

July 16, 2013
 Daisuke Iwase, President & COO
 LIFENET INSURANCE COMPANY
 (Securities Code: 7157, TSE Mothers)

FY2013 1Q: CUSTOMER INQUIRY REPORT

17,062 inquiries in total

TOKYO, July 16, 2013 - 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 first quarter of fiscal year 2013, ending March 31, 2014.

In the first quarter of FY2013, we received a total of 17,062 inquiries. This is 90.2% the number of inquiries of the previous quarter, and 90.4% compared to the same quarter of the previous fiscal year. The number of complaints was 290.

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

FY2013 (Fiscal Year ending March 2014)

Item	1Q (Apr.-Jun. 2013)	Accumulated total
Inquiries	17,062	17,062
Complaints	290	290

< Reference: FY2012 (Fiscal Year ended March 2013)>

Item	1Q (Apr.-Jun. 2012)	2Q (Jul.-Sep. 2012)	3Q (Oct.-Dec. 2012)	4Q (Jan.-Mar. 2013)	Accumulated total
Inquiries	18,882	16,026	15,933	18,920	69,761
Complaints	124	128	121	234	607

2. Breakdown of complaints^{*1}

FY2013 (Fiscal Year ending March 2014)

Item	1Q (Apr.-Jun. 2013)	Accumulated total	%
Acquisition	203	203	70.0%
Collection	15	15	5.2%
Maintenance	19	19	6.6%
Claims/ Benefits	14	14	4.8%
Others	39	39	13.4%
Total	290	290	100.0%

< Reference: FY2012 (Fiscal Year ended March 2013) >

Item	1Q (Apr.-Jun. 2012)	2Q (Jul. -Sep. 2012)	3Q (Oct.-Dec. 2012)	4Q (Jan.-Mar. 2013)	Accumulated total	%
Acquisition	93	98	68	150	409	67.4%
Collection	7	8	12	20	47	7.7%
Maintenance	5	7	9	9	30	4.9%
Claims/ Benefits	10	5	14	19	48	7.9%
Others	9	10	18	36	73	12.0%
Total	124	128	121	234	607	100.0%

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

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.

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