This English translation is for reference purposes only. In the event a difference or inconsistency arises regarding the meaning herein, the original Japanese version shall prevail as the official version.

October 23, 2026

For immediate release

Company CHANGE Holdings, Inc.
CEO Hiroshi Fukudome
(Code: 3962,
Prime Market of the Tokyo Stock Exchange)
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Notice Regarding External Leakage of Personal Information Due to Unauthorized Access (Second Report)

As announced in the "Notice Regarding External Leakage of Personal Information Due to Unauthorized Access" dated October 20, 2026, personal information of donors was leaked externally as a result of unauthorized access to "Furusato Choice," operated by TRUSTBANK, Inc. (hereinafter "Trustbank"), a consolidated subsidiary of the Company. As a result of the subsequent detailed investigation, it has been found that, for five of the donors included in the previously disclosed scope, additional information items had been leaked externally, and that, for one of these five donors, part of the registered address had been deleted. We hereby report this accordingly.

We once again sincerely apologize to the donors and all other parties concerned for the considerable concern and inconvenience this matter has caused.

Particulars

1. Previously Disclosed Information

The number of affected records and the information items previously disclosed are as follows.

(1) Affected service: Member information of "Furusato Choice"
(2) Number of records: 4,454,097
(3) Information items: Name, email address, address, telephone number, hashed password, and estimated tax deduction for donations

※ Since October 21, 2026, Trustbank has been sending individual emails, on a rolling basis, to members registered with "Furusato Choice," informing them whether their personal information was leaked and, if so, which information items were confirmed to have been leaked.

2. Additional Matters Confirmed to Have Been Leaked Externally, etc.

Of the 4,454,097 records mentioned above, it has been found that, for five of the donors, the following information was leaked externally, etc., in addition to the information items previously disclosed.

(1) Point history: 5 individuals
(2) Donation history: 2 individuals
(3) Credit card information (last four digits, cardholder name, and expiration date (Note)): 2 individuals
(4) Date of birth: 2 individuals
(5) Shipping address: 1 individual
(6) Partial deletion of address (prefecture name): 1 individual

※ There is overlap among the individuals subject to each item above, and the total number of affected donors is five. As these

five donors are included in the scope previously disclosed, there is no change to the overall number of affected records.

(Note) Credit card information (last four digits, cardholder name, and expiration date) is obtained from the payment service provider and displayed each time the saved card information page on My Page is accessed, and is not stored in Trustbank's system. In this matter, third-party access to the relevant card information display page was confirmed for the two members mentioned above. This information alone cannot be used to make credit card payments.

3. Response to the Affected Donors

Trustbank has individually contacted each of the five donors mentioned above.

4. Future Response

Trustbank will continue to conduct a detailed investigation with the cooperation of external experts, and will work toward preventing recurrence and restoring trust. The Company will also work with Trustbank to appropriately carry out the necessary measures. Should any new facts be identified through future investigation, we will announce them promptly once confirmed.

We once again sincerely apologize to the donors and all other parties concerned for the considerable concern and inconvenience this matter has caused.

5. Outlook

The impact of this incident on the Company's consolidated financial results for the fiscal year ending March 2027 is currently under careful review. Should any matters requiring disclosure arise, we will announce them promptly.

<Contact for Inquiries Regarding This Incident>

(For IR-related inquiries)
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