October 30, 2026

Dear Sir,

Company name: MATSUYA FOODS HOLDINGS CO., LTD.
Name of representative: Kazutoshi Kawarabuki,
President and Representative Director
(TSE Prime Code: 9887)
Inquiries: Youichi Nakamura, Managing Director
(TEL +81-422-38-1121)

Notice and Apology Regarding a Personal Information Breach

On Wednesday, October 28, 2026, it was confirmed that a third party had gained unauthorized access to the management system for the Matsuya official app (Matsuben Net, Mobile Order, and Matsuben Delivery), operated by the Company, resulting in the leakage of app members' personal information and other related data.
We sincerely apologize to our customers for the significant inconvenience and concern caused by this incident. We would like to inform you of the facts confirmed to date.

1. Types of Information Confirmed to Have Been Leaked and Number of Records
Information registered by customers on the Matsuya official app: member ID, prefecture, name, telephone number, date of birth, email address, encrypted password, and Matsuya Points.
Number of records: 2,000 (potentially up to 3,000).
Information concerning customers who have used Matsuben Net, Mobile Order, or Matsuben Delivery: member ID, delivery address, name, telephone number, and Matsuya Points.
Number of records: 2,377,127.
The Company does not retain credit card information.

2. Cause
We have confirmed that the incident involved unauthorized access by a third party. We are currently investigating the underlying cause and the circumstances that made such access possible.

3. Next Steps
We are currently working with relevant companies and other parties to restore the system as soon as possible.
We are also taking the necessary steps, including submitting a report to the Personal Information Protection Commission.
We plan to notify affected customers individually in phases.
We also plan to provide compensation to app members for the period during which use of the app services has been suspended.
Further details will be announced separately.

4. Important Notice to Customers
The leaked personal information may be misused for identity theft or other fraudulent purposes. We urge customers to exercise caution when responding to suspicious emails, SMS messages, telephone calls, and similar communications. Please note that we will never ask for passwords, credit card information, or other sensitive information by email or telephone.

5. Dedicated Contact Point for Inquiries Regarding This Incident
Matsuya Foods Holdings Co., Ltd. Personal Information Inquiry Desk
Email: contact_information@matsuyafoods.net
Telephone: +81-422-38-1121 (Hours: 10:00 a.m.–4:00 p.m., Monday–Friday; closed Saturdays and Sundays)
After the automated voice prompt, please press “1”.