



Cyber Incident Reporting Quick Reference Guide



When to Report

A federally insured credit union that experiences a reportable cyber incident must report the incident to the NCUA as soon as possible and no later than 72 hours after the credit union reasonably believes that it has experienced a reportable cyber incident.



How to Report

To report a cyber incident, federally insured credit unions may notify the NCUA through the following channels:

- Call the NCUA at **1-833-CYBERCU** (1-833-292-3728) and leave a voicemail; or,
- Use the [National Credit Union Administration Secure Email Message Center](#) to send a secure email to cybercu@ncua.gov.



What to Report

Federally insured credit unions should be prepared to provide the following information, if known, at the time of reporting.

- **Reporter Name and Title:** Name and title of individual reporting the incident
- **Callback Number:** Best callback number for the NCUA to contact regarding the incident
- **Charter Number:** Do not include leading zeros
- **Credit Union Name:** Name of affected credit union
- **Date and Time Identified:** The date and time the credit union reasonably believes a reportable cyber incident took place
- **Description:** A general description of the reportable cyber incident:
 - What services were impacted?
 - Was sensitive data or member information compromised?
 - What impact did it have on operations?

At the time of initial notification, do not send the NCUA:

- **Sensitive personally identifiable information;**
- **Indicators of compromise;**
- **Specific vulnerabilities; or**
- **Email attachments.**

CYBER INCIDENT REPORTING CARD

Have this card ready when contacting the NCUA to report a cybersecurity incident. It outlines key information you should gather to share with us for an effective response.

Reporter Name and Title: _____

Callback Number: _____

Charter Number: _____

Credit Union Name: _____

Date and Time Identified: _____

Description: _____

Do not send sensitive personally identifiable information; indicators of compromise; specific vulnerabilities; or email attachments.

Call 1-833-CYBERCU (1-833-292-3728) or use the [NCUA Secure Email Message Center](https://web1.zixmail.net/s/login?b=ncua) (<https://web1.zixmail.net/s/login?b=ncua>) to email cybercu@ncua.gov

