

## **[Follow-up Report] Apology and Notice : Regarding Delivery of Messages Leading to a Phishing site**

We deeply apologize for any inconvenience and concern caused to our customers due to an incident in which deceptive messages 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 would like to report on the facts that have come to light through our investigation since our previous announcement as follows.

\*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.

### **2. Cause**

As a result of an investigation of the cause by a specialized company, we have determined that the cause of the unauthorized access to the management system was malware infection of the terminal used to manage this system.

### **3. Damage**

In response to a message that was sent to some customers with a URL link leading to a phishing site, we have contacted each customer who has already received such a message to alert them of the situation. But we have confirmed that some guests provided credit card information to the phishing site described in the messages that were sent, and suffered financial damage.

If you receive a suspicious message requesting payment or directing you to another site, we ask that you do not access that site or make any payments.

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.

#### 4. Future actions and measures to prevent recurrence

Based on the results of the investigation and the suggestions from the relevant organizations, we will strengthen our measures, such as introducing additional security tools and educating employees.

For inquiries, please contact us through the following E-mail address.

E-mail address: [monzennakacho@keisei-richmond.jp](mailto:monzennakacho@keisei-richmond.jp)

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

Keisei Richmond Hotel Tokyo Monzennakacho Manager