



March 28, 2025

To whom it may concern,

LY Corporation  
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Stock Code: 4689

### **Administrative Guidance Received from Japan's Ministry of Internal Affairs and Communications Regarding the LINE App (Albums)**

LY Corporation today received administrative guidance from Japan's Ministry of Internal Affairs and Communications regarding an error resulting in the incorrect display of thumbnail images in the albums of the LINE app (hereinafter the "Error") which occurred on November 28, 2024 (JST).

We sincerely apologize to our users and stakeholders for any concern or inconvenience this may have caused.

#### **Guidance from the Ministry of Internal Affairs and Communications (Major Points)**

- (1) Ensure thorough implementation of preventive measures during the migration to the new system
- (2) Provide thorough user support
- (3) Report on the abovementioned (1) and (2)

For details on the outline of this Error and our measures to prevent recurrence and further damage, please refer to the link below.

■ "Reference Material Regarding the Albums of LINE App"

[https://www.lycorp.co.jp/en/privacy-security/announcement/2025/20250328\\_appendix\\_en.pdf](https://www.lycorp.co.jp/en/privacy-security/announcement/2025/20250328_appendix_en.pdf)

We take this administrative guidance seriously and will endeavor to fulfill the guidance as well as promote recurrence prevention and containment measures. We will also make every effort to ensure that our users and relevant parties can utilize our services with confidence and peace of mind.

#### **Disclaimer**

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