



User Guidelines for Submitting Information-Sharing Arrangement Notifications

User Guidelines for submitting Information-Sharing Arrangement Notifications to the Malta Financial Services Authority through the Licence Holder Portal.

Contents

- 1. Introduction 4
 - 1.1 Accessing the License Holder Portal 4
 - 1.2 Registering and/or Logging In 5
- 2. Notification of an Information-Sharing Arrangement..... 7
 - 2.1 Submitting an Information-Sharing Arrangement Notification 7
- 3. Resubmission of an Information-Sharing Arrangement Notification..... 10
 - 3.1 Resubmission of Notifications 10
- 4. Engaging with the assigned MFSA Analyst through the CRMS..... 12
- 5. Withdrawing an Information-Sharing Arrangement Notification 14
- 6. Contacting Us..... 16

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 the voluntary participation in an Information-Sharing Arrangement or, their cessation of membership from an Information-Sharing Arrangement to the Malta Financial Services Authority ('MFSA'), through the License Holder Portal ('LH Portal'). This document should be read in conjunction with Circular titled [Cyber Reporting Management System \(CRMS\)](#) and the following material released alongside these guidelines, available on the MFSA website (Our Work > Supervisory ICT Risk & Cybersecurity):

1. Information-Sharing Arrangement Notification Process ('the Process Document');
2. Template for Information-Sharing Arrangement Notifications ('the Template', 'the provided Template').

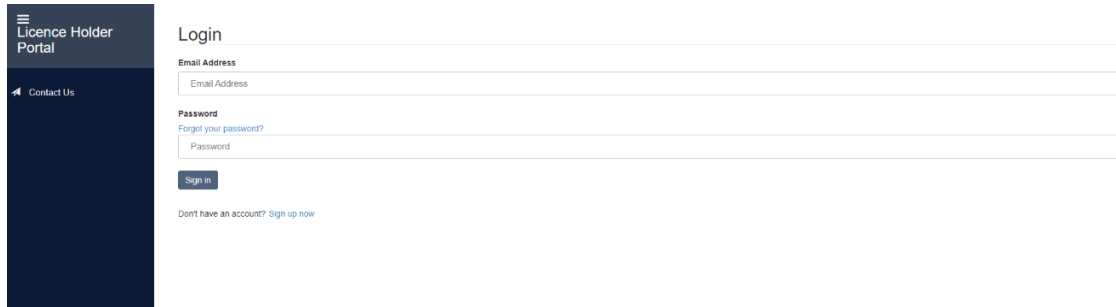
1.1 Accessing the License Holder Portal

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 <https://lhportal.mfsa.mt>.

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

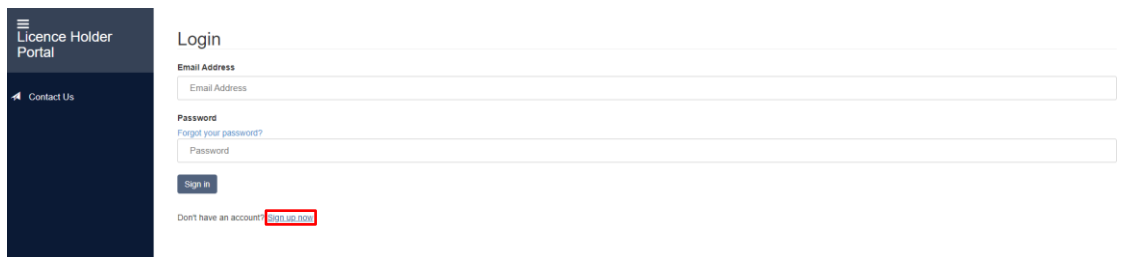
A user is expected to Log-In to the LH Portal to be able to notify Information-Sharing Arrangements as illustrated in Figure 1.2.1.



