

January 15, 2019
 Ryosuke Mori, President
 LIFENET INSURANCE COMPANY
 (Securities Code: 7157, TSE Mothers)

FY2018 3Q: CUSTOMER INQUIRY REPORT 22,860 inquiries for 3Q of FY2018

TOKYO, January 15, 2019 - LIFENET INSURANCE COMPANY (TSE Mothers 7157, President Ryosuke Mori, URL: <https://ir.lifenet-seimei.co.jp/en/>) announces the report on the number of inquiries from customers for the third quarter of fiscal 2018, ending March 31, 2019.

In the third quarter of fiscal 2018, we received a total of 22,860 inquiries. This is 112.8% of the number of inquiries of the previous quarter, and 122.6% compared to the same quarter of the previous fiscal year. The number of complaints was 606. Accordingly, the total number of inquiries received in the first nine months of fiscal 2018 (April through December) stands at 62,087 with a total of 1,707 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

FY2018 (Fiscal Year ending March 2019)

Item	1Q (Apr.-Jun. 2018)	2Q (Jul.-Sep. 2018)	3Q (Oct.-Dec. 2018)	Accumulated total
Inquiries	18,969	20,258	22,860	62,087
Complaints	511	590	606	1,707

< 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)	2Q (Jul.-Sep. 2018)	3Q (Oct.-Dec. 2018)	Accumulated total	%*2
Acquisition	361	433	402	1,196	70.1%
Collection	43	46	49	138	8.1%
Maintenance	36	45	31	112	6.6%
Claims/ Benefits	32	20	38	90	5.3%
Others	39	46	86	171	10.0%
Total	511	590	606	1,707	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: <https://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. We aim to be the leading company driving the growth of the online life insurance market.

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