

25th November, 2024
JR West Via Inn Co., Ltd.

**Apologies for unintended messages sent directing to phishing sites due to unauthorized access
and notice regarding the possibilities of personal information leakage .**

At VIA INN PRIME NIHONBASHI NINGYOCHO, operated by our company (JR West Via Inn Co., Ltd.), we have confirmed that the reservation management system (hereinafter referred to as the "management system") operated by Booking.com (headquarters located: Amsterdam, Netherlands) was compromised. Messages directing some customers to a phishing site were sent by a malicious person.(※).

Additionally, we cannot deny the possibility that an incident that some of our customers' personal information has been leaked occurred. Details are currently under investigation, but we deeply apologize for the inconvenience and concern caused.

1. What happened in this incident

On November 25, 2024, our hotel clerk was contacted by a customer about a suspicious message pretending to be sent from our hotel. After that, we discovered that the "management system" had been compromised by a malicious individual. In response to this, we immediately changed the login password of the "management system" and took measures to block the unauthorized access, however, it was confirmed that some customers who had made the reservation through Booking.com had received messages that contained URL links leading to phishing sites, using the management system's chat function.

If you receive such a message, we strongly ask you to refrain from clicking the URL link on its chat.

And, we cannot deny the possibility that personal information of customers stored in the management system may have been accessed by a third party.

In addition, we have confirmed that no similar incidents have occurred at other hotels operated by our company.

2. Possible cause of unauthorized access

Based on investigation of the cause, credential information of the "management system" was theft via an email leading to phishing site sent to VIA INN PRIME NIHONBASHI NINGYOCHO. Details of the incident is currently under investigation by our company and relevant agencies.

3. Details of incident

Incident 1

A message with the URL link leading to a phishing site was sent to customers via chat function in the

“management system” of Booking.com.

Incident 2

There is a possibility that personal information (name, address, telephone number, and etc.) of customers (for stays between November 26th, 2023 and September 30th, 2025) who have reservation at VIA INN PRIME NIHONBASHI NINGYOCHO through the “management system” operated by Booking.com may have been compromised.

4. Customer support

We have already sent alert messages to customers who fall under the category of incident 1 above in order to prevent them from visiting phishing sites.

Please do not click the URL link on the messages.

For inquiries regarding this matter, please contact us. The contact information is as follows.

Phone number: 06-4960-8245

Email address: via-soumu@dailyservice.co.jp

JR West Japan Via Inn reception desk (Hours: 9:00~17:30 on weekdays, Monday through Friday)

5. Actions to be taken and preventive measures

We are currently working with relevant agencies to investigate the cause and will implement all necessary measures to prevent recurrence.

Also, we will report any further details as they are available.

We would like to offer our deepest apologies for the inconvenience and concern caused to our customers.

※A "phishing site" is a fake website that pretends to be an actual website in order to obtain personal or financial information using fraudulent methods.