**Model for communication about a ransomware attack**

**Phase 3: Information about the conclusion of steps taken to deal with the cyberattack**

**Internal communication**

Dear (NAME)

Following the ransomware attack on the company/organisation (NAME) on (DATE), the computer systems were shut down in a controlled manner as a precautionary measure. Following a phase of forensic analysis, the relevant IT service provider worked on restoring the available systems. These have since been put back into operation.

A criminal complaint was filed with the cantonal police against persons unknown. The forensic investigations revealed that (RESULT OF THE INVESTIGATION). The Federal Data Protection and Information Commissioner (FDPIC) was informed of possible data security breaches.

The crisis unit, which was set up on (DAY), (DATE), will immediately hand over to a support team headed by the company/organisation (NAME).

We would like to thank you for your understanding and assistance. If you have any questions, you can still contact (NAME/EMAIL).

**External communication**

***Title: Ransomware attack against the company/organisation (NAME)***

**The IT systems of the company/organisation (NAME) were restored on (DAY), (DATUM).**

*Place, Date –* Following the ransomware attack on the company/organisation (NAME) on (DATE), the computer systems were shut down in a controlled manner as a precautionary measure. Following a phase of forensic analysis, the responsible IT service provider worked on restoring the available systems. These have since been put back into operation.

A criminal complaint was filed with the cantonal police against persons unknown. The forensic investigations revealed that (RESULT OF THE INVESTIGATION). The Federal Data Protection and Information Commissioner (FDPIC) was informed of possible data security breaches.

The crisis unit, which was set up on (DATE), (DATE), is handing over immediately to a support unit headed by the company/organisation (NAME). The company/organisation would like to thank the clients for their understanding.

Contact for media enquiries

Name, Function, Section, Tel., Email address