

26th of January, 2024

Dear All Customers

ORIX Hotel Management Corporation
Hundred Stay Tokyo Shinjuku

Apology notification of the customer's data breaches

In Hundred Stay Tokyo Shinjuku (Address: Shinjuku, Tokyo, General Manager: Yataro Masubuchi), operated by ORIX Hotel Management Corporation (Headquarters: Minatoku, Tokyo, Company President: Takaaki Nitandai), the data breaches of customers who stayed and book came to light.

We really apologize for the trouble and concern for all customers and all those it may concern.

We report everything that happened until now and future policy as follows.

1. Circumstance

On 19th of January, we found that the part of the customers who booked our hotel through Booking.com got some unintended message. We checked the admin panel of Booking.com and found the scam mail, which may lead to external sites not related to Booking.com and our hotel to some guests who will stay with. Subsequently, we changed our password of Booking.com without undue delay and the message has not sent to the other guests since then.

On 22nd of January, we posted the warning notice^{※1} on the web page of our company and hotel

On 23rd of January, based on the results of log analysis, it was determined that this incident was most likely caused by an external cyber-attack on our facility.

Until now, we have not received any notification that customer information has been misused or that any financial damage has been incurred.

※1 [Notice on 22nd of January, 2024 \(ORIX Hotel Management Corporation\) \(in Japanese\)](#)

※1 [Notice on 22nd of January, 2024 \(Hundred Stay Tokyo Shinjuku\)](#)

2. Details of personal information which has a possibility of data breaches

The number of cases : About 6,400 cases

Target group : Customer who stayed at our hotel on or after 19th of January, 2023 and who have a reservation of our hotel as of 19th of January, 2024 (Including the customer who canceled the reservation)

Category of information : Name, Address, Telephone number, information of credit card^{*2}

^{*2}The number of the cases we have not confirmed the data breaches of credit card is 12 cases. We are continuing to investigate.

3. Future Action

We request that you please be careful of any direct mailings or fraudulent phone calls that may lead you to believe that Booking.com or Hundred Stay Tokyo Shinjuku is the sender.

And, if you have any questions or inquiries regarding this case, please contact us at the following address.

【Customer Inquiries】

Hundred Stay Tokyo Shinjuku

Tel : 03-6890-9100

Reception hours : 9:00~19:00 ※We accept applications on Saturdays, Sundays, and national holidays.

4. Regarding the disclosure

We take this matter very seriously and will promptly establish and thoroughly implement measures to prevent a recurrence. We will make further announcements as new incidents become apparent.

Sincerely