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November 17, 2026

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(Code number: 3046, TSE Prime Market)
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Notice and Apology Regarding External Leakage of Personal Information Due to Unauthorized Access to a Service Provider of Our Subsidiary

JINS HOLDINGS Inc. (the "Company") announces that a portion of customers' personal information ("customer information") held by its subsidiary JINS Inc. ("JINS") was leaked externally. This incident resulted from unauthorized access by a third party to "KARTE," a marketing tool operated by PLAID, Inc. ("PLAID"), to which JINS entrusts email newsletter distribution and other services. We hereby report the details as follows.

We sincerely apologize for the considerable inconvenience and concern this incident has caused to our customers and all those affected.

1. Overview and Chronology of the Incident

November 13, 2026 (Fri)	KARTE experienced external unauthorized access. JINS received notice from PLAID that KARTE services were suspended due to unauthorized access (at this point, it was unknown whether JINS's customer information had been leaked). JINS halted data linkage between its systems and KARTE.
November 15 (Sun)	JINS received a report from PLAID confirming that JINS's customer information had been leaked.
November 16 (Mon)	JINS conducted an internal investigation to determine the scope of the impact.

2. Customer Information Confirmed to Have Been Leaked as of Now

The following information regarding customers registered as JINS members:
Number of affected accounts: Approximately 18.29 million

Types of leaked information:

- Member ID
- Name (Last name only)
- Age
- Postal code
- Email address
- Date of birth
- Gender
- Address (Prefecture only)

Note 1: It has been confirmed that passwords and credit card information are not included in the leaked information.
Note 2: The number above refers to registered member accounts and indicates the maximum potential scope of the information leak.
Note 3: As the investigation is ongoing, the types of leaked information and the number of affected accounts may change depending on the results of future investigations.

3. Requests to Customers

It is possible that suspicious emails will be sent to the leaked email addresses as a result of this incident. Therefore, we kindly ask you to exercise caution. If you receive an email from an unknown sender or with unfamiliar content, please be careful not to access the URL provided in the email, open any attached files, reply to the email, or enter your ID, password, credit card information, etc.

4. Future Response

We have requested PLAID to provide ongoing updates on the progress of their investigation. If any new material facts come to light, we will announce them promptly. In addition to requiring PLAID to formulate and strictly implement measures to prevent recurrence, the Company is proceeding with the necessary responses and preparations. Based on the investigation results, we will strive to further strengthen our personal information management framework and prevent any recurrence.

5. Impact on Financial Results

At this time, we have not confirmed any impact from this incident on our consolidated financial results. Should any matters requiring disclosure arise in the future, we will announce them promptly.