

November 25, 2025

To Whom It May Concern

FUJITA KANKO INC.

**【Apology and Notice】 Regarding Customer Information Leakage**

FUJITA KANKO INC. (Head Office: Bunkyo-ku, Tokyo; President and CEO: Shinsuke Yamashita; hereinafter "the Company") has confirmed that notifications directing customers who have made reservations at "Hotel Gracery Asakusa" (hereinafter "the Facility"), operated by the Company, to phishing sites were sent. Following an investigation, it was found that some customers' information who made reservations at the Facility was leaked.

We sincerely apologize for the great inconvenience and concern caused to our customers and all related parties.

**1.Incident Overview**

On Friday, November 21, it was confirmed through customer inquiries to the Facility that some overseas online reservation sites (hereinafter "the reservation sites") suffered unauthorized access, resulting in notifications directing some customers to phishing sites being distributed. Furthermore, the investigation revealed that cyberattacks led to unauthorized logins to these reservation sites, causing leakage of some customers' personal information.

After the incident was discovered, the Company immediately changed login passwords and conducted security checks on computers.

At this time, there have been no reports of any financial damage.

\*Note: A "phishing site" refers to a fake website that impersonates a legitimate website to fraudulently obtain personal or financial information through deceptive means.

**2.Information Leaked or Potentially Leaked**

Target: Customers who made reservations at the Facility via the management system between November 19, 2024, and November 20, 2025.

Information Items: Name, phone number, reservation date, reservation number.

For some customers, there is a possibility that address, email address, credit card information, payment details, nationality, and other information were accessible. This is currently under investigation.

Details are still being investigated. We will promptly report any new findings.

### 3.Our Response

- For the customers affected as described above, we have been contacting them sequentially since Friday, November 21, to provide explanations and apologies. We will continue to maintain a contact window to address inquiries.
- Today, we have completed reporting this matter to the Personal Information Protection Commission Japan.
- We have been conducting daily password changes and will continue to do so, while also strengthening employee training.
- We will continue investigating the cause in cooperation with relevant authorities and implement necessary measures to prevent recurrence and restore trust.
- We ask customers to avoid accessing any suspicious URL links received in messages and to carefully check the payment details listed on their reservation confirmation. If any payment requests differ from those stated in the confirmation, please contact our office immediately. We appreciate your cooperation in this matter.

We deeply apologize once again for the inconvenience and concern caused to our customers and all related parties.

### Contact Information

For inquiries regarding this matter, please contact the following:

Customer Service Desk

FUJITA KANKO INC.

Email: [info@gracery-asakusa.com](mailto:info@gracery-asakusa.com)