

October 17, 2016
 Daisuke Iwase, President
 LIFENET INSURANCE COMPANY
 (Securities Code: 7157, TSE Mothers)

FY2016 2Q: CUSTOMER INQUIRY REPORT 28,818 inquiries in total

TOKYO, October 17, 2016 - 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 2016, ending March 31, 2017.

In the second quarter of fiscal 2016, we received a total of 13,595 inquiries. This is 89.3% of the number of inquiries of the previous quarter, and 100.6% compared to the same quarter of the previous fiscal year. The number of complaints was 241. Accordingly, the total number of inquiries received in the first six months of fiscal 2016 (April through September) stands at 28,818 with a total of 513 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

FY2016 (Fiscal Year ending March 2017)

Item	1Q (Apr.-Jun. 2016)	2Q (Jul.-Sep. 2016)	Accumulated total
Inquiries	15,223	13,595	28,818
Complaints	272	241	513

< Reference: FY2015 (Fiscal Year ended March 2016)>

Item	1Q (Apr.-Jun. 2015)	2Q (Jul.-Sep. 2015)	3Q (Oct.-Dec. 2015)	4Q (Jan.-Mar. 2016)	Accumulated total
Inquiries	13,665	13,511	15,970	15,829	58,975
Complaints	212	199	248	268	927

2. Breakdown of complaints^{*1}

FY2016 (Fiscal Year ending March 2017)

Item	1Q (Apr.-Jun. 2016)	2Q (Jul.-Sep. 2016)	Accumulated total	% ^{*2}
Acquisition	136	131	267	52.0%
Collection	32	42	74	14.4%
Maintenance	25	26	51	9.9%
Claims/ Benefits	43	28	71	13.8%
Others	36	14	50	9.7%
Total	272	241	513	100.0%

< Reference: FY2015 (Fiscal Year ended March 2016) >

Item	1Q (Apr.-Jun. 2015)	2Q (Jul.-Sep. 2015)	3Q (Oct.-Dec. 2015)	4Q (Jan.-Mar. 2016)	Accumulated total	% ^{*2}
Acquisition	104	99	118	153	474	51.1%
Collection	33	30	36	34	133	14.3%
Maintenance	30	27	29	27	113	12.2%
Claims/ Benefits	26	17	22	28	93	10.0%
Others	19	26	43	26	114	12.3%
Total	212	199	248	268	927	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.

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

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.