November 20, 2026

Company Name	PLAID, Inc.
Representative	Kenta Kurahashi, Representative Director and CEO (Code No.: 4165 TSE Growth)
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Notice of Investigation Results Regarding Unauthorized Access to KARTE and Outlook for Service Resumption

PLAID, Inc. (the "Company") hereby announces, as described below, the results of its investigation, now completed, which identified the scope of leaked information and the number of affected parties in connection with the unauthorized access to "KARTE," a service provided by the Company, by a third party on November 13, 2026 (the "Incident").

The Company also announces the outlook for resuming KARTE and related services (collectively, the "KARTE Services"), the treatment of usage fees during the service suspension period, and the contact points for inquiries. We sincerely apologize for the significant inconvenience and concern this Incident has caused to all affected companies, end users (*1), and other stakeholders.

*1 In this document, "end users" refers to general customers who use companies' websites or apps (including members, purchasers, site visitors, etc.).

1. Overview of the Incident

In the early hours of November 13, 2026, a third party made intermittent attack attempts against multiple pathways into the Company's systems and exploited a vulnerability in the internal processing of part of a public-facing pathway used for data retrieval. Using this vulnerability, the third party illicitly obtained certain data and, using authentication credentials obtained in this way, gained unauthorized access to the KARTE administration console.

To prevent further damage, the Company suspended all KARTE services and took measures including invalidating the illicitly obtained authentication credentials and blocking communications from the attack source. The Company then notified client companies, publicly disclosed the Incident, and proceeded with its investigation and response.

2. Summary of Investigation Results

Information that was leaked, or may have been leaked, as a result of the Incident falls broadly into two categories: information entrusted to the Company by client companies, and information the Company held for its own purposes. The information entrusted by client companies includes not only information of companies that currently have a usage agreement for the KARTE Services, but also information of companies that previously had a usage agreement for the KARTE Services that has since been terminated in whole or in part ("Former Client Companies").

The Company completed its internal investigation by November 19, 2026, and has determined the scope of impact and the number of affected parties. The Company is contacting each affected company and individual in turn.

3. Leakage of Information Entrusted by Client Companies

(1) Categories of leaked information and scope of impact
Of the information entrusted to the Company by client companies, the information that was leaked or may have been leaked falls into the following four categories. The categories and extent of information involved vary by company.

Category	Description	Number of affected companies (*2)	Date leakage was disclosed
Part of the data integrated into KARTE (*3)	Data held by companies themselves and integrated into KARTE for use in the service. For some companies, this includes personal information.	570	November 16, 2026
Part of end users' analytics data	Records of end users' behavior on companies' websites and apps (page views, button clicks, etc.) and data generated as a result of end users' behavior (membership rank, etc.). For some companies, this includes personal information.	487	November 20, 2026 (today)
Part of end users' cache data	Data temporarily generated and retained by KARTE to speed up real-time processing and use of data. This is temporary data that includes end-user identifiers. For some companies, it may include personal information.	409 (estimated maximum)	November 20, 2026 (today)
Authentication credentials used for integration with external services (*4)	Information equivalent to keys or passwords used to connect KARTE with other services (such as email delivery services). Does not include personal information.	754	November 16, 2026

*2 Because some companies fall under more than one category, the sum of the numbers of companies in each category does not equal the total number of affected companies.
*3 This is the same information as "(3) Part of the data that client companies imported into KARTE in order to use information on their own customers (member information, etc.) with KARTE (data imported via KARTE's linking table feature, etc.)" described in the notice dated November 16, 2026, titled "Apology and Notice Regarding the Leakage of Information, Possibly Including Personal Information, Due to Unauthorized Access."
*4 This is the same information as "(2) Authentication credentials used to integrate KARTE with external services (secret keys, access tokens, etc.)" described in the same notice.

(2) Provision of detailed data to affected companies
Because the scope and content differ for each affected company, the Company is preparing to provide detailed data in as secure and detailed a form as possible, and plans to begin providing it sequentially from November 24, 2026.

(3) Treatment of cache data
For end users' cache data, it is not possible to distinguish data that was leaked from data that was not. The cache is an area that stores data temporarily during processing and is overwritten within a short time; as a result, its contents during the period of unauthorized access cannot be restored after the fact, and no records remain that individually identify the data that was read.

Accordingly, the Company is treating all data that may have been stored in the cache during that period as information that may have been leaked.

