



10th March 2017

Company Name: GMO Payment Gateway, Inc.
 Representative: President & Chief Executive Officer
 Issei Ainoura
 (Code:3769 (First Section of Tokyo Exchange))
 Contact: Executive Vice President
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Apology and Report for Leak of Personal Information Due to Unauthorized Access

We would inform that we found there were unauthorized external accesses to the payment site of our consignment merchants, Tokyo Metropolitan Government credit card payment site for metropolitan tax and credit card payment site for group life insurance rider of Japan Housing Finance Agency which led to information leakage.

We sincerely apologize for any inconvenience this may cause.

1. Situation of unauthorized access

An unauthorized access that exploited the vulnerability of application framework, Apache Struts2 was occurred, it became clear that malicious program was placed in the Tokyo Metropolitan Government credit card payment site for metropolitan tax and credit card payment site for group life insurance rider of Japan Housing Finance Agency, as well as the possibility of information leak based on investigation. At this point, we found no similar problem occurs about our services except 2 applicable sites mentioned above.

2. Details of possibly unauthorized accessed information

- (1) Customers utilized Tokyo Metropolitan Government credit card payment site for metropolitan tax

(Total numbers of possibly leaked credit card information: 676,290)

1	Credit Card Number, Credit Card Expiration Date	61,661
2	In addition to 1, Email Address	614,629

- (2) Customers utilized credit card payment site for group life insurance rider of Japan Housing Finance Agency (Total numbers of possibly leaked credit card information:43,540)

1	Credit Card Number, Credit Card Expiration Date, Security Code, Credit Card Payment Registration Date, Address, Name, Phone number, Date of Birth	622
2	In addition to 1, Email Address, Payment Joining Date	27,661
3	In addition to 1, Email Address	5,569
4	In addition to 1, Payment Joining Date	9,688

3. Investigation procedure and measures

■ 9th March(Thursday)

18:00

Investigation on our system started based on the alert by IPA, Information-technology Promotion Agency regarding measurement of weakness of 「Apache Struts2 (CVE-2017-5638)(S2-045)」(*1) and alert from JPCERT regarding 「Alert of Apache Struts 2 (S2-045)」(*2).

(*1) <https://www.ipa.go.jp/security/ciadr/vul/20170308-struts.html>

(*2) <https://www.jpcert.or.jp/at/2017/at170009.html>

20:00

Completed identification scope of applicable systems and started consideration of countermeasures.

21:56

Defined filter on WAF (*3) for suspicious request patterns as mentioned by above alert. [Measure 1]

Started investigating the possibility of unauthorized access at the same time.

(*3) WAF (Web Application Firewall) is a special type of application firewall that applies specifically to web applications.

23:53

Found unauthorized access trace and stopped all systems running with [Apache Struts 2]. Took over to standby system which is not connected to network. [Measure 2]

■ 10th March(Friday)

00:30

Applied permanent fix for alert as mentioned above to all related systems. [Measure 3]

As a result of investigation, confirmed unauthorized access to Tokyo Metropolitan Government credit card payment site for metropolitan tax and credit card payment site for group life insurance rider of Japan Housing Finance Agency.

02:15

Confirmed high possibility of unauthorized acquisition of data on Tokyo Metropolitan Government credit card payment site for metropolitan tax and credit card payment site for group life insurance rider of Japan Housing Finance Agency.

06:20

Confirmed the content and number of possibly unauthorized accessed information.

08:40~

Reported to Tokyo Metropolitan Government credit card payment site for metropolitan tax management company and Japan Housing Finance Agency. Discussed further measures.

4. Future countermeasures regarding the incident

Upon consulting with target credit card companies, we will promptly implement necessary measures to protect all the customers affected by the credit card information leakage. In addition, considering preventive measures, we have started the system investigation today that will be conducted by an information security company. We will also cooperate with the police to enforce the investigation.

5. Inquiries regarding the incident

- (1) Customers who utilized Tokyo Metropolitan Government credit card payment site for metropolitan tax

Dedicated dial : 0120-180-600 (toll-free)

- (2) Customers who utilized credit card payments for group life insurance of Japan Housing Finance Agency

Dedicated dial : 0120-151-725 (toll-free)

We deeply apologize to our customers and all related parties for inconvenience and concerns caused by this incident.