



12th April 2021

BtcBox Co.,Ltd.

Cryptocurrency Exchange Business Registration No. 00008

JVCEA Membership Number 1008

Apology and Notification Regarding Unauthorized Access to the Email delivery System

An unauthorized access has been confirmed on the email delivery system used by our company. We are currently investigating the leakage of information together with an external investigation company, and would like to report the following information that we have learned at this stage.

We would like to express our deepest apologies to our customers for the inconvenience and concern caused by this incident.

1. Details of the incident

At 3:09 AM on April 6 (JST), a fraudulent email was sent to our customers disguised as our company, using the name BTCBOX, by illegally connecting our system to an external email delivery system.

2. Influences of the incident

As a result of the unauthorized access to the web server, there is a possibility of leakage of email addresses and some of the image data for identity verification, which are stored separately in the server. We are currently working on further investigation of this possibility.

3. Response status

Our company has taken emergency measures to prevent unauthorized access immediately. Our countermeasures include substantial restriction on access to the target server, and also restriction on releasing information.

There is no impact on the assets entrusted to us by our customers or other personal information.

4. Future measures

As a countermeasure against unauthorized access, we are strengthening our monitoring system and website, and have commissioned an external investigation company to verify the system aspects.

5. Request to our customers

Although we are working to prevent the spread of damage, there is a possibility that a third party may misuse the information that may have been leaked and send unsolicited emails to our customers. We would like to ask our customers to be very careful about these emails. We apologize for any inconvenience this may cause.

We would like to apologize again for the inconvenience and concern this incident has caused our customers. We take this incident very seriously and will make every effort to prevent any form of recurrence.

<For inquiries regarding this matter, please contact the following address>

<https://support.btcbox.co.jp/hc/en-us/requests/new>

Please understand in advance that it may take some time for us to respond to your inquiry as we will reply to them after confirming and reviewing the details.

If your inquiry is received on a Saturday, Sunday, or on national holidays, we will respond on the next business day or later.