

Please note that this document is a translation of a press release published on December 12, 2022 (local time) made for reference purpose only. The official language of the original press release is Japanese. The Japanese version takes precedence over the English version in terms of content and interpretation.

Integrated Web Terminal and Participant Information Web Terminal were Temporally Unavailable due to a System Issue

First, we would like to express our appreciation for your continued support to our business operation.

Regarding the system issue of Integrated Web Terminal and Participant Information Web Terminal on December 12, 2022, we would like to express our sincerest apologies for any inconvenience caused by it.

We have identified that the issue was caused by a problem in a routing information setting in our network hardware. Our restoration procedure is completed and the issue is fully resolved. The same system issue will not occur again from today on.

The following is a summary of the issue and its circumstances.

1. Incident

Due to a problem in routing information setting in our network hardware, some of the services provided by Integrated Web Terminal and Participant Information Web Terminal were temporally unavailable. As a result, entry of data and inquiries through the Integrated Web Terminal and Participant Information Web Terminal became unavailable, affecting many operations in our services, including the DVP settlement for the exchange trade.

2. Details

December 12, 2022

approx. 7:45 One of our participants informed us that they had problem with connecting to Integrated Web Terminal (via arrownet and JASDEC Integrated network). JASDEC created the task force for this system issue and started investigation on it.

approx. 15:40 The system connection was successfully restored except for some participants, and we posted the urgent notification about it on Target website.

approx. 16:55 Problems resolved for the rest of the participants who still had an issue with connecting to our system, and the issue was fully resolved.

We would like to apologize again for any inconvenience caused by this incident, and ask for your continued support to our business operation.