### MALTA FINANCIAL SERVICES AUTHORITY

# User Guidelines for Submitting Significant Cyber Threat Notifications

User Guidelines for the notification of Significant Cyber Threat Notifications to the Malta Financial Services Authority through the Licence Holder Portal.

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# Table of Abbreviations

LH Portal	Licence Holder Portal
MFSA	Malta Financial Services Authority
CRMS	Cyber Reporting Management System

## 1. Introduction

This document provides the necessary guidelines for an Authorised Person to notify on a voluntary basis, Significant Cyber Threats to the Malta Financial Services Authority ('MFSA'), through the License Holder Portal ('LH Portal'). This document should be read in conjunction with Circular titled <u>Cyber Reporting Management System (CRMS)</u> and the following material released alongside these guidelines, available on the MFSA website (Our Work > Supervisory ICT Risk & Cybersecurity):

- 1. Significant Cyber Threat Notification Process ('the Process Document');
- 2. Template for Significant Cyber Threat Notifications ('the Template', 'the provided Template').

### **1.1 Accessing the Licence Holder Portal**

The LH Portal is a web-based application which enables all entities, licensed by the MFSA (Authorised Persons) to submit Personal Questionnaires (PQs) access their information, as well as upload regulatory returns/documentation. The LH Portal can be accessed through a web-browser via <u>https://lhportal.mfsa.mt</u>.

A project has been created within the LH Portal – the Cyber Reporting Management System (CRMS) – for the submission of Major ICT-Related Incident Reports, Significant Cyber Threats and Information-Sharing Arrangements.

## **1.2 Registering and/or Logging In**

A user is expected to Log-In to the LH Portal to be able to notify Significant Cyber Threats as illustrated in Figure 1.2.1.

≡ Licence Holder Portal	Login
Contact Us	Email Address
	Password
	Forgot your password?
	Password
	Sign in
	Don't have an account? Sign up now

Figure 1.2.1 LH Portal Log-In

Access to the CRMS is granted to specific users, typically approved Compliance Officers acting for and on behalf of the Authorised Person/s. Users requiring access should initially register on the LH Portal, as illustrated in Figures 1.2.2 and 1.2.3. Once an account is created using the business email address, the designated person is to contact the Supervisory ICT Risk and Cybersecurity Function by sending an email to mirt@mfsa.mt to have the account linked with the CRMS project.

≡ Licence Holder Portal	Login Email Address
A Contact Us	Email Address
	Password
	Forgot your password?
	Password
	Sgr in
	Don't have an account?

Figure 2.2.2 LH Portal Registering an Account (1)

≡ Licence Holder Portal External	Register an account If you are registering an account to complete a <b>Personal Questionnaire</b> , kindly use a private email and not a corporate email.
✓ Contact Us	Vertrebalen is necessary. Please cick Send button. Email Address Email Address Email Address Send vertification code
	New Password
	New Password
	Confirm New Password
	Confirm New Password
	Document Type
	DOCUMENT TYPE V
	Official identification Document No
	Official Identification Document No
	Name
	Name
	Surname
	Sunane
	Ditale Canvel

Figure 3.2.3 LH Portal Registering an Account (2)

# 2. Notification of a Significant Cyber Threat

A Cyber Threat shall be considered as a Significant Cyber Threat where is has met the conditions specified in Chapter III of <u>Commission Delegated Regulation (EU) 2024/1772</u> of 13 March 2024, supplementing the DORA Regulation with regard to regulatory technical standards specifying the criteria for the classification of ICT-related incidents and cyber threats, setting out materiality thresholds and specifying the details of reports of major incidents. Authorised Persons are encouraged to notify Significant Cyber Threats to the Authority.

Notification is expected to occur using the provided Template and in line with the Process Document.

## **2.1** Submitting a Significant Cyber Threat Notification

Once the user has successfully signed in and accessed the CRMS page, the user is to select the '*Significant Cyber Threats*' button (see Figure 2.1.1).



Figure 2.1.1: CRMS Main Page

The user will then be redirected to the Significant Cyber Threats main page and is to select the '*Issue Notification*' button (see Figure 2.1.2).

Figure 2.1.2: Significant Cyber Threats Main Page

The submission page of the Significant Cyber Threat notification will be displayed, and is split into three (3) sections (see Figure 2.1.3).

