

FOR IMMEDIATE RELEASE: 2020/4/1

LINE Corporation
M3, Inc.
LINE Healthcare Corporation

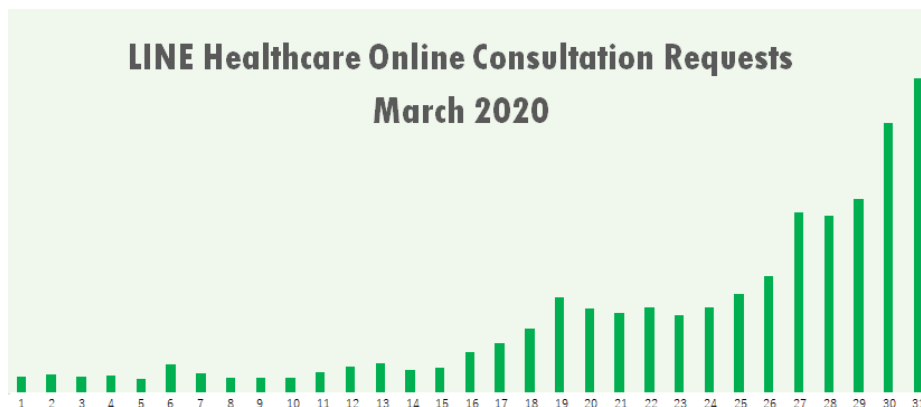
**LINE Healthcare: Free Online Health Consultations Extended Into April Amidst COVID-19
~ Increasing Online Consultations Leading to Reduction of Unnecessary Hospital Visits~**

LINE Healthcare Corporation (Headquarters: Tokyo, Japan; CEO: Shinichiro Muroyama; “LINE Healthcare,” below), a joint venture between LINE Corporation (Headquarters: Tokyo, Japan; Representative Director, President and CEO: Takeshi Idezawa; “LINE Corp.,” below) and M3, Inc. (Headquarters: Tokyo, Japan; CEO: Itaru Tanimura; “M3” below), will continue to provide free online health consultations* into April.

* LINE Healthcare consultation services follow the standards for remote medical consultation services by doctors defined by MHLW: www.mhlw.go.jp/content/000534254.pdf

Along with national ministries, local municipalities and corporates who are working to provide various measures and support systems for COVID-19, LINE Healthcare is also collaborating with MHLW and METI to provide a convenient and safe option for receiving doctor consultation for patients with health concerns or suspecting COVID-19 infection. The number of daily consultations has topped 4,000, and continues to increase.

Awareness of the online consultation service had increased to 34.2% of the population between the age of 15~59, according to a nationwide survey conducted in March. Reflecting increasing demand for social distancing, LINE Healthcare will continue to provide free online health consultations past April to help alleviate health concerns including COVID-19 for the general public. Collaborations with official LINE accounts of local municipalities across Japan are now being pushed forward with aim to increase LINE Healthcare utilization, in hopes to prevent further outbreaks and clusters from unnecessary hospital visits.



* Survey source: LINE Research platform; males and females nationwide ages 15-69; Mar. 25-26, 2020; n= 1,054s

LINE Healthcare Initiatives Against COVID-19

- Cooperation with MLWH's LINE official account "COVID-19 Information"
LINE Corp. provides a link to LINE Healthcare through a "Consult a Doctor via Smartphone" button on MLWH's official LINE account "COVID-19 Information" to provide free online consultations. (Feb. 10, 2020~)

- Free provision of online health consultations in support of METI's Health Consultation Hotline
LINE Healthcare was adopted to support METI's Health Consultation Hotline by providing free doctor consultations to prevent unnecessary hospital visits that may increase the risk of exposure. (Mar. 11~31, 2020)

【LINE Healthcare】 <https://linehealthcarecorp.com/ja/lp/2019/1>

To Access: Search for "LINE ヘルスケア" within the LINE Application

Service Hours : 24 hours a day, 7 days a week

Serviced Therapy Areas: Internal medicine, pediatrics, obstetrics and gynecology, orthopedics, dermatology, and otolaryngology

Consultation Method:

- Real-Time consultation (FREE until further notice)
- Text Mail consultation (FREE until further notice)

* Doctor-patient matching may require some time during peak hours; consultations will be made within guidelines