The screenshot shows the 'Login' page of the 'Licence Holder Portal'. On the left is a dark blue sidebar with a hamburger menu icon, the text 'Licence Holder Portal', and a 'Contact Us' link. The main content area is white and titled 'Login'. It features two input fields: 'Email Address' and 'Password'. Below the password field is a 'Sign In' button and a link for '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 Team by sending an email to mirt@mfsa.mt to have the account linked with the CRMS project.



This screenshot is identical to Figure 1.2.1, showing the 'Login' page of the 'Licence Holder Portal'. The 'Sign up now' link is highlighted with a red rectangular box.

Figure 2.2.2: LH Portal Registering an Account (1)

Register an account

If you are registering an account to complete a **Personal Questionnaire**, kindly use a private email and not a corporate email.

Verification is necessary. Please click Send button.

Email Address

Send verification code

New Password

Confirm New Password

Document Type

DOCUMENT TYPE ▾

Official Identification Document No

Name

Surname

Create Cancel

Figure 3.2.3: LH Portal Registering an Account (2)

2. Notification of an Information-Sharing Arrangement

Authorised Persons within scope of the DORA Regulation (see Article 2 of the DORA Regulation) have an obligation to notify the Authority of their voluntary participation in, or cessation of membership from, an Information-Sharing Arrangement. The Authority is also extending the opportunity for the same notification process to all other Authorised Persons that are not subject to the DORA Regulation but on a voluntary basis. Membership in Information Sharing Arrangements is an encouraged practice.

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

2.1 Submitting an Information-Sharing Arrangement Notification

Once the user has successfully signed in and accessed the CRMS page, the user is to select the '*Information-Sharing Arrangements*' button (see Figure 2.1.1).

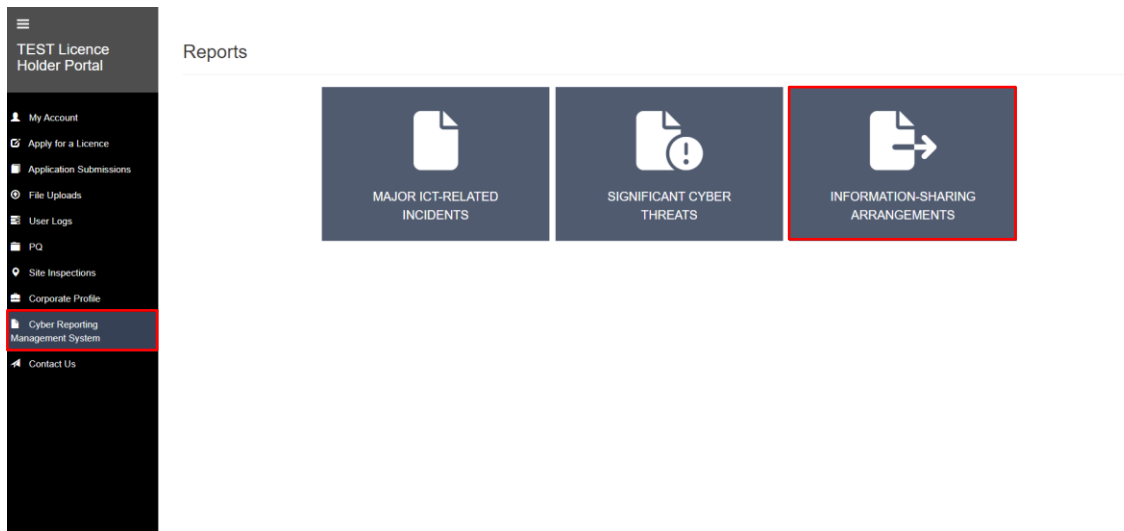


Figure 2.1.1: CRMS Main Page

The user will then be redirected to the Information-Sharing Arrangements main page and is to select the 'Issue Notification' button (see Figure 2.1.2).

