TEMAIRAZU PRESS RELEASE

September 29, 2026

Temairazu, Inc.

Notice and Apology Regarding Suspicious Messages and Unauthorized Access to TEMAIRAZU

We have confirmed reports that guests who booked accommodations at properties using our TEMAIRAZU Series services (hereinafter "TEMAIRAZU") have received suspicious messages concerning their reservations. During our investigation, we also confirmed unauthorized access to our systems.

Upon confirming the unauthorized access, we immediately began an investigation, identified its cause, and implemented measures to address it and strengthen security. We have also restored the functions that were temporarily suspended. TEMAIRAZU is currently operating normally and is available for use as usual.

Based on our investigation to date, we believe the suspicious messages may be related to the unauthorized access. We are continuing to investigate the connection between the two incidents and the extent of their impact. While we have completed measures to address the cause of the unauthorized access, we are continuing our efforts to prevent further harm from the suspicious messages.

We sincerely apologize to the properties that use our services, their guests, online travel agencies (OTAs), our system integration partners, and all others affected for the considerable concern and inconvenience this has caused.

The facts confirmed to date, the actions we have taken, and our next steps are set out below.

Incidents Confirmed

Since late at night on Monday, September 21, 2026, we have received reports from multiple accommodation properties that their guests have received suspicious messages through messaging apps such as WhatsApp, as well as by email and SMS. Some of the messages appear to contain information about accommodation reservations and direct recipients to suspicious websites, asking them to confirm or finalize their reservations, re-enter credit card information, or make an urgent payment.

During our investigation, we also confirmed unauthorized access to our systems. Based on our

findings to date, we believe the suspicious messages may be related to this unauthorized access. We are continuing to investigate the connection between them.
We also cannot rule out the possibility that a third party viewed or obtained some guest information as a result of the unauthorized access. We are currently investigating the extent of any impact.

Cause and Actions Taken

Upon confirming the unauthorized access, we immediately took steps to prevent further harm, including blocking the access, and began investigating its cause. Our investigation identified the cause of the unauthorized access, and we have completed the measures necessary to address it. We have also strengthened our security measures, including access controls and monitoring, to prevent a recurrence. We continue to monitor our systems.
The functions temporarily suspended for security and investigative purposes have been restored after the necessary measures were taken. TEMAIRAZU is currently operating normally and is available for use as usual.
Regarding the suspicious messages, we are alerting guests through the properties that use our services and sharing information with those properties and other relevant parties. We are also working to understand the extent to which the messages have been sent and to prevent further harm. For security reasons, we will not disclose the specific method used to gain unauthorized access or the details of the measures we have implemented.

Reports to and Cooperation with Relevant Authorities

We are taking the steps required under the Act on the Protection of Personal Information and other applicable laws, including reporting the incident to the Personal Information Protection Commission. We have also reported the matter to and consulted with the police, and will provide necessary information and cooperate with their investigation. In addition, we have asked an external organization specializing in information security to assist with the necessary review.
We will continue to work with the Personal Information Protection Commission, the police, and other relevant authorities to respond appropriately.

Guidance for Guests

If you receive a suspicious message concerning an accommodation reservation through a messaging app such as WhatsApp or WeChat, by email, or by SMS, particularly one asking you to confirm or finalize a reservation, re-enter credit card information, or make an urgent payment, please take the following precautions:

- Do not open any URLs or links in the message.
- Do not enter your credit card details or personal information.
- Do not reply to the message.

- Do not make a payment or transfer funds as instructed in the message.
- To verify your reservation, contact the accommodation property you booked or the booking site through their official contact channels.

If you have entered credit card information or other details on a suspicious website, please contact your credit card issuer promptly. We do not handle or retain credit card information.

Guidance for Properties Using Our Services

If a guest contacts you about a suspicious message, please advise them not to open any URL in the message or enter personal or credit card information.
As an additional precaution, please change your TEMAIRAZU login password. If you notice any unrecognized logins or unintended changes to information registered in the management portal, please contact us promptly.

Guidance for OTAs and System Integration Partners

As a precaution, we ask OTAs and our system integration partners to check their administrative portals and other relevant systems for the following:
Unrecognized logins
Unintended changes to account or permission settings
Unintended changes to registered information, including bank accounts designated to receive payments
Suspicious messages or suspicious entries in activity logs
If you identify anything suspicious, please share the relevant information with us.

Next Steps

We have identified the cause of the unauthorized access and implemented measures to address it and strengthen security. The functions that were temporarily suspended have been restored, and TEMAIRAZU is currently operating normally. We will continue to monitor our systems, further strengthen security, and work to prevent a recurrence.
If our investigation identifies new information that should be made public, we will promptly provide an update through our website or other appropriate channels.
Once again, we sincerely apologize to the properties that use our services, their guests, OTAs, our system integration partners, and all others affected for the considerable concern and inconvenience caused by this incident.

【Inquiries Regarding This Matter】

Please direct inquiries regarding this matter to:
Emergency Help Desk
Email: helpdesk@temairazu.com