

October 15, 2018

Ryosuke Mori, President

LIFENET INSURANCE COMPANY

(Securities Code: 7157, TSE Mothers)

FY2018 2Q: CUSTOMER INQUIRY REPORT
20,258 inquiries for 2Q of FY2018

TOKYO, October 15, 2018 - LIFENET INSURANCE COMPANY (TSE Mothers 7157, President Ryosuke Mori, URL: <https://ir.lifenet-seimei.co.jp/en/>) announces the report on the number of inquiries from customers for the second quarter of fiscal 2018, ending March 31, 2019.

In the second quarter of fiscal 2018, we received a total of 20,258 inquiries. This is 106.8% of the number of inquiries of the previous quarter, and 123.5% compared to the same quarter of the previous fiscal year. The number of complaints was 590. Accordingly, the total number of inquiries received in the first six month of fiscal 2018 (April through September) stands at 39,227 with a total of 1,101 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

FY2018 (Fiscal Year ending March 2019)

Item	1Q (Apr.-Jun. 2018)	2Q (Jul.-Sep. 2018)	Accumulated total
Inquiries	18,969	20,258	39,227
Complaints	511	590	1,101

< Reference: FY2017 (Fiscal Year ended March 2018)>

Item	1Q (Apr.-Jun. 2017)	2Q (Jul.-Sep. 2017)	3Q (Oct.-Dec. 2017)	4Q (Jan.-Mar. 2018)	Accumulated total
Inquiries	15,056	16,403	18,649	18,396	68,504
Complaints	318	394	424	464	1,600

2. Breakdown of complaints*1

FY2018 (Fiscal Year ending March 2019)

Item	1Q (Apr.-Jun. 2018)	2Q (Jul.-Sep. 2018)	Accumulated total	%*2
Acquisition	361	433	794	72.1%
Collection	43	46	89	8.1%
Maintenance	36	45	81	7.4%
Claims/ Benefits	32	20	52	4.7%
Others	39	46	85	7.7%
Total	511	590	1,101	100.0%

< Reference: FY2017 (Fiscal Year ended March 2018) >

Item	1Q (Apr.-Jun. 2017)	2Q (Jul.-Sep. 2017)	3Q (Oct.-Dec. 2017)	4Q (Jan.-Mar. 2018)	Accumulated total	%*2
Acquisition	198	253	257	315	1,023	63.9%
Collection	37	27	40	48	152	9.5%
Maintenance	22	36	29	21	108	6.8%
Claims/ Benefits	25	27	37	24	113	7.1%
Others	36	51	61	56	204	12.8%
Total	318	394	424	464	1,600	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: <https://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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