**Model for communication about a ransomware attack**

**Phase 1: Information about the cyberattack**

**Internal communication**

Dear (NAME)

On (DAY/DATE), the commune of (NAME) was the victim of a ransomware attack in which the systems were encrypted. After consulting the cantonal police, the relevant IT service provider shut down the systems in a controlled manner in accordance with the emergency plan. We have initiated all the necessary technical measures to protect the IT infrastructure and have started to restore the systems.

It will take several days to restore the IT systems. This also means that you will have no or only limited access to the commune'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 very much regret the incident and will continue to keep you informed via/on (COMMUNICATION CHANNEL). If you have any questions, you can contact (NAME/EMAIL or TEL) at any time. Please forward any enquiries from the media to (PERSON/EMAIL) and refrain from responding yourself. Thank you very much for your assistance.

**External communication**

***Title: Cyberattack on the commune of (NAME)***

**The commune of (NAME) was the victim of a cyberattack on XX.YY.20XX. The incident was discovered on (DATE). Measures to ward off and contain the attack were taken immediately. The incident was reported to the National Cyber Security Centre (NCSC). The commune has also filed a criminal complaint with the cantonal police. The data was encrypted during the attack.**

*Place, Date –* During an attack on the IT systems of the commune of (NAME) on XX.YY.20XX, the attackers blocked access to several systems and demanded a ransom. After consulting the cantonal police, the relevant IT service provider initiated the necessary technical measures to protect the IT infrastructure and began restoring the systems. Due to the incident, access to certain communal portals is currently restricted and is likely to remain so in the coming days. Transactions such as (XY) can be processed in person at the commune's offices.

The commune of (NAME) is not responding to the ransom demand. It is not yet clear whether and to what extent sensitive data may have been compromised or stolen. Due to the ongoing investigations, the commune of (NAME) is unable to comment further on the case. Affected customers will be informed directly so that they can take any necessary measures.

The commune of (NAME) very much regrets the incident and any associated inconvenience it has caused.

The commune will provide an update on the situation in due course (URL).

Contact for media enquiries

Name, Function, Section, Tel., Email address