

# CYBER INCIDENTS



# REPORTING CYBER INCIDENTS

*What to report and where to report it*

Cyber incidents can have serious consequences. The theft of private, financial, or other sensitive data and cyber-attacks that damage computer systems can cause lasting harm to anyone engaged in personal or commercial online transactions. Such risks are increasingly faced by businesses, consumers, and all other users of the Internet. Individuals who find themselves victims of cyber crime are encouraged to report such incidents. Additionally, a private sector entity that is a victim of a cyber incident can receive assistance from government agencies, which are prepared to investigate the incident, mitigate its consequences, and help prevent future incidents.

## QUICK REFERENCE: KEY POINTS OF CONTACT

### STATE RESPONSE COORDINATION

#### HAWAI'I STATE FUSION CENTER (HSFC)

**CALL:** (808) 369-3589

**E-MAIL:** [HSFC@hawaii.gov](mailto:HSFC@hawaii.gov)

**ONLINE:** at [hsfc.hawaii.gov](http://hsfc.hawaii.gov)

Report suspected or confirmed cyber incidents, including when the affected entity may be interested in government assistance in removing the adversary, restoring operations, and recommending ways to further improve security.

### FEDERAL ASSET RESPONSE

#### NATIONAL CYBERSECURITY AND COMMUNICATIONS INTEGRATION CENTER (NCCIC)

**CALL:** (888) 282-0870

**E-MAIL:** [NCCIC@hq.dhs.gov](mailto:NCCIC@hq.dhs.gov)

**ONLINE:** <http://www.us-cert.gov> (United States Computer Emergency Readiness Team)

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### FEDERAL THREAT RESPONSE

#### FEDERAL BUREAU OF INVESTIGATION (FBI)

**FBI Field Office Cyber Task Forces:** <http://www.fbi.gov/contact-us/field>

**Internet Crime Complaint Center (IC3):** <http://www.ic3.gov>

Report cybercrime, including computer intrusions or attacks, fraud, intellectual property theft, identity theft, theft of trade secrets, criminal hacking, terrorist activity, espionage, sabotage, or other foreign intelligence activity to FBI Field Office Cyber Task Forces.

Report individual instances of cybercrime to the IC3, which accepts Internet crime complaints from both victim and third parties.

#### NATIONAL CYBER INVESTIGATIVE JOINT TASK FORCE

**NCIJTF CyWatch 24/7 Command Center**

**CALL:** (855) 292-3937

**E-MAIL:** [cywatch@ic.fbi.gov](mailto:cywatch@ic.fbi.gov)

Report cyber intrusions and major cybercrimes that require assessment for action, investigation, and engagement with local field offices of federal law enforcement agencies or the Federal Government.

## FEDERAL THREAT RESPONSE, CONTINUED

### UNITED STATES SECRET SERVICE

Secret Service Field Offices and Electronic Crimes Task Forces (ECTFs):

ONLINE: <http://www.secretservice.gov/contact/field-offices>

Report cybercrime, including computer intrusions or attacks, transmission of malicious code, password trafficking, or theft of payment card or other financial payment information

### UNITED STATES IMMIGRATION AND CUSTOMS ENFORCEMENT/HOMELAND SECURITY INVESTIGATIONS (ICE/HSI)

CALL HSI Tip Line: 866-DHS-2-ICE (866-347-2423)

ONLINE HSI Tip Line: <https://www.ice.gov/webform/hsi-tip-form>

HSI Field Offices: <https://www.ice.gov/contact/hsi>

HSI Cyber Crimes Center: <https://www.ice.gov/cyber-crimes>

Report cyber-enabled crime, including digital theft of intellectual property; illicit e-commerce (including hidden marketplaces); Internet-facilitated proliferation of arms and strategic technology; child pornography; and cyber-enabled smuggling and money laundering.