

October 26, 2026

For immediate release

Company name: Joshin Corporation
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(Securities Code: 8173, Tokyo Stock Exchange, Prime Market)
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Apology and Notice Regarding System Failure Due to Unauthorized Access (Second report)

Joshin Corporation (Headquarters: Osaka City, Osaka) announced the "Apology and Notice Regarding System Failure Due to Unauthorized Access" on our official website on Saturday, October 17, 2026, and disclosed the same content to the Tokyo Stock Exchange on Monday, October 19.

Currently, our network has been affected by unauthorized access from a third party, resulting in a situation where we are unable to provide some of our services.

We deeply apologize for the significant concern and inconvenience this has caused to our customers who regularly use our services, our business partners, and all related stakeholders.

Placing the highest priority on the "protection of customer information" and "ensuring system security," we are collaborating with external specialized agencies to thoroughly investigate the details of the unauthorized access and the extent of its impact, and we are advancing measures to resume the suspended services.

We hereby announce the background of this incident and the facts known at this time, as follows.

1. Background and Response

On Friday, October 16, we detected an anomaly in our network. Upon investigation, we confirmed traces of unauthorized access to a portion of our network. We subsequently and promptly implemented measures such as disconnecting the servers showing traces of unauthorized access from our network, and requested external specialized agencies to conduct a detailed investigation. As a result of these emergency measures, some services are currently unavailable. Immediately upon confirming this incident, we consulted with and submitted reports to the Personal Information Protection Commission and the police.

Furthermore, our company complies with the non-retention of payment information, and we do not retain credit card information.

2. Facts Known from the Initial Report to the Present

While the full extent of the damage is still under investigation, the facts identified up to this point are as follows.

■Customer information that may have been compromised

System Under Investigation 1	Member Information Database Server
Possible Number of Compromised Records	Maximum of approx. 6,000,000 records
Target Customer Information	① Name ② Address ③ Telephone number ④ Member number

System Under Investigation 2	Joshin Subscription
Possible Number of Compromised Records	Maximum of approx. 230,000 records
Target Customer Information	① Member number ② Telephone number + handwritten signature (Binary Data) ③ Login ID, initial password ④ Billing history ⑤ Contract number, device ID ⑥ Activation Card

System Under Investigation 3	Remodeling Photo Upload System
Possible Number of Compromised Records	Maximum of approx. 800 records
Target Customer Information	① 2 driver's license images, 1 MyNumberCard, 5 bank account numbers(We are contacting the affected customers individually regarding this matter.) ② Construction photo data taken during remodeling work

Note: The numbers indicate the total number of records that may have been compromised, not the confirmed number of leaked personal information records.

Note: Our company complies with the non-retention of payment information, and we do not retain credit card information.

3. Status of Investigation and Future Response

We will continue to comprehensively investigate the details of the unauthorized access, the extent of the impact, and whether any information has been leaked. Concurrently, we will promptly address security vulnerabilities, which are becoming a new social issue, and make every effort to prevent recurrence and restore the suspended services as quickly as possible.

If any new facts that require disclosure come to light in the future, we will promptly announce them through our official website and other appropriate channels.

Inquiries from customers regarding this matter will be handled at the following contact desk.

【Customer Inquiry Desk】

Joshin Corporation Customer Consultation Desk
Phone Number: +81-6-6631-1323 Reception Hours: 9:30 - 18:30
Email Address: joshin_otoiawase@joshin.co.jp

4. Request to Customers

There is a possibility that suspicious emails, SMS, phone calls, etc., pretending to be from our company may occur. We ask you to be highly vigilant against any unexpected communications or suspicious URLs.

We deeply apologize once again for the significant concern and inconvenience caused to everyone involved. To restore your trust, we will make our utmost effort to conduct investigations aimed at preventing recurrence and to further strengthen our security.

End

[Reference]

Initial Report: "Apology and Notice Regarding System Failure Due to Unauthorized Access" (October 17, 2026)

(The same content was disclosed to the Tokyo Stock Exchange on October 19)