

August 26, 2021

Re: Unauthorized Network Access and Implication of Available Services in our US operations

Dear Valued Customers,

Thank you for your continued patronage to JTB Group.

We recently became aware of a system failure in the US, and we confirmed that it was caused by an unauthorized access to its network. The same failure has not occurred to the website in Canada. We sincerely apologize for any inconvenience this may have caused and we would like to provide you with a report on the current situation and the direction of recovery as follows:

1. Our System Disruption Status:

With a detection of unauthorized access to our network on July 29th, we immediately disconnected our systems from our network to prevent further damage from potentially spreading. While we receive findings from the investigation, we confirmed that our back-office system was affected by a virus and it was determined that we had to suspend the operation of related systems. But we confirmed that there was no data leakage of the customer information.

2. Current situation:

- We immediately disconnected our systems from our network to prevent further damage from potentially spreading
- We are working to restore the systems as soon as data safety is confirmed.
- We are continuing investigation conducted by an external IT specialist.

< Affected Web Sites > \*Page display delay, error display, etc.

- JTBUSA.com
- LOOKTOUR.net

✓ Canada's website JTB.ca is not affected by this system disruption.

We are working diligently to restore the system with the utmost urgency while making sure the system data remains safe and secure. We will inform you again on our website, if we find further updates to be shared. In addition, we will further strengthen the IT security for future prevention to continue to provide services to our valued customers.

3. Inquiries:

For any inquiries about this matter, please kindly contact as follows:

- JTB USA Inquiry Form <https://www.jtbusa.com/Inquiry/Form.aspx>

We sincerely regret any inconvenience or concerns caused by this incident.