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December 16, 2025

To whom it may concern:

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Update on service recovery status (System Outage Due to Ransomware Attack)

ASKUL Corporation (the "Company") hereby provides an update on the progress of recovery following the system outage caused by a ransomware attack that occurred on October 19, 2025.

1. Basic Policy on Service Restoration

Our service restoration efforts prioritize the business continuity of B-to-B customers. Accordingly, we are giving precedence to the recovery of the ASKUL Business (B-to-B business). The websites for our services are to be reopened after enhanced security measures have been implemented and their safety has been confirmed, and shipments will be gradually expanded while ensuring stable operations.

2. Progress for the Full-Scale Recovery Phase for ASKUL Business

Starting December 17, product shipments using logistics system from ASKUL Tokyo DC and ASKUL Kanto DC will be resumed. Starting from 6:00 PM on December 15, the number of products eligible for single-item orders has expanded from 500 to approximately 16,000. Products and shipping locations will be expanded progressively. In addition, until stable operations are confirmed, delivery requires more days than the standard service.

ASKUL Website Top Page



The screenshot shows the ASKUL website homepage. A central message box states: "Webサイトでのご購入が可能になりました" (Purchases are now available through our website). Below this, a yellow box contains the text: "Purchases are now available through our website." The website features a shopping cart icon, a search bar, and various product categories like "ASKULオリジナル" and "防災用品".

Reference: Status as of December 17 and onward*1

Applicable to both ASKUL and SOLOEL ARENA Service		
Ordering Method	FAX	All customers (Order via website recommended)
	Website	All customers
Products	In-Stock Products	Number of items: approx. 16,000 items. (Number of Order ID: approx. 28,000 items) *1*2
	Direct shipments from suppliers	Number of items: approx. 14.5 million items (Orders via website only)

Note 1: Shipments of single and case items will be made from ASKUL Tokyo DC and ASKUL Kanto DC. From the ASKUL DC Osaka, Sendai, Yokohama, Nagoya, Kansai, and Fukuoka, only case shipments will be made. The shipping distribution center will vary depending on the product.

Note 2: "Number of items" refers to the number of items that can be supplied by the Company. "Number of Order ID" refers to the number of items customers can order (including differences in size, quantity per package, etc.).

3. Status of Other Services

LOHACO	LOHACO will resume operations after the full-scale recovery of ASKUL Business begins. The timing of the service resumption will be announced on our website as soon as it is confirmed.
PAPURI (Printing services)	PAPURI service for SOLOEL ARENA has resumed normal operations. The timing for the resumption of PAPURI service for ASKUL will be announced on our website as soon as it is confirmed.
biz-raku	Standard services are currently available. (System and website safety has been confirmed)
SOLOEL	Standard services are currently available. (System and website safety has been confirmed) As a supplier in SOLOEL, the Company has suspended shipments. The timing for resumption will be announced on our website once confirmed.
Connecting to the External Catalog (including direct sales from supplier)	Preparations are underway for service resumption. The timing of the restart will be announced on our website as soon as it is confirmed.

4. Status of Responses to System Outage and Information Leakage

- ✓ On December 12, 2025, we issued our 13th report, providing updates on investigation results and response measures.
<https://pdf.irpocket.com/C2678/PDLX/Lwee/XqJV.pdf>
- ✓ We are individually contacting customers and business partners whose information was identified as having been leaked. In view of the potential misuse of leaked information, we will maintain a long-term monitoring system and implement additional measures as necessary.