

## [Important Notice (Update)]

### Apology and Notice Regarding the Delivery of Messages Leading to Phishing Sites

We would like to once again deeply apologize for the inconvenience and concern caused to our guests regarding the unauthorized access by malicious third party to the Booking.com accommodation reservation information management system (hereinafter referred to as "The Management System") used by Hotel LePort Kojimachi, which resulted in some guests who made reservations at our hotel using the Management System receiving messages directing them to a Phishing Site (\*)

With regards to the "Important Notice/English: Apology and notice Regarding the Deployment of Messages Directing to Phishing Sites" published on June 12, 2024, we would like to report the results of our subsequent investigations as follows:

(\*) "Phishing site" refers to a fake website that pretends to be a genuine website and attempts to exploit personal or financial information by fraudulent means.

#### I . Investigation results (Regarding the causes)

Our hotel has been working with relevant authorities and Booking.com to investigate the cause of the incident and the extent of the damage.

As a result of the unauthorized access to our Management System, we discovered that the ID and password have been stolen and it was used to have access on the log in screen using the "Fake Management System".

#### II . Investigation Results (Regarding the damage)

Regarding the possibility that the customer's personal information registered in the management system may have been viewed or leaked by a third party, we have received a report that no such event has been confirmed as a result of an investigation by Booking.com. In addition, after some guests received messages with URL links directing to Phishing Sites, our hotel contacted the guests to warn about this incident, but we received reports from guests that they have already accessed to the Phishing Site and entered their card numbers and other information.

We ask that you continue to be wary of suspicious messages and that if you receive such messages, please do not access the URL links that have been posted.

#### III . Future Actions and Preventive Measures on Recurrence

Based on these investigation results and suggestions from relevant authorities, we will implement additional security measures and strengthen education for employees as soon as possible.

#### IV . Inquiries

If you have any questions regarding this matter, please contact the Reservations department of the Booking.com Customer Support Team directly.

【Telephone number】

00+81+3-6837-0490 (Please press No. 1 for the department in charge of reservations.) )