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Questions from Our Investors **(Following the Announcement of Financial Results for 2Q of FY 1/2027)**

The Company hereby announces that it has published its responses to the key questions received from investors following the announcement of its financial results for the second quarter of FY 1/2027, released on September 14, 2026.

This disclosure is part of our voluntary initiative to enhance information dissemination and to further deepen the understanding of our shareholders and investors. The responses provided reflect information available at the time of disclosure. Please note that due to timing differences, there may be slight discrepancies; however, the responses represent our most recent policies and positions as of the time of publication.

Questions from Our Investors

(Following the Announcement of Financial Results for 2Q of FY 1/2027)

■ Current Fiscal Year Performance

Q1: Review of First-Half Performance

The Group delivered strong performance in both its Domestic Solutions and Overseas Solutions segments during the first half of FY1/2027, resulting in net sales, operating profit, ordinary profit, and quarterly profit attributable to owners of parent all exceeding the Company's original plan.

In the Domestic Solutions segment, demand remained solid, particularly in the gaming sector, and net sales and operating profit exceeded the Company's initial assumptions. In the Overseas Solutions segment, the benefits of the structural reforms implemented during the previous fiscal year have become increasingly evident, with both revenue and operating profit surpassing our original forecasts. In particular, profitability has steadily improved through the rationalization of low-margin businesses and optimization of organizational structures, enabling a transition toward a profit model that is less dependent solely on revenue growth.

Over the past several years, our Group has prioritized business portfolio optimization and enhancement of profitability as key management initiatives. We believe the first half of FY1/2027 represents a period in which these efforts have begun to generate tangible financial results. We believe these results demonstrate not a temporary increase in profitability, but rather steady progress in building a solid foundation for sustainable future growth.

Q2: Outlook for Full-Year Forecasts

While our Group's performance for the first half of the fiscal year has progressed steadily, as reported in the first quarter, we have elected to maintain our full-year earnings forecast for the fiscal year ending January 2027 at the level announced at the beginning of the fiscal year.

In the Domestic Solutions segment, performance remained strong through the first half. However, during August and September, which marked the beginning of the third quarter, the number of operating days fell below expectations due to factors such as the holiday calendar. As a result, we are taking a somewhat more cautious view of the growth scenario originally assumed for the second half of the fiscal year. In contrast, in the Overseas Solutions segment, the benefits of the structural reforms implemented during the previous fiscal year continue to materialize, and further improvements in profitability are expected in the second half.

While some impact is anticipated in the Domestic Solutions segment, we believe that this will be offset by the continued strong performance of the Overseas Solutions segment, enabling us to achieve the operating profit target outlined in our full-year earnings forecast.

In addition, foreign exchange gains recorded during the first half have contributed to earnings. As a result, ordinary profit and profit attributable to owners of parent are progressing even more favorably than operating profit. Unless there are significant changes in the business environment, we expect steady progress across all earnings levels through the remainder of the fiscal year.

Q3: Improvement in Overseas Solutions Profitability

The Company believes that the improvement in profitability within the Overseas Solutions segment is supported by both the absence of one-off restructuring costs and the increasing contribution of its structural reform initiatives.

While it is true that the absence of one-off expenses related to business restructuring and organizational reorganization incurred in the previous fiscal year has contributed to earnings improvement, we also believe that the benefits of our structural reforms are becoming increasingly visible.

Through the structural reforms implemented during the previous fiscal year, the Company streamlined low-profit businesses and optimized its organizational structure, resulting in lower fixed-cost burdens and improved operating efficiency. In addition, higher-margin businesses such as Localization QA services have continued to perform well, contributing to an improved business portfolio.

Accordingly, the Company believes that the earnings-generating capability of the Overseas Solutions segment itself has improved as a result of the reforms undertaken over the past several years. We expect the Overseas Solutions segment to become one of the key foundations supporting the Group's future growth.

