GMO INTERNET GROUP

October 28, 2026

Address: 26-1 Sakuragaoka-cho, Shibuya-ku, Tokyo, JAPAN
Company Name: GMO Internet Group, Inc.
Representative: Masatoshi Kumagai, Founder, Chairman, Group CEO and Group CAIO: Chief AI Transformation Officer
(Code: 9449, TSE Prime Market)
Contact: Masashi Yasuda, Director, Executive Vice President and Group CFO, Deputy to Group CEO
Telephone: +81 3 5456 2555
URL: https://group.gmo/en

Notice Regarding Response Policy for Unauthorized Access at GMO Internet, Inc., a Consolidated Subsidiary

Regarding the unauthorized access by a third party to "Onamae.com Desktop Cloud" (hereinafter the "Service"), which is provided by GMO Internet, Inc. (Securities Code: 4784, TSE Prime Market; hereinafter "GMO Internet (4784)"), a consolidated subsidiary of our company, we hereby announce the response policy announced by GMO Internet (4784) and our company on October 27, 2026 (12th report, as of 7:10 p.m. on the same day).

We deeply apologize for the considerable inconvenience and concern this matter has caused to our customers and all other parties concerned.

1. Overview

GMO Internet (4784) and our company take extremely seriously the act of using customers' assets and information as a means of intimidation, and will proceed with the following measures to protect customers and deter similar crimes. The main elements are (i) payment of the "GMO Special Goodwill Payment" and support for customers whose information was disclosed, (ii) the policy of never complying with the attacker's demands, and (iii) the creation of a bounty by our company.

Information that appears to relate to customers of GMO Internet (4784) has been confirmed to have been disclosed by a person believed to be the attacker. Information that has not been verified by the Group may include content that differs from the facts.

This matter concerns the Service provided by GMO Internet (4784). The Group is confirming the status of the services of each Group company, and as of now, no impact from this matter, such as unauthorized access or information leakage, has been confirmed for any services other than the Service.

2. Response Policy of GMO Internet (4784) and Our Company

The response policy of GMO Internet (4784) and our company is as follows. For details, please refer to the 10th to 12th reports listed in "Previously Announced Materials" at the end of this notice.

(1) Payment of the GMO Special Goodwill Payment and Support

GMO Internet (4784) will pay a "GMO Special Goodwill Payment" (upper limit of 3 million yen per disclosure) by category of information confirmed as disclosed, to customers whom GMO Internet (4784) has confirmed to have their own information included in the disclosed information, separate from the uniform 5,000 yen goodwill payment announced in the 4th report (October 24). GMO Internet (4784) will contact eligible customers individually. GMO Internet (4784) will also provide support, according to the status of the damage, to customers who suffered damage in connection with the disclosure of information. In addition, if the status of disclosure changes, the content may be revised.

(2) Response to the Attacker's Demands

The Group will never comply with the attacker's demands, because even if the demands were met, there would be no guarantee that the acquired information would be deleted or that its unauthorized use would be prevented, and because it is a decision based on the social responsibility not to facilitate criminal acts. We have consulted with the police and other relevant authorities regarding this matter and are responding in cooperation with them.

(3) Creation of the "GMO Cybercrime Bounty"

Our company will create the "GMO Cybercrime Bounty" (Japanese name: GMO サイバー犯罪撲滅・懸賞金) to solicit information that will lead to the identification and arrest of those involved in this matter and to the elucidation of the case. Our company is the implementing entity and bears the cost. The reward is subject to an upper limit of USD 1 million in total (approximately 150 million yen as a reference conversion), and information will be accepted through a dedicated contact point from 12:00 p.m. (JST) on October 28, 2026. For details, please refer to the 12th report listed in "Previously Announced Materials" at the end of this notice.

(4) Request Not to Improperly Disclose or Spread Information

We ask that you not access what is claimed to be disclosed information, and not spread it by reposting, re-posting on social media, or sharing links. Preparations are underway for legal action against malicious spreaders of information, after preserving evidence.

