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Dated: 22<sup>nd</sup> April 2024

## **Announcement Letter**

### **Fraud Involving Changing KOFLOC Bank Account via Fake Email**

**Dear Customer and Kofloc Partner,**

Last week, we have confirmed that our company and our business partners have been experiencing fraudulent activity using fake emails. This scam attempts to trick you into transferring funds to a fraudulent account by sending a fake email and asking the customer to change the bank account to be transferred into. Please note that we have no plans to change our bank account.

**Please note the following characteristics:**

- In case that a spoofed sender email address is used.
- In case that a transfer destination different from the normal transaction method is specified.
- In case of emphasizes urgency and calls for immediate action.
- In case that instructions are given only by email and no verbal confirmation is requested.

We ask all of our business partners to pay attention to the above points.

We are conducting an investigation to quickly identify the cause of this fake email and take action. We prioritize customer privacy and security and are doing everything we can to prevent this from happening again. We apologize for the inconvenience, but it will take some time for the investigation to be completed. We apologize for any inconvenience this may cause and ask for your understanding and cooperation.

We will contact you as soon as we receive any information regarding the results or progress of the investigation. Thank you kindly look forward for your understanding.

If you have any questions or concerns, please feel free to contact us.

Thank you for your continued support.

  
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