

May 24, 2018  
Central Japan Railway Company

## Fraudulent Receipt of Additional Fares and Embezzlement by a Station Employee

It has been discovered that a station employee of Central Japan Railway Company fraudulently received and embezzled fares by billing customers for an extra ticket that they did not request, and then cancelling the unneeded ticket.

Central Japan Railway Company never forgives these acts on the part of somebody involved in operating railway. In addition to apologizing deeply as a company for this incident, we are working to prevent such incidents from happening again.

### 1. Incident summary

- Background to discovery of incident
  - On Sunday, May 13, 2018, passengers thought to be from outside Japan visited Shin-Osaka Station on the Tokaido Shinkansen line, stating they had paid more than the face value for the tickets that they were issued to them on the previous day. Following this notification, we launched an investigation.
- Results of the investigation
  - We identified the employee who sold the tickets, and after investigating, we found seven cases of the employee inappropriately billing customers by the data on tickets previously sold by the employee.
  - The employee has admitted embezzling ¥100,860 across seven incidents.  
\*The customers who brought this issue to our attention on May 13 were reimbursed for their excess payment on Tuesday, May 15.

### 2. Dealing with customers affected

- A public notice regarding this matter has been posted at Shin-Osaka Station since 10AM on Thursday, May 24. The content of the notice is shown in Attachment 1.
- Since we assume the customers involved are of overseas nationality, we also placing an English copy of the press release on our website.

### 3. Disciplinary measures

We dismissed the employee on disciplinary grounds (as of May 24).

### 4. Preventing such measures from recurring

We are instructing all of our employees to fulfill their duties in a manner consistent with the morals required of railway company employees.

## Attachment 1

### Notification to Passengers

Central Japan Railway Company would like to inform passengers that certain passengers may have overpaid for tickets purchased at Shin-Osaka Station after an employee requested excess payment from passengers in incidents occurring on the following dates: Sunday, April 1, Thursday, April 5, Friday, April 6, Friday, April 27, Monday, April 30, and Friday, May 4, 2018.

We ask that passengers who believe they may have been involved in this matter contact station personnel or contact Central Japan Railway Company via the telephone number below. We apologize deeply for the inconvenience.

After confirming proof of purchase, excess payments will be refunded.

We apologize deeply once again for the inconvenience caused to the passengers affected.

#### Contact

Central Japan Railway Company Customer Service Office +81-50-3772-3910  
(JST 9:00-17:00 \*except Saturdays, Sundays and public holidays)

\*In response to the voice prompt, please select number 4