Notice of Apology, Refund Procedures, and Dedicated Support Desk Regarding Halal Recommended Menu Items

November 9, 2026

Business Association of University Co-operatives
The University of Tokyo Co-op

We have recently discovered that beef that did not meet the standards established by university co-operatives was used in certain Halal Recommended Menu items that were proposed by the Business Association of University Co-operatives to member co-operatives and served at some university co-operatives. Please refer to our initial announcement for further details.

https://www.utcoop.or.jp/news/news-362961/

We sincerely apologize once again to everyone who purchased these menu items, as well as to all university stakeholders affected by this matter.

The following information explains the refund process and consultation services available.

FOR CUSTOMERS WHO PURCHASED THE AFFECTED MENU ITEMS

Refund Policy:
Customers who purchased the affected menu items will receive a full refund of the purchase price.

① For Payments Made by Electronic Money or Meal Money

- Transaction records will be reviewed, and eligible customers will automatically receive refunds to their electronic money account **(scheduled for November 30)**.
- No refund application, store visit, or other procedures are required.
- Please check the refund amount in the email sent by your co-operative and on the University Co-op App from December 1 onward.
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② Customers Who Paid by Cash or With Credit Card

- Customers who request a refund will be reimbursed in cash.

- If you purchased an affected product, please contact your university co-operative service counter. Refund requests will be accepted even if you do not have a receipt.
- Refund period：November 11, 2026—January 29, 2027
- Refund Counter：Co-op administration office（Komaba） / 10:00–17:00

③ Customers Currently Overseas or Unable to Visit in Person

- Refunds will also be provided to customers who have already returned to their home country or who are unable to visit a co-operative location in person.
- Please contact the Dedicated Support Desk below by telephone or email. After reviewing your situation, we will provide individual guidance.

Dedicated Support Desk：

Service Start Date: November 11, 2026

Toll-Free Telephone Number: 0120-254-011

Email: halal-support2026@univ.coop Business Hours: Weekdays, 9:00 a.m. to 6:00 p.m.

※Closed on Saturdays, Sundays, Japanese national holidays, and during the year-end/New Year holiday period (December 28 through January 4).

Looking Ahead：

We recognize that this matter is not simply a mistake in ingredient management. Rather, it is an incident that has damaged the trust of those who selected their meals in accordance with their religious beliefs and personal values.

In addition to providing refunds, we will continue our efforts to prevent a recurrence and restore trust by explaining this matter openly, listening to your feedback and concerns, and engaging with affected individuals.

We would like to reiterate our sincere apologies for the inconvenience and concern caused by this matter.

Q&A：

Q. I paid using electronic money. Do I need to apply or take any action?

A. No. Eligible customers will automatically receive their refund.

Q. I no longer have my receipt. Can I still receive a refund?

A. Yes. We will process your request after confirming details such as the time period and frequency of your purchases.

Q. I can no longer come to the university. What should I do?

A. Please contact the dedicated support desk by phone or email. We will provide individual assistance.

Q. I would like to discuss matters other than the refund.

A. The support desk will be available to listen to your concerns. We also welcome your feedback and suggestions.