November 4, 2026

To whom it may concern,

Company name: Ryohin Keikaku Co., Ltd.
Representative: Satoshi Shimizu, President and Representative Director
(Code number 7453, Prime market of the Tokyo Stock Exchange)
Contact: Kenta Hochido, Executive Officer, Corporate Planning Office
Phone: +81-3-6699-7358

Notice Regarding the Potential Leakage of Customer Information

Regarding our press release "Notice Regarding the Potential Leakage of Customer Information from MUJI App" announced on October 30, we have continued our investigation and are providing this update as new facts have since come to light.

In the press release, we stated that customers whose email addresses, dates of birth, and gender may have been leaked were users of the MUJI App. We have since confirmed that the affected customers also include users of MUJI Online Store, including those who do not use the MUJI App.

We have also determined that some credit card information relating to MUJI Card credit cards issued by Credit Saison Co., Ltd. ("Credit Saison") may have been accessed by an external party. The same applies to some credit card information of customers who registered their credit card information in the MUJI App or MUJI Online Store.

We sincerely apologize for the considerable concern and inconvenience caused to our customers and all other parties concerned.

The information confirmed to date and the actions we are taking are as follows.

1. Affected customers and information that may have been accessed externally
(Underlined text indicates information added to the press release)

Affected customers	Information that may have been leaked	Number of records
① User of; MUJI App and MUJI Online Store * Including former members	(1) Email address, date of birth, gender, and member ID	Up to approx. 27.26 million
	(2) In addition to the information in (1), name, address, and telephone number	Approx. 520,000 (within approx. 27.26 million) * as of now
② Members of; MUJI Card credit card (issued by Credit Saison) * who enrolled by July 2021	Full credit card number, MUJI Card ID*1, and date of birth * Cardholder name, expiration date, and security code are not included. * Approximately 345,000 of these credit cards are currently valid. Of these, approx. 168,000 were linked to the information in ①-(1). Of these, approximately 25,000 were also linked to the information in ①-(2).	Approx. 1.09 million (Of these, approx. 345,000 credit cards are currently valid and the remainder have expired or been canceled)
③ Customers who registered credit card information in MUJI App or MUJI Online Store	First six and last two digits of the credit card number, and cardholder name * Expiration date and security code are not included. *This information was viewable together with the information in ①-(2).	Approx. 120

Note 1: The MUJI member ID shown on the MUJI Card itself.

2. Findings from Our Further Investigation

Following further analysis after the press release, we confirmed that the approx. 27.26 million records in ① include MUJI Online Store members, including customers who do not use the MUJI App. We also confirmed that the names, addresses, and telephone numbers of some customers, as well as some credit card information, were subject to unauthorized access. We also confirmed that, prior to July 2021, we collected the credit card numbers, MUJI Card IDs, and dates of birth of customers who signed up for a MUJI Card issued by Credit Saison in order to provide benefits, and that this information, as described in ②, remained in our systems.

3. Notification to Affected Customers

We will contact affected customers individually by email or postal mail on a rolling basis. MUJI Card members whose contact information is not available to us will be contacted by Credit Saison Co., Ltd.

4. Request to Customers

We ask affected customers to review their credit card statements and, if they identify any transactions they do not recognize, to contact their card issuer. Please also be careful of suspicious emails or phone calls from parties pretending to be us, credit card companies, or other organizations. We will never ask you to provide your credit card information by email or over the phone. Credit Saison has increased its monitoring for unauthorized use of MUJI Cards. If you would like to have your MUJI Card reissued, please contact Credit Saison.

5. Future Actions

We have blocked unauthorized external access and are continuing to closely monitor our systems for any further impact. The MUJI App and MUJI Online Store are currently operating normally and can be used as usual. We are continuing our investigation to determine the cause and the full extent of the impact. If any new information requiring disclosure comes to light, we will promptly make an announcement.

Note: At this time, we have found no evidence that the customer information in question has been leaked onto the dark web or elsewhere, or that the information has been misused.

6. Impact on Business Performance

At present, this matter has had no impact on our business operations, including our store operations and MUJI Online Store. The impact on our financial results is currently under assessment, taking into account our planned response and other relevant factors. Based on the information currently available, we expect the impact on our consolidated financial results to be limited. If any matters requiring disclosure arise in the future, we will promptly make an announcement.