

July 3, 2018

Dear Concerned

Cosmos Hotel Management Co., Ltd.

Notice and Apology Regarding Personal Information Leakage Due to Illegal Access

Cosmos Hotel Management Co., Ltd. (the “Company”) has received a report of a security incident involving illegal access by a third party from FASTBOOKING Japan K.K., a provider of a booking system used by APARTMENT HOTEL MIMARU. We deeply apologize for the serious inconvenience and concern to everyone who was subject to information leakage.

●Timeline of the incident

Date	Details
June 21	Received notification e-mail regarding data leakage from Fastbooking. It was reported that they discovered on June 20 personal information had been leaked due to hacking on June 15.
June 22	Received information on affected customers from Fastbooking.
June 22	English notification e-mail sent by the Company to affected customers.
June 24	Japanese notification e-mail sent by the Company to Japanese nationals among affected customers.
June 27	Incident reported by the Company to Personal Information Protection Commission.
June 28	Head of FASTBOOKING Japan K.K. visited the Company to provide an official explanation.
July 3	Suspended booking system on the Company’s website.

●Leaked information

The following data of customers who provided information to the Company between May 2017 and June 2018 via the system of FASTBOOKING Japan K.K. were subject to the incident.

- Name
- E-mail address
- Nationality
- Address
- Hotel arrival/departure date and time
- Amount of deposit and reservation number

According to the investigation by FASTBOOKING Japan K.K., payment data, credit card information and passwords of affected customers were not leaked.

●Measures to prevent recurrence

Although FASTBOOKING Japan K.K. reported that steps have been taken to prevent information leakage as well as that the server hacked on June 20, 2018 is being properly managed with measures to prevent recurrence, we have requested further corrective measures. In addition, we are suspending operation of the system on our hotel reservation website until the security inspection by a third-party organization currently conducted by FASTBOOKING Japan K.K. is completed and security certification is issued, or until we can confirm safety by other means. We are determined to also strengthen our information management system and keep our employees informed of information management rules.

<Inquiries regarding the content of this press release>

Cosmos Hotel Management Co., Ltd.

E-mail: [info@chm.cigr.co.jp](mailto:info@chm.cigr.co.jp)