

October 19, 2026

For immediate release

Company name: Joshin Corporation
Representative: Tetsuya Takahashi, Representative Director, President and Chief Executive Officer
(Securities Code: 8173, Tokyo Stock Exchange, Prime Market)
Contact: Kazuhiko Hashimoto, Executive Officer, in charge of ICT & DX
(Phone: +81-6-6631-1122)

Apology and Notice Regarding System Failure Due to Unauthorized Access

Joshin Corporation (Headquarters: Osaka City, Osaka) hereby announces that our network has been subjected to unauthorized access by a third party, resulting in a situation where we are currently unable to provide some of our services.

After recognizing the unauthorized access on Friday, October 16, 2026, we promptly implemented countermeasures, including restricting external access to our network. As a result of these protective measures, certain services are currently unavailable.

We are currently collaborating with external specialized agencies to investigate the details of the unauthorized access and the extent of its impact. Concurrently, we are thoroughly checking whether any information, including personal information and other critical data, has been compromised. We will continue our comprehensive verification process, implement measures to prevent recurrence, and make every effort to restore the suspended services as quickly as possible.

Furthermore, as we cannot completely rule out the possibility of a personal information leak at this stage, we have submitted an initial report to the Personal Information Protection Commission. Should any leakage be confirmed through our ongoing investigation, we will promptly report it to the relevant authorities and affected parties.

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

If any new facts that require disclosure come to light in the future, we will promptly announce them through our official website and other appropriate channels.

【Contact for customers】

Joshin Corporation Customer Services

joshin_otoiawase@joshin.co.jp