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.

November 5, 2026

For immediate release

Company CHANGE Holdings, Inc.
CEO Hiroshi Fukudome
(Code: 3962,
Prime Market of the Tokyo Stock Exchange)
Contact Yutaka Yamada CFO
(TEL: 03-6435-7347)

Notice Regarding External Leakage of Personal Information Due to Unauthorized Access (Fifth 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.

Since detecting the unauthorized access, Trustbank has suspended "Furusato Choice" and related services, and, with the cooperation of external experts and specialized organizations, has been working to confirm the facts and the scope of impact, and to implement measures to prevent recurrence. With respect to the Web version of "Furusato Choice," Trustbank, together with these external experts and specialized organizations, has implemented the necessary security measures and conducted the related verification. Having confirmed the safety required to resume operation, Trustbank has decided to resume the service effective 12:00 noon on November 6, 2026. We hereby report this as follows.

Particulars

1. Resumption of Donation Acceptance on the Web Version of "Furusato Choice"

As previously announced, Trustbank resumed operation of 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) on October 26, 2026, and resumed operation of the linkage system related to the service by which donation applications and payments are completed within partner sites on October 28, 2026.

Trustbank will now resume donation acceptance on the Web version of "Furusato Choice" effective 12:00 noon on November 6, 2026. The app version of "Furusato Choice" and Choice Pay are scheduled to resume after preparations are completed. Once these services have also resumed, Trustbank plans to issue its final report on the unauthorized access to investors.

2. Future Response

Trustbank will continue to conduct a detailed investigation with the cooperation of external experts and specialized organizations, and will work on measures to prevent recurrence, including strengthened system monitoring and ongoing system inspection and improvement. Through these efforts, Trustbank will strive to ensure the safety of its services and to restore 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 the details promptly once confirmed.

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

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.

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. Confirmed to Have Been Leaked Externally, Etc.

(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, and partial deletion of information: 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>

(For IR-related inquiries)
CHANGE Holdings, Inc.
Email: ir_info@changeholdings.co.jp

(For donors)
TRUSTBANK, Inc.
Email: toiawase@trustbank.co.jp

End