



December 18, 2020

Company Name	GMO Payment Gateway, Inc.
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Regarding the Missing Credit Card Payment Application Forms of Sapporo Waterworks Bureau, which GMO-PG is consigned to carry out the information processing operations for credit card settlement

It was revealed that a single Letter Pack Plus parcel containing 400 sheets of Water and Sewage Rates Credit Card Payment Application Forms for the Sapporo Waterworks Bureau have gone missing while being forwarded from Sapporo Waterworks Bureau. GMO Payment Gateway (GMO-PG) is consigned to conduct the information processing operations for the credit card settlement. These Water and Sewage Rates Credit Card Payment Application Forms contain personal information including the credit card number of the applicant.

We have not confirmed any leakages of personal information included in these Application Forms at this point.

We offer our deepest apologies to our customers and partners for the inconvenience and concerns this has caused.

1. Overview

GMO-PG is consigned to carry out the information processing operation for credit card settlement for payment of water and sewage rates on behalf of Sapporo Waterworks Bureau. GMO-PG appoints a consignment agent that carries out the procedures for Water and Sewage Rates Credit Card Payment Application Forms post-mailed to the Sapporo Waterworks Bureau by applicants requesting to pay their water bills with credit cards.

The collection agent, that is commissioned by GMO-PG to collect the Credit Card Payment Application Forms from Sapporo Waterworks Bureau, collected a total of 920 Forms bundled into two Letter Pack Plus and forwarded these to the consignment agent appointed by GMO-PG. It was revealed to us that one of the two Letter Pack Plus parcel containing 400 Forms went missing after being forwarded.

2. Information included in the missing forms

The personal information of the 400 persons contained in the Water and Sewage Rates Credit Card Payment Application Form that was to be placed in our custody on December 9, 2020, include the following.

- Name
- Address
- Telephone number
- Credit card number
- Credit card expiry date
- Cardholder name

Applicants affected by this incident will be contacted directly by the Sapporo Waterworks Bureau.

3. Timeline of events

- December 9 (Wednesday)

The collection agent, assigned by GMO-PG, collects the 920 forms of Water and Sewage Rates Credit Card Payment Application Forms from the Sapporo Waterworks Bureau. The Forms are bundled at the collection point into two Letter Pack Plus containing 400 and 520 Forms, respectively, and sealed. The parcels are then placed inside a locked storage at a storage facility of the collection agent.

- December 10 (Thursday)

A representative of the collection agent unlocks the storage to remove the 2 Letter Pack Plus parcels and hands it to two staff members, requesting them to forward them. The 2 Letter Pack Plus parcels are then deposited in a postbox to be forwarded to the consignment agent appointed by GMO-PG. One of the two staff members visually confirmed that the two parcels were dropped into the postbox.

- December 11 (Friday)

The consignment agent appointed by GMO-PG contacts GMO-PG's Support Center to notify that the sender's letter stating the number of Forms forwarded had not arrived; indicating and revealing that one of the two parcels is undelivered (the undelivered parcel contains 400 Application Forms). GMO-PG asked the Post Office for an investigation.

- December 12 (Saturday) to 17 (Thursday)

Continue to confirm the investigation carried out by the Post Office, and conducted interviews with the collection agent and the post office involved.

4. Our Response

GMO-PG acknowledges the gravity of this incident, and will thoroughly implement the requisite care in the handling of personal information including at our consignees. Going forward, we will thoroughly implement the handing over of parcels containing the Water and Sewage Rates Credit Card Payment Application Forms of the Sapporo Waterworks Bureau to post office counters in person.

We deeply apologize to our customers and all those affected for this incident and the concerns it has caused.