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To: All Insurers

Re: New Cyber Security Incident Protocol

The General Insurance Statistical Agency (GISA) has implemented a new protocol for insurer reporting of cyber security incidents and reinstatement of insurer access to GISA systems/applications. In the context of GISA, a cyber security incident is defined as an incident, malicious or otherwise, that has an impact, or the potential to have an impact, on the operations of an insurer, including the confidentiality, integrity or availability of the insurer's digital information systems/networks, with the potential for a carry forward impact on GISA systems or applications and the data contained therein.

Insurers are expected to expedite cyber incident reporting to GISA within 24 hours of the insurer becoming aware of the incident. Reporting is to be made to GISA's Statistical Service Provider's Director of IT Operations at 416-347-8521.

Subsequently, GISA will work with the insurer, member regulators and GISA's Statistical Service Provider to establish the requirements for restoration of system access. This will include a requirement for third-party assurance. GISA will also establish restoration timelines to be met by the insurer, to be communicated through the Statistical Service Provider. Once the third-party assurance is received and approved, access to GISA systems/applications will be fully reinstated.

If you have any questions or concerns, please contact the Statistical Service Provider's Service Desk at 416-644-3100.

Peter Burston

Peter Burston
Director, GISA Operations