[English Translation]

June 11, 2025

Sompo Holdings, Inc.
Mikio Okumura, Group CEO, Director
President and Representative Executive Officer
(Stock code 8630, TSE Prime Market)

Regarding Unauthorized Access to Our Subsidiary's System and the Possibility of Information Leakage

Sompo Japan Insurance Inc. (President and CEO: Koji Ishikawa, "Sompo Japan"), a subsidiary of Sompo Holdings, Inc. (Group CEO, Director, President and Representative Executive Officer: Mikio Okumura, the "Company"), announced on April 25, 2025 the occurrence of unauthorized access to its system and the possibility that a portion of information on customers in Japan may have been leaked externally.

According to the forensic investigation conducted alongside our outside experts, during the period of April 17 to April 21, 2025, an unauthorized third party gained access to the Sompo Japan system. Importantly, there is currently no evidence of exfiltration or misuse of customer data by third parties as a result of this incident. However, the possibility of a data leak cannot currently be ruled out.

We sincerely apologize for the significant inconvenience and concern this incident has caused to our customers and all concerned parties.

As a company responsible for the safekeeping of our customers' valuable information, we take this matter extremely seriously and are doing our utmost to ensure the security of the information.

The details of the investigation results released by Sompo Japan are as attached.

(Note)
This document has been translated from the Japanese original for reference purposes only. In the event of any discrepancy between this translated document and the Japanese original, the Japanese original shall prevail.

Attachment

11 June 2025

Sompo Japan Insurance Inc.

Sompo Japan provides update on initial investigation into unauthorized system access

Sompo Japan Insurance Inc. (Sompo Japan), has completed an initial investigation into the unauthorized access to its information systems announced on 25 April, and is providing the following update.

A non-core Sompo Japan web system was discovered on April 21 to have been illegally accessed by a third party. Upon detection, action was immediately taken to block external access to the company's network and assess and contain the issue, consistent with our cyber security guidelines. This included retention of cyber experts and reporting the unauthorized access to the National Police Agency.

Based on the forensic investigation conducted alongside our outside experts, it was confirmed that there was no impact on other systems, and checks into other systems show no similar vulnerabilities. The company further strengthened defenses, including monitoring of unauthorized attempts to access its systems.

According to the investigation, during the period of 17 April to 21 April, an unauthorized third party gained access to the Sompo Japan system, including certain information relating to customers. The incident was limited to a single Sompo Japan system; Sompo Holdings and other Sompo businesses were not impacted.

Importantly, there is currently no evidence of exfiltration or misuse of customer data by third parties as a result of this incident. However, the possibility of a data leak cannot currently be ruled out. While the investigation remains ongoing, the company is disclosing the following potential impact based on the results of the initial investigation.

Note: these numbers refer to the total number of customer records (versus individuals) for each category that may have been affected. It is believed that this number is greater than the number of those affected, and certain records may appear in multiple categories.

1. Data that could identify an individual, such as name, address and telephone number*

Data classification	Extent of access of records
Containing 'name', contact details'* and 'policy number'*	Approximately 3.37 million records
Containing 'name' and 'policy number** (without 'contact details')	Approximately 1.87 million records
Containing 'contact details' and 'policy number' (without 'name')	Approximately 1.19 million records
Containing information other than above (e.g. 'name' only or 'contact details' only, etc.)**	Approximately 0.83 million records

2. Personally identifiable data of employees of our commissioned agents***: approximately 1.78 million records.

* Contact details refer to addresses, telephone numbers and email addresses

** These records may include accident number

***Data potentially accessed are as follows. None of the information is stored in a listable form.

-Customer-related: name, date of birth, gender, address, telephone number, email address, financial institution account information (1,638), policy number, accident number, insured person name.

-Agency related: insurance solicitor name, solicitor ID, date of birth (9,366)

(Note: 'My Number' card and credit card information are not included.)

In addition to the above, approximately 8.44 million pieces of data consisting solely of policy numbers and accident numbers (numbers used for insurance claim procedures, etc.) is included. That cannot identify an individual without checking against the company's database.

As a company responsible for the safekeeping of our customers' valuable information, Sompo Japan takes this matter extremely seriously and is doing its utmost to ensure the security of the information it holds.

In addition to this and its previous announcement, Sompo Japan will also individually contact those customers whose information might have been affected. Customers with questions regarding the incident can also reach us on a dedicated inquiry line:

Sompo Japan Insurance Inc. customer enquiries
Telephone number: 0120-688-083
Opening hours: weekdays 9:00-17:00