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April 16, 2012

Haruaki Deguchi, President/Founder

LIFENET INSURANCE COMPANY

(Code: 7157, TSE Mothers)

FY2011 Q4: CUSTOMER INQUIRY REPORT

20,171 inquiries in total (of which 0.7% complaints)

TOKYO, April 16, 2012 - LIFENET INSURANCE COMPANY (TSE Mothers 7157, President/Founder: Haruaki Deguchi) announces the fourth quarter and fiscal year 2011 report on the number of inquiries of customers.

1. Number of inquiries and complaints from customers

FY 2011 (Fiscal Year ending Mar. 2012)

Item	1Q (Apr.-Jun. 2011)	2Q (Jul.-Sep. 2011)	3Q (Oct.-Dec. 2011)	4Q (Jan.-Mar. 2012)	Accumulated total
Inquiries	15,172	20,394	16,264	20,171	72,001
Complaints	80	146	118	144	488
% of complaints	0.5%	0.7%	0.7%	0.7%	0.7%

< reference: FY 2010 (Fiscal Year ending Mar. 2011)>

Item	1Q (Apr.-Jun. 2010)	2Q (Jul.-Sep. 2010)	3Q (Oct.-Dec. 2010)	4Q (Jan.-Mar. 2011)	Accumulated total
Inquiries	9,330	10,568	12,906	13,562	46,366
Complaints	40	72	60	77	249
% of complaints	0.4%	0.7%	0.5%	0.6%	0.5%

2. Breakdown of complaints*

FY 2011 (Fiscal Year ending Mar. 2012)

Item	1Q (Apr.-Jun. 2011)	2Q (Jul. -Sep. 2011)	3Q (Oct. -Dec. 2011)	4Q (Jan.-Mar. 2012)	Accumulated total	%
Acquisition	60	103	83	87	333	68.2%
Collection	2	11	6	11	30	6.1%
Maintenance	3	7	4	10	24	4.9%
Claims/ Benefits	4	4	2	7	17	3.5%
Others	11	21	23	29	84	17.2%
Total	80	146	118	144	488	100.0%

< reference: FY 2010 (Fiscal Year ending Mar. 2011) >

Item	1Q (Apr.-Jun. 2011)	2Q (Jul. -Sep. 2011)	3Q (Oct. -Dec. 2011)	4Q (Jan.-Mar. 2012)	Accumulated total	%
Acquisition	31	50	37	45	163	65.5%
Collection	3	4	4	4	15	6.0%
Maintenance	2	3	4	7	16	6.4%
Claims/ Benefits	0	3	1	0	4	1.6%
Others	4	12	14	21	51	20.5%
Total	40	72	60	77	249	100.0%

* 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.

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