



Oct. 15, 2026

Hotel Metropolitan Premier Taipei

Notice Regarding Unauthorized Access to Temairazu, Inc. and Potential Exposure of Guests' Personal Information

We have recently been informed that Temairazu, Inc., a service provider associated with our hotel reservation system, experienced an unauthorized access incident. As a result, certain personal information, including email addresses, of some guests who made reservations at Hotel Metropolitan Premier Taipei through the JR HOTEL MEMBERS official website may have been accessed or obtained by unauthorized third parties.

We sincerely apologize for the concern and anxiety this incident may have caused and extend our deepest apologies to all potentially affected guests.

1. Affected Services

Hotel reservations made through the JR HOTEL MEMBERS official website for Hotel Metropolitan Premier Taipei.

* Please note that, at this time, no unauthorized access has been confirmed in connection with reservations at hotels located in Japan.

2. Personal Information Potentially Affected

The following guest information may have been accessed or obtained by unauthorized third parties:

Guest names

Telephone numbers

Email addresses

Hotel names

Check-in dates

Check-out dates

Accommodation charges

* Please note that guests' credit card information and reservation website login credentials were not stored in the affected system.



3. Follow-up Actions and Guest Notification

We have individually notified potentially affected guests by email, providing details regarding the personal information that may have been compromised and the circumstances of the incident.

We will continue to closely monitor the progress of the investigation and work with the relevant parties to ensure that appropriate measures are taken.

Once again, we sincerely apologize for any inconvenience or concern this incident may have caused. We greatly appreciate your understanding and continued trust.