



Reporting a Cyber Incident



Why Prompt Reporting Matters?

Timely reporting helps to protect policyholders, strengthen security and maintain the integrity of your organization and Intact Insurance. If you suspect a cyber incident, notify us as soon as possible (within 24 hours)

How to Report



Quebec
1 877 464 2433

West, Ontario & Atlantic
1 877 464 3375

For 24/7 Reporting: Reach our Incident Response Team



cyberincidents@intact.net

What Type of Cyber Incident Should You Report?

Is the incident likely to impact



Intact Insurance's systems, services, data, operations, or technical infrastructure?



The confidentiality, integrity or availability of information that Intact Insurance may require from your brokerage or agency? (e.g. Intact Insurance policyholders' personal or policy related information)?



Your ability to access or provide insurance services?

If you answered "yes" or are in doubt to any of the above, please report it.

What to Include in Your Report

- Name and address of your brokerage or agency
- Trusted contact information (Name/Business Title/Phone/Email)
- Description of the incident and impacted systems
- Date the incident began
- Whether affected systems/users have access to Intact Insurance resources (e.g. Intact Portal)
- If any Intact Insurance systems or data are impacted (specify which ones)
- Whether the incident is reported to regulators (if yes, indicate which ones)
- Steps taken so far to contain and resolve the incident

What Happens Next

Once reported, Intact Insurance's Cybersecurity Team will

- Conduct an internal assessment to ensure customers and system security
- Request any additional information as needed
- Assign a point of contact for ongoing coordination
- Remain available throughout the process to gather required information and coordinate efforts — without replacing your organization's own cybersecurity responsibilities

Why Report to Us

We remind you of the importance of promptly reporting cyber incidents to minimize risk, meet legal and regulatory obligations, and ensure customer data remains protected — as outlined in your broker agreement.

Thank you for partnering with us in protecting our shared ecosystem.
Intact Insurance's Cybersecurity Team