



December 12, 2023

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Notice of Temporary Closure of MapCamera Online Store on Rakuten and Yahoo! Shopping Marketplaces due to System Failure

Syuppin Co., Ltd. (“the Company”) regrets to announce the temporary closure of MapCamera online stores on all online marketplaces in Japan (Rakuten, Yahoo! Shopping) except its own site due to the failure of its computer system on December 1, 2023. This time, as it has become clear that the restoration will take time, we hereby inform you of the summary up to today as follows.

The Company sincerely apologizes for the considerable inconvenience and concern caused to customers and others as a result.

1. Date of system failure: December 1, 2023
2. Cause: Failure associated with system switchover
3. Scope of impact:
 - **From 11:30 a.m. on December 1 to 11:00 a.m. on December 2**
Temporary closure of online stores on all online marketplaces (Rakuten, Yahoo! Shopping, Amazon, eBay, Chrono 24) except for the Company’s own e-commerce site
 - **From 11:00 a.m. on December 2**
Suspension of sales on MapCamera stores on Rakuten and Yahoo! Shopping marketplaces
 - ※ No impact on MapCamera stores on the Company’s own e-commerce site and cross-border e-commerce sites (eBay, Buyee Connect), nor on stores in the Watch, Writing Instrument and Bicycle segments on the Company’s own site, Japanese e-commerce marketplaces and cross-border e-commerce sites
4. Outlook:

The Company has been taking action to gradually restore services but estimates that services will not be fully restored until late December. The Company expects the impact on its financial results for the current fiscal year to be insignificant but will promptly disclose any matters requiring disclosure as and when they arise.