We believe that the structural reforms implemented through the previous fiscal year have fundamentally enhanced our earnings-generating capabilities, and we expect the Overseas Solutions segment to become one of the key business foundations supporting the Group's future growth.

■ Future Growth Outlook

Q4: Outlook for Sustainable Profit Growth Beyond FY1/2027

The Company's earnings growth in FY1/2027 includes the benefits of structural reforms implemented during the previous fiscal year. Accordingly, the Company does not expect the same level of substantial profit improvement to be repeated every year. At the same time, the Group continues to strengthen its earnings-generating capabilities through ongoing structural reforms. Looking beyond FY1/2027, the Company intends to focus on the following initiatives to support sustainable growth:

Strengthening Existing Businesses

- Improving productivity across service offerings
- Promoting software testing automation

Creating New Growth Opportunities

- Enhancing services through AI technologies
- Expanding the Domestic Tech business, including cybersecurity services

The Company views AI not as a substitute for human-led quality assurance services, but as a means to improve operational efficiency and create additional value.

In addition, the game QA AI tools currently being developed in collaboration with external partners within the Overseas Solutions segment may, over the medium to long term, enable the Company to expand into higher-value and higher-margin service offerings alongside our traditional personnel-based service model.

The Company will continue to strengthen its stable revenue base while increasing the proportion of high-value-added services, thereby enhancing long-term corporate value.

Q5: Concerns Regarding a Potential Decline in Demand for Game QA Services

While we actively embrace the use of AI technologies, we recognize that there are significant technical challenges that must be overcome before AI can replace the majority of game QA tasks.

In recent years, advances in generative AI and automated testing technologies have increased expectations regarding the automation of game QA. However, through our own development and validation of AI-powered automation technologies, we

have found that while automation offers certain opportunities to improve efficiency, substantial challenges remain in replacing human evaluation of the overall player experience.

Furthermore, although the automation of game testing has been a focus of industry-wide efforts for many years, no technology has yet been established that can meaningfully replace human judgment in evaluating game quality, and the Company recognizes the complexity of this challenge.

Unlike conventional software testing, game QA involves far more than verifying whether software functions correctly. It frequently requires human judgment in areas such as:

- Evaluating player experience
- Assessing game balance
- Reviewing usability and UI/UX
- Verifying consistency of scenarios and world-building
- Identifying unexpected gameplay patterns

For example, in many RPG titles, the time and effort required for character leveling may appear inefficient at first glance. However, the sense of achievement and progression generated through that experience often forms a fundamental component of the game's appeal.

Even if AI could theoretically design the fastest leveling path or eliminate most sources of player frustration, that would not necessarily create the most enjoyable gaming experience. Game quality involves emotional and experiential factors such as challenge, trial and error, accomplishment, and immersion, rather than efficiency alone.

For this reason, the Company believes that many aspects of game quality cannot be fully evaluated through purely logical or objective testing criteria. Human evaluation remains a critical component of game QA, and therefor recognize that full replacement by AI remains a considerable challenge with current technologies.

Accordingly, the Company intends to utilize AI not as a threat to its business model, but as a means of enhancing the competitiveness, quality, and productivity of its game QA and quality assurance services.

Q6: Growth Prospects for the Global Gaming Market

As development cycles become longer and the scale of development continues to expand for major game titles, demand for localization testing, multilingual quality assurance, and related services is also increasing in line with the global expansion of the gaming industry.

The gaming industry is also widely recognized as one of the world's most attractive growth markets. According to research conducted by external institutions, gaming is expected to be among the fastest-growing industries over the next decade. The global gaming market is projected to grow at a CAGR of approximately 8%, driven by technological innovation and increasingly diversified monetization models

As games become more sophisticated, complex, and globally distributed, the level of expertise required for quality assurance continues to increase.

Leveraging our longstanding expertise in game QA and quality assurance, together with capabilities in localization QA and global deployment support, the Company aims to capture the benefits of continued market growth and expand its business accordingly.

