



## Instructions for Reporting a Cybersecurity Incident

Pursuant to 23 NYCRR § 500.17(a)  
(as of December 1, 2023)

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### **Part 1: Sign Into or Create Your DFS Portal Account**

Step 1. Go to the DFS Portal, which can be accessed at [myportal.dfs.ny.gov](https://myportal.dfs.ny.gov) or by clicking on the yellow “DFS Portal” button on the top right corner of the DFS website. On the DFS Portal, you will be prompted to sign into your account.

New York State Home Services News Government Local Sign In

Department of Financial Services SECURE PORTAL

Welcome

**Guest Applications Quick Links**

- Bail Bonds Active Agent Listing
- External Appeals
- FOIL Request
- Insurance Company Search
- Lost Policy Finder
- Medicare Monthly Premiums
- NY Supplement Public Access
- Pre-licensing Providers
- Purchasing Groups
- Service Contract Providers
- Who We Supervise

**Sign In**

Email Address

Password

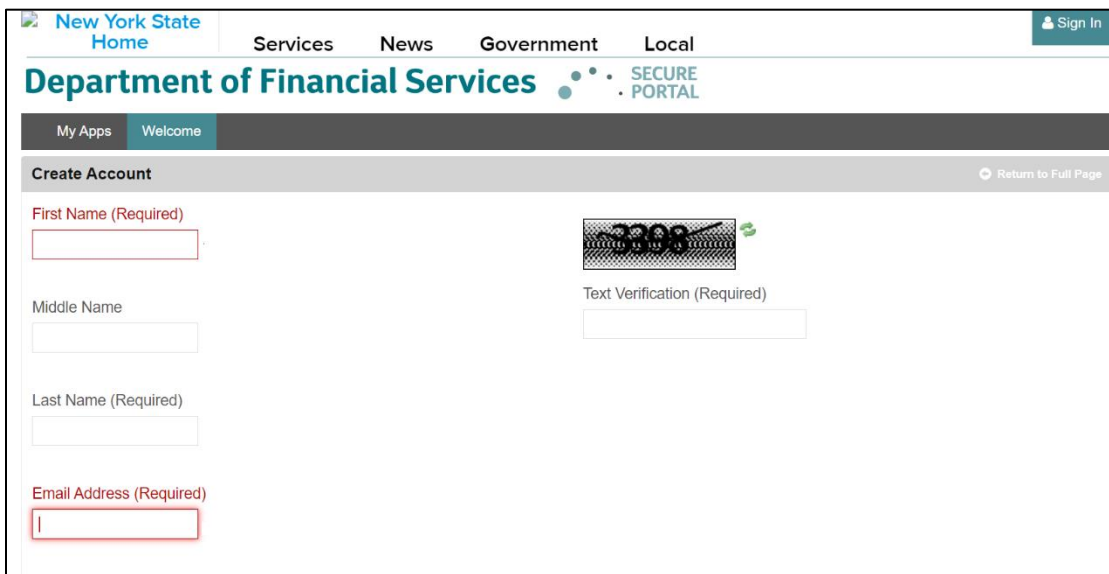
Remember Me

Sign In

Create Account Forgot Password

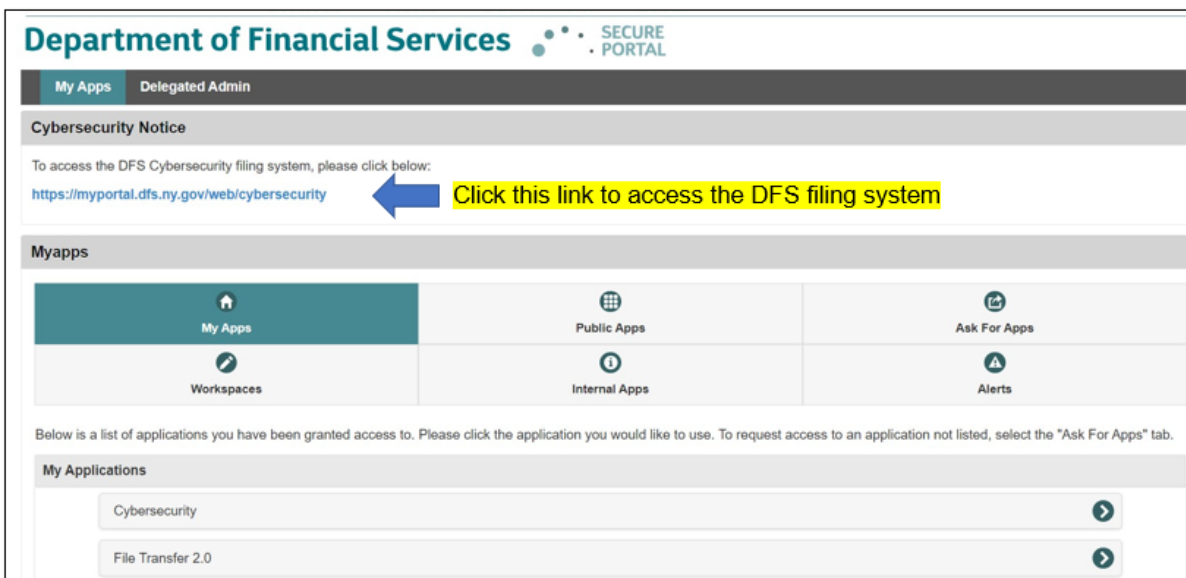
Step 2. If you have a DFS Portal account, enter your login information and click “Sign In.”

If you do not have a DFS Portal account, click the “Create Account” link at the bottom of the page. Enter your information, complete the text verification, and click save.



A password will be sent to the email address you provided. You can then use the password and email address you provided to sign into the DFS Portal.

Step 3. Once you have signed into the DFS Portal, click the link under the “Cybersecurity Notice” header to access the DFS cybersecurity filing system.



Step 4. After you click on the link, you will be offered the following option: Part 500 Exemptions, Submit a Compliance Filing, and Report a Cybersecurity Incident. Under the Report a Cybersecurity Incident header, select “Begin Cybersecurity Incident Report.”

<b>Part 500 Exemptions</b> <ul style="list-style-type: none"><li>• Submit Notice of Exemption</li><li>• Amend previously filed Notice of Exemption</li><li>• Terminate previously filed Notice of Exemption</li></ul> <a href="#">Begin Exemption Submissions</a> <a href="#">Begin Bulk Exemption</a>	<b>Submit a Compliance Filing</b> <p>Submit a Certification of Compliance</p> <a href="#">Begin</a>	<b>Report a Cybersecurity Incident</b> <ul style="list-style-type: none"><li>• Report Cybersecurity Incident</li><li>• Report Extortion Payment</li></ul> <a href="#">Begin Cybersecurity Incident Report</a> <a href="#">Begin Extortion Payment Report</a>
