November 13, 2026

Company Name	PLAID, Inc.
Representative	Kenta Kurahashi, Representative Director and CEO (Code No.: 4165 TSE Growth)
Contact	Takahiro Tsuji, Executive Officer and CFO (TEL +81-3-4405-7597)

Notice Regarding Unauthorized Access to Our Service

We hereby announce that following the detection of unauthorized third-party access to our "KARTE" service, we have suspended all KARTE services to conduct emergency maintenance, as detailed below.

We are currently investigating the incident and taking necessary measures to resolve the issue. Should any new facts emerge that warrant disclosure, we will promptly make an announcement.

We sincerely apologize for the significant inconvenience and concern this matter has caused to our customers and all related parties.

1. Overview

On November 13, 2026, we detected unauthorized third-party access to "KARTE."

Affected Projects

All projects using KARTE

Details of Service Suspension

All KARTE functionalities—including web and app tracking, various delivery features, and administrative dashboard operations—will be suspended. Rather than becoming unavailable all at once, these functionalities will be suspended sequentially. Please note that any data currently being processed via job flows, including email deliveries, may be interrupted mid-process.

2. Our Response

Further updates and details will be posted on the following status page:https://status.karte.io/

3. Future Outlook

The impact of this incident on our financial results for the fiscal year ending December 31, 2026, is currently under review. Should any matters requiring disclosure arise in the future, we will announce them promptly.

We once again sincerely apologize for the significant inconvenience and concern this matter has caused. We will provide a further report as soon as new facts come to light, and we appreciate your understanding.