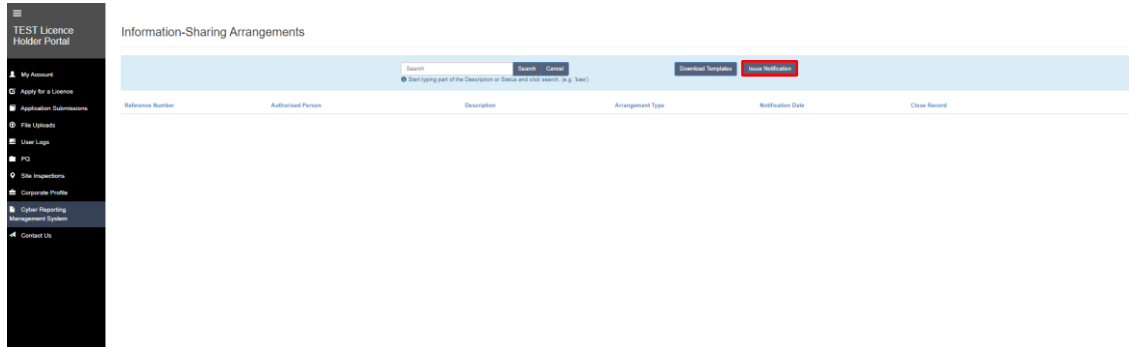


Figure 2.1.2: Information-Sharing Arrangements Main Page

The submission page of the Information-Sharing Arrangement notification will be displayed, and is split into three (3) sections (see Figure 2.1.3).

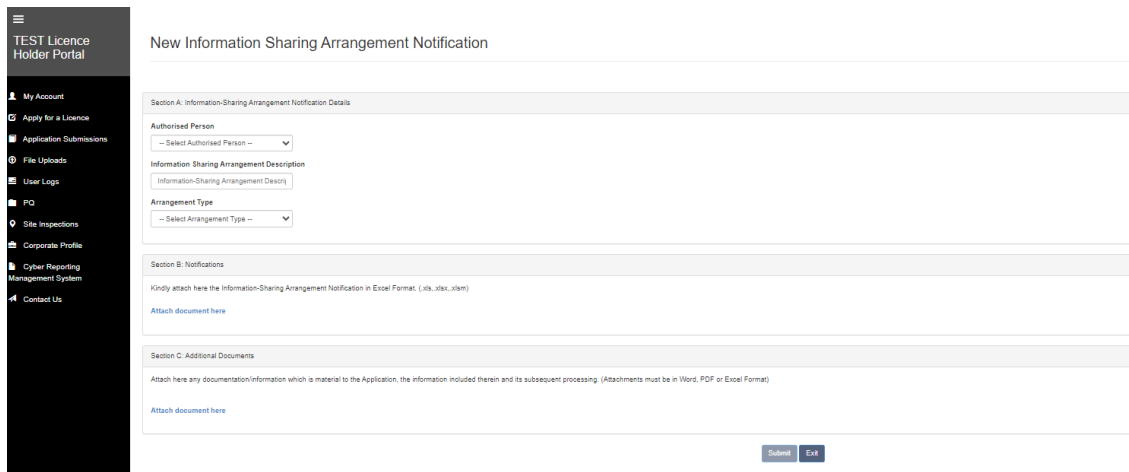


Figure 2.1.3: Information-Sharing Arrangements Notification Page

Section A: Information-Sharing Arrangement Notification Details

The user is to select the 'Authorised Person' subject to the notification from the drop-down list, include a short description of the Information-Sharing Arrangement within the 'Information-Sharing Arrangements Description' field and select the Notification type which is either 'Participation' or 'Cessation' from the drop-down list.

