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April 30, 2026

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### **Questions from Our Investors (Following the Announcement of Financial Results for FY 1/2026)**

We would like to inform you that we have published the main questions received from investors following the announcement of our financial results for FY 1/2026, which was released on March 17, 2026, along with our responses.

This disclosure is part of our voluntary initiative to enhance information dissemination and to further deepen the understanding of our shareholders and investors. The responses provided reflect information available at the time of disclosure. Please note that due to timing differences, there may be slight discrepancies; however, the responses represent our most recent policies and positions as of the time of publication.

# Questions from Our Investors

## (Following the Announcement of Financial Results for FY 1/2026)

### ■ Business Performance

#### **Q1: Overall Evaluation of Management During the Restructuring Phase**

In 2022, with a view to future growth, our Group integrated its major domestic subsidiaries, and the Company relaunched itself as “Pole To Win Holdings.” Although expenses temporarily increased due to the consolidation of business sites, system integration, and the recruitment of executive personnel, we achieved improvements in employee satisfaction and strengthening of corporate functions through enhanced collaboration among businesses and improvements to the working environment. In overseas operations, the situation became turbulent due to unforeseen external factors such as the impact of the Russia–Ukraine situation and changes in client environments; however, we have largely completed the necessary responses.

In addition, the withdrawal from Media Contents Business became an important turning point for reviewing group governance and management efficiency. In that business, we aimed to develop an “Entertainment 360° Service,” but were unable to establish a sustainable profit model. Accordingly, in June of last year, we returned to our original BPO business roots and shifted our policy to prioritizing the recovery of profitability.

At the 17th Ordinary General Meeting of Shareholders of the Company held on April 23, 2026, we also received a question requesting an evaluation from outside directors. In response, we explained—supplementing the above views—that these initiatives were strategic investments aimed at enhancing corporate value and had been promoted following the necessary discussions at the Board of Directors.

We sincerely apologize to our shareholders and investors for the significant concern caused by reporting a net loss for three consecutive fiscal years. We will apply the lessons learned, including the importance of multifaceted investment judgment, and work toward management that drives renewed growth.

#### **Q2: Response Regarding the Likelihood of Achieving the Financial Forecast for the Current Fiscal Year (FY 1/2027)**

Due to business restructuring measures such as the withdrawal from Media Contents Business, as well as the occurrence of layoff-related expenses in Overseas Solutions where temporary demand declines are expected, profitability deteriorated through the previous fiscal year (FY 1/2026). We believe that a certain level of likelihood can be secured simply by accumulating the effects of these factors. However, as we position the current fiscal year as the beginning of a “re-growth phase,” our top priority is first to return to profitability after three consecutive fiscal years of net losses.

In the financial forecast announced on March 17, 2026, we project an operating loss at the first quarter stage and a net loss at the second quarter (interim) stage. For further details, please refer to the supplementary information materials and other disclosures released on the same date. We will continue to devote ourselves to our businesses with the aim of bringing forward the timing of a return to profitability.

#### **Q3: Response Regarding the Difference Between Ordinary Income and Net Income**

In our earnings forecast, we do not anticipate the occurrence of extraordinary losses, and the majority of the difference between ordinary income and net income consists of income tax expenses. While our Overseas Solutions segment as a whole is profitable, it comprises a mix of profitable and loss-making subsidiaries. At present, deferred tax assets cannot be recognized at the loss-making subsidiaries, resulting in the Group’s effective tax rate remaining at a level higher than typical benchmarks.

#### **Q4: Response Regarding the Medium- to Long-Term Outlook**

The main source of revenue for our Group has historically been generated based on man-hours associated with contracted projects such as game QA and software testing. These services are designed to enhance “playability” and “usability” for users, and we believe this is a domain in which it is inherently difficult to replace all processes entirely with AI technologies. By actively incorporating AI technologies into the 99% of processes where efficiency gains are feasible, while continuing to pursue the remaining 1% and beyond, we aim to transform our business model from a traditional “labor-intensive” model to a more “knowledge-intensive” one.

