

Upload a single JPG or PDF file of the notice(s) sent to affected parties. Multiple documents must be combined into a single PDF file to be uploaded successfully.

Remove all identifying information of impacted parties (end users, PSPs, and/or clearing houses) included in the notice(s).

Section 3h: Verified impact and response

Use this section to provide information about the verified impacts and the PSP's response to the incident.

Note: Question 14 is displayed only when submitting an initial/interim notice.

Question 15: What are the verified impacts on systems, data or information involved in the performance of retail payment activities?*

Use the open-text field to describe the verified impacts of the incident on systems, data or information involved in the performance of retail payment activities. For example, in

an outage of retail payment activities, describe the scale and duration of the outage of the affected systems and, if applicable, any data that was corrupted.

Question 16: When was the incident resolved?*

Provide the date and time the incident was resolved in YYYY-MM-DD HH:mm (24-hour) format. If the exact time is not known, provide the relevant date and the best estimate of the hour of the day.

You may fill in the field directly using the prescribed format, or use the calendar button to select the date and time. To input previous months and years in the calendar field, select the displayed month and click on the arrows to adjust the timeframe. To select the time, click the clock button at the bottom of the calendar and use the arrows to adjust the time in 24-hour format.

Question 17: Have all impacted retail payment activities and their related systems resumed operation?*

Select **Yes**, **No** or **Not Applicable**.

Select **Not Applicable** if the incident did not disrupt the operation of retail payment activities and their related systems. For example, loss of end-user funds due to theft or unauthorized disclosure of confidential information may not always disrupt the continuing operation of the PSP's retail payment activities and related systems.

Question 17(a): If no, provide a brief explanation.*

If you responded **No** to question 17, use the open-text field to explain why the impacted retail payment activities and their related systems have not yet resumed operations.

Question 18: How was the incident resolved? Include details outlining the measures taken to respond to the incident.*

Use the open-text field to explain how the incident was resolved, including measures taken to respond to the incident.

After you complete this section, a summary page will be displayed that includes your responses to all the questions. If you need to update any of your responses, navigate back to the relevant section to make the change. Otherwise, click the "Submit" button to submit the *final* incident notice. When you click "Submit," the notice will be sent to the Bank's Retail Payment Supervision team.

View the incident notice

Once you have submitted the incident notice, you can view it in PSP Connect by going to the main menu and selecting "Reporting" and then "Incident."