

February 26, 2026  
Mizuho Bank, Ltd.

## **Loss of Data Storage Medium at External Service Provider**

It was recently discovered that a data storage medium from a dedicated device<sup>1</sup> used for operations outsourced by Mizuho Bank, Ltd. (hereinafter, “the Bank”) was lost<sup>2</sup> at one of our external service providers<sup>3</sup>.

We sincerely apologize for any inconvenience or concern caused to customers and stakeholders. As a financial institution required to strictly manage customer information, we are committed to preventing recurrence and ensuring the continued security and reliability of our services.

### 1. Incident Summary

It was discovered that a data storage medium from a dedicated device used at an external service provider entrusted with system development related to the Bank’s operations outside Japan was lost.

Since the loss was discovered, investigations such as access log analysis have been conducted, but at present it has not been determined whether any data was actually stored on the lost medium or, if so, what specific data was saved.

Furthermore, any data that may have been stored on the relevant storage medium consists of string data in which item names and other identifiers cannot be discerned. In order to decipher the data, a detailed understanding of the database structure and a specific operational environment are required, making it extremely difficult for a third party to read or visually recognize the details of the information.

To date, investigations by the Bank and the external service provider have found no evidence that customer information has been misused by any third party.

### 2. Details of Data Possibly Saved on the Relevant Storage Medium

Names of individual and corporate customers at the Bank’s locations outside Japan<sup>4</sup>, along with their addresses, telephone numbers, account numbers, account balances, and transaction information such as remittance details (however, login IDs and passwords for services provided by the Bank are not included); Employee names and other details at the same locations (including of some employees who have already left Mizuho).

3. Number of Potential Affected Customers (maximum estimate)

Individual banking customers: 5,483 persons; Corporate clients: 43,054 companies;  
Employees: 9,601 persons.

Notes:

- 1) The device in question was capable of connecting to a development environment used exclusively for operational verification during the development process. Within the development environment, certain customer information held by the Bank's locations outside Japan could be used in the course of testing.
- 2) We are currently investigating the exact nature of the loss, including the possibility of unauthorized removal.
- 3) A single specific subcontractor to whom the Bank has entrusted certain operations.
- 4) Eighteen locations (15 branches and three local subsidiaries, incl. one local subsidiary that has already been closed) in a total of 11 countries/regions. Branches: Hong Kong, Seoul, Singapore, Bangkok, Sydney, Manila, Mumbai, New Delhi, Bangalore, Chennai, Ahmedabad, GIFT City, Hanoi, Ho Chi Minh City, Yangon; Local subsidiaries: China, Mexico, and Australia (already closed).

For inquiries regarding this matter, please contact:

1. Regular contact person at your Mizuho Bank branch where your account is held.
2. In the event that that your regular contact is unavailable or the above is not applicable:  
Mizuho Information Hotline (toll free)  
Tel: 0120-3242-86 9#  
For callers from outside Japan or otherwise unable to use the toll-free number:  
Japan – Tel: 042-311-9210  
Ex-Japan – Tel: +81-42-311-9210  
Hours: 9:00 am – 5:00 pm, Monday-Sunday  
(excluding January 1-3, public holidays and substitute holidays)

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