■ Special Shareholder Benefit Program

Q7: Background Behind the Commemorative Shareholder Benefit Program

In recognition of the milestone of our 15th anniversary as a listed company, and as the benefits of the business structure reforms we have pursued begin to be reflected in our financial performance, we have decided to implement this shareholder benefit program. Through this initiative, we aim to express our gratitude to our shareholders and share the progress of our efforts toward renewed growth.

Throughout the process of optimizing our business portfolio and improving profitability, the Company has received continued support from shareholders who have maintained a long-term perspective. In particular, shareholders who continued to support and hold the Company's shares during periods of business transformation have played an important role in supporting long-term corporate value creation.

For this reason, the Company designed the program to provide enhanced benefits to shareholders who have continued to hold shares over an extended period.

Rather than focusing on short-term share price movements, the Company seeks to share the results of business growth and corporate value enhancement with our shareholders and expand our base of long-term investors who support the Company's future growth.

Q8: Conditions for "One Year or More" Continuous Shareholding

"Continuous shareholding of one year or more" means that a shareholder must be recorded under the same shareholder identification number in the Company's shareholder registry as of January 31, 2026, July 31, 2026, and January 31, 2027, which serves as the record date for the shareholder benefit program.

As shown in the table below, shareholders holding 1,000 or more shares as of January 31, 2027 will be eligible for the commemorative shareholder benefit program. Shareholders who also held the Company's shares as of January 31, 2026 and July 31, 2026 will be deemed to satisfy the continuous shareholding requirement and will receive a higher level of benefit points.

Number of shares held	As of Jan. 31, 2026 (Completed)	As of July 31, 2026 (Completed)	As of Jan. 31, 2027 (Record Date)	Annual Dividend* (Forecast)	Benefit Eligibility	Continuous Holding Requirement
Shareholder A	100 shares	100 shares	1,000 shares	16 yen/share	Qualified	Qualified
Shareholder B	0 shares	0 shares	1,000 shares	16 yen/share	Qualified	✗
Shareholder C	1,000 shares	0 shares	1,000 shares	16 yen/share	Qualified	✗
Shareholder D	2,000 shares	1,000 shares	100 shares	16 yen/share	✗	—

* Based on the Company's current annual dividend forecast. Of the annual dividend, JPY 8 per share was paid as an interim dividend to shareholders of record as of July 31, 2026.

The Company intends to use this commemorative shareholder benefit program to express our appreciation to shareholders who have supported the Company from a medium- to long-term perspective. Accordingly, while shareholders holding 1,000 or more shares as of January 31, 2027 are broadly eligible for the program, shareholders who have continuously held shares will receive additional benefit points. Shareholder benefit points can be exchanged for e-money or points (redeemable at a rate of 1 point = 1 yen), products, services, etc.

While benefit points under the commemorative shareholder benefit program are capped at the 2,000-share holding level, dividend payments are not subject to any such cap and continue to increase in proportion to the number of shares owned.

Benefit Point (1 Point $\doteq$ JPY 1, Based on the Closing Share Price of JPY 340 as of October 30, 2026)

Number of Company shares owned by the relevant shareholder(s)	Continuous holding: Less than 1 year <Total Yield>	Continuous holding: 1 year or more <Total Yield>
1,000 shares or more 1,499 shares or fewer	10,000 points <7.65%> Dividend: 4.71% + Benefit: 2.94%	11,000 points <7.94%> Dividend: 4.71% + Benefit: 3.24%
1,500 shares or more 1,999 shares or fewer	16,000 points <7.84%> Dividend: 4.71% + Benefit: 3.14%	18,000 points <8.24%> Dividend: 4.71% + Benefit: 3.53%
2,000 shares or more	23,000 points <8.09%> Dividend: 4.71% + Benefit: 3.38%	27,000 points <8.68%> Dividend: 4.71% + Benefit: 3.97%

Q9: Views on the Introduction of a Permanent Shareholder Benefit Program

The Company recognizes shareholder returns as one of our key management priorities. While the current special shareholder benefit program is intended as a one-time commemorative benefit marking the 15th anniversary of our stock listing, we have received a significant number of comments and inquiries from shareholders, which has reaffirmed the high level of interest in shareholder benefit programs. Taking into account the response to this initiative as well as the valuable feedback received from our shareholders, we will continue to consider the appropriate direction of our future shareholder return policies.

