November 6, 2026

Company Name:	GMO Internet, Inc.
Name of representative:	Tadashi Ito, President and CEO (Securities Code: 4784; TSE Prime Market)
Inquiries:	Toshihiko Sugaya, Executive Officer (Telephone: +81-3-5728-7900)
Corporate website	https://internet.gmo/en

Notice Regarding the Status of Compensation Measures for the Unauthorized Access to Our Service

Regarding the unauthorized access by a third party to "Onamae.com Desktop Cloud" (the "Service") provided by the Company, we began individually contacting customers with a contract for the Service on November 6, 2026, concerning compensation for realized losses incurred through transactions made without the customers' intent (announced on October 24). At the Company's earnings briefing to be held on November 13, we plan to report the latest status of compensation applications and to provide an outlook on the calculation of the impact on our financial results.

We sincerely apologize for the considerable inconvenience and concern this matter has caused our customers and all stakeholders.

1. Overview

Compensation covers realized losses arising from transactions made without the customers' intent that were directly caused by the unauthorized access in this matter. For details, please refer to the 4th report (October 24, 11:50 a.m.) listed in "Previously Announced Materials" at the end of this notice.

2. Impact on Our Consolidated Financial Results

The amount of compensation for realized losses cannot be calculated at this time because the number of eligible customers and the confirmation of the transactions subject to compensation have not been finalized. We will make an announcement promptly once the calculation is complete, taking into account the status of applications for compensation.

3. Contact for Inquiries and Provision of Information

Our company plans to announce further information on its website and elsewhere as it becomes available, and will also promptly announce any newly disclosable facts.

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)

Provision of information related to the unauthorized access (information leading to the identification and arrest of the offenders and to the elucidation of the case):

Dedicated information website: https://cybercrimebounty.gmo/

Email address for information: info@cybercrimebounty.gmo

Reports on improper disclosure or spreading of information:

Reporting form: https://www.onamae.com/abuse/

* In the form, select “About website content” and “Inappropriate content,” and enter the required information.

(Reference) Previously Announced Materials

- 1st report (October 21, 4:00 a.m.): https://internet.gmo/en/news/article/246/
- 2nd report (October 22, 4:59 p.m.): https://internet.gmo/en/news/article/247/
- 3rd report (October 23, 4:10 p.m.): https://internet.gmo/en/news/article/248/
- 4th report (October 24, 11:50 a.m.): https://internet.gmo/en/news/article/249/
- 5th report (October 24, 3:00 p.m.): https://internet.gmo/en/news/article/250/
- 6th report (October 26, 7:00 p.m.): https://internet.gmo/en/news/article/252/
- 7th report (October 26, 11:10 p.m.): https://internet.gmo/en/news/article/253/
- 8th report (October 27, 9:58 a.m.): https://internet.gmo/en/news/article/254/
- 9th report (October 27, 11:59 a.m.): https://internet.gmo/en/news/article/255/
- 10th report (October 27, 1:55 p.m.): https://internet.gmo/en/news/article/256/
- 11th report (October 27, 2:55 p.m.): https://internet.gmo/en/news/article/257/
- 12th report (October 27, 7:10 p.m.): https://internet.gmo/en/news/article/258/
- 13th report (October 28, 11:00 a.m.): https://internet.gmo/en/news/article/259/
- 14th report (October 28, 6:20 p.m.): https://internet.gmo/en/news/article/260/
- 15th report (October 29, 12:40 p.m.): https://internet.gmo/en/news/article/261/
- 16th report (October 29, 8:50 p.m.): https://internet.gmo/en/news/article/262/
- Information on procedures for receiving the goodwill payment and provision of alternative services (October 30, 3:30 p.m.): https://internet.gmo/en/news/article/263/
- Information on compensation for losses due to unauthorized transactions in customers’ trading accounts (November 6, 6:30 p.m.) (Japanese Only): https://internet.gmo/news/article/264/