

## Potential Unauthorized Access to the Square Enix Online Shop

We have reason to believe that an unknown person gained unauthorized access to a third-party vendor's server located in Japan that hosts the SQUARE ENIX ONLINE SHOP (Square Enix-branded merchandise). <http://www.square-enix-shop.com>

We are assessing the full extent of this potential breach to determine what personal data, if any, was compromised, and will provide more details as soon as possible. To this point, we have not identified any personal data that was actually downloaded and/or removed from the server.

We understand that some of Square Enix, Inc.'s U.S. customers may have non-financial (such as name, mailing address, phone number and email) account data on this server. The server in question does not store credit card information for our U.S. customers. Additionally, this server and vendor are not connected to any other Square Enix online services.

In response, Square Enix has temporarily suspended operation of the SQUARE ENIX ONLINE SHOP service during our investigation. The suspension will continue until we complete our investigation and implement counter-measures. We will update you as we learn more.

We always recommend that you monitor your credit cards and credit reports for any suspicious activity.

We sincerely apologize for any inconvenience caused by the suspension of the SQUARE ENIX ONLINE SHOP. We take data security extremely seriously and we regret any inconvenience this may have caused our customers and fans. We appreciate your patience and support at this time.