

October 22, 2026

Sompo Japan DC Securities Inc.

[Important Notice]
Temporary Suspension of Robo-advisor and iDeCo Online Application Services
(Preventive Security Measures)

Sompo Japan DC Securities Inc. (hereinafter referred to as “the Company”) has temporarily suspended the following services starting late on Wednesday, October 21, 2026.

1. Services Affected by the Suspension

- (1) Robo-advisor (Tsumi-tate Navi+)
- (2) iDeCo (individual-type DC plan) Online Application

2. Reason for the Suspension

It has been publicly disclosed that software provided by a third party contains a critical vulnerability. As a precautionary measure to ensure the security of our customers' information, the Company is conducting emergency maintenance.

3. Impact on Customer Information

At this time, no unauthorized access or data breaches have been confirmed.

4. Available Services

Balance inquiries and investment instructions via the AnswerNet, as well as inquiries through the AnswerCenter, etc.

5. Resumption Date

The resumption date has not yet been determined. We will announce it on our website as soon as it is decided.

6. Procedures During the Suspension Period

If you plan to apply for iDeCo (individual-type DC plan) during the suspension period, please submit your application in writing.

You can request the application forms from the URL below.

https://reg31.smp.ne.jp/regist/switch/00051c00022cH0GSg5/ideco_en



We sincerely apologize for the significant inconvenience and disruption this may cause our customers. We appreciate your understanding.

Contact

AnswerCenter

Via phone: 0120-401-593

From overseas: +81-3-5325-6303 (charges apply)

Business Hours: Weekdays: 2:00 PM to 6:00 PM

(excluding national holidays, year-end/New Year, and maintenance days)

Via online form

https://www.faq.sjdc.co.jp/helpdesk?category_id=3&faq_id=&site_domain=english

