



October 20, 2026

For immediate release

Company	CHANGE Holdings, Inc.
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Notice Regarding External Leakage of Personal Information Due to Unauthorized Access

It has recently come to light that a third party gained unauthorized access to “Furusato Choice,” operated by TRUSTBANK, Inc. (hereinafter “Trustbank”), a consolidated subsidiary of the Company, and that the personal information of donors who had registered as members was leaked externally.

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

A detailed investigation is currently under way, and we hereby report the facts identified to date and the status of our response. Matters that are still being verified are expressly marked as “under investigation,” and only confirmed facts are stated.

Particulars

1. Overview and Chronology of the Incident

On Monday, October 19, 2026, Trustbank detected access patterns that differed from normal. Upon investigation, it confirmed that unauthorized access had occurred on Saturday, October 17, 2026, and that members' personal information had been leaked externally.

Upon learning of the incident, Trustbank suspended services related to “Furusato Choice” at 3:50 p.m. on Monday, October 19, 2026, giving top priority to preventing further damage and ensuring safety. With the cooperation of external experts, Trustbank is currently investigating the cause and scope of the impact.

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

- (1) Affected service: Member information of “Furusato Choice”
- (2) Number of records: 4,454,097 (the number confirmed as of now) (Note)
- (3) Information items: Name, email address, address, telephone number, hashed password, and estimated tax deduction for donations

(Note) The above represents the number and content of personal information confirmed to have been leaked externally as of now, and may change as the investigation progresses.

3. Response by the CHANGE Group

Until safety can be confirmed, Trustbank has suspended “Furusato Choice” and related services. In addition, with the cooperation of external experts, Trustbank is conducting a detailed investigation into measures to address the vulnerability detected in connection with this unauthorized access, while strengthening its security measures, monitoring framework, and information management framework. The timing of the resumption of services has not yet been determined and will be announced once decided, based on the status of safety confirmation.

On October 19, 2026, Trustbank announced on its website the temporary suspension of services due to suspected unauthorized

access (<https://www.trustbank.co.jp/newsroom/news/news261019/>). Trustbank announced details of this incident on its website at 6:00 p.m. on October 20, 2026 (<https://www.trustbank.co.jp/newsroom/news/news261020/>).

Furthermore, Trustbank completed its report to the Personal Information Protection Commission on October 20, 2026, and plans to file a damage report with the police station having jurisdiction on Wednesday, October 21, 2026. Trustbank will fully cooperate with future investigations and inquiries by the relevant authorities. The Company will also work with Trustbank to conduct a detailed investigation and appropriately take necessary measures, including notifying the individuals concerned and submitting a final report to the Personal Information Protection Commission pursuant to the Act on the Protection of Personal Information. Trustbank has established an inquiry desk to respond to donors' inquiries. The facts identified through the investigation, including the items and number of leaked records and measures to prevent recurrence, will be announced promptly once confirmed.

4. Requests to Donors

If you use the same email address and password combination as for "Furusato Choice" on other services, please change the passwords for those services to prevent unauthorized logins.

Please be cautious of suspicious emails, SMS messages, telephone calls, and postal mail impersonating Trustbank or related parties. Do not open URLs or attachments in emails or SMS messages you do not recognize, and do not enter personal information, passwords, etc. on suspicious websites.

5. Outlook

The impact of this incident on the Company's consolidated financial results for the fiscal year ending March 2027 is currently under careful review. Should any matters requiring disclosure arise, we will announce them promptly.

<Contact for Inquiries Regarding This Incident>

(For IR-related inquiries)

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(For donors)

TRUSTBANK, Inc.

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End