

June 27, 2018

Hankyu Hanshin Hotels Co., Ltd.

To All Customers Concerned,

Notification and apology regarding leakage of personal information

We at Hankyu Hanshin Hotels have ascertained that our foreign language website reservation system has been unlawfully accessed, causing customers' personal information to be leaked.

We deeply apologize to customers and all those affected for causing such inconvenience and distress.

We entrust the operation of our foreign language website to Fastbooking Japan, and it is its France-based parent company Fastbooking whose server was infiltrated and from which personal information was leaked. A total of 7,674 customers from our 18 hotels have had their information leaked.

There has not been any leakage of personal information of customers who have made a reservation through our Japanese language website. Also, there is no credit card information contained within the leaked information and we have not confirmed any damage due to the misuse of personal information so far.

Furthermore, we have reported this incident to the Personal Information Protection Commission, Government of Japan.

Following are the details of the incident:

1. Chronology of events

- | | |
|----------------|---|
| June 15 (Fri.) | Fastbooking's server is unlawfully accessed and the information stated below under "2. Leaked information" is leaked. |
| June 20 (Wed.) | Fastbooking ascertains that their server has been infiltrated. |
| June 22 (Fri.) | Fastbooking Japan contacts us to report that no personal information has been leaked. |
| June 26 (Tue.) | Fastbooking Japan reports that their report on June 22 (Fri.) was erroneous and that the personal information stated below under "2. Leaked information" has been leaked. |

2. Leaked information

Targets*	Targeted period	Leaked information	Number of cases
18 hotels	May 2017 to June 2018	Name, nationality, email address, phone number, reservation cost, reservation number, reserved hotel name, check-in date, check-out date	7,674

*17 hotels under direct management and 1 chain hotel (details included in the reference)

3. Cause

Fastbooking's server was unlawfully accessed by an outside entity.

4. Our response to customers

An apology and notification regarding this incident will be published on our Japanese and foreign language websites. Additionally, customers targeted by this incident will be contacted and given an explanation and apology via email.

5. Measures to prevent recurrence

We are asking Fastbooking Japan to be thorough in the management of personal information and to improve the security of its information system. Furthermore, we are suspending reservations via our foreign language site until we can confirm the security. We will also reconfirm the safety and security of our own system for managing personal information.

6. Contact regarding this incident

Marketing Department, Hankyu Hanshin Hotels Co., Ltd.
e-mail:koho@hankyu-hanshin-hotels.com

Reference: List of targeted hotels

Hotel name	Location
Dai-ichi Hotel Annex	Chiyoda-ku, Tokyo
remm HIBIYA	Chiyoda-ku, Tokyo
remm AKIHABARA	Chiyoda-ku, Tokyo
remm ROPPONGI	Minato-ku, Tokyo
Dai-ichi Hotel Tokyo Seafort	Shinagawa-ku, Tokyo
Kichijoji Dai-ichi Hotel	Musashino-shi, Tokyo
remm SHIN-OSAKA	Osaka-shi, Osaka
Hotel Hankyu International	Osaka-shi, Osaka
Hotel new Hankyu Osaka	Osaka-shi, Osaka
Hotel new Hankyu Osaka Annex	Osaka-shi, Osaka
Osaka Umeda OS hotel	Osaka-shi, Osaka
Hotel Hanshin Osaka	Osaka-shi, Osaka
Senri Hankyu Hotel Osaka	Toyonaka-shi, Osaka
Hotel Hankyu Expo Park Osaka	Suita-shi, Osaka
Takarazuka Hotel	Takarazuka-shi, Hyogo
Hotel new Hankyu Kyoto	Kyoto-shi, Kyoto
remm KAGOSHIMA	Kagoshima-shi, Kagoshima
Hotel Boston Plaza Kusatsu	Kusatsu-shi, Shiga

Note: Hotel Boston Plaza Kusatsu is a chain hotel affiliated with Hankyu-Hanshin-Daiichi Hotel Group.