Notice Regarding Unauthorized Access and Potential Information Leakage at a Consolidated Subsidiary (Second Report)

July 27, 2026 Zojirushi Corporation

Zojirushi Corporation (the "Company") hereby provides an update on the results of the investigation and the status of response measures regarding the unauthorized access incident involving Zojirushi Taiwan Corporation ("Zojirushi Taiwan"), a consolidated subsidiary located in Taiwan, which was previously announced on May 13, 2026.

We deeply apologize once again to our customers, partners and all the stakeholders for the considerable concern and inconvenience this situation may have caused.

1. Details and Background of the Incident

On Monday, April 13, 2026, unauthorized access was detected, and emergency measures were immediately implemented, including isolating the affected server from the network. Subsequent investigations conducted in collaboration with external cybersecurity experts determined on Monday, May 11, 2026, that certain personal information (such as names and email addresses) and confidential information managed by Zojirushi Taiwan may have been leaked externally.

We have confirmed that no credit card numbers or other payment information have been compromised.

2. Current Status and Preventative Measures

(1) Recovery and Operational Status

All recovery work and safety verifications for the affected system were completed within the month of May, and business operations are currently continuing as normal.

(2) Response to Affected Parties
Individual notifications and cautionary communications have been completed for all affected customers and concerned parties. To date, no instances of information misuse, secondary damage, or specific reports of loss or damage resulting from this incident have been confirmed.

(3) Implementation of Preventative Measures
We have completed the immediate implementation and enhanced application of multi-factor authentication (MFA) across external connection environments, along with a comprehensive review and reinforcement of various security configurations. Furthermore, we will continue to strengthen our security infrastructure to ensure swift responses against increasingly complex cyber threats in the future.

3. Impact on Financial Results
We expect the impact of this matter on our consolidated financial results for the fiscal year ending November 20th, 2026 to be minor.