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Step 5. You will then be provided with options to identify the individual or entity on whose behalf you are filing. Select one of the option boxes and click “Next.”

If you do not have an identifying number for any of the listed options, go to Step 7.

Report Cybersecurity Incident

[Back to Main Menu](#)

[Find My Entity](#) [Find My Entity \(Cont\)](#) [Contact Info](#) [Description of Incident](#) [Done](#)

**Enter Entity Information**

Choose one of the following options to identify the individual or entity on whose behalf you are filing. If you do NOT have a number for any of the listed options, select "Help find the entity or individual on whose behalf you are filing."

**DFS License Number**  
• Adjusters • Bail Bond Agents • Brokers • Budget Planners • Check Cashers • Licensed Agents • Licensed Lenders • Life Settlement Brokers  
• Money Transmitters • Premium Finance Agencies • Sales Finance Companies • Service Contract Providers • Trust Companies • Virtual Currency

**NAIC/NY Entity Number**  
• Continuing Care Retiring Community • Employee Welfare Funds and Retirement Systems • Fraternal Benefit Societies • Health Maintenance Organizations  
• Managed Long Term Care Plans • DFS Licensed Insurance Companies • Municipal Cooperative Health Benefit Plan • Prepaid Health Services Plan  
• Rate Service Organizations • Student Health Plan

**NMLS Number**  
• Budget Planners • Check Cashers • Licensed Lenders • Money Transmitters • Mortgage Institutions/Loan Originators • Premium Finance Agencies  
• Sales Finance Companies • Student Loan Servicers • Virtual Currency licensees

**Institution Number**  
• All Banking Institutions • Consumer Credit Reporting Agencies • Trust Companies

[Help find the entity or individual on whose behalf you are filing](#)

[Next >](#)

Step 6. Enter the entity’s or individual’s identifying number and click “Search.”