The Company remains committed to enhancing total shareholder returns through a combination of dividends, shareholder benefits, and investor relations activities. Through continuous improvement in corporate value, the Company aims to become a company that investors wish to own for the long term.

The Company also places great importance on building long-term relationships with shareholders who share our vision of long-term value creation rather than pursuing short-term trading gains. Therefore, if a permanent shareholder benefit program is introduced in the future, the Company may consider a framework that places greater emphasis on shareholders who have provided sustained support over time and maintain meaningful shareholdings.

■ Other

Q10: Change in Major Shareholder

The Company announced a change in major shareholder status on September 29, 2026. The Company views this matter as the result of an individual shareholder's investment decision and does not believe it has any impact on the Company's business strategy, growth plans, earnings outlook, or financial position.

At the same time, the Company has been expanding engagement with a broader range of investors, including individual investors, through initiatives such as the introduction of shareholder benefits and enhanced investor relations activities. As a result, the number of shareholders has exceeded 10,000 for the first time, reflecting continued expansion of the Company's shareholder base. In addition, requests for meetings from new institutional investors have been increasing, and the Company has observed growing interest in its business activities and growth strategy.

The Company believes that the ongoing evolution of our shareholder base contributes to greater investor diversity and market liquidity over the long term. Going forward, the Company will continue to engage in constructive dialogue with a broader range of investors through corporate value enhancement and transparent disclosure practices.

Q11: Response Regarding Initiatives to Maintain Listing on the Prime Market

The Company's highest priority is to achieve compliance with the listing maintenance criteria of the Tokyo Stock Exchange Prime Market. At the same time, in order to prepare for potential future uncertainties, we are also proceeding with the consideration and necessary preparations for a possible application to the Standard Market. To maintain our Prime Market listing, improving our market capitalization of tradable shares is essential. As disclosed on March 18, we believe that both "restoring profitability and achieving renewed growth" and "rebuilding trust and enhancing market recognition" are necessary to achieve this objective.

Accordingly, while placing the highest priority on improving business performance and enhancing corporate value, we will continue to evaluate and implement initiatives that contribute to increasing shareholder value and broadening our investor base.

Q12: Responses Regarding IR Activities

We are actively promoting initiatives aimed at strengthening our presence in the capital markets. The principal content released during the second quarter of the current fiscal year (May to July 2026) includes the following:

▶ SynX Inc.

"Generative AI Utilization Security Support Service" Enterprises to Use Generative AI Safely and Securely

<https://pdf.irpocket.com/C3657/xaA3/IjHJ/XM5F/e5aL.pdf> (Published October 15, 2026)

▶ Side International Holdings Limited

Side Acquires aa Art Production Business for Games in China

<https://pdf.irpocket.com/C3657/xaA3/f6yw/oxEV/tLPT.pdf> (Published October 20, 2026)

▶ Analyst Report by Shared Research

<https://pdf.irpocket.com/C3657/xaA3/SFxs/rRom/Npqk.pdf> (English version updated October 20, 2026)

▶ Company Presentation (IRTV, held online on October 14, 2026) <Japanese only>

<https://pdf.irpocket.com/C3657/xaA3/IjHJ/pTXP/WYAx.pdf> (Video Link, Q&A)

By doing so, we hope to encourage the market to reassess the overall value of our Company. Ultimately, these efforts are intended to support the sustainable enhancement of corporate value, underpinned by solid business performance.

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