

**Definite: Apologies for unintended messages sent directing to phishing sites due to unauthorized access  
and notice regarding the result investigating the unauthorized access.**

At VIA INN PRIME NIHONBASHI NINGYOCHO, operated by our company (JR West Via Inn Co., Ltd.), we had confirmed that the reservation management system (hereinafter referred to as the "management system") operated by Booking.com (headquarters located: Amsterdam, Netherlands) was compromised. Messages directing some customers to a phishing site were sent by a malicious person.

We deeply apologize for the inconvenience and concern caused and would like to inform following report on the facts that have been revealed through investigation since our announcement on November 25, 2024.

1. Results of investigation

Regarding the possibility that personal information (name, address, telephone number, and etc.) of customers (for stays between November 26th, 2023 and September 30th, 2025) who have reservation at VIA INN PRIME NIHONBASHI NINGYOCHO through the "management system" operated by Booking.com, we have requested an investigation from Booking.com. As a result of the confirmation, we have received a report that no traces of personal information being compromised within the "management system" were found.

2. Actions to be taken and preventive measures

In light of this incident, we have re-implemented education and other measures for our employees. We will continue to strengthen our countermeasures. Furthermore, in the event that customer damage due to personal information leakage or phishing is confirmed in the future, we will promptly contact the relevant parties and take the necessary actions.

3. Customer support

For inquiries regarding this matter, please contact us. The contact information is as follows.

Phone number: +81(0)6-7526-5489

Email address: [via-soumu@daily-service.co.jp](mailto:via-soumu@daily-service.co.jp)

JR West Japan Via Inn reception desk (Hours: 9:00~17:30 on weekdays, Monday through Friday)