



October 9, 2026

FOR IMMEDIATE RELEASE

|                |                                                                                    |
|----------------|------------------------------------------------------------------------------------|
| Company name   | Resorttrust, Inc.                                                                  |
| Representative | Ariyoshi Fushimi,<br>CEO and Representative Director                               |
| Code           | 4681, Prime of Tokyo Stock Exchange and<br>Premier Market of Nagoya Stock Exchange |

### **Apology and Notice Regarding Personal Data Leak Caused by Unauthorized Access to Our Website**

We have recently identified an unauthorized access by an external third party targeting a website managed by Resorttrust, Inc. (“the Company”). As a result, it was determined that a portion of customer personal information stored on the server has been leaked externally.

We deeply apologize for the significant inconvenience and concern this situation has caused to our customers and all stakeholders.

#### **1. Background and Current Status**

On October 6, we became aware of abnormal system activity on the website that occurred between approximately 20:30 and 23:30 on October 5. Following an investigation, it was confirmed on October 7 that a data leak had occurred due to unauthorized access. To prevent the spread of damage and to investigate the cause, we immediately took measures to block the unauthorized access.

There is no direct impact on the operations of our hotels and facilities nationwide due to this incident, and we continue to provide services as usual. Customer reservations and stays are not affected.

Currently, we are conducting a detailed investigation in collaboration with external security specialists. Furthermore, we will strengthen our security measures and monitoring.

#### **2. Scope of Information Confirmed to Have Been Leaked**

Information of a portion of our Group members: approx. 26,000 cases

Reservation information for The Kahala Hotel & Resort Yokohama: approx. 36,000 cases

Note: The system in question does not store/contain any of the following information: Usage history, medical information, credit card information, bank account information, email addresses, identity verification documents, etc.

#### **3. Notes for Our Customers**

You may receive suspicious communications or messages that you do not recognize. If you receive any message that seems even slightly suspicious, please do not access the URLs or call the phone numbers listed in the message. Instead, please verify the correct contact information through official sources, such as the official website of the company or organization the sender claims to represent.

#### **4. Future Actions and Measures to Prevent Recurrence**

We are continuing our investigation. For customers confirmed to have been affected by the data leak, we plan to individually send an apology and an explanation of the situation in sequence.

Furthermore, based on the findings of the investigation by external specialists, we will repair vulnerabilities in the affected systems, strengthen our monitoring framework, and strictly review network access privileges. We are committed

to rebuilding our information security framework across the entire company.

#### 5. Impact on Financial Results

If it becomes clear that this matter will have a material impact on our financial results going forward, we will promptly disclose such information.