

July 11, 2024
BELLSYSTEM24 HOLDINGS, INC.

To All

Unauthorized access to systems of overseas subsidiaries (continuation)

We would like to take this opportunity to express our sincere apologies for the great worries and inconveniences caused by the discovery on Monday, June 17, of the unauthorized access to the servers used by our subsidiary, BELLSYSTEM24 VIETNAM Inc. (Bellssystem24 Vietnam).

Currently, we are taking control at our countermeasures headquarters and working with Bellssystem24 Vietnam to respond with the cooperation of outside experts. Bellssystem24 In Vietnam, we have suspended the damaged servers and have been separated from the areas where we handle data from our business partners.

We are continuing to investigate the damage situation, with experts from forensic survey companies, but recently it was discovered that there was a possibility that customer information deposited by some client companies in the call center outsourcing business was leaked. We are providing the relevant client companies with current information and shall report updated investigation results as soon as it is ascertained.

We take this situation seriously, and continue to collaborate with outside experts to continue investigations and to contact investigative organizations as needed. In the future, we will disclose the information as soon as it becomes known.

We would like to express our deepest apologies again for the great concern and inconvenience this has caused to all those involved.

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