

Company name: Premium Group Co., Ltd.  
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Representative Director, Group CEO and  
COO  
(Securities code: 7199; TSE Prime Market)  
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### Notice Regarding System Failure at Premium Group's Subsidiary

Premium Group Co., Ltd. announces that a system failure has occurred at its subsidiary, Premium Co., Ltd. (hereinafter “Premium”), following a system replacement implemented on Wednesday, November 13, 2024.

In response, a Task Force has been established to investigate the scope of the impact and implement necessary measures. We sincerely apologize for the inconvenience and concern caused to investors and other stakeholders.

#### 1. Events

As part of Premium’s business operations, it is required under the Installment Sales Act to register credit information, including credit obligations and payment status, with a designated credit information agency. However, due to the system failure, we have identified delays in transmitting necessary information and instances of erroneous billing for some customers. This issue has persisted since the system replacement, and recovery efforts have been carried out intermittently. With the scope of the impact now largely identified, this disclosure has been issued.

Furthermore, we have immediately launched an investigation with the relevant teams and established a Task Force to promptly address the issue.

Notifications from Premium Co., Ltd. can be accessed via the link below.

<https://www.premium-group.co.jp/news/250205/> (\*in Japanese)

#### 2. Current Situation and Future Response

We have reported the incidents and our response policies to the Kanto Bureau of Economy, Trade, and Industry and designated credit information agencies, both of which are competent ministries under the Installment Sales Act. For the delayed transmission of credit information data, we are carefully verifying the content and sending the necessary



information in sequence. Individual responses are being provided to customers affected by the confirmed incorrect billing, and a dedicated customer service center has been established for inquiries related to this matter. We hereby confirm that no personal information has been compromised as a result of this system failure.

To mitigate the effects of this incident, the Task Force is diligently engaged in system restoration and responding to concerns raised by customers and relevant stakeholders.

### 3. Impact on Financial Results

At present, we assess that the repercussions of this issue on our full-year financial performance for the fiscal year ending in March 2025 will be minimal. Should there be a material impact on the full-year financial results for the fiscal year ending March 31, 2025 or any effect on the disclosure schedule for the full-year financial statements, an announcement will be made promptly. Efforts to restore the system remain ongoing, and updates on the situation will be provided as necessary.