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October 23, 2026

Press Release

3-1-3, Uchihiranomachi, Chuo-ku
Osaka, 540-0037, Japan
Capcom Co., Ltd.
Haruhiro Tsujimoto, President and COO
(Code No. 9697 TSE Prime)

Update to Notice and Apology Regarding Customer Information Affected Through Unauthorized Access

Capcom Co., Ltd. (Capcom) announced in its October 22 notice entitled “Notice and Apology Regarding Customer Information Affected Through Unauthorized Access” that certain customer information related to CAPCOM ID*, the online membership service operated by the company, had been compromised.

(*CAPCOM ID is a unified account that registrants can use to access various web services, and which is needed to play certain Capcom games online.)

Capcom confirmed that login passwords had been changed without authorization for 196 CAPCOM ID accounts due to this incident. During the subsequent investigation, the company has determined the scope of impact stemming from the unauthorized change of passwords. Details are provided below. Capcom once again sincerely apologizes for the inconvenience and concern this has caused its customers and other stakeholders.

1. Impact from Unauthorized Change of Passwords

Capcom has determined that an unauthorized third party had accessed the e-Capcom account pages of 19 of the 196 accounts whose passwords had been changed without authorization. e-Capcom is an online store operated by Capcom in Japan. The following information was affected.

Information affected: Name, name in Japanese phonetic characters, telephone number, postal code,
address, gender, date of birth, purchase history, e-Capcom customer inquiry history,
saved address book information

Number of affected records: 19 records (Japan)

Going forward, Capcom will notify customers affected by this incident. Credit card information was not included among the affected information. Further, regarding the other accounts, Capcom did not find any information that had been compromised stemming from the unauthorized change of passwords.

2. Next Steps

The investigation into the scope of the impact from this incident has been completed. Capcom will nevertheless continue monitoring CAPCOM ID and related services. The Company takes this incident extremely seriously and will steadily implement measures to prevent recurrence while working to further strengthen its information-security framework.

3. Advisory to Customers

There is a possibility that the affected information could be misused in fraudulent texts, phone calls, or other communications to impersonate Capcom or related parties. If you receive any suspicious email or other communication, please exercise caution and refrain from accessing any URLs contained therein or opening any attached files.

Data Security Incident Dedicated Customer-Support Channels

Japan

Dedicated Capcom ID Data Security Incident Support Line

Telephone (toll-free): 0120-801-271

Hours: 10:00 a.m. to 8:00 p.m. (JST)

North, Central and South America

Capcom USA Customer Support Page

Inquiry Form: <https://www.capcom-support.com/hc/en-us/requests/new>

Europe, Middle East and Africa (EMEA)

Capcom Europe Customer Support

Inquiry Form: <https://www.capcom-support.com/hc/en-us/requests/new>

Email: feedback@capcom.com

Asia (excluding Japan) and Oceania

Capcom Asia Customer Support

Email: info-asia@capcom.com

Capcom would once again like to express its sincere apologies to its customers and all other stakeholders.

Inquiries regarding the above information may be directed to:

Media / Investor Contact

Capcom Co., Ltd.

Public Relations and Investor Relations Section

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