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2026.06.01 Disruption Information

payment Notice Regarding Service Outages

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GMO Payment Gateway, Inc.
June 1, 2026

We have experienced a disruption in the payment services we provide.
We deeply apologize for the great inconvenience caused to our customers and all related parties.
Furthermore, as confirmed by our company, there has been no unauthorized intrusion into the system or information leakage regarding this issue.

Record

1. Occurrence
During the following period, there were situations where it was difficult to use multiple of our payment services, including the PG Multi-Payment Service.

Date and Time	scope of influence

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	ding PG Multi-Payment Service
May 30, 2026 (Sat) 13:51 ~ 14:01 / 14:07 ~ 14:17	PG Multi-Payment Service part of the payment transaction using OpenAPI type (*1)

（※1）OpenAPI Type: One of the connection methods in PG Multi-Payment Service, connecting the merchant's system via API.

2. Causes

A large number of abnormal requests originating from the systems of specific merchants reached our company's system, causing processing delays during the above time period due to exceeding the maximum number of simultaneous connections and the activation of the DDoS detection function (*2).

Furthermore, as confirmed by our company, there has been no unauthorized intrusion into the system or information leakage regarding this issue.

（※2）DDoS detection function: A mechanism that automatically detects and defends against attacks (DDoS attacks) that attempt to disrupt services by sending large volumes of external communication.

3. Current Situation

We have implemented necessary measures such as tuning the DDoS detection function (optimizing operation settings), improving the maximum number of simultaneous connections, and adding connection restrictions for abnormal requests, and the system is currently operating normally.

Once again, we deeply apologize for the great inconvenience caused to our customers and all stakeholders.

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Contact us

Apply for a test environment

Useful Resources

Privacy mark

GMO Payment Gateway is certified by the Privacy Mark.

17000337

PCI DSS

GMO Payment Gateway's services are fully PCI DSS compliant.

PCI DSS COMPLIANT
SP-009-1812

ISO27001

GMO Payment Gateway has obtained ISO27001 conformity certification for all of its business sites.

IS 686090/ISO 27001

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About GMO Internet Group's Security Business

The World's First Comprehensive Internet Security Service "GMO Security 24" | Password Leak Diagnostics | Website Risk Assessment | Security Consultation AI Chatbot
Proof of Existence and Eavesdropping Measures | Cyber Attack Countermeasures (GMO Cyber Security by Yelae) |
Cyber Attack Prevention (GMO Flatt Security) | Anti-spoofing | History of the Security Business

GMO GlobalSign secure 実在証明・盗聴対策済サイト
GMO BRAND SECURITY verified なりすまし対策済サイト

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