

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

FY2018 4Q: CUSTOMER INQUIRY REPORT 26,087 inquiries for 4Q of FY2018

TOKYO, April 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 fourth quarter of fiscal 2018, ended March 31, 2019.

In the fourth quarter of fiscal 2018, we received a total of 26,087 inquiries. This is 114.1% of the number of inquiries of the previous quarter, and 141.8% compared to the same quarter of the previous fiscal year. The number of complaints was 855. Accordingly, the total number of inquiries received in fiscal 2018 (April 2018 through March 2019) stands at 88,174 with a total of 2,562 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 ended March 2019)

Item	1Q (Apr.-Jun. 2018)	2Q (Jul.-Sep. 2018)	3Q (Oct.-Dec. 2018)	4Q (Jan.-Mar. 2019)	Accumulated total
Inquiries	18,969	20,258	22,860	26,087	88,174
Complaints	511	590	606	855	2,562

< 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 ended March 2019)

Item	1Q (Apr.-Jun. 2018)	2Q (Jul.-Sep. 2018)	3Q (Oct.-Dec. 2018)	4Q (Jan.-Mar. 2019)	Accumulated total	%*2
Acquisition	361	433	402	550	1,746	68.1%
Collection	43	46	49	71	209	8.2%
Maintenance	36	45	31	61	173	6.8%
Claims/ Benefits	32	20	38	51	141	5.5%
Others	39	46	86	122	293	11.4%
Total	511	590	606	855	2,562	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.

Contact:
Investor Relations, Corporate Planning Department
Tel: +81-3-5216-7900
e-mail: ir@lifenet-seimei.co.jp

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