

April 16, 2018

Daisuke Iwase, President

LIFENET INSURANCE COMPANY

(Securities Code: 7157, TSE Mothers)

**FY2017 4Q: CUSTOMER INQUIRY REPORT**  
**68,504 Inquiries for FY2017**

TOKYO, April 16, 2018 - 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 2017, ended March 31, 2018.

In the fourth quarter of fiscal 2017, we received a total of 18,396 inquiries. This is 98.6% of the number of inquiries of the previous quarter, and 106.5% compared to the same quarter of the previous fiscal year. The number of complaints was 464. Accordingly, the total number of inquiries received in fiscal 2017 (April 2017 through March 2018) stands at 68,504 with a total of 1,600 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

#### FY2017 (Fiscal Year ended March 2018)

Item	1Q (Apr.-Jun. 2017)	2Q (Jul.-Sep. 2017)	3Q (Oct.-Dec. 2017)	4Q (Jan.-Mar. 2018)	Accumulated total
Inquiries	15,056	16,403	18,649	18,396	68,504
Complaints	318	394	424	464	1,600

#### < Reference: 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

## 2. Breakdown of complaints\*1

FY2017 (Fiscal Year ended March 2018)

Item	1Q (Apr.-Jun. 2017)	2Q (Jul.-Sep. 2017)	3Q (Oct.-Dec. 2017)	4Q (Jan.-Mar. 2018)	Accumulated total	%*2
Acquisition	198	253	257	315	1,023	63.9%
Collection	37	27	40	48	152	9.5%
Maintenance	22	36	29	21	108	6.8%
Claims/ Benefits	25	27	37	24	113	7.1%
Others	36	51	61	56	204	12.8%
Total	318	394	424	464	1,600	100.0%

< Reference: 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%

\*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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