**Model for communication about a ransomware attack**

**Phase 2: Information about steps taken to deal with the cyberattack**

**Internal Communication**

Dear (NAME)

The ransomware attack against the company/organisation (NAME) was discovered on (DATE) and immediately reported to the cantonal police and the National Cyber Security Centre (NCSC). A crisis team was set up by the company/organisation in collaboration with the (NAME) cantonal police and the IT service provider.

Thanks to the thorough analyses carried out with the support of cantonal and federal experts and the IT service provider, the impact of the cyberattack can be assessed. In particular, it was determined that (XY). Initial findings show that the following data are affected: (LIST DATA). The technical and criminal investigations are continuing.

The company/organisation’s IT systems have not yet been fully restored. This means that you will still have limited access to the company/organisation’s systems over the next few days. This may have an impact on your ability to work. Your line manager will coordinate matters with you. Due to the current situation, we would also ask you not to access (PORTAL/APPLICATION).

We regret the incident and are doing everything necessary to deal with the negative effects. We will continue to keep you informed via (COMMUNICATION CHANNEL). If you have any questions, you can contact (NAME/MAIL or TEL) at any time. Thank you very much for your assistance.

**External communication**

***Title: Initial findings regarding the ransomware attack against the company/organisation (NAME)***

*Place, Date –* **Since the cyberattack on the company/organisation (NAME), the relevant IT service provider and the cantonal police have been working on the forensic investigation. Some of company/organisation’s systems are up and running again. The company/organisation’s activities are continuing, albeit at a slower pace. Initial investigations have revealed that (XY)...**

Thanks to the thorough analyses carried out with the support of cantonal and federal experts and the IT service provider, it has been possible to assess the impact of the cyberattack. In particular, it was possible to establish that (XY). The technical and criminal investigations are ongoing.

The company/organisation is providing regular updates via (URL). Answers to frequently asked questions and details about the incident can also be found there.

Contact for media enquiries

Name, Function, Section, Tel., Email address