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October 20, 2025

To whom it may concern:

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(Code No.: 2678, Tokyo Stock Exchange Prime Market)
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Notice Regarding System Outage Caused by Ransomware Infection

ASKUL Corporation (Head Office: Koto-ward, Tokyo; President and CEO: Akira Yoshioka) hereby announces that a system outage has occurred yesterday due to a ransomware infection.

We are currently investigating the scope of the impact, including any potential leakage of personal information or customer data. We will provide updates as soon as more details become available.

Due to this system outage, the following operations are currently suspended:

- (1) Order and shipping operations for “ASKUL” and “SOLOEL ARENA”
- (2) Order and shipping operations for “LOHACO”

We are working urgently to restore the system as quickly as possible. Once we have a clearer timeline for recovery, we will provide another update.

We sincerely apologize for the significant inconvenience and concern this incident has caused to our customers who use our services and stakeholders.

We are currently examining the impact of this matter on our earnings forecast for the current fiscal year. If we determine that a revision is necessary, we will promptly make an official announcement. Additionally, the monthly performance report originally scheduled for October 28 may be postponed.