November 5, 2026

Sumitomo Mitsui Banking Corporation

Information Leakage Following Unauthorized Access to a Third-Party Email Distribution Service

Sumitomo Mitsui Banking Corporation ("SMBC") has been informed that 227,216 email addresses for its email distribution were leaked externally as a result of unauthorized access by a third party to "Arara message," an email distribution service provided by Arara Inc. and used by SMBC to distribute certain emails.

SMBC uses the service primarily to distribute emails to corporate customers. The service is also used to distribute certain emails to sole proprietors.

We sincerely apologize for the significant concern and inconvenience caused to our customers and all other affected parties.

1. Timeline

Wednesday, October 28, 2026:

SMBC received a report from Arara Inc. of unauthorized access by a third party. At that time, Arara Inc. reported that its review of system logs had found no evidence of information leakage.

Monday, November 2, 2026:

SMBC received a subsequent report from Arara Inc. stating that further investigation had confirmed that email addresses used for SMBC's email distribution had been leaked as a result of the unauthorized access.

2. Information Leaked

Arara Inc. has reported that the SMBC-related information leaked in this incident was limited to the email addresses of recipients of emails sent by SMBC between 1 July and 31 October 2026. At this time, the leaked information does not include bank account numbers, deposit balances, PINs, internet banking login IDs or passwords, or other similar information.

3. Next Steps

SMBC will continue to work closely with Arara Inc. to establish the details of the incident, including when and how the unauthorized access occurred and the scope of the impact, and will report the incident to the relevant authorities.

4. Warning About Suspicious Emails

Customers may receive suspicious emails or other communications from parties impersonating SMBC or other entities in connection with this incident.

If you receive a suspicious email, do not click on any links or open any attachments. Do not provide personal or sensitive information, including login IDs, passwords, bank account details, PINs or credit card details, in response to such communications.

Please note that SMBC will never ask customers to enter their passwords or credit card details via email or

similar communications.

5. Contact Details for This Incident

Customers in Japan

A dedicated customer helpline has been established. Support via this helpline is available in Japanese only:

Telephone:

0120-917-826

Helpline Availability:

Thursday, November 5, 2026 to Monday, November 30, 2026

Hours:

9:00 a.m. to 5:00 p.m., Monday to Friday, excluding public holidays

Customers outside Japan

If you have any questions or require further information, please contact your Relationship Manager or Customer Service Team.

For reference: News release issued by Arara Inc.

https://www.arara.com/dcms_media/other/arara_20261102__.pdf

END