(5) Analysis of Devices

The customers' devices received by GMO Internet (4784) are being investigated and analyzed in sequence by the Group's White Hacker team. The analysis continues, aiming to confirm the status of damage, including whether malware (including ransomware) has actually been installed, and to find countermeasures (10th report, as of 1:55 p.m. on October 27).

3. Impact on Our Consolidated Financial Results

Among the responses of GMO Internet (4784) and our company, the items involving monetary amounts are as follows. The total amount of each cannot be calculated at this time.

Category	Description	Cost Borne By
① Goodwill payment (4th report)	A uniform 5,000 yen to all customers currently using the Service	GMO Internet (4784)
② Compensation for losses from unauthorized transactions (4th report)	Realized losses in customers' trading accounts arising from transactions that GMO Internet (4784) recognizes as unauthorized	GMO Internet (4784)
③ Response to customers affected by ransomware (9th report)	For customers who come forward, after GMO Internet (4784) confirms the status of damage, provision of a new PC with performance equivalent to the affected PC (no ransomware attack had been confirmed in the 10th report, as of 1:55 p.m. on October 27)	GMO Internet (4784)
④ "GMO Special Goodwill Payment" (12th report)	Separate from the uniform 5,000 yen in the 4th report, 10,000 to 25,000 yen is paid by category of information confirmed as disclosed. If multiple categories were disclosed, the amounts are added together, with an upper limit of 3 million yen per disclosure	GMO Internet (4784)
⑤ Support for customers who suffered damage (12th report)	Support according to the status of the damage is provided to customers who suffered damage in connection with the	GMO Internet (4784)

	disclosure of information. Content and amount not yet announced	
⑥ "GMO Cybercrime Bounty" (12th report)	Upper limit of USD 1 million in total (approximately 150 million yen as a reference conversion); information accepted from 12:00 p.m. (JST) on October 28, 2026. Payment will be determined through screening based on the application guidelines, and the amount to be paid is undetermined	Our company

The amounts cannot be calculated because the number of eligible customers, the scope of the disclosed information, and the confirmation of the transactions subject to compensation have not been finalized. We will make an announcement promptly once the calculation is complete.

4. Future Information Disclosure and Contact for Inquiries

GMO Internet (4784) plans to announce further information on its website and elsewhere as it becomes available. Our company will also promptly announce any newly disclosable facts.

Contact for inquiries regarding the Service (GMO Internet, Inc.):
Inquiry form: https://help.onamae.com/contact/
Telephone: +81 3 5456 2560 (24 hours, including weekends and holidays)

(Reference) Previously Announced Materials

- 1st report (October 21, 4:00 a.m.): https://internet.gmo/en/news/article/246/
- 2nd report (October 22, 4:59 p.m.; Japanese only): https://group.gmo/info/alert/20261022/
- 3rd report (October 23, 4:10 p.m.; Japanese only): https://group.gmo/info/alert/20261023/
- 4th report (October 24, 11:50 a.m.; Japanese only): https://group.gmo/info/alert/20261024/
- 5th report (October 24, 3:00 p.m.; Japanese only): https://group.gmo/info/alert/2026102402/
- 6th report (October 26, 9:00 p.m.; Japanese only): https://group.gmo/info/alert/20261026/
- 7th report (October 26, 11:10 p.m.; Japanese only): https://group.gmo/info/alert/2026102602/
- 8th report (October 27, 9:58 a.m.; Japanese only): https://group.gmo/info/alert/20261027/
- 9th report (October 27, 11:59 a.m.; Japanese only): https://group.gmo/info/alert/2026102702/
- 10th report (October 27, 1:55 p.m.; Japanese only): https://group.gmo/info/alert/2026102703/
- 11th report (October 27, 2:55 p.m.; Japanese only): https://group.gmo/info/alert/2026102704/
- 12th report (October 27, 7:10 p.m.; Japanese only): https://group.gmo/info/alert/2026102705/