

22 October 2026

KOMOJU Co., Ltd.
1-14-9 Kichijoji-honcho, Musashino-shi, Tokyo
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Satoru Osawa, CEO

Unauthorized Access to Our Systems and Impact on Payment Services

We sincerely thank you for your continued support.

We have discovered that an external party gained unauthorized access to certain systems associated with KOMOJU, the payment platform we operate. We deeply apologize for the considerable concern and inconvenience this incident has caused to all those affected.

Immediately upon detecting the incident, we blocked unauthorized communications and closed the affected access routes. We have also been carrying out the checks and measures necessary to keep our systems operating. No credit card information has been leaked in this incident. Our payment processing systems continue to operate while we conduct the necessary security checks and other measures.

Below, we report the findings of our investigation to date and the actions we will take going forward.

Details

Incident Overview

From the evening of 13 October 2026, an external third party gained unauthorized access to our non-production environment. Early the following morning, 14 October, we detected an increase in suspicious access and began an investigation. We confirmed that a security vulnerability in our non-production environment had been exploited to gain unauthorized access to our internal administration interface and certain systems. By that morning, we had addressed the vulnerability and implemented initial countermeasures, including blocking the unauthorized access routes and invalidating related accounts and login sessions.

Our subsequent investigation also confirmed unauthorized access to the CRM system we use for business operations. We are currently investigating the details of its impact.

Scope of Impact

•Our investigation has confirmed unauthorized access to the following two systems. As a result, we have determined that personal data we handle relating to officers and employees of our corporate customers, consumers and others has been, or may have been, leaked externally. We are currently investigating the detailed scope of the impact with the assistance of external specialists.

Affected System 1 (KOMOJU Payment System)

We have confirmed the leakage of approximately 4,100 personal data records, including email addresses.

Affected System 2 (CRM System)

The detailed scope of the impact is currently under investigation. We will provide an update promptly once it is established.

- For customers using our merchants' services, no credit card information has been leaked. The system storing credit card information is separate from the systems accessed without authorization in this incident. Unauthorized access to the card information system has not been identified.
- We have confirmed that, as a result of this incident, some merchants' API credentials were leaked. We have already contacted the affected merchants individually.
- At present, we have not identified any secondary harm, such as fraudulent payments, resulting from this incident.

Impact on Payment Services

Temporary Disruption to Certain Payment Methods on Shopify

On 16 October, in response to this incident, we updated the credentials used for our Shopify integration. As a result of this work, merchants using the Shopify integration temporarily could not offer payments through au PAY, Rakuten Pay, Paidy, Naver Pay or BLIK. Please refer to the KOMOJU status page for details of this disruption.

7-Eleven Convenience Store Payments

On 18 October, in response to this incident, we updated the credentials for 7-Eleven payments. As a result, customers were unable to display the barcode needed to pay at 7-Eleven. We have emailed the affected customers with updated instructions on how to make their payments.

Requests to Merchants

- Please be on alert for any communications impersonating KOMOJU or your business. We will never ask you for passwords, API keys, or login details.
- If customers using your services contact you with inquiries, please direct them to the contact point below.

Next Steps

If further developments in the investigation or other circumstances give rise to additional information that needs to be communicated, we will promptly publish updates on the official KOMOJU website and notify affected merchants individually.

Contact Information

KOMOJU Co., Ltd. — Dedicated Contact Point for This Incident
Email : security-contact@komoju.com