

October 15, 2015
 Daisuke Iwase, President & COO
 LIFENET INSURANCE COMPANY
 (Securities Code: 7157, TSE Mothers)

FY2015 2Q: CUSTOMER INQUIRY REPORT 27,176 inquiries in total

TOKYO, October 15, 2015 - 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 second quarter of fiscal 2015, ending March 31, 2016.

In the second quarter of FY2015, we received a total of 13,511 inquiries. This is 98.9% of the number of inquiries of the previous quarter, and 96.4% compared to the same quarter of the previous fiscal year. The number of complaints was 199. Accordingly, the total number of inquiries received in the first six months of FY2015 (April through September) stands at 27,176 with a total of 411 complaints.

At Lifenet, we view customer inquiries as a valuable asset to continuously better 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)	Accumulated total
Inquiries	13,665	13,511	27,176
Complaints	212	199	411

< 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^{*1}

FY2015 (Fiscal Year ending March 2016)

Item	1Q (Apr.-Jun. 2015)	2Q (Jul.-Sep. 2015)	Accumulated total	% ^{*2}
Acquisition	104	99	203	49.4%
Collection	33	30	63	15.3%
Maintenance	30	27	57	13.9%
Claims/ Benefits	26	17	43	10.5%
Others	19	26	45	10.9%
Total	212	199	411	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	% ^{*2}
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.

Contact:
Investor Relations, Corporate Development Department
Tel: +81-3-5216-7900
e-mail: ir@lifenet-seimei.co.jp

Disclaimer: This is a summarized translation of the original Japanese document, prepared and provided solely for readers' convenience. In case of any discrepancy or dispute, the Japanese document prevails.