

Mar 30, 2022
Nippon Express Holdings, Inc.

Update to Notice of Unauthorised Access to the I.T. Systems of our Singapore Subsidiary

On 9 December 2021, we announced that certain I.T. systems located in Singapore had been accessed by an unauthorised third party. We immediately engaged external forensic experts who worked with our I.T. team and quickly contained and remedied the incident. Our business operations have remained unaffected.

The forensic experts have since completed the detailed investigations into this matter, which confirmed that the incident was caused by a malware attack affecting a small subset of our systems located in Singapore. It also found that some commercial data was accessed during the incident.

The forensic experts have been monitoring this situation regularly, and there is no evidence at this time that any related data has been disclosed or misused. The experts believe that the likelihood of this occurring is low. In line with regulatory requirements, we have made the necessary notifications to those affected.

We promptly notified the relevant regulatory authorities and will continue to cooperate with them in all investigations or queries that these authorities may have, in accordance with our obligations under applicable data protection and privacy laws. To further strengthen our I.T. security and help prevent similar incidents, we have also implemented additional security measures recommended by our external team of experts.

In line with best practice, we would like to ask our customers to continue to remain vigilant of any suspicious emails or other communications.

We are committed to protecting the information and data entrusted to us, and sincerely apologise for any concern or inconvenience this incident may have caused.

◇For general inquiries regarding this matter, please contact
(Personal Information Protection)

E-mail: ne-sg-enquiries@nipponexpress.com

(Media Inquiries)

E-mail: NIPPONEXPRESS@brunswickgroup.com