

February 4, 2026

To Our Valued Customers,

Greens Co., Ltd.
5-3 Hamada-cho, Yokkaichi City,
Mie Prefecture, Japan

Notice Regarding Personal Information Leakage Caused by Unauthorized Access
and Distribution of Messages Leading to Phishing Websites

We sincerely apologize for the significant inconvenience and concern caused to our customers regarding the recent incident in which phishing messages were sent by an external third party to some customers who made reservations at Comfort Hotel Tokyo Higashi Nihombashi (hereinafter referred to as “the Hotel”) via the online travel agent, Booking.com (hereinafter “Booking.com”).

We would like to report the facts that have become clear through our subsequent investigation, as detailed below;

1. Overview of the Incident

On January 21, 2026, it was confirmed that phishing scam messages were sent via the social networking service “WhatsApp” to some customers who had made reservations at the Hotel through Booking.com.

Upon discovery, we immediately changed the password for the reservation information management system provided by Booking.com (hereinafter referred to as the “Extranet”). On the same day, we sent warning messages to the customers believed to have been affected through Booking.com and published a notice on our official website.

Thereafter, we continued our investigation into unauthorized access in cooperation with Booking.com.

*Note: A “phishing scam” refers to a fraudulent act in which emails or SMS messages disguised as being from legitimate senders are sent to recipients, inducing them to click embedded links that lead to fake websites to steal credential information such as credit card details. *

2. Results of the Investigation

As a result of our investigation, the following facts have been confirmed:

(1) Cause of the Information Leakage

An account for the Extranet used by the Hotel was subject to unauthorized access by an external third party at approximately 9:15 p.m. (Japan Standard Time) on January 19, 2026.

(2) Customers Potentially Affected

Customers who made reservations at the Hotel through Booking.com on or before January 19, 2026, and those falling within the stay period from January 19, 2026 to December 13, 2026.

(3) Information Potentially Leaked

- Name
- Telephone number
- Country of residence
- Accommodation reservation details (reservation number, stay dates, accommodation plan, etc.)

*Please note that no credit card numbers for payment were included. *

(4) Secondary Damage

We have received reports that some customers accessed the phishing websites listed in the messages and made payments using their credit cards.

3. Request to Our Customers

Please be advised that when we contact customers regarding reservations, we do so exclusively through the messaging function in Booking.com. We do not contact customers via social networking services such as WhatsApp.

If you receive any suspicious messages, please refrain from accessing any URL links contained in the message. If you receive such messages concerning reservations at the Hotel, please contact the following support desk.

<Customer Support>

Booking.com Customer Support (24 hours)

Japan: +81-3-6743-6650

International (English): +44-20-3320-2609

<Reservation Inquiries>

Comfort Hotel Tokyo Higashi Nihombashi

Tel: +81-3-5645-3311

<Personal Information Complaints Desk>

Greens Co., Ltd.

Email: greens-koho@greens.co.jp

4. Measures and Prevention of Recurrence

In response to this incident and in consideration of guidance from relevant authorities, we will further strengthen employee training and take thorough measures to prevent any recurrence.

Once again, we sincerely apologize for the inconvenience and concern caused to our customers.

Sincerely,