INFORMATION

November 13, 2026
November 16, 2026 (Updated)
Keisei Electric Railway Co., Ltd.

[Notice]
Unauthorized access to Skyliner seating reservation system

On November 11, 2026, an incident occurred in which a third party gained unauthorized access to the Skyliner seating reservation system.
We sincerely apologize for any inconvenience or concern this incident has or may cause to customers and are providing this notice to share details of the incident.

Details

1. Date and time of incident

Occurrence date and time: Late night November 11, 2026 (Wed.)

Incident: There is a possibility that customer information* from the Skyliner Ticketless Service and e-ticket service may have been accessed as a result of unauthorized access to the Skyliner seating reservation system.
*User IDs, passwords, kana names, telephone numbers, email addresses, date of birth, gender, and nationality
Passwords were encrypted (hashed) so they cannot be recovered by the third parties.

Number of records: A maximum of approximately 3.37 million records

2. Our company's response

We will contact affected customers via their registered email addresses at a later date.
In order to improve security, operation of the entire Skyliner seating reservation system is currently suspended, and we sincerely apologize for the inconvenience this may cause. We ask for your patience until the service is restored.
Skyliner tickets will continue to be available for purchase at station ticket windows and ticketing machines.

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