




Test Report:86349RCS.001

Mobile App Profile Compliance Test Report

DEKRA

Platform	Android
Application Name	Rakuten Mobile
Application Version	16.101.0042 Version Code: 62919705 SHA256: 3257d599a49d2c961a471ca9843f59d341a 405884583fc087df4237b733bbd6d jp.co.rakuten.mobile.ecare
Company	Rakuten Mobile INC
Mobile App Specification Version	ADA Mobile App Test Guide V 1.0 – 10-OCT 24 OWASP MASTG V 1.7.0
Assurance Level	AL2
Summary	IN COMPLIANCE
Approved by (name / position & signature)	Jorge Wallace Lab Manager  25/03/2026
Date of Evaluation	25/03/2026
Report Template N°	FCS316_01





Storage		Verdict			
		P	F	NA	INC
1.1.1	The app securely stores sensitive data in external storage	X			
1.1.2	The app prevents leakage of sensitive data	X			
Crypto		Verdict			
		P	F	NA	INC
1.2.1	The app employs current strong cryptography and uses it according to industry best practices	X			
1.2.2	The app performs key management according to industry best practices	X			
Auth		Verdict			
		P	F	NA	INC
1.3.1	The app uses secure authentication and authorization protocols and follows the relevant best practices	X			
Network		Verdict			
		P	F	NA	INC
1.4.1	The app secures all network traffic according to the current best practices	X			
Platform		Verdict			
		P	F	NA	INC
1.5.1	The app uses IPC mechanisms securely	X			
1.5.2	The app uses WebViews securely	X			
1.5.3	The app uses the user interface securely	X			
Code		Verdict			
		P	F	NA	INC



1.6.1	The app requires an up-to-date platform version	X			
1.6.2	The app only uses software components without known vulnerabilities	X			
1.6.3	The app validates and sanitizes all untrusted inputs	X			
Resilience		Verdict			
		P	F	NA	INC
1.7.1	The app implements anti-tampering mechanisms	X			
1.7.2	The app implements anti-static analysis mechanisms	X			
1.7.3	The app implements anti-dynamic analysis mechanisms	X			
Privacy		Verdict			
		P	F	NA	INC
1.8.1	The app minimizes access to sensitive data and resources	X			
1.8.2	The app is transparent about data collection and usage	X			
1.8.3	The app offers user control over their data	X			

Application and Developer Info

Application Name	Rakuten Mobile
Application Version	03.00.30002
Link to Application	https://play.google.com/store/apps/details?id=jp.co.rakuten.mobile.ecare&hl=es
Company Name	Rakuten Mobile, INC.
Company Address	Rakuten Crimson House, 1-14-1 Tamagawa, Setagaya-ku, Tokyo, Japan
Contact name and Email	Arutla, Ashritha Nandin ashrithanandi.arutla@rakuten.com
Onboarding Questionnaire Filename and Hash	Mobile App AL2 Android Onboarding Questionnaire Rakuten Mobile.xlsx SHA256 hash: 736F240CAD24DAEEEC57E3D3B9467BECEF3AAB75741EBE61E540E7FF506A140B8



Testing Verdicts

PASS	P
FAIL	F
NA (PASS)	NA
INCONCLUSIVE (FAIL)	INC

Assurance Levels

Level	Description
AL0	The developer reviews applicable ADA requirements and confirms their product meets every requirement, then completes a questionnaire to represent their application's compliance with ADA requirements. The developer guarantees the completeness and accuracy of the questionnaire
AL1	The developer provides evidence and statements of compliance to each audit test case. The ADA approved lab reviews the evidence against the requirements. The ADA approved lab does not directly assess the application.
AL2	The ADA approved lab evaluates each audit test case directly against the application. In some cases, the developer may need to provide limited information or code snippets.

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The following data has been provided by the client:

1. Information relating to the description of the sample ("Identification of the item tested", "Trademark", "Model and/or type reference tested").
2. Information relating to the development version of the sample ("HW version", "FW version").

DEKRA Testing and Certification S.A.U. declines any responsibility with respect to the information provided by the client and that may affect the validity of results.

Usage of Samples

Samples undergoing test have been selected by: Google LLC

Sample M/01 is composed of the following elements:

Control Nº	Description	Model	Serial Nº	Date of reception
84767	Rakuten Mobile	Rakuten Mobile		2026-03-05

Test Sample Description



Sample Components	Software
	Rakuten Mobile

Identification of the Client

Company	Rakuten Mobile, INC
Address	Sanno Park Tower 11-1, Nagata-cho 2-chome, Chiyoda-ku, Tokyo 100-6150 Japan

Testing Period and Place

Name	DEKRA Testing and Certification, S.A.U.
Test Location	Parque Tecnológico de Andalucía - c/ Severo Ochoa nº 2 - 29590 Campanillas - Málaga - España
Date (start)	2026-03-05
Date (finish)	2026-03-25


PASS	P
FAIL	F
NA (PASS)	NA
INCONCLUSIVE (FAIL)	INC



Document History

Report Number	Date	Description
84767RCS.001	25/03/2026	Emitted Evaluation Report 001

Evaluators

Name	Position	Signature
Juan Manuel Martinez Hernandez	Project Manager	
Angel Montilla Muñoz	Evaluator	