Report Cybersecurity Incident

Find My Entity Find My Entity (Cont) Contact Info Description of Incident Done

Enter Entity Information

Please provide your entity's Identification #

Search

Help find the entity or individual on whose behalf you are filing

Back Next

When the name of the entity or individual on whose behalf you are filing appears in the bottom half of the screen, click “Next.”

Report Cybersecurity Incident

Find My Entity Find My Entity (Cont) Contact Info Description of Incident Done

Enter Entity Information

Please provide your entity's Identification #

Search

The following entity or individual has been found, and if you are filing on their behalf, you may continue by clicking 'Next'. Please carefully review the entity information listed below to ensure you select the correct information.

Entity Name

Help find the entity or individual on whose behalf you are filing

Back Next

Step 7. If you do not have an identifying number associated with any of the four options provided, select “Help find the entity or individual on whose behalf you are filing” located at the bottom of the page. A searchable screen like the one below will appear.

Enter the name of the entity on whose behalf you are filing OR the first and last name of the individual on whose behalf you are filing.

Entity name:  All or part of the name

OR (If Individual)

First Name:

Last Name:

If you cannot find the individual or entity on whose behalf you are filing by performing a search and do not know their identifying number, then please reach out to your DFS contact. Insurance agents and brokers can visit <https://myportal.dfs.ny.gov/nylinxext/elsearch.alice> to find their DFS license number.

You can then search by entity or individual name. If you are searching for an entity, enter its name in the first text box and click “Search.” If you are searching for an individual, enter their first name and last name in the corresponding text boxes and click “Search.”

There may be more than one entity or individual with all or part of the name entered; if that is the case, you may have more than one choice offered, as shown in the screen below. The image below shows two results, but there may be more depending on the name entered.

Enter the name of the entity on whose behalf you are filing OR the first and last name of the individual on whose behalf you are filing.

Entity name:

OR (If Individual)

First Name:

Last Name:

**Please carefully review the search results before making a selection**

Entity Name Identification #	Entity Name Identification #

Showing 2 results

If you cannot find the individual or entity on whose behalf you are filing by performing a search and do not know their identifying number, then please reach out to your DFS contact. Insurance agents and brokers can visit <https://myportal.dfs.ny.gov/nylinxext/elsearch.alice> to find their DFS license number.

Click on the name of the entity or individual on whose behalf you are filing.

Step 8. You will be prompted to fill in contact information for the person DFS can contact regarding the Cybersecurity Incident. You can change the email address that automatically appears in the “Contact Person Email Address” field. Fill out the requested information and click “Next.”

The screenshot shows the 'Report Cybersecurity Incident' form at the 'Contact Info' step. The navigation bar includes 'Back to Main Menu', 'Find My Entity', 'Find My Entity (Cont)', 'Contact Info' (active), 'Description of Incident', and 'Done'. The form fields are: 'Contact Person: \*' (text input: 'Enter First and Last name'), 'Contact Person Title: \*' (text input), 'Street Address: \*' (text input: 'Street Address'), 'City: \*' (text input: 'City'), 'State: \*' (dropdown: 'Select State'), 'Zip: \*' (text input: 'XXXXX-XXXX'), 'Contact Person Phone Number: \*' (text input: '(XXX) XXX-XXXX'), and 'Contact Person Email Address: \*' (text input). A 'Back' button is at the bottom left and a 'Next >' button is at the bottom right.

Step 9. You will then be asked to provide information regarding the Cybersecurity Incident. Click on the applicable fields next to “Date(s) of the Cybersecurity Incident(s)” and select the date(s) of the Cybersecurity Incident(s).

The screenshot shows the 'Report Cybersecurity Incident' form at the 'Description of Incident' step. The navigation bar includes 'Find My Entity', 'Find My Entity (Cont)', 'Contact Info', 'Description of Incident' (active), and 'Done'. The form fields are: 'Date of Notice: Date' (dropdown), 'Name of Filer: Name' (dropdown), 'Date(s) of Cybersecurity Incident(s):' (text input), 'Please check where the Cybersecurity Incident occurred:  Your business  Service provider or vendor', and 'Description of Cybersecurity Incident(s):' (text area with rich text editor). A calendar for November 2023 is open, showing the date 21 selected. The rich text editor includes a toolbar with 'B', 'I', 'U', 'S', 'Sans Serif', and 'Normal'.