≡					
TEST Licence Holder Portal	New Significant Cyber Threat Notification				
My Account	Sector A: Significant Oyder Threat Notification Details				
Apply for a Licence	Authority Barra				
Application Submissions	- Select Autorised Person - V				
File Uploads	Significant Cyber Threat Description				
User Logs	Significant Cyber Thread Description				
PQ					
Site Inspections	Sector B. Notifications				
🚔 Corporate Profile	Kindy attach here the Significant Oyler Threat Notification in Excel Format, (rids.utsm.)				
Cyber Reporting Management System	Attach document here				
Contact Us					
	Section C: Additional Documents				
	Attach here any documentation information which is material to the Application, the information included therein and its subsequent processing. (Attachments must be in Word, PDF or Excel Format)				
	Attach document here				
	Submit Ext				

Figure 2.1.3: Significant Cyber Threats Notification Page

#### Section A: Significant Cyber Threat Notification Details

The user is to select the 'Authorised Person' subject to the notification, from the dropdown list and include a short description of the Significant Cyber Threat within the 'Significant Cyber Threat Description' field.

#### Section B: Notifications

The user is to upload the Notification using the provided Template by selecting the '*Attach document here*' button under Section B.

#### Section C: Additional Documents (optional)

The user is able to upload any additional documents (in Microsoft Word, Excel or PDF format) in relation to the Significant Cyber Threat by selecting the '*Attach document here*' button under Section C.

After completing sections, A, B and C above, the user will then need to select the 'Submit' button located at the bottom of the page. The user will then be redirected to the Significant Cyber Threat notification page where all the information related to the notification is displayed (see Figure 2.1.4).

= TEST Licence Holder Portal	Significant Cyber-Threat Notification: 2025-0032					
	Significant Cyber Threat Notification Details					
My Account				Back to Significant Cyber Threats Withdraw Notification		
Apply for a Licence						
Application Submissions	Authorised Person	Description	Notification Date	Close Record		
File Uploads	MFSA TEST	TEST	14012025 12:03	Record Open		
🖻 User Logs						
PQ	Significant Cyber Threat Notification Documents					
Site Inspections						
Corporate Profile	Ein Nome		Postument Tuno Holovel Pasta	Upload Significant Cyber Threat Notification Documents		
Cyber Reporting Management System	THE AUTO AND		Notification 1401/2028 12:03	Pending Acknowledgement		
Contact Us						

Figure 2.1.4: Cyber Threat Notification Page Notification | Record Page

## 3. Resubmission of a Significant Cyber Threat Notification

### 3.1 Resubmission of Notifications

In case the assigned MFSA analyst is not satisfied with the submitted notification (for instance, a submitted notification lacks the necessary completeness, or a template file format has been tampered with), the Authorised Person will be requested to carry out a resubmission. The respective '*Document Status*' within the Significant Cyber Threat Notification record will appear as 'Request Resubmission' (see Figure 3.1.1).

=				
TEST Licence Holder Portal	Significant Cyber-Threat Notification: 2025-0032			
	Significant Cyber Threat Notification Details			
1 My Account				Red to Sectional Color Teach. Milking Holicolar
S Apply for a Licence				Look to agreeden Ujver Trinese Petrolaw Poortation
Application Submissions	Authorised Person	Description	Notification Date	Close Record
File Uploads	MFSA TEST	TEST	14/01/2026 12:08	Record Open
User Logs				
PO PO	Significant Cyber Threat Notification Documents			
Site Inspections				
Corporate Profile	Ein Numa		Document Type Illocat I	Upload Significant Cyber Thread Notification Documents
Cyber Reporting Management System	2025-0032_VTES_202201141202_SOMIFICANTOVISERTINESATION risk		Notification 14012028	12:03 Request Resubmission ®
A Contact Us				

Figure 3.1.1: CRMS Cyber Threat Notification Page | Resubmission

The user will receive an email requesting resubmission and will then need to select the 'Upload Significant Cyber Threat Notification Documents' button to attach and submit the updated version of the respective notification (see Figure 3.1.2).

≡				
TEST Licence Holder Portal	Significant Cyber Threat Notification			
My Account	Sector A: Significant Oyber Threat Notification Details			
Apply for a Licence	Authorised Person			
Application Submissions	MF5A TEST			
File Uploads	Incident Report Description			
User Logs	TEST			
PQ				
Site Inspections	Sector B Notifications			
🚔 Corporate Profile	Kindly attach here the Significant Cyber Threat Notification in Excel Format. (xitu.itex.xiten)			
Cyber Reporting Management System	2025-0032_MTES_202501141203_SIGNIFICANTCYSERTHREATNOTIFICATION_x0xx			
A Contact Us	Attach downward here			
	Sector C: Additional Documents			
	Attach here any documentation/information which is material to the Application, the information included therein and its subsequent processing. (Attachmenta must be in Word, PDF or Excel Format)			
	Attach document here			
	States Ext			

Figure 3.1.2: Resubmission of a Cyber Threat Notification

## 4. Engaging with the assigned MFSA Analyst through the CRMS

Authorised Persons may engage with the assigned MFSA Analyst through the CRMS within the LH Portal in relation to a Significant Cyber Threat Notification by clicking on the '*Contact*' icon on the far right of the Significant Cyber Threat record, as illustrated in Figures 4.1-4.3, which provides a chat box facility.



