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February 17, 2026

For Immediate Release

Company	E-Guardian Inc.
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Notice of Q&A Release on Q1 FY9/2026 Financial Results

We are pleased to disclose in the attached materials the main questions we received and our responses to the financial results for the first quarter of the fiscal year ending September 2026, which we announced on February 3, 2026.

This disclosure is voluntarily implemented by us with the aim of further deepening the understanding of market participants. We have made additions and amendments to some of the questions that you have received to make them easier to understand.

We sincerely hope that this report will help deepen understanding of us among all our stakeholders, including shareholders and investors.

End

E-Guardian Inc. Q&A

Date of disclosure: February 17, 2026

No.	Classification	Q&A
1	Overall	<p>Q. In contrast to the decline in sales, there was a large decline in profits. I would like to know your company's understanding and future improvement measures.</p> <p>A. We recognize the decline in sales and profits as 1 of the most important management issues.</p> <p>Due to the nature of our business model, the number of responses and the amount of time required to respond to a customer's service stabilization declined, and sales also declined. However, the revenue and expenditure structure required a certain amount of time to adjust labor costs.</p> <p>To solve this structural issue, we will secure revenue sources that do not depend on the number of personnel or operating hours, develop services using AI, and commercialize our know-how, etc.</p> <p>we aim to shift from a labor-intensive business model.</p>
2	Overall	<p>Q. Sales have continued to decline, and comments on sales declines by major customers were also included in the materials in this quarter. Is this a substitute for AI?</p> <p>A. The decline in sales at major customers is due to the nature of our business model, but we are also actively implementing AI for customer service.</p> <p>We view the evolving AI as a new business opportunity, and with the vast amount of teacher data and know-how we have accumulated over the years, including post monitoring, customer support, and advertising screening</p> <p>We have built a business model of "AI x people," in which our BPO human resources respond to ambiguous expressions and human feelings that are learned by AI services and products and that cannot be judged by AI alone.</p>
3	BPO	<p>Q. Please tell us the background for deciding on the establishment of a new AI promotion department in connection with the establishment.</p> <p>A. The establishment of the new AI Promotion Department is aimed at further focusing on implementing AI in existing services and developing new services utilizing AI in order to convert to a business model as a "AI-BPO" company.</p> <p>Since collaboration with AI vendors and mergers and acquisitions take about 6 months to launch, we have decided to establish a specialized department within the company with an emphasis on speed up to service releases.</p> <p>In addition to our medium-term initiatives, we will also work toward the early recording of sales through new services.</p>
4	BPO	<p>Q. You have invested in human resources, but I would like to see you tell us what kind of human resources you have. Will the company continue to invest in the future?</p> <p>A. Professional personnel in AI/DX, marketing and sales joined the company.</p> <p>In each of these fields, we are experienced personnel who possess specialized skills, change the business model we aim for, and become a powerful engine for further growth.</p> <p>We plan to continue to invest in human resources in the areas of information security, sales and marketing.</p>
5	Cyber Security	<p>Q. I would like to know about the initiatives for the second quarter and beyond.</p> <p>A. We continue to experience sluggish growth in high-quality vulnerability diagnostic services using our security engineers in response to growing demand for inexpensive tool diagnostics in the market.</p> <p>In response to these developments, we will expand our diagnostic plans in line with the needs of the marketplace, implement more efficient diagnostics using AI, and expand our training and educational content.</p>
6	IR	<p>Q. We would like to ask you to disclose materials for retail investors and enhance your IR website.</p> <p>A. Thank you for your valuable input.</p> <p>In the future, we intend to strengthen the dissemination of information to individual investors.</p>