

Apologies and Report Regarding Unauthorized Use of Our Email Account

March 30, 2021

Denyo Co., Ltd.

There was an incident where one of our email accounts was compromised due to unauthorized access by a third party and multiple fake emails were sent from that account.

Although it is possible that the contents of the email inbox may have been read before we disabled the email account, we have not confirmed any damage at this point of time.

We have prioritized an investigation of the incident to identify the cause and the extent of the impact. To minimize the damage caused by the fake emails, we have decided to announce this incident.

We deeply apologize for this situation that puts related parties at risk.

To prevent similar incidents from occurring, we will enhance security and take preventive measures.

Details are as follows.

1. Situation at occurrence

Our email server management company reported that many emails were sent from 10:29 p.m. on March 28 to 0:45 a.m. on March 29, 2021.

The customer@denyo.co.jp account was misused.

2. Action

We changed the password of the misused account.

3. Cause and impact

Although the direct cause and the extent of the impact are unknown, the incident may be related to the weak password of the misused account.

4. To those who received emails from the relevant domain

If you received an email from customer@denyo.co.jp during the above time, do not open it but delete it immediately.