Figure 4.1: Significant Cyber Threats Main Page



Figure 4.2: Significant Cyber Threats 'Message User' Button



Figure 4.3: Significant Cyber Threats Contact Page

## 5. Withdrawing a Significant Cyber Threat Notification

If a Cyber Threat notification, upon further investigation, is afterwards determined to not classify as 'significant', the Authorised Person has the facility to withdraw its submission through the CRMS.

The user needs to select the '*Details*' button (see Figure 5.1) and will subsequently be redirected to the Cyber Threat Notification Page.



Figure 5.1: Significant Cyber Threats Main Page

The user will then need to select the *'Withdraw Notification'* button as illustrated in Figure 5.2.

≡				
TEST Licence Holder Portal	Significant Cyber-Threat Notification: 2025-0032			
	Significant Cyber Threat Notification Details			
My Account				Back to StreetFrank Coher Threads Withdraw Medication
Apply for a Licence				
Application Submissions	Authorised Person	Description	Notification Date	Close Record
File Uploads	MPSA TEST	TEST	14/01/2028 12:03	Record Open
User Logs				
PQ	Significant Cyber Threat Notification Documents			
Site Inspections				
Corporate Profile				Upload Significant Cyber Threat Notification Documents
Coher Reporting	Fie Name	2	Document Type	Upload Date Document Status
Management System	2025-0032_MTES_202501141203_SIGNIFICAN	TCYBERTHREATNOTIFICATION sites	Notification 14	4/01/2025 12:03 Acknowledged (6)
Contact Us				

Figure 5.2: Significant Cyber Threats Record Page

The user will get a pop-up notification (see Figure 5.3) to provide a valid reason for withdrawal within the text box provided, before pressing the '*Withdraw Notification*' button.

_						
TEST Licence Holder Portal	Significant Cyber-Threat Notification: 2025-0032					
	Excelored Color Transferdiculus Courts					
1 My Account	agrinum cycer i mean noncann casara					
C Apply for a Licence					Back to Significant Cyber Threats Wi	Indraw Notification
Application Submissions	Authorised Person	Description	Notification Date		Close Record	
File Uploads	MPSA TEST	TEST	14/01/2026 12:03		Record Open	
E User Logs						
n PO	Superformer Codes: Thread Notification Descenants					
Site Inspections						_
E Corporale Profile			Description Trace	Hadward Date	Upload Significant Cyber Threat Note	Ication Documents
Cyber Reporting	2018-0025 MTEC 202801441205 GUNUE		Document type	14/01/0225 12:03	deinvelt status	
Management System		Withdraw Notification				
Contact Us		Reason for Notification Withdrawal				
		Kedy solar sature for WithKasel				

Figure 5.3: Cyber Threat Withdrawal Pop-Up Notification

Following the withdrawal of the notification, the CRMS will automatically update the notification record as seen in Figures 5.4 and 5.5.

■ FEST Licence Holder Portal	Significant Cyber-Threat Notification: 2025-0032				
1 My Account	Significant Cylear Threas Notification Details				
G Apply for a Licence					Back to Significant Cyber Threats Withdraw Notification
Application Submissions	Authorised Person	Description	Notification Date		Close Record
File Uploads	MFSA TEST	TEST	14/01/2025 12:03		Decard Withdows
User Logs					
PQ	Significant Cyber Threat Notification Documents				
Site Inspections					
Corporate Profile	File Name	Document Type	Unioad Date	Opcurent Status	
Cyber Reporting	2025-0022_MTES_202501141203_SIGNIFICANT	Notification	14/01/2025 12:03	Acknowledged (8)	
- Conductor					

Figure 5.4: Cyber Threat Record Page

TEST Licence Holder Portal	Significant Cyber Threa	ts						
My Account     My Account     Fit Apply for a Lipence			Search Se Sant typing part of the Description or Status and	andh Cancel I Click search. (#g. 'baw')	Download Templates Issue Notification			
Application Submissions	Reference Number	Authorised Person	Description	Notification Date	Report Status	Close Record		
File Uploads	2025-0032	MFSA TEST	TEST	14/01/2028 12:03:21	Significant Cyber Threat Notification	Tecord Athlations	Details	
User Logs								
PQ								
Site Inspections								
Corporate Profile								
Cyber Reporting Management System								
A Contact Us								

Figure 5.5: Cyber Threats Main Page

# 6. Contacting Us

In case of any difficulties, do not hesitate to contact the Supervisory ICT Risk and Cybersecurity (SIRC) Function by calling on +356 2548 5260 or by sending an email to mirt@mfsa.mt.