

Possibility of Information Leakage at a subcontractor of our subsidiary

Recently, it was revealed that Singapore office of Nippon Kaiji Kentei Kyokai, had been attacked by a cyber criminal. The office is a subcontractor of MSIG Insurance (Singapore) Pte. Ltd., our Singapore-based subsidiary.

As the office conducts surveys(\*) for insurance claim on behalf of several insurance companies including our company, there is a possibility that customer information was leaked, and the investigation is on progress.

\* Surveys for claim under cargo insurance or hull insurance mainly for corporate clients

An investigation is currently being conducted by a third party because it requires specialized analysis to determine whether the information was leaked or not. This matter has been announced on the website of Nippon Kaiji Kentei Kyokai, and outcome of the investigation will also be announced on their website.

We deeply apologize for the inconvenience and concern we have caused. Our company, together with the Nippon Kaiji Kentei Kyokai, will respond in good faith and make every effort to prevent the recurrence of similar incidents in the future.

< Nippon Kaiji Kentei Kyokai Website >

<https://www.nkkk.or.jp/>

< Singapore office of Nippon Kaiji Kentei Kyokai Website >

<http://singapore.nkkk.jp/>

< Contact Information >

MSI Customer Desk

Tel: 0120 -926-321 (toll-free)

Reception hours: Weekdays 9: 00 ~ 17: 00