

January 16, 2017
 Daisuke Iwase, President
 LIFENET INSURANCE COMPANY
 (Securities Code: 7157, TSE Mothers)

FY2016 3Q: CUSTOMER INQUIRY REPORT
44,632 inquiries in total

TOKYO, January 16, 2017 - 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 third quarter of fiscal 2016, ending March 31, 2017.

In the third quarter of fiscal 2016, we received a total of 15,814 inquiries. This is 116.3% of the number of inquiries of the previous quarter, and 99.0% compared to the same quarter of the previous fiscal year. The number of complaints was 289. Accordingly, the total number of inquiries received in the first nine months of fiscal 2016 (April through December) stands at 44,632 with a total of 802 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)	3Q (Oct.-Dec. 2016)	Accumulated total
Inquiries	15,223	13,595	15,814	44,632
Complaints	272	241	289	802

< 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)	3Q (Oct.-Dec. 2016)	Accumulated total	% ^{*2}
Acquisition	136	131	130	397	49.5%
Collection	32	42	31	105	13.1%
Maintenance	25	26	25	76	9.5%
Claims/ Benefits	43	28	34	105	13.1%
Others	36	14	69	119	14.8%
Total	272	241	289	802	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.

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