(4) Inclusion of Former Client Companies' information (correction of previous disclosure and apology)
In its disclosure dated November 16, 2026, the Company stated that the information leaked in the Incident was that of "client companies"; however, information of Former Client Companies was also included. The Company hereby corrects that statement and apologizes for having disclosed inaccurate information.
Under the terms of use, this information should have been deleted after the termination of the agreement or usage, but it was retained due to deficiencies in manual operations and in the management structure. After identifying the cause, the Company will review its systems and operations to ensure that information is reliably deleted after usage agreements end.

This information has not yet been deleted, because records must be preserved for the forensic investigation by a third-party organization to be conducted in connection with service resumption. It will be deleted after that investigation is completed.

We sincerely apologize for the significant inconvenience caused to the affected companies, their customers, and other stakeholders due to deficiencies in the Company's operational management structure. We will continue the investigation and the improvement of our operational management structure.

The Company is contacting the affected companies in sequence. However, where considerable time has passed since the termination of the agreement or usage, the contact information the Company holds may no longer be in use. If you have not received a notice from the Company, or are unsure whether you are affected, please contact the dedicated contact point (privacy@plaid.co.jp).

4. Leakage of Personal Information Held by the Company
The Company has confirmed that the following personal information held by the Company was leaked as a result of the Incident. The Company will contact the affected individuals individually, in sequence.

Category	Number of records	Date leakage was disclosed
Email addresses registered as KARTE accounts (registration information for logging in to KARTE) (*5, *6)	79,249	November 16, 2026
Contact information (names, email addresses, etc.) provided in the course of the Company's sales activities and customer support activities	45,816	November 20, 2026 (today)

*5 This is the same information as "(1) Email addresses registered as KARTE accounts" described in the notice dated November 16, 2026, titled "Apology and Notice Regarding the Leakage of Information, Possibly Including Personal Information, Due to Unauthorized Access."
*6 Includes "Wicle," also provided by the Company.

5. Outlook for Service Resumption
All KARTE Services have been suspended since November 13, 2026. In the course of the investigation, improvements required for resuming the services were identified. The Company has determined that, beyond blocking the intrusion pathway, a fundamental rebuild, including the system architecture, is necessary to maintain a high level of robustness over the medium to long term.

The Company will carry out detailed verification and design, and will resume the services only after ensuring sufficient security. The target for the phased resumption of KARTE has been set for mid-January 2027. The Company will also have a forensic investigation conducted by a third-party organization. Measures to prevent recurrence, including measures related to deleting information after usage agreements end, will be formulated based on the investigation results. If there is any change to the resumption timing, the Company will make a further announcement.

6. Treatment of Usage Fees
In light of the suspension of the KARTE Services due to the Incident, the Company has decided not to charge the applicable usage fees for November 2026 and for the period of service suspension.

7. Impact on Business Results
For the impact of the Incident on the Company's business results, please refer to the "Notice Regarding Revision of Earnings Forecast" announced today.

8. Contact Information

Inquirer	Contact point
End users, persons who have provided contact information to the Company, and persons who have applied to the Company's recruitment	Inquiry form https://plaid.co.jp/notice/202611-faq/
Client companies currently using KARTE	Your PLAID representative or the KARTE Product Team support+status@plaid.co.jp
Former Client Companies	Dedicated contact point privacy@plaid.co.jp
Members of the press	PLAID, Inc. PR Office plaid_pr@plaid.co.jp

The Company will promptly announce any further matters requiring disclosure. We once again sincerely apologize for the significant inconvenience and concern this situation has caused to so many people.

Reference 1: About KARTE
KARTE is a service that enables companies to respond to each end user according to that user's individual situation at touchpoints such as websites, apps, and email. It has been provided since March 2015. KARTE processes data on end-user behavior in real time and, depending on each company's settings, integrates and uses company-held data such as member information. Accordingly, KARTE contains both information entrusted by companies and information recorded and generated by KARTE based on end-user behavior.

Reference 2: Previous announcements regarding the Incident
"Report on Unauthorized Access to the Company's Services" dated November 13, 2026
https://pdf.irpocket.com/C4165/xoA3/Laiu/qCUD/GL0K.pdf
"Apology and Notice Regarding the Leakage of Information, Possibly Including Personal Information, Due to Unauthorized Access" dated November 16, 2026
https://pdf.irpocket.com/C4165/xoA3/Laiu/fPWu/sgk2.pdf