CIRO · OCRI Canadian Investment Regulatory Organization
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January 14, 2026

[redacted]

Dear [redacted]

The Canadian Investment Regulatory Organization (CIRO) recently experienced a cybersecurity incident that involved unauthorized access to your personal information. We take data security very seriously, and we deeply regret that this incident occurred.

This letter tells you what personal information was affected, steps you can take to protect your personal information and how to sign up for free credit monitoring and identity protection services.

What happened

On August 11, 2025, we detected a cybersecurity threat. We took immediate steps to secure the environment, worked with law enforcement, and hired cybersecurity experts to help us investigate.

After an extensive investigation which included a complex review of the impacted data to identify affected individuals, our investigation now indicates that your personal information was accessed during this incident. Unfortunately, this includes your address, date of birth, social insurance number, account number.

Why CIRO has your information

CIRO is the national self-regulatory organization that oversees investment and mutual fund dealers in Canada. We have a regulatory mandate to protect investors from improper investment conduct and practices by providing oversight of dealers' business conduct, including their trading activities. Your information was obtained in the normal course of CIRO carrying out its mandate and conducting its investigative, compliance assessment and market surveillance work.

What we are doing

While we have no evidence that this information has been misused, to protect you, we are offering you credit monitoring services for a period of 2 years with TransUnion and Equifax. Details of these services are provided in the appendix attached to this letter. We are also actively monitoring for any signs that your information has been posted online, including the dark web. In addition, we have reported the incident to the appropriate privacy regulators.

We sincerely regret that this incident occurred. Protecting information is one of our highest priorities. We have already implemented additional security measures that will help us prevent similar incidents.

What you can do to protect yourself

In addition to signing up for the free credit monitoring and identity protection services we offer, we recommend that you always be vigilant about emails, text messages or phone calls asking you to provide sensitive information or to click on links or attachments, even if they appear to come from CIRO or someone you know or trust. This will help protect you against targeted phishing campaigns.

We also recommend that you take the following additional steps to protect yourself:

- Contact Canada's two major credit bureau agencies to inform them that your personal information may have been compromised. You can contact Equifax at 1 866-349-5204 and TransUnion at 1-800-663-9980. If you are a resident of the province of Québec or British Columbia, you can also ask the credit bureau agencies to freeze your credit file at no charge. This will help protect you against fraudulent credit applications.

- Carefully review your financial accounts regularly for any unusual activity. If you notice transactions that you do not recognize, promptly report them to the financial institution where the account is held.

For assistance registering for the credit monitoring services, the relevant contact details are in the enclosed appendix. If you have any further questions about the cyber security incident, please contact 1-833-489-8338.

Yours sincerely,

Canadian Investment Regulatory Organization

FAQs

What is CIRO?

The Canadian Investment Regulatory Organization (CIRO) is the national self-regulatory body that oversees investment and mutual fund dealers in Canada. We have a regulatory mandate to protect investors from improper investment conduct and practices by providing oversight of Canadian investment and mutual fund dealers' business conduct, including their trading activities.

Why did CIRO have my information?

Your information was obtained in the normal course of CIRO carrying out its mandate and conducting its investigative, compliance assessment and market surveillance work.

How was my information compromised?

Earlier this year, CIRO identified a cybersecurity incident. We took immediate steps to contain the incident, secure our systems and protect the information in our care. We notified law enforcement and all relevant authorities including the Office of the Privacy Commissioner of Canada. Once contained, we retained a leading third-party forensic IT investigator to determine what information was impacted. After more than 8,000 hours of review, that investigation determined that a limited subset of investigative, compliance and market surveillance data, including some of your information, was copied from our system.

We deeply regret that this occurred and apologize for any inconvenience or concern.

What should I do?

We recommend that you sign up for the free two-year membership in credit monitoring and identity theft protection services offered to you.

We also always recommend, as a matter of good practice, that you periodically review your investment accounts for any unusual activity and be vigilant about emails, text messages or phone calls asking you to provide sensitive information or to click on links or attachments, even if they appear to come from CIRO or someone you know or trust.

Does this mean I am the victim of identity theft?

We have been monitoring the Dark Web and currently have seen no indication that your information has been misused in any way. We are offering free credit monitoring and identity theft protection as a further precautionary measure and to help detect possible misuse of your information.

Why wasn't I contacted sooner?

We notified you as soon as we determined that your personal data may have been impacted. CIRO is committed to protecting the security and confidentiality of the information entrusted to us, and we worked hard to notify you as quickly as possible.

Can I request that my information be deleted by CIRO?

CIRO will delete investor information when no longer required for its investigative, compliance assessment and market surveillance work, however we are unable to process individual deletion requests.

What is CIRO doing to ensure this doesn't happen again?

We take data security very seriously. This incident was the result of a sophisticated attack. In response to the specific features of this attack, we have taken several steps to enhance our data security practices. On an ongoing basis, we continue to look for ways to strengthen CIRO's cybersecurity defences and to examine how we can collectively strengthen defences and cybersecurity best practices across the investment industry.

Where can I get assistance or more information?

- To sign up for free credit monitoring and identity theft protection, please follow the instructions in the enclosed appendix. For technical assistance, you can contact TransUnion at 1-866-264-2857 or Equifax at 1 866-349-5204.
- To inform Canada's two major credit bureau agencies that your personal information may have been compromised in a cybersecurity incident, you can contact Equifax at 1 866-349-5204 and TransUnion at 1-800-663-9980. You can do this for free even if you do not sign up for credit monitoring and identity theft protection. If you are resident in British Columbia or Quebec, you may also request a credit freeze.
- If you have any further questions about the cybersecurity incident, please contact 833-489-8338.
- You can also get information about the cybersecurity incident by visiting the cybersecurity section of CIRO's website at **www.ciro.ca/ciro-cybersecurity-incident**.