

October 23, 2026

Company Name:	GMO Internet, Inc.
Name of representative:	Tadashi Ito, President and CEO (Securities code: 4784; TSE Prime Market)
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Corporate website	https://internet.gmo/en

Notice Regarding Unauthorized Access to a Service Provided

GMO Internet, Inc. (the Company) hereby announces the overview, impact on customers, and response status regarding unauthorized third-party access to "Onamae.com Desktop Cloud" (hereinafter the "Service") provided by the Company, which was disclosed on its website and other media on October 21, 22, and 23, 2026. We deeply apologize for the considerable inconvenience and concern this may cause to our customers and all related parties.

1. Overview

On October 20, 2026, the Company confirmed that an unauthorized program had been installed by a third party in the server environments of some customers of the Service.

Through subsequent investigation and reports from customers, it has become clear that, as a result of this unauthorized access, login information for trading accounts and other information stored on the servers may have been obtained by a third party and used without authorization. Whether information was obtained and used without authorization in individual cases, and the scope thereof, are still under investigation.

2. Chronology

The Company started an investigation on October 19, 2026, after receiving an inquiry from a customer, and on October 20 confirmed that an unauthorized program had been installed by a third party in the server environments of some customers of the Service.

Since October 21, we have been receiving reports from customers regarding unauthorized transactions or other suspicious activity in their trading accounts. We have shared this information with the relevant businesses and are requesting their cooperation in implementing security measures through notifications to customers and other means. We also consulted with the police on October 22.

3. Scope of Impact

The scope of impact announced by The Company as of 4:10 p.m. on October 23, 2026 is as follows.

- (1) Target Service Onamae.com Desktop Cloud (all plans)

- (2) Potentially Affected Servers 26,739 servers

*The above is the number of servers that may be affected, and is not the number of cases in which unauthorized access or the acquisition of information has been confirmed.

- (3) Information Potentially Affected Information stored on the servers (including login information for trading accounts stored in trading tools, etc.)

The Company does not store customer payment information (including credit card information) on the servers of the Service. On the other hand, information stored directly inside the servers by customers themselves is included in the scope of potential impact.

4. Company's Actions

We are continuing to suspend all server operations across all plans while working with a security firm to investigate the point of intrusion and the scope of the impact. We are consulting with the police and collaborating with relevant businesses to assess the damage and prevent further spread. We are also proceeding with reports and consultations with the relevant authorities.

We urgently request that our customers take the following actions: change the authentication credentials for their trading accounts and trading tools from devices not used for trading; terminate all active login sessions; verify their trading history and account balances; and set up two-factor authentication. Detailed instructions and precautions are available on the following website (<https://group.gmo/info/alert/20261023/>).

5. Outlook for Resumption of the Service

The timing for service resumption remains undetermined. We will make an announcement promptly once safety is fully verified and confirmed.

6. Impact on Our Consolidated Financial Results

We are currently assessing the impact of this matter on our consolidated financial results. At this time, we are unable to quantify the impact on our financial results or other related effects. Should it become necessary to revise our financial forecasts, or should any facts requiring disclosure come to light, we will notify you promptly..

7. Future Information Disclosure and Contact for Inquiries

Going forward, as further information becomes available, we will announce it as appropriate via our website and other channels.

Contact for inquiries regarding the Service (GMO Internet, Inc.):

Inquiry form: <https://help.onamae.com/contact/>

Telephone: +81 3 5456 2560 (24 hours, including weekends and holidays)

(Reference) Previously Announced Materials

- Announced on October 21, 2026 (as of 4:00 a.m.): <https://internet.gmo/en/news/article/246/>
- Announced on October 22, 2026 (as of 4:59 p.m.; Japanese only): <https://group.gmo/info/alert/20261022/>
- Announced on October 23, 2026 (as of 4:10 p.m.; Japanese only): <https://group.gmo/info/alert/20261023/>