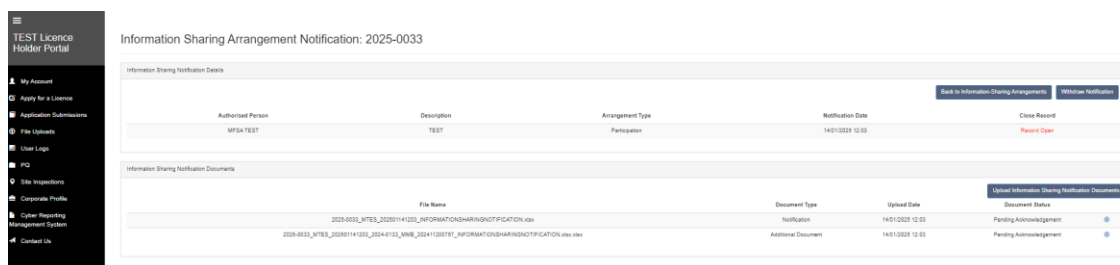
Section B: Notifications

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 required to upload additional documentation when the notification type 'Participation' is selected but is able to upload any additional documents on a voluntary basis for the notification type 'Cessation' (in Microsoft Word, Excel or PDF format) in relation to the Information-Sharing Arrangement 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 Information-Sharing Arrangement notification page where all the information related to the notification is displayed (see Figure 2.1.4).



The screenshot displays the 'Information Sharing Arrangement Notification: 2025-0033' page. It features a sidebar menu on the left with options like 'My Account', 'Apply for a License', and 'File Uploads'. The main content area is divided into two sections: 'Information Sharing Notification Details' and 'Information Sharing Notification Documents'. The first section contains a table with one row of notification data. The second section contains a table with two rows of document data.

Authorized Person	Description	Arrangement Type	Notification Date	Close Record
MISA TEST	TEST	Participation	14/01/2025 10:03	Failed Close

File Name	Document Type	Upload Date	Document Status
2025-0033_MIFE_202501141025_0033_IPCOMPARISONARRANGEMENTNOTIFICATION.docx	Notification	14/01/2025 10:03	Pending Acknowledgment
2025-0033_MIFE_202501141025_0033_2024-0123_MNR_20241020TST_NOTIFICATIONARRANGEMENTNOTIFICATION.docx	Additional Document	14/01/2025 10:03	Pending Acknowledgment

Figure 2.1.4: Information-Sharing Arrangements Notification Page Notification | Record Page

3. Resubmission of an Information-Sharing Arrangement 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 Information-Sharing Arrangement Notification record will appear as 'Request Resubmission' (see Figure 3.1.1).

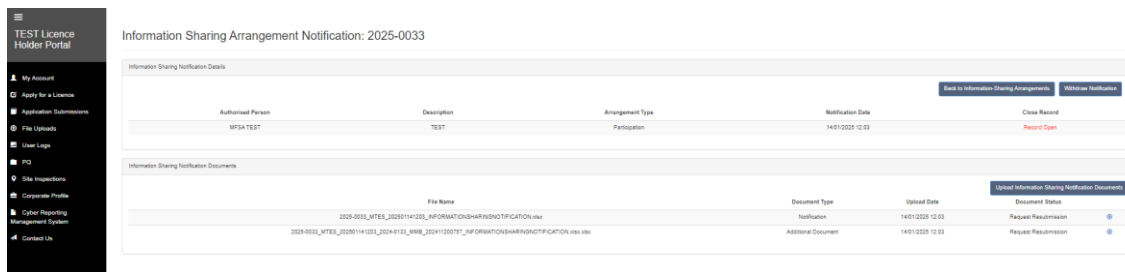


Figure 3.1.1: Information-Sharing Arrangements Notification Page | Resubmission

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

TEST Licence Holder Portal

- My Account
- Apply for a Licence
- Application Submissions
- File Uploads
- User Logs
- PG
- Site Inspections
- Corporate Profile
- Cyber Reporting Management System
- Contact Us

Information Sharing Arrangement Notification

Section A: Information-Sharing Arrangement Notification Details

Authorised Person

Incident Report Description

Arrangement Type

Section B: Notifications

Kindly attach here the Information-Sharing Arrangement Notification in Excel Format. (.xls, .xlsx, .xlsm)

2025-0033_MTES_202501141203_INFORMATIONSHARINGNOTIFICATION.xlsx

[Attach document here](#)

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)

2025-0033_MTES_202501141203_2024-0133_MMB_202411200757_INFORMATIONSHARINGNOTIFICATION.xlsx.xlsx

[Attach document here](#)

Figure 3.1.2: Resubmission of an Information-Sharing Arrangement

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 specific Information-Sharing Arrangement Notification by clicking on the 'Contact' icon on the far right of the Information-Sharing Arrangement record, as illustrated in Figures 4.1-4.3, which provides a chat box facility.

