

August 16, 2021
Tokio Marine Holdings, Inc.

Cyber Incident at Tokio Marine Insurance Singapore Ltd.

We announce that Tokio Marine Insurance Singapore Ltd. (hereafter referred to as “TMiS”), one of Tokio Marine Group companies in Singapore, was subject to a ransomware cyber-attack.

Upon a detection of the attack, TMiS immediately took necessary measures including the isolation of the network to prevent further damages and filed the necessary reports to local governmental agencies.

In a response to the incident, Tokio Marine Group has been working to identify the scope of damages. At this time, we can confirm that there is no indication of a breach of any customer information nor confidential information of the Group. We have appointed an external specialized vendor to perform a third-party analysis of the systems to verify scope of impact.

We also confirm that the ransomware cyber-attack exclusively affected TMiS, and there is no damage or impact on other group companies.

We sincerely apologize for any inconvenience and concern caused to our customers or related parties.

The Group has taken information security safeguards so far and will endeavor to make further efforts to keep our customer information as well as our confidential information protected.

We will appropriately respond to the case in cooperation with local governmental agencies as well as external specialized vendors.