November 11, 2026

Sompo Japan DC Securities Inc.

Notice on the Results of the Investigation into Unauthorized Access to a Third-Party Email Delivery Service (Confirmation That No Customer Information Was Leaked) (Final Report)

Sompo Japan DC Securities Inc. (hereinafter referred to as “the Company”) would like to report on the unauthorized access to “Blastmail,” an email delivery system provided by RAKUS Light Cloud Co., Ltd. (hereinafter referred to as “the Service Provider”), which we announced in our notices dated October 23 and October 27, 2026.

The Service Provider has completed a detailed investigation with the involvement of an external specialist organization, and it has been confirmed that no customer information was leaked.

We sincerely apologize to our customers and all concerned parties for the significant concern this incident has caused.

1. Investigation Results

The external specialist organization analyzed the server logs, among other checks, and found no evidence that our customers’ information, such as recipient lists (email addresses), had been removed or leaked externally.

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

This incident was limited to the Service Provider’s servers. The Company’s core systems and our DC pension online service, “AnswerNet,” have not been affected.

Customers’ addresses, phone numbers, dates of birth, Basic Pension Numbers, login IDs and passwords, financial institution account details, and asset balances were never stored in the email delivery system involved in this incident.

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)