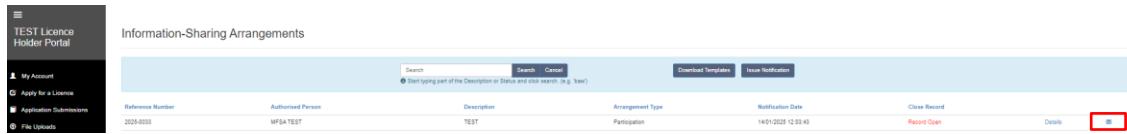


Figure 4.1: Information-Sharing Arrangements Main Page

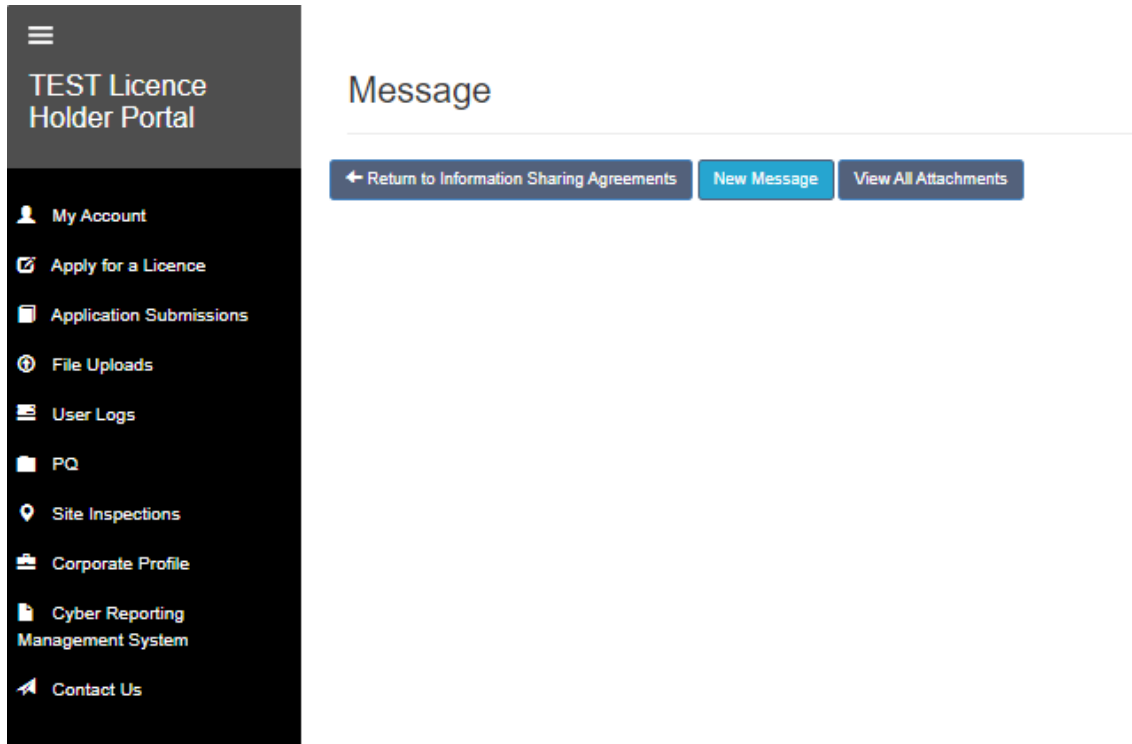


Figure 4.2: Information-Sharing Arrangements 'Message User' Button

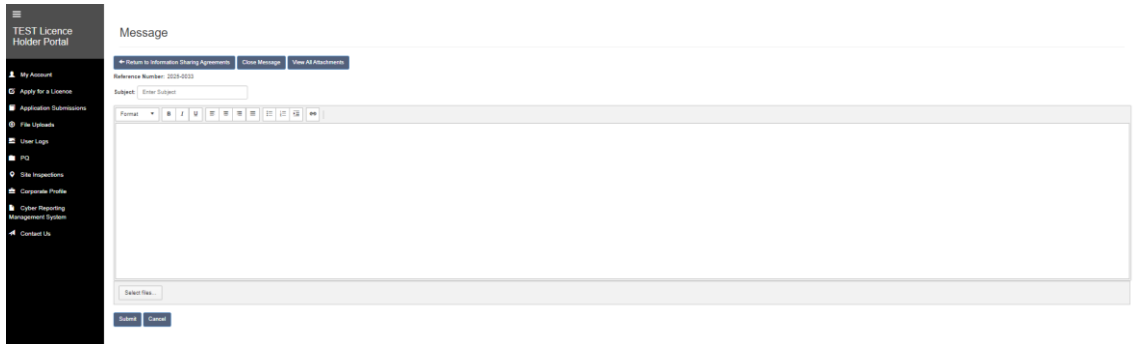


Figure 4.3: Information-Sharing Arrangements Contact Page

5. Withdrawing an Information-Sharing Arrangement Notification

The Authorised Person has the facility to withdraw the submission of an Information-Sharing Arrangement Notification through the CRMS.

