

News Release Dated January 28, 2025

Company: AOKI Holdings Inc.
Representative: Haruo Tamura, President
Stock code: 8214, TSE Prime
Contact: Satoshi Eguchi,
General Manager of IR Office
Tel: +81-45-941-1388

Unauthorized Access and Possibility of Stolen Personal Information at a Consolidated Subsidiary (Second Report)

AOKI Holdings Inc. sincerely apologizes to customers and others for the concerns and problems caused by the cyberattack that was announced on January 21, 2025. It has been confirmed that unauthorized access occurred on the servers of KAIKATSU FRONTIER Inc., one of our subsidiaries, potentially resulting in a data breach involving some customer personal information.

AOKI Holdings and KAIKATSU FRONTIER are continuing to investigate the incident and responding as needed. Newly discovered information about this incident is as follows.

At this point, the investigation has not discovered any stolen personal information or secondary damages.

Potentially affected subjects and stolen personal information

Subjects: KAIKATSU CLUB members (Some of the individuals who became members between October 1, 2015 and January 20, 2025)

KAIKATSU CLUB provisional members (Some of the individuals who became members between March 25, 2019 and January 20, 2025)

FiT24 members and FiT24 Indoor Golf members (Some of the individuals who became members between October 30, 2018 and April 1, 2023)

Personal information: Full name / full name in Katakana, gender, postal code, address, phone number, birth date, membership numbers, membership type, membership status, current points balance and expiration date, shop code, the most recent transaction date and time, barcode, push notification request, coupon message

Personal information records: 7,290,087

- * Underlined items are information that was not in the previous press release about this incident.
- * Provisional members are individuals who have not yet completed their membership registrations at the store.
- * The personal information that may have been stolen does not include driver's licenses or other items used for personal identification, credit card data, e-mail addresses, or passwords for membership applications provided during membership registration.

Notification of individuals potentially affected

KAIKATSU FRONTIER is using e-mail, postal mail and other methods to notify individuals whose personal information may have been stolen in this cyberattack.

Responses by AOKI Holdings and KAIKATSU FRONTIER

A report containing newly discovered items that may have been stolen during this cyberattack was submitted today to the Personal Information Protection Commission. An examination is under way to determine any effects of this incident on results of operations. An announcement will be made promptly if there is information that should be disclosed.

AOKI Holdings and KAIKATSU FRONTIER will continue to investigate this cyberattack and are firmly committed to doing everything possible to prevent this type of incident from happening again.

Media contact for more information about this subject

AOKI Holdings Inc. PR Office

Tel: +81-45-942-0408

Operating hours: 9:30 to 18:30 (Except Saturdays, Sundays and public holidays)