

October 19, 2025
ASKUL Corporation

**Notice and Apology Regarding System Outage Caused by Ransomware Infection
(First Report)**

ASKUL Corporation (Head Office: Koto-ward, Tokyo; President and CEO: Akira Yoshioka) hereby announces that a system outage has occurred due to a ransomware infection.

We are currently investigating the scope of the impact, including any potential leakage of personal information or customer data. We will provide updates as soon as more details become available.

Due to this system outage, the following operations are currently suspended:

- (1) Order and shipping operations for “ASKUL” and “SOLOEL ARENA”
- (2) Order and shipping operations for “LOHACO”

We regret to inform you that we will be canceling all orders that have already been placed. Please refer to the announcements on each service’s website for further details.

We are working urgently to restore the system as quickly as possible. Once we have a clearer timeline for recovery, we will provide another update.

We sincerely apologize for the significant inconvenience and concern this incident has caused to our customers who use our services and stakeholders.