Under these circumstances, we have withdrawn from the Media Contents Business in order to prioritize improvement in profitability. Although this business had at one point grown to account for as much as 14% of consolidated net sales, we believe that the Company is currently not in a phase where simply pursuing top-line growth is appropriate.

While evaluating the effects of profitability improvements achieved through business restructuring efforts undertaken over the past four fiscal years based on actual performance, we intend to set new targets grounded in realistic assumptions that align with the rapid evolution of AI technologies, and to present these targets to our shareholders and investors going forward.

#### **Q5: Response Regarding the Profitability and Future Growth Potential of Game QA**

While rising personnel costs and other factors have created challenges in maintaining the high levels of profitability seen in the past, the global game market itself continues to expand, driven by the launch of new home console platforms, the widespread adoption of PC and smartphone games, and the growing mainstream acceptance of e-sports. Given the strong growth potential of the game industry as a whole, we recognize that game QA BPO services—which support quality improvement from an objective, third-party perspective—are also expected to see significant growth, particularly in overseas markets.

In particular, as smartphone performance continues to improve, the specifications and systems of mobile games have become more advanced and complex, leading to a proportional increase in demand for QA services. In addition, even in the home console game market, which was traditionally developed on the assumption of specific dedicated hardware, an increasing number of titles in recent years are now playable across multiple platforms, including PC-based platforms. Such multi-platform releases require QA work for each platform, and accordingly, the number of game QA projects handled by our Group—particularly those targeting mobile games and PC games—continues to increase.

#### **■ Others**

#### **Q6: Response Regarding IR Activities**

As part of our efforts to strengthen our presence in the equity market, we have reviewed and revamped our conventional IR activities. As a result, over a period of approximately six months, the number of accesses to disclosure information posted on our corporate website has continued to reach record highs. In addition, the number of shareholders increased by 37.5% compared to the end of the previous fiscal year, and at the General Meeting of Shareholders held on April 23, 2026 we welcomed the largest number of attendees since April 2019 (prior to the COVID-19 pandemic). We believe these outcomes demonstrate a certain level of effectiveness of our initiatives aimed at improving market recognition.

The main contents distributed during the first quarter of the current fiscal year (from February to April 2026) is as follows:

▶ Palabra Inc. (Released on April 9, 2026)

Commemorative Talk Session for the Barrier-Free Release of the Film *Dearest Viet*

<https://pdf.irpocket.com/C3657/nX8G/ErOw/oiVT.pdf>

▶ Pole To Win Inc. (Released on April 17, 2026)

Pole To Win Achieves Male Parental Leave Uptake Rate Approximately Twice the National Average

<https://pdf.irpocket.com/C3657/nX8G/UGMs/Kdam.pdf>

▶ Analyst Reports

● Shared Research Inc. (Japanese version updated April 10, 2026)

<https://pdf.irpocket.com/C3657/nX8G/JRer/rmyR.pdf>

● FISCO Ltd. (Updated April 16, 2026)

<https://pdf.irpocket.com/C3657/nX8G/DWwz/fVZn.pdf> <Japanese only>

At retail investor's briefings, our Director & CFO directly responds to questions from participants, and the content of these discussions are disclosed. Through these initiatives, we aim to enhance understanding of our business operations and create new points of contact with prospective investors, thereby encouraging the market to reassess its overall evaluation of the Company. Ultimately, we seek to link these efforts to the sustainable enhancement of corporate value supported by business performance.

▶ Company Briefing (EVENT'S Inc., Held both onsite and online on April 11, 2026)

<https://pdf.irpocket.com/C3657/nX8G/sI4k/Ar0V.pdf> (video link, Q&A) <Japanese only>

<https://pdf.irpocket.com/C3657/nX8G/QkhX/RwYU.pdf> (projection materials) <Japanese only>

▶ Management Dialogue Video (EVENT'S Inc., Released on April 30, 2026)

<https://pdf.irpocket.com/C3657/Rytt/PF4e/Sk0o.pdf> <Japanese only>

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