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CONVENIENCE RETAIL ASIA LIMITED

利亞零售有限公司

(Incorporated in the Cayman Islands with limited liability)

(Stock Code: 00831)

VOLUNTARY ANNOUNCEMENT INFORMATION SECURITY INCIDENT

This announcement is published on a voluntary basis by the board of directors (the "Board") of Convenience Retail Asia Limited (the "Company").

The Company experienced a network disruption in Hong Kong on 20 September 2025, which so far has affected internal systems and certain functions of our loyalty program. Our stores remain open and operating, and customers may pay with cash, Octopus and other electronic payment methods.

The Company has engaged third-party forensic experts to conduct an investigation to determine the cause, scope and extent of this system failure, including whether any data has been compromised. The Company will make further announcement(s) as and when appropriate to update shareholders and potential investors on any significant developments.

The Company has reported the incident to law enforcement and will report to the Office of the Privacy Commissioner for Personal Data of Hong Kong if any data breach incidents are identified.

Shareholders and potential investors are cautioned not to unduly rely on such information and are advised to exercise caution when dealing in the securities of the Company.

On behalf of the Board
Convenience Retail Asia Limited
Michael TANG Tsz Kin
Executive Director
& Chief Executive Officer

Hong Kong, 21 September 2025

As at the date of this announcement, Executive Directors of the Company are Mr Terence Fung Yue Ming and Mr Michael Tang Tsz Kin; Non-executive Directors are Dr William Fung Kwok Lun, Mr Richard Yeung Lap Bun, Ms Sabrina Fung Wing Yee and Ms Tiffany Daisy Lee Pei Ming; Independent Non-executive Directors are Mr Anthony Lo Kai Yiu, Dr Sarah Mary Liao Sau Tung and Mr Terrence Tsang Diao-Long.