

June 29, 2026

COVER Corporation

Sumitomo Fudosan Tokyo Mita Garden Tower

3-5-19 Mita, Minato-ku, Tokyo, Japan

Notice of Refunds for Creator Points Following the Termination of the Holoearth Service

Following the termination of the Holoearth service, refunds will be issued for any unused Creator Point balances as described below.

- Type of Points Eligible for Refund:

Creator Points (Holoearth) that remained unused as of June 28, 2026 (Sunday) at 21:00 JST.

- Refund Application Period:

June 29, 2026 (Monday) 12:00 JST until September 30, 2026 (Wednesday) 12:00 JST

Notes:

This refund application period is the same as that for Premium HoloCoins.

If a refund request is not submitted during this period, the applicant will be excluded from this refund process and will no longer be eligible for a refund.

- How to Apply for a Refund

Please complete and submit the following application form after carefully reviewing the information entered.

Refund Application Form:

<https://refund-holoearth.zendesk.com/hc/en-jp/requests/new>

Notes:

As a general rule, please designate a bank account with a financial institution located in Japan for receiving the refund.

Bank accounts with financial institutions located outside Japan may also be designated in certain regions. However, depending on local laws, regulations, banking practices, or

other circumstances, remittance may not be possible even if such an account is specified.

The refund application form above may also be used to request a refund of Premium HoloCoins. If you wish to request refunds for both Creator Points and Premium HoloCoins, please select the appropriate form for both HoloCoins and Creator Points under the "Select Refund Items" section.

For details regarding Premium HoloCoin refunds, please refer to the separate notice titled "Notice of Refunds for Premium HoloCoin Following the Termination of the Holoearth Service."

Required Information

Common Information:

- Email address
- Username
- User ID
- Select Refund Items (HoloCoins only / Creator Points only / Both HoloCoins and Creator Points)
- Region of Residence (Japan / Overseas)

If "Japan" Is Selected as the Region of Residence:

- Full name (Kanji and Kana)
- Financial institution name and bank code (4 digits)
- Branch name and branch code (3 digits)
- Account type
- Account number
- Account holder name (Kana)

If "Overseas" Is Selected as the Region of Residence:

- Refund currency
- Name registered with the bank
- Address (country and municipality/city)
- Bank name
- BIC (SWIFT Code)
- Account identification type (Account Number or IBAN)

- Country where the bank is located
- City where the bank is located

■ Refund Method

After reviewing the submitted information, refunds will be processed sequentially by bank transfer to the designated account.

Notes:

Unused Creator Point balances will be refunded at a rate of 1 Creator Point = 1 Japanese Yen.

For refunds sent to bank accounts outside Japan, the amount will be converted into local currency using the exchange rate prescribed by the Company at the time of remittance.

Regular HoloCoins are not eligible for refunds.

As a general rule, the Company will bear transfer and remittance fees associated with the refund.

However, if a bank account outside Japan is designated, certain financial institutions may deduct intermediary or receiving bank fees before the funds are credited. Any such fees that cannot be determined in advance by the Company shall be borne by the customer.

■ Inquiries Regarding Refunds

Please contact us using the following inquiry form.

Holoeath Inquiry Form:

<https://holoeath.zendesk.com/hc/en-jp/requests/new>

■ Important Notes:

If there are errors in the bank account information provided or if issues arise during the refund process, we may contact you via your registered email address.

If you use domain-based email filtering or similar settings, please ensure that you can receive emails from the following domains:

@holoeath.zendesk.com

@refund-holoeath.zendesk.com