

January 15, 2016  
 Daisuke Iwase, President & COO  
 LIFENET INSURANCE COMPANY  
 (Securities Code: 7157, TSE Mothers)

## FY2015 3Q: CUSTOMER INQUIRY REPORT 43,146 inquiries in total

TOKYO, January 15, 2016 - LIFENET INSURANCE COMPANY (TSE Mothers 7157, President & COO Daisuke Iwase, URL: <http://ir.lifenet-seimei.co.jp/en/>) announces the report on the number of inquiries from customers for the third quarter of fiscal 2015, ending March 31, 2016.

In the third quarter of FY2015, we received a total of 15,970 inquiries. This is 118.2% of the number of inquiries of the previous quarter, and 108.5% compared to the same quarter of the previous fiscal year. The number of complaints was 248. Accordingly, the total number of inquiries received in the first nine months of FY2015 (April through December) stands at 43,146 with a total of 659 complaints.

At Lifenet, we view customer inquiries as a valuable asset to continuously improve our products and services. All inquiries received are compiled and analyzed, and are reflected directly in our daily operations by the company as a whole for the purpose of maximizing customer satisfaction.

### 1. Number of inquiries and complaints from customers

#### FY2015 (Fiscal Year ending March 2016)

Item	1Q (Apr.-Jun. 2015)	2Q (Jul.-Sep. 2015)	3Q (Oct.-Dec. 2015)	Accumulated total
Inquiries	13,665	13,511	15,970	43,146
Complaints	212	199	248	659

#### < Reference: FY2014 (Fiscal Year ended March 2015)>

Item	1Q (Apr.-Jun. 2014)	2Q (Jul.-Sep. 2014)	3Q (Oct.-Dec. 2014)	4Q (Jan.-Mar. 2015)	Accumulated total
Inquiries	15,020	14,021	14,719	14,613	58,373
Complaints	237	237	218	191	883

## 2. Breakdown of complaints<sup>\*1</sup>

FY2015 (Fiscal Year ending March 2016)

Item	1Q (Apr.-Jun. 2015)	2Q (Jul.-Sep. 2015)	3Q (Oct.-Dec. 2015)	Accumulated total	% <sup>*2</sup>
Acquisition	104	99	118	321	48.7%
Collection	33	30	36	99	15.0%
Maintenance	30	27	29	86	13.1%
Claims/ Benefits	26	17	22	65	9.9%
Others	19	26	43	88	13.4%
Total	212	199	248	659	100.0%

< Reference: FY2014 (Fiscal Year ended March 2015) >

Item	1Q (Apr.-Jun. 2014)	2Q (Jul.-Sep. 2014)	3Q (Oct.-Dec. 2014)	4Q (Jan.-Mar. 2015)	Accumulated total	% <sup>*2</sup>
Acquisition	149	139	113	103	504	57.1%
Collection	22	19	21	28	90	10.2%
Maintenance	24	31	28	20	103	11.7%
Claims/ Benefits	10	15	27	18	70	7.9%
Others	32	33	29	22	116	13.1%
Total	237	237	218	191	883	100.0%

\*1 Based on the classifications determined by The Life Insurance Association of Japan

\*2 The percentage is rounded to the first decimal place.

### About LIFENET (URL: <http://ir.lifenet-seimei.co.jp/en/>)

Returning to the original purpose of life insurance - mutual support - LIFENET INSURANCE was founded with the goal of offering simple, convenient and competitively priced products and services based on the highest levels of business integrity. We sell these products and services directly to customers over the Internet. By using the Internet, we are able to offer highly cost-competitive products and accept applications from customers at any given time.

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