The user needs to select the 'Details' button (see Figure 5.1) and will subsequently be redirected to the Information-Sharing Arrangement Notification Page.

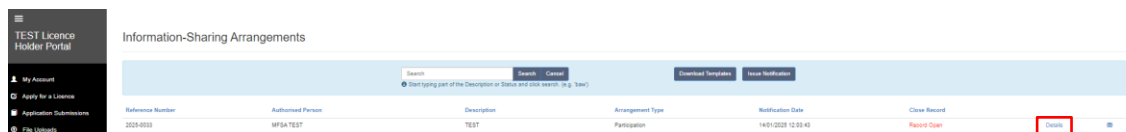


Figure 5.1: Information-Sharing Arrangements Main Page

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

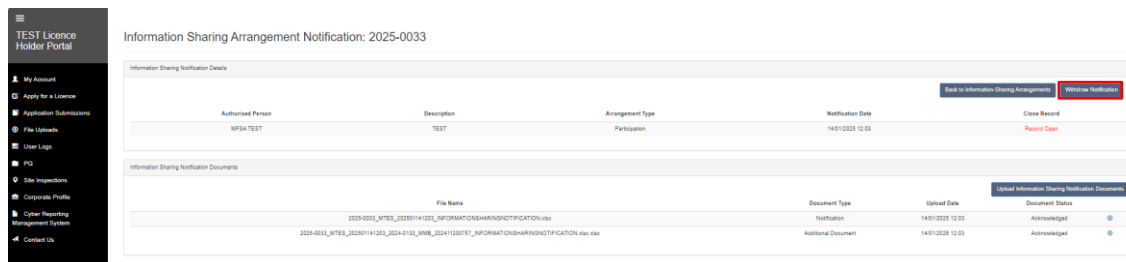


Figure 5.2: Information-Sharing Arrangements Record Page

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.

