



澳門金融管理局
AUTORIDADE MONETÁRIA DE MACAU

Free Translation

Circular no. 012/B/2016-DSB/AMCM

17/2/2016

Incident Reporting Measures for Major Emergencies

In order to strengthen the incident reporting measures for major emergencies (system malfunction, operational disruption of Internet/mobile banking services, DDOS attacks, fraudulent websites, natural disasters, outbreak of infectious diseases, acts of terrorism and other incidents that could lead to major operational disruption in the financial institutions, etc.) and to provide better protection for the interests of the institutions and their customers as well as to safeguard the stability of the financial system, this Authority hereby determines the following supervisory measures: -

1. Banks are required to brief Banking Supervision Department orally within 1 hour of occurrence or detection of the incident about the nature, the scope, the possible impact and the first time response.
2. Banks are required to report to this Authority by the most convenient means, e.g. by email, within the same day or 24 hours of occurrence or detection of the incident with the following details: -
 - i. Brief summary of the incident (businesses involved, services impacted, date and time of occurrence, how to detect the incident, and the reason preliminarily identified, etc.);
 - ii. Brief information of customer impacted (including customer impacted or expected to be impacted, customer complaints, etc.);
 - iii. Details of media enquiries;
 - iv. Arrangements or measures for public statement or making responses to public enquiries;
 - v. Estimated amount of financial loss; and
 - vi. Name, department, telephone/mobile number, email address of the primary and the alternative contact persons.
3. Depending on the situation and the necessity, banks should report to and keep close communication with the following parties: -



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- The Judiciary Police (PJ) or other applicable agencies within the domain of security affairs; and/or
 - The local telecommunication or other relevant service providers.
4. Banks are required to report to this Authority in writing within 5 working days after occurrence or detection of the incident with the following details: -
- Impact of the incident on the businesses/services of the bank;
 - Root causes of the incident (including description of any similar incidents that occurred in the past 12 months);
 - Rectification or preventive measures taken or to be taken and their effects;
 - Situation of the impacted customers and any measures taken and their effects; and
 - Losses incurred by the banks.
5. Banks are required to conduct reviews and submit a final concluding report (including updates to paragraphs 2 and 4 as mentioned above) to this Authority within 1 month after occurrence or detection of the incident.

Yours faithfully,

MONETARY AUTHORITY OF MACAO
For and on behalf of the Board of Directors

WAN SIN LONG
Executive Director

Banking Supervision Department

HENRIETTA LAU
Deputy Director