



October 29, 2025

Company: ZIGExN Co., Ltd.
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(Securities code: 3679; Prime Market of the Tokyo Stock Exchange)
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FAQ Regarding Shareholder Benefit Program

Thank you for your continued interest in ZIGExN Co., Ltd. We are disclosing the following FAQs regarding our shareholder benefit program, which we have received from our investors.

Please note that the answers provided reflect the latest information as of the date of disclosure.

Q1. Please explain the entire process for exchanging points for Travelist points.

A. The process is as follows:

① Register and log in to "ZIGExN Premium Shareholder Benefit Club," the dedicated website for shareholders.

URL : <https://zigexn.premium-yutaiclub.jp/>

② Eligible shareholders have been granted shareholder benefit points. Apply for an exchange to Travelist points on the same website and receive a coupon code to redeem Travelist points.

③ Install the Travelist app and enter the received coupon code to redeem Travelist points.

Q2. What are the expiration dates for shareholder benefit points and Travelist points?

A. The points are exchanged in the order of ① shareholder benefit points → ② coupon code →

③ Travelist points, each with the following expiration dates. In essence, there is no expiration date.

① Shareholder Benefit Points: Can be carried over twice from the base date (end of March, end of September) (i.e., you can apply for exchange of three periods at once)

*To improve convenience for our shareholders, points can now be carried over up to two times, effective from this period.

② Coupon Code: No expiration

③ Travelist Points: 179 days from the last grant.

*Even if Travelist points are obtained through the shareholder benefit program, it is considered a

"grant," and the expiration date for all held points will be extended.

Q3. What are the conditions for exchanging Travelist points for external points (such as PayPay points)?

A. The exchange conditions are as follows:

Exchange Conditions

- (1) External point exchange is a feature limited to the app version. Please install and use the Travelist app.
- (2) Please register as a member and use the service at least once per year (*1).
- (3) The minimum once-per-year usage must be a reservation for a domestic or international airline ticket, or a hotel. (*2)
- (4) Exchange to external points is possible in units of 100 points, from a minimum of 100 points.
- (5) Please note that you cannot return Travelist Points after the exchange procedure.

(*1) If you have not used Travelist within one year prior to the date of exchange for external points, you will not be able to use the external point exchange function. The reference dates for usage history are as follows:

Reference Date:

- For airline ticket reservations: Payment date
- For hotel reservations: Check-out date
- For airline ticket and hotel reservations: Payment date

(*2) Travelist points cannot be used for hotel reservation payments. Additionally, Travelist points will not be granted for hotel reservations. Please be aware that this is solely a relaxation of the conditions for exchanging Travelist points for external points.

Q4. What are the exchange ratios and fees for shareholder benefit points to Travelist points, and Travelist points to external points?

A. The exchange ratio is 1:1 in all cases. Also, there are no exchange fees or other charges.

Q5. If I don't use my points for flight reservations, are there no other ways to use shareholder benefit points? Can I exchange them for food or other products?

A. Currently, shareholder benefit points can only be exchanged for Travelist points. If you meet the

conditions described in Q3, you can also exchange them for external points (such as PayPay points). We are currently considering the details of the service, but we plan to expand the services available for exchange in the medium term. We will continue to consider service details to ensure shareholder satisfaction.

Q6. Once I book a flight ticket, can I exchange Travelist points for external points every year without booking another flight ticket?

A. As stated in the "Notice Regarding Partial Changes to Shareholder Benefit Program" announced on March 13, 2025, we have added a condition requiring the use of Travelist at least once a year (*) to increase opportunities to engage with our group's businesses and deepen understanding of our business activities.

(*) If you have not used Travelist within one year prior to the date of exchange for external points, you will not be able to use the external point exchange function. The reference dates for usage history are as follows:

Reference Date:

- For airline ticket reservations: Payment date
- For hotel reservations: Check-out date
- For airline ticket and hotel reservations: Payment date

Q7. If I don't use airplanes, can I exchange Travelist points for external points with hotel reservations?

A. Based on feedback from our shareholders, we have expanded the options for external point exchange conditions to include hotel reservations, in addition to domestic and international flight reservations. Please refer to Q3 for the external point exchange conditions.

Q8. What external points can be exchanged for Travelist points?

A. Travelist points can be exchanged for PayPay points or Rakuten points, Rakuten points, or Amazon Gift Cards.

*Please note that the details of the point program are subject to change without notice.

Q9. Regarding Travelist usage requirement(flight or hotel reservations), which is a condition for exchanging Travelist points for external points, can this payment be made solely with points granted through shareholder benefit program?

A. The entire payment cannot be made with points. A minimum of 100 yen must be paid by credit

card or other means.

Q10. If my family members also receive shareholder benefit points, can we combine them?

A. Yes, you can combine points, but only with family members who live in the same household as the shareholder.

Since accounts on the special website are linked to individual shareholder numbers, each family member must log into their own account to obtain a coupon code. To combine the points, you can consolidate all the coupon codes into a single family member's account when entering them into the Travelist app.

Please note the following terms of use and prohibited acts regarding shareholder benefits.

1. The use of our shareholder benefits (including benefit points and exchange codes for Travelist Points that can be issued with them; the same shall apply hereinafter) is limited to the shareholder. However, family members living in the same household as the shareholder may also use them.
2. For any reason whatsoever, **it is prohibited to transfer, lend, sell, resell, or cash in shareholder benefits to a third party, regardless of whether it is for a fee or free of charge.**
3. The Company shall be able to invalidate any shareholder benefits that it determines have been illicitly acquired or used in violation of the provisions of this article, suspend the provision of benefit services, and demand the return of the shareholder benefits.

Q11. I've already exchanged my shareholder benefit points for Travelist points. Can I reverse the exchange and get my shareholder points back?

A. Once shareholder benefit points have been exchanged for Travelist points, they cannot be converted back into shareholder benefit points for any reason. Please carefully confirm your plans before proceeding with the exchange.

Q12. How can I find my shareholder number?

A. For personal information security reasons, we cannot provide you with your shareholder number. We apologize for the inconvenience, but please contact our transfer agent, the shareholder registry administrator (Sumitomo Mitsui Trust Bank), directly at the following number.

• Contact for stock-related procedures:

Sumitomo Mitsui Trust Bank, Stock Transfer Agency Department

Phone: 0120-782-031

Hours: 09:00-17:00 (Excluding Saturdays, Sundays, public holidays, and Dec 31-Jan 3)

URL : <https://www.smtb.jp/personal/agency/index.html>

- Inquiries regarding the details of the Shareholder Benefit Program

ZIGExN Premium Yutai Club Help Desk

0120-980-965 (Reception hours 9:00-17:00, excluding Saturdays, Sundays, holidays, and New Year's holidays)

- Inquiries regarding Travelist Points

Travelist Customer Center

03-6705-0139 (Reception hours Weekdays 11:00-17:00, Weekends and holidays (excluding New Year's holidays) 11:00-16:00)