

## **Apology and Notice : Regarding Delivery of Messages Leading to a Phishing site**

We have confirmed that a message directing to a phishing site\* has been delivered to some of guests who made reservations at Keisei Richmond Hotel Tokyo Monzennakacho through Booking.com (headquartered in Amsterdam, The Netherlands).

We deeply apologize for any inconvenience and concern this may cause to our customers.

The details regarding this matter are currently under investigation.

\*A "phishing site" is a fake website that masquerades as a real website in order to fraudulently obtain personal or financial information.

### **1. Circumstances of the incident**

On August 27, 2023, at around 6:00 p.m., We confirmed that the messages with URL links leading to phishing sites had been delivered to some of the guests who made reservations through Booking.com by exploiting the chat function of the system managed by Booking.com and us.

In response to this, we have immediately changed the login passwords to the management system and sent a message to the guests to instruct not to access the URL links.

We have also stopped accepting new reservations through Booking.com, and the relevant authorities and we are currently investigating the cause of the unauthorized access.

### **2. Requests to guests**

We never deliver a message to remind the payment or redirect to another website.

If you receive a suspicious message, please do not access the URL link and make a payment.

For inquiries regarding this matter, please contact us using the contact information below.

Booking.com Customer Center: 03-6743-6650

### **3. Future actions and measures to prevent recurrence**

We are currently cooperating with related organizations to investigate the cause of the problem and take all possible measures to prevent recurrence.

We will report back as soon as the details become clear.

We sincerely apologize again for any inconvenience and concern this may cause to our guests.

Manager, Keisei Richmond Hotel Tokyo Monzennakacho