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*FOR IMMEDIATE RELEASE*

Company Name: Polaris Holdings Co., Ltd.  
Representative: TAGUCHI, Yohei, President & CEO  
Stock Listing: Tokyo Stock Exchange Standard Market  
Stock Code: 3010  
Inquiries: HOSONO, Satoshi, Director & CFO  
(Tel: +81 3 5822 3010)

## **Unauthorized Access to Booking.com Account Leading to Fraudulent Transfers**

Polaris Holdings Co., Ltd. (“Polaris”) reports that unauthorized third-party access to a group account on Booking.com, an external accommodation booking service used by Polaris, has resulted in altered bank account details and fraudulent financial transfers at certain hotels operated by Polaris Group.

### **1. Background and Overview**

On May 23, 2026, Polaris detected irregularities in its Booking.com group account and initiated an investigation.

The subsequent investigation confirmed that unauthorized access by a third party had occurred, and bank account details for receiving sales proceeds had been altered to third-party accounts at multiple hotels operated by Polaris Group.

At one of the affected hotels, a portion of receivables that should have been paid to Polaris was transferred to an unauthorized account, resulting in a loss of approximately JPY 9 million.

At several other hotels, similar unauthorized changes to bank account details were identified; however, no fraudulent transfers have occurred due to the prompt corrective actions taken by management.

### **2. Related Incidents**

During the same period, Polaris also confirmed a number of incidents involving phishing messages sent to guests with reservations at some of the hotels operated by Polaris Group.

These incidents may have involved the misuse of information obtained through unauthorized access to the Booking.com partner management system, and Polaris is currently investigating the matter.

In addition, Polaris is examining the possibility that information may have been exposed through the external reservation management systems in connection with some of the cases.

### **3. Current Response**

Following the identification of this matter, Polaris has promptly implemented the following measures, consulted with relevant authorities, and is now discussing future actions with the operator of Booking.com:

- Resetting account passwords for Booking.com and related systems at all hotels
- Requesting disclosure of access logs from Booking.com and continuing its investigation
- Taking measures to prevent further damage and continuing to assess the scope of impact

#### 4. Cause and Potential Information Exposure

The cause of this incident is currently under investigation and Polaris is examining multiple possible factors, including unauthorized access routes to Booking.com accounts and potential involvement of related systems. At present, no leakage of customers' credit card information has been confirmed.

However, Polaris is continuing to assess whether any personal information may have been exposed and the scope of any such exposure, and will take appropriate action as necessary.

#### 5. Impact on Financial Results

The impact of this matter on Polaris's financial results is expected to be limited at this time. Polaris will promptly disclose any material developments if they arise.

Polaris sincerely apologizes for any inconvenience and concern caused to its customers and other stakeholders.

*NOTE: This is an English translation summary of the Company's announcement in Japanese. No assurances or warranties are given for completeness or accuracy of this English translation summary.*