

Apology and Notice Regarding Possible Customer Personal Information Data Breach Due to Unauthorized Access and Distribution of Messages Leading to Phishing Sites

We regret to inform you that a situation has occurred at Hotel Oriental Express Osaka Shinsaibashi where the reservation information management system (hereinafter referred to as the "management system") for Booking.com, with its headquarters in Amsterdam, Netherlands, was subjected to unauthorized access, with the possibility that the personal information of some of our customers may have been compromised. Additionally, it has been confirmed that messages leading to phishing sites (*) have been distributed to several of our customers by malicious individuals. We are currently conducting investigations into both matters, and we sincerely apologize for any inconvenience and concern that this may cause to our customers.

(*) "Phishing site" refers to a fake website that mimics a real website, using fraudulent methods to steal personal or financial information.

Chronology of Events

On December 9, 2023, following a report from Booking.com, an investigation revealed that the management system had been subjected to unauthorized access by malicious individuals. In response, we immediately changed the login passwords for the management system and suspended the acceptance of new accommodation reservations through Booking.com. However, at this time, we cannot confirm if the personal information of customers stored in the management system was viewed by third parties or not. It has also been confirmed that messages containing URL links leading to phishing sites were delivered to some customers who had booked accommodation through Booking.com, using the chat function of the management system. We kindly ask customers who may have received such messages not to access the attached URL links.

The cause of unauthorized access is currently under investigation by our management company and relevant authorities. It is important to note that there is no confirmation of the leakage of personal information of customers who made reservations through accommodation information management systems other than Booking.com.

Details of the Incident

Incident 1:

There is a possibility that personal information of customers (name, credit card information,

address, phone number) that has been included in their reservation details through Booking.com (for stays from December 8, 2022, to October 13, 2024) may have been compromised.

Incident 2:

Messages containing URL links leading to phishing sites were delivered to some customers affected by Incident 1 through the chat function of the Booking.com management system.

To Our Customers

We are actively communicating with customers affected by the above incidents to provide ongoing alerts and prevent access to phishing sites.

Future Actions and Preventive Measures

We are currently working with relevant authorities to investigate the cause and are implementing necessary measures to prevent a recurrence. We will provide updates as more details become available.

We once again apologize for the significant inconvenience and concern this may cause.

Manager

Hotel Oriental Express Osaka Shinsaibashi

Inquiries regarding this matter:

Booking.com Customer Center

WEB: <https://secure.booking.com/content/cs.html>

TEL: 03 6743 6650 (Japanese)

+44 20 3320 2609 (English)