

## IMMEDIATE INITIAL REPORTING OF AN INCIDENT IN THE GIROCARD SYSTEM

This form is used for quick and binding initial reporting of malfunctions or security incidents in the girocard system in order to ensure an immediate response and remedial measures.

It must be completed in accordance with <https://www.vorfall-girocard.eu/> and sent immediately by email to [meldung@vorfall-girocard.eu](mailto:meldung@vorfall-girocard.eu).

A1 GENERAL DETAILS		
Reporting entity (company name)		
Home country of the entity		
Unique identification number, if applicable (BAK no.)		BAK no. available: BAK no. not available
Role in the girocard system (e.g. Network Service Providers, Authorisation Gateway Provider etc.)		
Country / countries affected by the incident		
Primary contact person	Name	
	Email	
	Telephone	
Secondary contact person (optional)	Name	
	Email	
	Telephone	

A2 INCIDENT DETECTION AND CLASSIFICATION		
When was the incident detected?	Date:	Time:
When was the incident classified as reportable?	Date:	Time:
Who detected the incident? (company name)		
What type of incident is it?	operational (e.g. system failure, incorrect processing)	
	security (unauthorised access, misuse, etc.)	
	Not yet known	

## A2 INCIDENT DETECTION AND CLASSIFICATION

Which criteria triggered the incident report, what is affected?  
*(multiple answers possible)*

- Transactions affected
- Participants/cardholders affected
- Service downtime
- Breach of security of network or information systems
- Delayed transaction processing/settlement
- High level if internal escalation
- Other relevant infrastructures or participants affected
- Reputational impact

A short and general description of the incident (including number of participants/components affected)

Reasons for late submission of this report