

December 31, 2025

Daiwa House Realty Management Co., Ltd.

Daiwa Roynet Hotels Co., Ltd.

Dear Valued Customers,

Notice Regarding the Possibility of Personal Information Leakage Due to Unauthorized Access and the Distribution of Messages Leading to Phishing Websites

We hereby inform you that the accounts of our company on the reservation management system provided by the online travel agency Booking.com, which is used in the operation of Daiwa Roynet Hotels, were subject to unauthorized access by an external third party.

As a result, there is a possibility that information related to customers who made reservations (including personal information) may have been leaked. In addition, we have confirmed that messages may have been sent via WhatsApp or other platforms to some customers who made reservations at 「Daiwa Roynet Hotel Nagoya Shinkansenguchi」 and 「Daiwa Roynet Hotel Kyoto Terrace Hachijo PREMIER」, 「Daiwa Roynet Hotel Sendai-nishiguchi PREMIER」 directing them to phishing websites designed to fraudulently obtain customers' credit card information.

We are currently conducting a detailed investigation in cooperation with Booking.com. Please note that there is a possibility that similar messages may be sent to customers with reservations at hotels other than the three hotels mentioned above.

Please be advised that we do not request credit card information or demand payment from customers via WhatsApp, email, or chat functions on reservation websites.

If you receive any type of message as described above, we kindly ask that you refrain from accessing any files or links contained in such messages. If you do not recognize the content of the message, please contact Booking.com or us directly.

In response to this incident, we are sending precautionary notices to customers who may be at risk of receiving phishing messages and have taken measures such as changing the Booking.com login passwords at all Daiwa Roynet Hotel properties.

We sincerely apologize for the inconvenience and concern this matter may have caused our customers.

Further details will be provided once the investigation, including that conducted in cooperation with Booking.com, has been completed. We appreciate your understanding and cooperation.

Note:

A “phishing website” refers to a fraudulent website that impersonates a legitimate website in order to unlawfully obtain personal information, credit card numbers, or other sensitive data through deceptive means.

[Contact Information for Inquiries Regarding Reservations at
Daiwa Roynet Hotel Nagoya Shinkansenguchi]

Daiwa Roynet Hotel Nagoya Shinkansenguchi

Telephone: 052-452-7055

Email: nagoya-shinkansenguchi@dh-realty.jp

[Contact Information for Inquiries Regarding Reservations at
Daiwa Roynet Hotel Kyoto Terrace Hachijo PREMIER]

Daiwa Roynet Hotel Kyoto Terrace Hachijo PREMIER

Telephone: 075-682-0855

Email: kyoto-terrace@dh-realty.jp

[Contact Information for Inquiries Regarding Reservations at
Daiwa Roynet Hotel Sendai-nishiguchi PREMIER]

Daiwa Roynet Hotel Sendai-nishiguchi PREMIER

Telephone: 022-217-7255

Email: sendai-nishiguchi @dh-realty.jp

[Contact Information for Inquiries Regarding Unauthorized Access and Related Matters]

Daiwa House Realty Management Co., Ltd.

Public Relations Department

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