TEMAIRAZU PRESS RELEASE

November 24, 2026

Temairazu, Inc.

Report on the Investigation Results of Unauthorized Access to Our System (Final Report)

As announced in our notice dated September 28, 2026, "Apology and Notice Regarding Suspicious Messages and Unauthorized Access to Our System," and our subsequent notice dated October 7, 2026, "Update on Unauthorized Access to Our System and Our Response (Second Report)," among other communications, a third party gained unauthorized access to TEMAIRAZU, our reservation management system for accommodation providers.

We have now received the final report of the forensic investigation (*1) conducted by an external cybersecurity specialist. We hereby report the investigation findings and the measures we are taking to prevent recurrence.

We sincerely apologize once again to accommodation providers, guests, online travel agencies (OTAs), system integration partners and all other parties concerned for the significant concern and inconvenience caused, as well as for the time taken to report the investigation findings.

(*1) A forensic investigation involves collecting and analyzing logs and other data retained on servers and other systems to establish the circumstances, causes and scope of impact of incidents such as unauthorized access.

Overview of the Investigation

We commissioned an external cybersecurity specialist to conduct an independent investigation into the cause and scope of impact of the unauthorized access and to help prevent recurrence. The specialist examined various records from our web and database servers, as well as preserved data from the affected server. We received the final investigation report dated November 17, 2026.

Investigation Findings

1. Timing and Sequence of the Unauthorized Access

Immediately after becoming aware of the incident on September 21, 2026, we initiated an emergency

investigation and took measures to block unauthorized access. We completed the isolation of the server on which the intrusion had been confirmed.

The subsequent forensic investigation identified an external access attempt on August 26, 2026, but confirmed that the unauthorized intrusion occurred on September 21, 2026. No evidence was found that the third party had obtained administrator privileges or installed malicious programs intended to enable re-entry.

In addition, no further unauthorized activity has been identified on the affected server since the activity detected on September 21, 2026.

2. Cause of the Unauthorized Access

The investigation conducted by the external cybersecurity firm confirmed that a third party gained unauthorized access by exploiting certain application functions.

To protect the security of our systems and prevent copycat attacks, we will not disclose technical details of the intrusion, including the specific entry point or attack methods.

3. Impact on Guests' Information

We previously announced that accommodation reservation information relating to up to approximately 4.45 million individuals may have been viewed or obtained by the third party. The investigation has now reported that the number of individuals whose information may have been viewed or obtained was up to approximately 1 million.

This figure represents the number of individuals whose information may have been viewed or obtained. It does not mean that we have confirmed that the information of all such individuals was actually viewed or obtained.

We do not hold credit card information or login credentials for accommodation booking sites.

4. Impact on Accommodation Providers' Authentication Credentials and Related Information

The investigation confirmed that authentication credentials for the TEMAIRAZU management interface belonging to some accommodation providers may have been obtained by the third party.

We have contacted the affected accommodation providers individually and completed measures including password changes and invalidation of the relevant credentials.

Measures Taken and Further Measures to Prevent Recurrence

Based on the investigation findings, we have implemented or are pursuing the following measures. TEMAIRAZU is currently operating normally and remains available for use as usual.

1. Improving System Security

We have isolated the affected server and are improving system security through measures including program modifications and improvements to the way information is recorded.

2. Strengthening Authentication Security

We have completed measures to change or invalidate potentially affected login credentials and related authentication information. We are also working to prevent unauthorized useby promoting two-factor authentication (2FA) and strengthening our authentication infrastructure.

3. Strengthening Monitoring and Management

We are working to strengthen vulnerability assessments and our capabilities for detecting and monitoring unauthorized access. We are also reviewing how logs are collected, retained and analyzed to enable the early detection of suspicious activity and an appropriate response.

Request to Guests

In connection with this incident, suspicious messages sent via WhatsApp, email, SMS and other channels have been identified. These messages impersonate accommodation providers or booking sites and direct recipients to external websites under the pretext of advance check-in, maintaining a reservation or similar reasons.

We ask guests to continue to take the following precautions:

- Do not open URLs or links included in suspicious messages.
- Do not enter credit card details or personal information.
- Do not reply to suspicious messages or follow instructions to make payments or transfer funds.
- To confirm a reservation, contact the accommodation provider or booking site through its official contact channels.

If you have entered credit card details or other information on a suspicious website, please contact your credit card issuer promptly.

Communication with Relevant Authorities

On November 20, 2026, we submitted a final report to the Personal Information Protection Commission of Japan based on the investigation findings.

We have also consulted the police regarding this incident and will continue to respond appropriately to inquiries from the relevant authorities.

Next Steps

This notice constitutes our final report on the investigation conducted by the external cybersecurity specialist. However, we will continue to assist accommodation providers and guests and to implement measures to prevent recurrence.

If any additional material facts requiring disclosure come to light, we will provide an update promptly.

Once again, we sincerely apologize to accommodation providers, guests, OTAs, system integration partners and all other parties concerned for the significant concern and inconvenience caused, as well as for the time taken to report the investigation findings.

Inquiries Regarding This Matter

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