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 26, 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 (Third Report)

Regarding the external leakage of personal information due to unauthorized access to "Furusato Choice," operated by TRUSTBANK, Inc. (hereinafter "Trustbank"), a consolidated subsidiary of the Company, we once again sincerely apologize to the donors and all other parties concerned for the considerable concern and inconvenience this matter has caused.

Trustbank has been conducting a detailed investigation with the cooperation of external experts. With respect to the donation management system within "Furusato Choice," Trustbank, together with these external experts and specialized organizations, implemented the necessary security measures and verification and, having confirmed the safety required to resume operation, resumed operation of this system today. We hereby report this as follows.

In addition, we hereby inform you of the current status as follows.

Particulars

1. Resumption of the Donation Management System

Since detecting the unauthorized access, Trustbank has suspended "Furusato Choice" and related services, and has been working, with the cooperation of external experts, to confirm the facts and the scope of impact. Of these, with respect to the donation management system (the operational system used by local governments and the businesses handling return gifts to confirm receipt of donations and arrange shipment), Trustbank, together with these external experts and specialized organizations, implemented the necessary security measures and verification and, having confirmed the safety required to resume operation, resumed operation of this system today. This resumption is a first step toward the full resumption of the service, and does not enable the resumption of donations.

Regarding the phased resumption of the system until it is fully restored, we will report to investors successively.

Other services remain suspended, and Trustbank continues to implement the necessary security measures and verification with the cooperation of external experts and specialized organizations. Once the resumption is decided, we will announce it on the websites of the Company and Trustbank.

2. 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.

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3. 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.

[Reference] Personal Information, Etc. Leaked Externally

(1) Affected service: "Furusato Choice" and related services

(2) Number of records: 4,454,097

(3) Information items: Member information of "Furusato Choice" (name, email address, address, telephone number, hashed password, and estimated tax deduction for donations)

(4) External leakage, etc. of point history: Of the 4,454,097 records above, it has been found that, for five of the donors (Note 1), the following information was leaked externally, etc., in addition to the information items in (3) above.

(i) Point history: 5 individuals

(ii) Donation history: 2 individuals

(iii) Credit card information (last four digits, cardholder name, and expiration date (Note 2)): 2 individuals

(iv) Date of birth: 2 individuals

(v) Shipping address: 1 individual

(vi) Partial deletion of address (prefecture name): 1 individual

(Note 1) There is overlap among the individuals subject to each item above, and the total number of affected donors is five. These five donors are included in the number of records in (2) above.

(Note 2) 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.

Trustbank has been sending individual emails, on a rolling basis, since October 21, 2026, 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. In addition, Trustbank has individually contacted each of the five donors mentioned in (4) above.

<Contact for Inquiries Regarding This Incident>

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End