



May 20, 2025

To whom it may concern,

LY Corporation
Takeshi Idezawa
President and Representative Director, CEO
Stock Code: 4689

Submission of Report to the Ministry of Internal Affairs and Communications Regarding the LINE App (Albums) on May 20, 2025

LY Corporation has submitted a report to Japan's Ministry of Internal Affairs and Communications ("MIC") today on the administrative guidance it received from the MIC regarding the LINE app (Albums) dated March 28, 2025.

We reported that both recurrence prevention and containment measures are being implemented according to schedule and are being operated continuously.

In addition to the above, we are also conducting supplementary measures across the company, such as reviewing our company-wide test rules.

We will work to rebuild the trust of all and will continuously make every effort to ensure that our users and relevant parties can utilize our services with confidence and peace of mind.

Recurrence prevention measures

- Reinforcing tests before transitioning to the production environment
We have been continuously implementing an automation tool for load testing since it was launched in December 2024.
- Inspection of source codes in the image processing system
We have completed an inspection of existing source codes in December 2024 and are carrying out similar inspections for newly created or modified source codes.

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Unless otherwise specified, English-language documents are prepared solely for the convenience of non-Japanese speakers. If there is any inconsistency between the English-language documents and the Japanese-language documents, the Japanese-language documents will prevail.

Containment measures

- Establishment of an environment for early error detection
In January 2025, we launched a system that can quickly detect issues with the consistency of image processing results (i.e., whether images are being generated as intended) during high-load situations. This system has been operating continuously since its launch.
- Development of an operational framework to minimize the impact of defects
In March 2025, we implemented a framework to minimize the impact of defects by separating servers. This setup allows us to identify defects for each individual service if they occur.

User support

Information regarding administrative guidance from the MIC, as well as updates on our recurrence prevention measures, are being provided on our corporate website.

Reference

Ministry of Internal Affairs and Communications (March 28, 2025): Measures (Guidance) for Ensuring Protection of Secrecy of Communications at LY Corporation

https://www.soumu.go.jp/main_sosiki/joho_tsusin/eng/pressrelease/2025/3/28_10.html

LY Corporation (March 28, 2025): Administrative Guidance Received from Japan's Ministry of Internal Affairs and Communications Regarding the LINE App (Albums)

https://www.lycorp.co.jp/en/ir/news/auto_20250327502711/pdfFile.pdf

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