

April 17, 2017
 Daisuke Iwase, President
 LIFENET INSURANCE COMPANY
 (Securities Code: 7157, TSE Mothers)

FY2016 4Q: CUSTOMER INQUIRY REPORT

61,913 inquiries for FY2016

TOKYO, April 17, 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 fourth quarter of fiscal 2016, ended March 31, 2017.

In the fourth quarter of fiscal 2016, we received a total of 17,281 inquiries. This is 109.3% of the number of inquiries of the previous quarter, and 109.2% compared to the same quarter of the previous fiscal year. The number of complaints was 304. Accordingly, the total number of inquiries received in fiscal 2016 (April 2016 through March 2017) stands at 61,913 with a total of 1,106 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 ended March 2017)

Item	1Q (Apr.-Jun. 2016)	2Q (Jul.-Sep. 2016)	3Q (Oct.-Dec. 2016)	4Q (Jan.-Mar. 2017)	Accumulated total
Inquiries	15,223	13,595	15,814	17,281	61,913
Complaints	272	241	289	304	1,106

< 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 ended March 2017)

Item	1Q (Apr.-Jun. 2016)	2Q (Jul.-Sep. 2016)	3Q (Oct.-Dec. 2016)	4Q (Jan.-Mar. 2017)	Accumulated total	% ^{*2}
Acquisition	136	131	130	182	579	52.4%
Collection	32	42	31	27	132	11.9%
Maintenance	25	26	25	22	98	8.9%
Claims/ Benefits	43	28	34	37	142	12.8%
Others	36	14	69	36	155	14.0%
Total	272	241	289	304	1,106	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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