Next, please select one of two options regarding where the Cybersecurity Incident occurred: “Your business” or a “Service provider or Vendor.”

If the Cybersecurity Incident occurred at your service provider or vendor, a field will appear for you to enter the name of the service provider or vendor.

Name of service provider or vendor:

Next, provide a description of the Cybersecurity Incident(s) and impact on the entity or individual on whose behalf you are filing and click “Submit.”

The screenshot shows the 'Report Cybersecurity Incident' form at the 'Description of Incident' step. At the top left is a 'Back to Main Menu' button. The navigation bar includes 'Find My Entity', 'Find My Entity (Cont)', 'Contact Info', 'Description of Incident' (highlighted), and 'Done'. The form contains the following fields and options:

- Date of Notice:  Date
- Name of Filer:  Name
- Date(s) of Cybersecurity Incident(s):  -
- Please check where the Cybersecurity Incident occurred:  Your business  Service provider or vendor
- Description of Cybersecurity Incident(s) and impact on Filing Institution: A large text area with a rich text editor toolbar (B, I, U, S, Sans Serif, Normal).

At the bottom left is a '< Back' button, and at the bottom right is a 'Submit' button with a right-pointing arrow.

Step 10. You will then receive a confirmation.

The screenshot shows the 'Success' confirmation page. At the top left is a 'Back to Main Menu' button. The navigation bar includes 'Find My Entity', 'Find My Entity (Cont)', 'Contact Info', 'Description of Incident', and 'Done' (highlighted). The main content area features a 'Success' header and the following text:

You have successfully submitted your Cybersecurity Incident form. Receipt number is  V#####

Entity ID Number:  Identification #

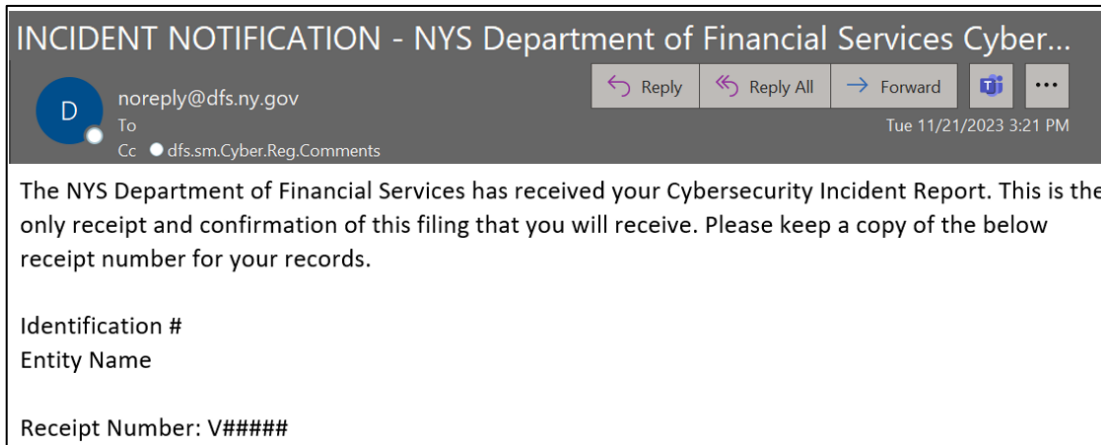
Date of Notice:  Date

Name of Filer:  Name

Date(s) of Cybersecurity Incident(s):  Date

At the bottom left is a 'Print' button.

Step 11. DFS will send a confirmation email with a receipt number to the submitter.



**IMPORTANT: ALL RECIPIENTS SHOULD SAVE A COPY OF THE RECEIPT FOR THEIR RECORDS. THIS IS THE ONLY CONFIRMATION THAT DFS WILL PROVIDE.**

Questions regarding these instructions and how to report a Cybersecurity Incident should be directed to [cyberregsupport@dfs.ny.gov](mailto:cyberregsupport@dfs.ny.gov).