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Yellow Hat



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Company name: Yellow Hat Ltd.
Representative: Akio Kimura, Representative Director and President
Code number: 9882 TSE Prime
Contact: Takayuki Koike, Manager of Human Resources and
General Affairs Department
Phone: +81-3-6778-1680

[Update 2] Notice Concerning Leakage of Personal Information Due to Unauthorized Access to Consolidated Subsidiary

Yellow Hat Ltd. (the "Company") hereby provides the final report on the results of the investigation and measures to prevent recurrence regarding the unauthorized access to the member-only server of its consolidated subsidiary, 2rinkan Yellow Hat Ltd. ("2rinkan"), which was previously announced in the "Notice Concerning Potential Leakage of Personal Information Due to Unauthorized Access to Consolidated Subsidiary" dated April 23, 2026, and subsequent updates. A third-party investigation firm has completed its investigation into this matter.

The Company sincerely apologizes once again for the considerable concern and inconvenience this has caused to our customers and all related parties.

1. Overview of the Investigation Regarding the cause of the damage in this matter, a third-party investigation firm conducted a forensic investigation (*1) on the affected server, its logs, and other servers within the same network, thereby completing the identification of the cause and the scope of the impact.

(1) Investigation Results

As a result of an attacker stealing information from within the 2rinkan mobile app, it was confirmed through logs that starting from 4:54 AM on April 20, 2026, API (*2) calls capable of acquiring personal information without using the app were executed, and customer data was obtained from the customer web server.

- Following the detection of the unauthorized access on April 20, the system operator promptly disconnected the affected server from the network and implemented emergency measures.
- As a result of a thorough examination of remaining investigation logs and other data before and after April 20, 2026, no traces of suspicious intrusion into the server were confirmed. Furthermore, it was confirmed that there were no traces of compromise on other servers within the network.

(2) Number of Affected Records

3,179,454 individuals(2rinkan members, including former "Driver Stand" members, consisting of Point members, Mobile members, and App members)

- While the Company previously reported up to 3,455,754 individuals as the potential number of affected records up to the second report, the forensic investigation has specified the exact number of leaked records to be 3,179,454 based on log analysis.

(3) Affected Items

Name, address, phone number, date of birth, gender, email address, membership number, app user ID, app password, point balance, and vehicle information.

- Credit card information is managed on an external payment system, and 2rinkan Yellow Hat Ltd. does not retain information related to credit card settlements; therefore, no credit card information has been leaked.
- The 2rinkan membership system utilizes a customer information management server different from those used by Yellow Hat Ltd. and its other subsidiaries; therefore, there is no impact on customers of the "Yellow Hat" brand or other brands.

*⁽¹⁾ Forensic Investigation: An investigation that analyzes logs and data remaining on electronic devices such as PCs and smartphones to uncover the full scope and cause of incidents like cyberattacks and information leaks.

*⁽²⁾ API (Application Programming Interface): An interface or point of contact for exchanging data and functions between different software or systems.

2. Response to Customers

For customers who may be affected, the Company has provided apologies and cautionary notices through website announcements, telephone calls, notifications via the 2rinkan app, emails, SMS, and in writing.

In addition, the Company has established a dedicated consultation desk to continue responding to inquiries from customers who use 2rinkan, including those affected. For any questions, please contact the consultation desk listed in Section 4 below.

3. Measures to Prevent Recurrence

For the prompt system restoration of the "2rinkan App," which is currently subject to usage restrictions, the Company is reviewing its security structure and rebuilding the system.

- (1) Enhancing the security of the 2rinkan App
- (2) Implementing changes and reviews of the API
- (3) Strengthening the monitoring of unauthorized access and blocking functions upon anomaly detection

With the measures above, the Company is making preparations to resume the app around October 2026.

Information regarding the resumption will be posted on the 2rinkan website from today onwards; please check the website for future updates. *2rinkan Website URL: <https://2rinkan.jp/>

4. Contact Information for Inquiries 2rinkan Yellow Hat Ltd. Dedicated Consultation Desk

Phone Number: 0120-853-049 (Toll-free within Japan)

Hours: 10:00 AM – 7:00 PM (Weekdays only)

5. Future Outlook

The costs required for the responses and measures mentioned above are not expected to have a material impact on the Company's consolidated financial results.

The Company has submitted its final report to the Personal Information Protection Commission and will continue to collaborate with the Commission. At the same time, the Company has filed a damage report with the local police and continues to cooperate fully with their investigation.