

About this document

This document contains the description of the CERT Crédit Mutuel Euro-Information in compliance with the RFC 2350¹. The information present in this document is classified *TLP: WHITE*.

TLP: WHITE: The information can be shared publicly and is subject to standard copyright rules.

Date of last update

The first version of this document (1.0) was written in March 2018.

This is version 4.0, published on February 2020.

A detailed history is available at the end of this document.

Distribution list for notifications

Currently, the CERT Crédit Mutuel Euro-Information does not use any distribution list to notify about modifications of this document.

Document's Location

The last version of this document can be found at: <https://www.creditmutuel.fr/en/cert.html>

Contact information

Name of the team

CERT Crédit Mutuel Euro-Information

Short name of the team

CERT CM EI

Adress

CERT Crédit Mutuel Euro-Information – Euro Information, 4 Rue Frédéric-Guillaume Raiffeisen - 67000
Strasbourg

Time zone

Paris - CET – Central European Time / HNEC - Heure normale d'Europe centrale / UTC +1

Telephone number

+33 3 88 14 60 01, available 24h/24

¹ <https://www.ietf.org/rfc/rfc2350.txt>

Electronic mail address

Security Incidents should be addressed at the following e-mail: cert@creditmutuel.fr

Public keys and other encryption information

PGP is used for communication between the CERT CM EI and its external partners.

The public key of the CERT CM EI is available at the following address

<https://www.creditmutuel.fr/en/cert.html>

Identifier: 0x14C53F7B

Fingerprint: 4220 9E30 DFDF 1D3F 5AC1 BC90 8DC5 3711 14C5 3F7B

This key can also be downloaded at: <http://pgp.mit.edu/>

It is used for any information that requires secure transmission.

Other means of communication

Currently, there are no other means to contact the CERT Crédit Mutuel Euro-Information.

Team members

The team is made up of security analysts from Euro-Information.

Other information

All Information about the CERT Crédit Mutuel Euro-Information are available at:

<https://www.creditmutuel.fr/en/cert.html>

Points of contact

The primary mean of contact for incident reporting is by email at the following address:

cert@creditmutuel.fr

We intervene mostly on office hours: 08h-18h

In case of an emergency, the phone number is reachable 24/7. Security teams on standby duty will decide to intervene directly or not.

Charter

Mission statement

The missions of the CERT Crédit Mutuel Euro-Information are:

- Coordinating in a centralized manner the resolution of security incidents in its constituency
- analyzing the incidents and threats linked with cybercrime and proposing action plans for minimizing risks
- performing continuous security watch and monitoring security trends which can threaten the Group
- communicating with other security communities outside of the Group

Constituency

The CERT Crédit Mutuel Euro-Information acts when an incident is linked with the information system of Euro-information. That include 16 groups of Crédit Mutuel, all the CIC Banks and all the subsidiaries linked to financial, technologies, insurance, real estate, consumer credit, private bank and financing.

Sponsorship and/or Affiliation

The CERT Crédit Mutuel Euro-Information and SOC Euro-Information are part of the “Detection and security incident response” domain. The domain manager is also the head of CERT Crédit Mutuel Euro-Information.

He acts directly under Euro-Information management authority. That implies that both SOC and CERT CM EI are independant from the others teams according to best practices.

The CERT Crédit Mutuel Euro-Information works closely with the “Crédit Mutuel Alliance Fédérale” CISO and their teams.

It participates in the “Operational Steering Group” of the ISMS of Euro-Information.

The CERT Crédit Mutuel Euro-Information is a member of the CECyF. (<https://www.cecyp.fr/membres/>).

The CERT Crédit Mutuel Euro-Information is a member of the InterCERT-Fr. (<https://cert.ssi.gouv.fr/csirt/intercert-fr/>)

Authority

The CERT Crédit Mutuel Euro-Information acts under the authority of the Directorate of Euro-Information.

Policies

Types of incidents and level of support

The CERT Crédit Mutuel Euro-Information intervenes on all security incidents which occur in its constituency networks.

The level of intervention depends on the type and severity of the incident. Where it is possible, the most critical security incidents will be taken into account within 15 minutes upon reception.

Co-operation, interaction and disclosure of information

The CERT Crédit Mutuel Euro-Information exchanges all necessary technical information with other security communities. No specific data to the Group or personal data are exchanged without the explicit consent of authorized and affected persons.

Communication and authentication

Phone communications carried out by the CERT Crédit Mutuel Euro-Information are unencrypted.

By default, sent e-mails are unencrypted. If they contain sensitive information, emails will be sent preferably using PGP as mentioned earlier.

Services

Incident response (Triage, Coordination, Resolution)

The CERT Crédit Mutuel Euro-Information will assist the Group’s experts for resolving security incidents by providing assistance with technical and organizational aspects.

Triage

- Investigate whether an incident occurred or not.
- Identify of the gravity and the perimeter of the security incident

Coordination

- Determine the initial cause of the incident
- Contact with involved parties
- Contact with judicial and regulatory authorities if necessary, in conjunction with dedicated teams
- Contact with other CSIRTs (Computer Security Incident Response Teams)
- Prepare internal and external communications with dedicated teams
- Threat Intel sharing for proactive measures

Resolution

- Follow-up and support for the remediation of security incidents
- Collect evidence of the incident

Proactive services

The CERT Crédit Mutuel Euro-Information is in charge of carrying global security watch for the Group.

The results of this security watch may be provided in particular by the weekly publication of an internal security newsletter written in French and translated into English, German and Spanish.

The CERT Mutuel Euro-Information coordinates intelligence-related threats to Information Security (including Cyber Threat Intelligence).

Incident reporting forms

Currently, there is no notification form to report a security incident. E-mail is the privileged mean to warn the CERT Crédit Mutuel Euro-Information.

Disclaimers

The services of the CERT Crédit Mutuel Euro-Information are provided in the most efficient way possible, but despite all the precautions taken, it is possible that some actions are not fully operational to date.

The CERT Crédit Mutuel Euro-Information cannot be held responsible for any errors or omissions, or eventual damages caused by the documents it has produced.

History

- 30 January 2020 : Minor update
- 22 February 2019: Minor update
- 26 October 2018: Minor update
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