

October 16, 2017

Daisuke Iwase, President

LIFENET INSURANCE COMPANY

(Securities Code: 7157, TSE Mothers)

## FY2017 2Q: CUSTOMER INQUIRY REPORT

### 16,403 inquiries for 2Q of FY2017

TOKYO, October 16, 2017 - LIFENET INSURANCE COMPANY (TSE Mothers 7157, President Daisuke Iwase, URL: <http://ir.lifenet-seimei.co.jp/en/>) announces the report on the number of inquiries from customers for the second quarter of fiscal 2017, ending March 31, 2018.

In the second quarter of fiscal 2017, we received a total of 16,403 inquiries. This is 108.9% of the number of inquiries of the previous quarter, and 120.7% compared to the same quarter of the previous fiscal year. The number of complaints was 394. Accordingly, the total number of inquiries received in the first six months of fiscal 2017 (April through September) stands at 31,459 with a total of 712 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

#### FY2017 (Fiscal Year ending March 2018)

Item	1Q (Apr.-Jun. 2017)	2Q (Jul.-Sep. 2017)	Accumulated total
Inquiries	15,056	16,403	31,459
Complaints	318	394	712

#### < Reference: FY2016 (Fiscal Year ended March 2017)>

Item	1Q (Apr.-Jun. 2016)	2Q (Jul.-Sep. 2016)	3Q (Oct.-Dec. 2016)	4Q (Jan.-Mar. 2017)	Accumulated total
Inquiries	15,223	13,595	15,814	17,281	61,913
Complaints	272	241	289	304	1,106

## 2. Breakdown of complaints\*1

FY2017 (Fiscal Year ending March 2018)

Item	1Q (Apr.-Jun. 2017)	2Q (Jul.-Sep. 2017)	Accumulated total	%*2
Acquisition	198	253	451	63.3%
Collection	37	27	64	9.0%
Maintenance	22	36	58	8.1%
Claims/ Benefits	25	27	52	7.3%
Others	36	51	87	12.2%
Total	318	394	712	100.0%

< Reference: FY2016 (Fiscal Year ended March 2017) >

Item	1Q (Apr.-Jun. 2016)	2Q (Jul.-Sep. 2016)	3Q (Oct.-Dec. 2016)	4Q (Jan.-Mar. 2017)	Accumulated total	%*2
Acquisition	136	131	130	182	579	52.4%
Collection	32	42	31	27	132	11.9%
Maintenance	25	26	25	22	98	8.9%
Claims/ Benefits	43	28	34	37	142	12.8%
Others	36	14	69	36	155	14.0%
Total	272	241	289	304	1,106	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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