

October 22nd, 2026

(Latest Update October 23rd, 2026)

Tokio Marine Holdings, Inc.

Notice of Temporary Suspension of a Group Company's Website

Updated October 23rd 2026 at 10:00 (JST):

Following completion of the necessary safety checks, the website of Tokio Marine & Nichido Fire Insurance Co., Ltd. resumed website operations on the evening of October 22nd 2026.

Tokio Marine Holdings, Inc. (President and Group CEO: Masahiro Koike; hereinafter “the Company”) subsidiary, Tokio Marine & Nichido Fire Insurance Co., Ltd. (President: Hiroaki Shirota; hereinafter “Tokio Marine & Nichido”), has temporarily suspended operations of its website following the disclosure on October 21, 2026, of a critical vulnerability in PHP, a programming language used to build websites and web services.

This suspension is a precautionary measure to prevent any potential impact on customers and other stakeholders while we assess the vulnerability. At this time, no leakage of personal information or damage to systems has been identified.

We sincerely apologize for the inconvenience and concern this may cause our customers and other stakeholders.

While Tokio Marine & Nichido's website is unavailable, please use the contact points below.

**These contact points are for customers in Japan.*

Tokio Marine & Nichido

- **Accident reporting and roadside assistance**

(Japanese & multiple foreign languages incl. English)

Anshin 110 — Available 24 hours a day, 365 days a year

0120-119-110

- **Other inquiries**

(Japanese Only)

Customer Center — 9:00 a.m.–6:00 p.m. (Japan Standard Time), excluding the year-end and New Year holidays

0120-691-300

We will promptly share further updates if any additional information requiring disclosure becomes available.