

## **【Important Notice】 Regarding Potential Leakage of Customer Information (Follow-up)**

With regard to the previously announced potential leakage of customer information resulting from unauthorized access by a third party to an external reservation management system (the “TEMAIRAZU Series” provided by Temairazu, Inc.; hereinafter “the reservation management system”), we hereby announce that Temairazu, Inc.’s investigation has identified the reservations concerned and the information that may have been viewed or obtained by a third party. (\*)

(\*) Related notices:

Fujita Kanko INC.

[“【Important Notice】 Regarding Potential Leakage of Customer Information” \(dated October 2, 2026\)](#)

Temairazu, Inc.

[“ Notice and Apology Regarding Suspicious Messages and Unauthorized Access to TEMAIRAZU” \(dated September 29, 2026\)](#)

[“Update on the Progress of the Investigation and Response to Unauthorized Access to Our System \(Second Report\)” \(dated October 8, 2026\)](#)

### **1. Affected Facilities**

Facilities operated by the Company

HOTEL TAVINOS Hamamatsucho, HOTEL TAVINOS Asakusa, HOTEL TAVINOS Kyoto, Hotel Chinzanso Tokyo, Towada Hotel, Yugawara Onsen Chitose, and Hotel Yamanami

Company group facilities (franchises)

Koriyama Washington Hotel, Tachikawa Washington Hotel, Kisarazu Washington Hotel, Tsubame-Sanjo Washington Hotel, Takarazuka Washington Hotel, and Sasebo Washington Hotel

### **2. Reservations Concerned**

Based on the information confirmed to date, suspicious messages have been sent to certain customers whose reservations meet both of the following conditions:

Reservation date: Reservations made on or before September 21, 2026; and

Stay date: Reservations for stays on or after September 21, 2026.

### 3. Information That May Have Been Viewed or Obtained by a Third Party

As a result of unauthorized access to the reservation management system, the following reservation information may have been viewed or obtained by a third party:

Guest name, telephone number, email address, accommodation facility name, check-in date, check-out date, and accommodation charges.

Temairazu, Inc. has informed us that it does not retain credit card information or login credentials for online travel agent websites.

### 4. Request to Customers

If you receive any suspicious communication, including an email or message, impersonating the reservation management system or an accommodation facility, please do not reply, access (click) any URL or link included in it, enter personal information such as credit card details, or make any payment or transfer of funds. To verify your reservation details, please contact the accommodation facility you booked or the online travel agent through its official contact channels.

If you have entered credit card information or other details on a suspicious website, please contact your credit card issuer promptly. Please note that the system involved in this incident does not handle or retain credit card information.

For inquiries regarding this matter, please contact the following:

Temairazu, Inc.

Department: Emergency Help Desk

Email: [helpdesk@temairazu.com](mailto:helpdesk@temairazu.com)

The Company sincerely apologizes to its customers and all parties concerned for the considerable inconvenience and concern caused by this incident.

We ask that you continue to remain vigilant. Thank you for your understanding and cooperation.