

December 20, 2021

Personal Information Leakage

We would like to inform you that some employees of our group companies have been able to access the personal information that clients provided when opening an account with us.

The personal information that these IB Group employees could access include your name, address, date of birth, gender, occupation (employer, title), e-mail address, telephone number, My Number ID, etc.

The personal information of our customers is stored on the network used by our Group companies, which is used by each of our customer-facing affiliates. This network has been designed in-house to achieve a high level of cyber security control, and is maintained on an internal system, i.e., is not connected to “the cloud.” It can only be accessed from an IBG office environment or using 2-factor authentication involving a physical security device provided by IBG. IB Japan and our affiliates do not subcontract the management of personal information.

Some employees of our group companies (Singapore, Australia, and Hong Kong) were authorized to access your information as employees of IBG affiliates may act as backups including BCP for their colleagues in customer service or compliance at other IBG companies. We have already removed the access rights of the employees of our affiliates who had access to this personal information.

We have conducted a survey on the status of our customers' personal information together with our parent company, which currently manages our systems, after the discovery of the case. We will provide you further information.

We sincerely apologize for any inconvenience this may have caused. In the future, we will regularly check the restrictions on access to customers' personal information and work to limit access to employees of Interactive Brokers Securities Japan. Should you have any questions regarding this matter, please contact us at 03-4588-9700 (9 am to 5 pm weekday) or through Client Portal.

Sincerely yours,

Interactive Brokers Securities Japan Inc.

Yasuaki Hayashi, Representative Director