

Notice to customers

September 27th, 2013
NAMCO BANDAI Games Inc.

Unauthorized Login Cases to ID Portal Site of NAMCO BANDAI Games Inc. and Request for Password Change to Customers

Thank you always for using our products and services.

NAMCO BANDAI Games Inc. has discovered that there have been 34,069 cases of unauthorized logins to the “BANDAI NAMCO ID Portal Site (<https://www.bandainamcoid.com>)” the membership registration website operated by NAMCO BANDAI, by using ID and passwords considered to be leaked from third party services. NAMCO BANDAI has taken measures to prevent logins with the stolen ID and passwords used for unauthorized logins. Affected customers have been immediately informed of this incident individually and requested to change their passwords. We sincerely apologize for the inconveniences this has caused to our customers.

Sequence of events and damage status are as follows.

1. Sequence of events and damage status

- On September 24th, we found huge number of access errors and started investigations
- The number of unauthorized login cases was 34,069 (unauthorized login attempts were 1,003,198 cases)
- Period of unauthorized logins were detected: Between Monday September 23rd and Thursday September 26th, 2013.
- Customer information potentially accessed:
 - Customers profiles
 - < Required information> NAMCO BANDAI ID (main e-mail address), ID password, gender, birth date, country/region of residence
 - < Optional information> user name, nickname, sub e-mail address, PSN on-line ID,
- No access has been made to the pages where customer address information is stored
- Neither tampering nor abuse on paid-for services of such personal information has been made
- NAMCO BANDAI has taken measures to prevent logins with the stolen ID and passwords, and affected customers have been immediately informed of this incident by e-mail
- BANDAI NAMCO ID has not received any credit card information from customers

2. Countermeasures

Security and surveillance levels have been reinforced, and measures have been taken to prevent access by stolen ID and passwords used for unauthorized logins. In addition, we have implemented the One-Time-Password authentication to browse and edit the customer profile page not to easily accessed and referred even if unauthorized logins happens.

3. Request for password change to customers

The unauthorized logins have been made by using ID and passwords considered to be leaked from third party services. Please change the current passwords if you are using the same password as other services.

<Customer Inquires>

- Please send any inquiries to the following contact via e-mail.

BANDAI NAMCO ID Inquiry Center

<https://www.bandainamcoid.com/portal/inquiry>