

July 17, 2018

Ryosuke Mori, President

LIFENET INSURANCE COMPANY

(Securities Code: 7157, TSE Mothers)

FY2018 1Q: CUSTOMER INQUIRY REPORT
18,969 inquiries for 1Q of FY2018

TOKYO, July 17, 2018 - LIFENET INSURANCE COMPANY (TSE Mothers 7157, President Ryosuke Mori, URL: <http://ir.lifenet-seimei.co.jp/en/>) announces the report on the number of inquiries from customers for the first quarter of fiscal 2018, ending March 31, 2019.

In the first quarter of fiscal 2018, we received a total of 18,969 inquiries. This is 103.1% of the number of inquiries of the previous quarter, and 126.0% compared to the same quarter of the previous fiscal year. The number of complaints was 511.

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**FY2018** (Fiscal Year ending March 2019)

Item	1Q (Apr.-Jun. 2018)	Accumulated total
Inquiries	18,969	18,969
Complaints	511	511

< Reference: 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

2. Breakdown of complaints*1

FY2018 (Fiscal Year ending March 2019)

Item	1Q (Apr.-Jun. 2018)	Accumulated total	%*2
Acquisition	361	361	70.6%
Collection	43	43	8.4%
Maintenance	36	36	7.0%
Claims/ Benefits	32	32	6.3%
Others	39	39	7.6%
Total	511	511	100.0%

< Reference: 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%

*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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