November 9, 2026

To whom it may concern,

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# Additional information on unauthorized access and postponement of the reopening of MUJI Online Store

Ryohin Keikaku Co., Ltd. has postponed the reopening of the MUJI Online Store ("Online Store"), which has been temporarily suspended since November 6, 2026.

It has been confirmed that a large number of login attempts, commonly known as a "credential stuffing attack," were made against the Online Store using email addresses and passwords that may have been obtained unlawfully by a third party. As a result, it has become evident that customer accounts may have been accessed through unauthorized logins by third parties other than the legitimate account holders.

We sincerely apologize for the additional unauthorized access incident, which occurred despite the enhanced monitoring we implemented following initial announcement.

After careful consideration, we have determined that further comprehensive security enhancements are necessary. Accordingly, we have decided to postpone the reopening of the Online Store. We will announce a new reopening date after implementing the required countermeasures and completing all necessary verification procedures.

Furthermore, we have confirmed that a portion of the information of customers who were designated as recipients of cash-on-delivery shipments at MUJI stores and the Online Store between January 2, 2020 and February 10, 2025 was also subject to unauthorized access. In addition, certain figures previously disclosed have been revised. Please refer to Section 1 below for details.

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

**1. Newly identified matters**

Affected customers and information that may have been accessed externally (underlined text indicates updated information)

| Affected customers | Information that may have been leaked | Number of records |
|---|---|---|
| ① User of;<br>MUJI App and<br>MUJI Online Store<br>* 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. 750,000** (within approx. 27.26 million) |
| | **(3) In addition to (1) and (2): purchase history and loyalty points**<br>***＊This incident resulted from unauthorized logins to the Online Store by third parties who had obtained customer IDs (email addresses) and passwords from sources outside our company.*** | **Approx. 270,000** |
| ② Members of;<br>MUJI Card credit card<br>(issued by Credit Saison)<br>* who enrolled by July 2021 | Full credit card number, MUJI Card ID*[1], and date of birth<br><br>* Cardholder name, expiration date, and security code are not included.<br>* 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<br><br>* Expiration date and security code are not included.<br>*This information was viewable together with the information in ①-(2). | Approx. 120 |
| **④Customers who were designated as recipients of cash-on-delivery shipments at MUJI stores and the MUJI online store**<br><br>**Applies to orders received between January 2, 2020 and February 10, 2025.** | **Recipient name and recipient postal code**<br><br>***＊Information relating to the sender/order placer was not included.*** | **Approx. 440,000** |

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

At this time, we have not confirmed any cases of misuse of the information that may have been accessed.

**2. Notification to affected customers**

We will begin contacting the customers identified in Section 1 on an individual basis from November 10, 2026, by email or postal mail from Ryohin Keikaku and/or Credit Saison. We sincerely apologize for the delay in providing this notification.

**3. Postponement of the reopening of the Online Store**

We have determined that additional comprehensive security measures and verification procedures are necessary and decided to postpone the reopening of the Online Store.

We are preparing to require all customers to reset their passwords when the Online Store reopens. The Online Store will resume operations only after enhanced security measures have been implemented and we have confirmed that customers can use the service with confidence and peace of mind.

We will announce the reopening date as soon as it has been determined. We apologize for the inconvenience and appreciate your understanding.

**4. Request to Customers**

When the same email address and password are used across multiple services, the risk of unauthorized access increases. To ensure the security of your personal information, we kindly ask that you create a unique password for the Online Store, different from those used for other services, after the Online Store resumes operations.

Please also note that, regardless of this matter, we will never ask customers to provide their passwords or credit card numbers by email, telephone, SMS, or any other ways.

We will continue to investigate the cause and scope of the incident and implement the necessary security measures. Should any new information requiring disclosure come to light, we will promptly provide an update.

Once again, we sincerely and deeply apologize to our customers and all other affected parties for the significant concern and inconvenience caused by this incident.

**5. Impact on Financial Results**

We anticipate a certain impact on our financial results as a result of the temporary suspension of the MUJI Online Store. However, the impact is currently being assessed. Should any material information requiring disclosure arise, we will promptly announce it.