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Unauthorized Access and Possibility of Stolen Personal Information at a Consolidated Subsidiary

A cyberattack has occurred at KAIKATSU FRONTIER Inc., a consolidated subsidiary of AOKI Holdings Inc., that may have resulted in a data breach involving some personal information of customers. AOKI Holdings sincerely apologizes to customers and others for the concerns and problems caused by this incident. The following information involving this incident is known at this time.

Summary

In the evening of Saturday, January 18, 2025, unauthorized access was detected on a server used by KAIKATSU FRONTIER. The server was immediately isolated from external networks and other necessary actions were taken. An investigation was conducted with the assistance of an external security specialist to determine the severity of the effects of this cyberattack. The investigation confirmed unauthorized access to the system used for managing the accounts of members, which indicates that some customer information may have been stolen.

Potentially stolen personal information

Names, gender, addresses, phone numbers, birth dates and membership numbers of KAIKATSU CLUB members and provisional members

The server affected by this incident is not used for personal identification information (driver licenses and other items), credit card data and e-mail addresses submitted when individuals register as members. Consequently, this information was not included in the data that was potentially stolen. An investigation is continuing to determine the volume of personal information that may have been accessed.

Responses by AOKI Holdings and KAIKATSU FRONTIER

Following the discovery of this cyberattack, actions that included strengthening methods used to shut out unauthorized communications were taken to prevent the effects of this incident from becoming even greater. In addition, a cyberattack response headquarters was established for activities that include consultations with the police and submission of the required reports to the Personal Information Protection Commission. Activities will continue to determine the cause of this incident and the resulting losses and other damage.

More announcements will be made if there is additional information about this incident that needs to be disclosed.

AOKI Holdings and KAIKATSU FRONTIER are firmly committed to doing everything possible for improving security measures, upgrading the surveillance of networks and taking other actions to prevent this type of incident from happening again.

Media contact for more information about this subject

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