

October 27, 2026

Sompo Japan DC Securities Inc.

**Notice Regarding a Possible Leak of Customer Information Due to Unauthorized Access
to a Third-Party Email Delivery Service (Third Notice)**

Sompo Japan DC Securities Inc. (hereinafter referred to as “the Company”) uses “Blastmail,” an email delivery system provided by RAKUS Light Cloud Co., Ltd. (hereinafter referred to as “the Service Provider”), to send notifications to participants in defined contribution (DC) pension plans.

In the early hours of October 21, 2026, the Service Provider detected suspected unauthorized access to its system and suspended all of its services as an emergency measure. Since then, the Company has been working closely with the Service Provider to confirm whether our customers’ information has been affected, and has reported the results in our previous notices.

This notice provides an update on the current status of the investigation.

1. Current Status of the Investigation

The Service Provider has disclosed the number of clients for whom a leak of delivery-related information (such as recipient lists) was confirmed within its system, as follows:

As of	Number of clients (total)
October 26, 2026	288
October 27, 2026	345

The Company has again contacted the Service Provider directly and confirmed that it is not among these clients.

Therefore, at this time, no leak of delivery information relating to our customers has been confirmed.

2. Next Steps

A specialist team at the Service Provider is still conducting a detailed investigation of its entire system. The Company will continue to work closely with the Service Provider and monitor the progress of the investigation. Should any new facts requiring disclosure come to light, we will promptly announce them on our website and through other channels.

3. Impact on the Company’s Core Systems and Customer Information (Restated)

This incident involved unauthorized access to the Service Provider’s servers. The Company’s core systems were not accessed, and our DC pension online service, the “AnswerNet,” has not been affected.

In addition, sensitive information such as customers' addresses, phone numbers, dates of birth, Basic Pension Numbers, login IDs and passwords, financial institution account details, and asset balances was never stored in the email delivery system involved in this incident and is therefore not at risk.

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

