Important Notice: Potential Exposure of Personal Information Following Unauthorized Access to Our Logistics Partner, Openlogi

NOVEMBER 11, 2026

Thank you for your continued support of the REALITY Studios official shop.

We regret to inform you that Openlogi Inc. ("Openlogi"), our third-party logistics and shipping provider, has experienced unauthorized access to its systems by an external party. It has been confirmed that some shipping information stored in Openlogi's systems has been compromised due to this incident. While the investigation is still ongoing, there's a chance that personal information belonging to customers of the REALITY Studios official shop may also have been affected.

We sincerely apologize for the concern and inconvenience this incident may cause our customers.

Below is a summary of the incident, its potential impact, and the actions being taken based on the information currently available.

1. Overview of the Incident

Between November 8 and 9, 2026, Openlogi's systems were accessed without authorization by an external third party.

Openlogi has since blocked the source of the attack and implemented additional security measures. The unauthorized access has been contained.

For further details regarding the investigation and measures to prevent similar incidents, please refer to Openlogi's official announcement:

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- Affected Store: REALITY Studios official shop (including brands and projects such as Specialite, FIRST STAGE PRODUCTION, RK Music, ARAWAZA, and Sora no Jikokuhyo, Saishuben)
- Affected Order Period: April 8, 2026 – November 8, 2026
- Potentially Affected Information:
  - Recipient names
  - Shipping addresses (including postal codes, building names, and company names)
  - Phone numbers
  - Email addresses
  - Purchased product information

Regarding Credit Card Information and Account Passwords

Openlogi does not store or manage customers' credit card information or REALITY Studios official shop account login passwords.

Therefore, these types of information were not exposed through unauthorized access to Openlogi's systems.

3. Impact on Order Fulfillment and Shipping

Warehouse operations, including order fulfillment and shipping, are continuing as normal.

At this time, we do not anticipate any significant disruption to existing or future orders and deliveries as a result of this incident.

4. Important Security Precautions for Customers

As of this announcement, there have been no confirmed reports of secondary harm resulting from the misuse of personal information related to this incident.

However, potentially exposed contact information, such as phone numbers and email addresses, could be used for fraudulent activities.

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- Do not provide personal or account information in response to such messages.

We encourage all customers to remain vigilant against potential phishing attempts and other fraudulent communications.

5. Ongoing Investigation and Next Steps

Openlogi is continuing its investigation to identify the specific data affected and determine the full scope of the incident.

REALITY Studios is also working to identify potentially affected customers. Once the relevant customers have been identified, we plan to notify them individually.

We will continue to cooperate with the relevant authorities and organizations, including taking appropriate steps regarding reporting to the Personal Information Protection Commission and other applicable regulatory bodies.

Should any additional information requiring public disclosure become available, we will promptly provide updates through our official website and other appropriate channels.

We sincerely apologize once again for the concern and inconvenience caused by this incident.

Contact Information

If you have any questions or concerns regarding this incident, please contact our dedicated support team.

Contact: Personal Information Inquiries – REALITY Studios official shop

Email: realitystudios-store-support@reality-studios.inc

Inquiry Submission: Available 24 hours a day

Support Response Hours: Weekdays, 10:00 AM – 6:00 PM (JST)

Please note that response times may vary depending on the nature and volume of inquiries. We appreciate your patience and understanding.

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