



September 2, 2026

Company name:	Treasure Factory Co., Ltd.
Name of representative:	Eigo Nosaka, President & CEO (Securities code: 3093; Tokyo Stock Exchange, Prime Market)
Inquiries:	Takaaki Kanesaka, Executive Officer, General Manager of Corporate Planning Office (Telephone: +81-3-3880-8822)

Notice Regarding the Establishment of a Dedicated Inquiry Desk Concerning the Personal Information Leakage Due to Unauthorized Access at Our Consolidated Subsidiary

As described in the "Notice Regarding Personal Information Leakage Due to Unauthorized Access at Our Consolidated Subsidiary" announced on August 28, 2026, an incident occurred in which a third party gained unauthorized access to the e-commerce site operated by Kindal Co., Ltd., a consolidated subsidiary of Treasure Factory Co., Ltd. (the "Company"), resulting in the leakage of its customers' personal information. The Company once again sincerely apologizes to its customers and all other parties concerned for the significant concern and inconvenience this incident has caused.

To respond to customer inquiries regarding this incident, the Company announces the establishment of a dedicated inquiry desk, as detailed below.

1. Dedicated Inquiry Desk

Kindal Co., Ltd. Dedicated Inquiry Desk

Phone number: 0120-721-616 (Toll-free; available only within Japan)

Hours: 9:00 a.m. to 6:00 p.m. (Japan Standard Time)

Days: Weekdays

2. Notes

The Company is currently in the process of notifying affected customers individually via e-mail. Please note that some customers may not receive this notification e-mail depending on the status of their registered e-mail address or their e-mail reception settings. If you have any concerns or questions, please contact the dedicated inquiry desk above.

3. Results of Additional Investigation

As a result of an additional investigation conducted by the company operating the e-commerce platform, it has been confirmed that the customer information file exported in bulk due to the unauthorized access was downloaded by the third party in question. No other unauthorized activities have been confirmed.

The Company once again sincerely apologizes to its customers and all other parties concerned for the

significant concern and inconvenience this incident has caused.