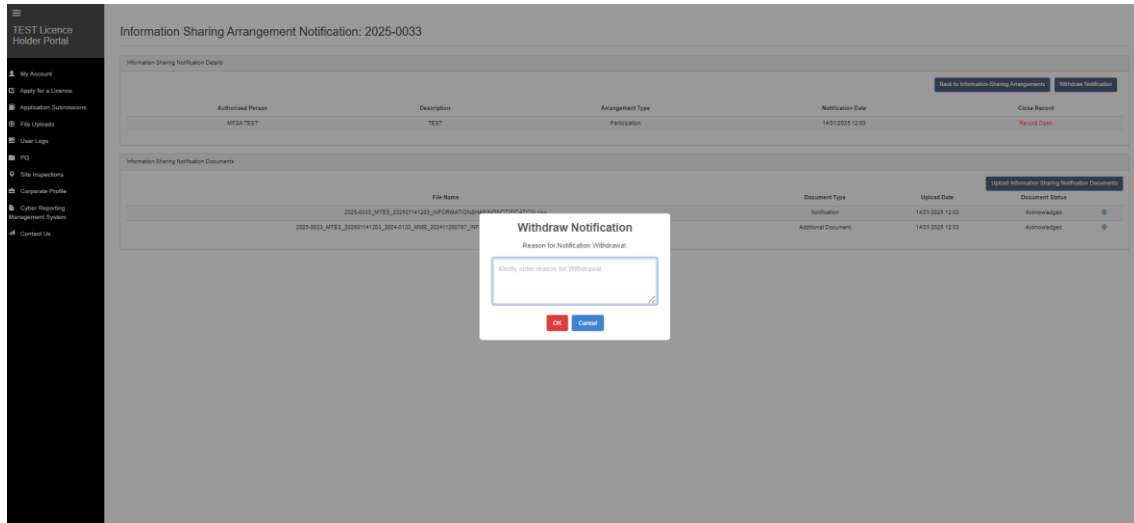


Figure 5.3: Information-Sharing Arrangement Withdrawal Pop-Up Notification

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

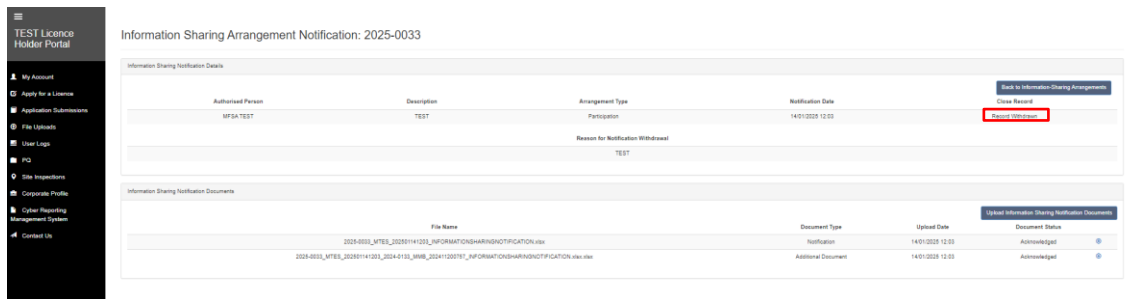


Figure 5.4: Information-Sharing Arrangements Record Page

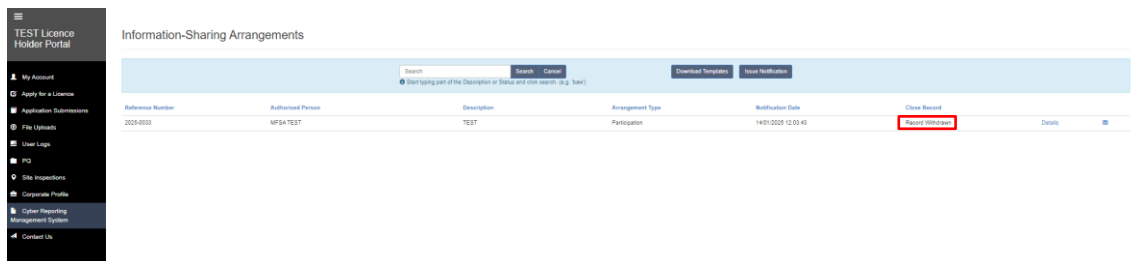


Figure 5.5: Information-Sharing Arrangements Main Page

6. Contacting Us

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