

Regarding Unauthorized Access to Amadeus Passenger Service System

Thank you for your continued support of the JAL Group.

On October 23, 2026, Japan Airlines and Japan Transocean Air were informed by Amadeus IT Group, S.A. ("Amadeus"), the provider of our Passenger Service System (PSS) that integrates flight reservations, ticketing, and check-in procedures, that traces were found indicating a portion of customer reservation data had been accessed externally due to unauthorized access to its system. Furthermore, there has been no compromise of credit card numbers or any passwords.

Amadeus has already completed the necessary security measures, and there is currently no evidence to suggest that any customer information has been misused.

In addition, this incident has no impact on our flight operations.

We sincerely apologize for any concern and inconvenience this situation may cause to our customers and all parties involved.

Scope of Impact

Period (Period during which traces of external access were identified)

August 10, 2023 – September 23, 2026

Reservation Records

A portion of reservation records for Japan Airlines and Japan Transocean Air flights

Number of Affected Individuals and Items with Traces of Access

- Approx. 90,000 customers: Reservation code (PNR) / Name / Flight date / Flight sector / Class of service
- Approx. 2,000 customers: In addition to the above, Email address / Phone number / Passport number / Nationality / Frequent flyer number / Airline name / Flight number / Ticket number / Seat number, etc.
- Total: Approx. 92,000 customers

Future Actions

We will contact the affected customers individually to provide necessary assistance, including reminders to remain vigilant against phishing emails, fraudulent phone calls, and suspicious websites impersonating the JAL Group. In

addition, we have established a dedicated inquiry desk regarding this matter.

Dedicated Inquiry Desk for This Matter

TEL: From within Japan: 0120-25-6050 / 03-4332-7280
From overseas: +81-3-4332-7280
Available From: Thursday, October 29, 2026 –
Operating Hours: 10:00 – 17:00 (JST), Monday through Friday (Excluding weekends and Japanese national holidays)

October 28, 2026
Japan Airlines Japan Transocean Air

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- Business Jets/Private Jets 

JAL Social Media and Apps



JAL App



