

September 3, 2018

To Whom It May Concern,

Hankyu Hanshin Hotels Co., Ltd.

Resumption of the Reservation Service on Our Foreign Language Site

Recently, we had ascertained that guests' personal information had been leaked due to a case of unauthorized access to the reservation system on our foreign language website.

We extend our deepest apologies to our guests and to all those involved for having caused such distress and inconvenience.

We entrust the operation of our foreign language site to Fastbooking Japan Co., Ltd., and requested it to modify their security standards and to have an investigation carried out by a third-party organization. Since the safety of the system in question has now been confirmed, we will resume the reservation service as of September 3.