

FOR IMMEDIATE RELEASE: 2020/3/5

LINE Corporation

M3, Inc.

LINE Healthcare Corporation

LINE Healthcare: Feb Consultations Increase 40x vs. Jan, Total Users Top 4 Million
~ Over 50% of Consultations Regarding COVID-19, Over 70% “Satisfied” Users ~

LINE Healthcare Corporation (Headquarters: Tokyo, Japan; CEO: Shinichiro Muroyama; “LINE Healthcare Corp.” below) reported that the number of online doctor consultations for February 2020 grew to 40 times that of January, with now over 4 million total users of the official LINE Healthcare account.

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

On February 7, 2020, in response to the request from the Ministry of Health, Labour and Welfare, LINE launched an official LINE account, “Information on COVID-19 by MHLW,” for free online doctor consultations regarding COVID-19, with aim to provide better access to optimal online medical care.

Service benefits identified through user feedback:

- Receive multiple interpretations regarding symptoms along with potential counter-measures
- Consultation chat log can be reviewed at a later time
- Receive instant expert opinions when in a rush, or at times of lighter symptoms when necessity of hospital visits are questionable
- Receive thorough consultations without feeling rushed as is often the case with hospital visits

COVID-19

Questions regarding COVID-19

- What are the measures to avoid infection?
- I have a fever and cough...could it be COVID-19?
- Should I visit a hospital right away?
- ... Consult with a doctor now!

Recommended Doctors

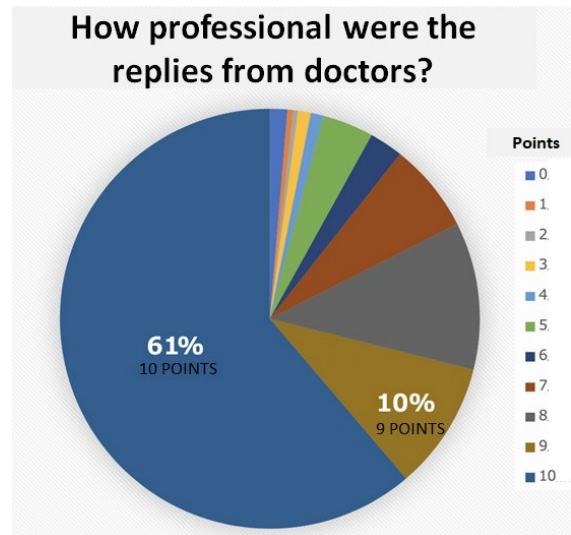
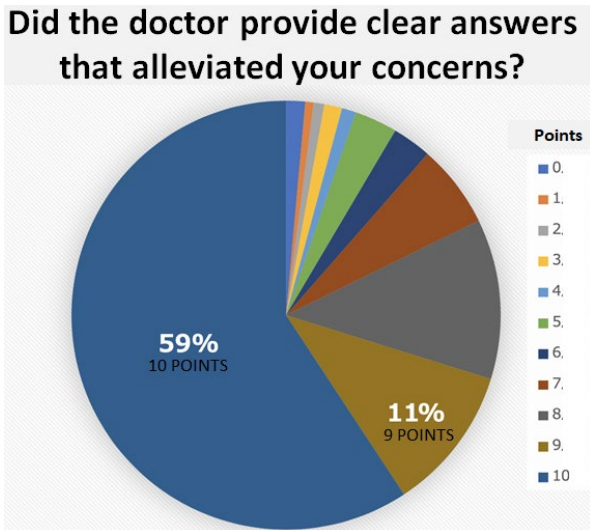
Dr. Tada
Internal Medicine
0 yen / 30 min
Consult Now

Dr. Shiina
Respiratory Medicine
0 yen / 30 min
Consult Now

Available Doctors: 41

Dr. Tanaka Consult

According to a user satisfaction survey, more than 70% of users' satisfaction levels were rated as a 9 or 10 on a scale of 0 -10, with 10 being maximum satisfaction. The high user satisfaction levels point to the potential of continual service usage.



Source: LINE Research (Voluntary Reply); LINE Healthcare (β) Online Consultation Service Users; February 10 ~ 26, 2020; n= 1,117

LINE Healthcare will continue its efforts to create a medical platform providing services not only limited to remote online health consultations, but including medical Q&A, online diagnoses, and delivery of prescription drugs, utilizing LINE's 82 million MAUs nationwide and M3 Group's knowledge and knowhow in the medical field as well as m3.com's 280,000 doctor and 160,000 pharmacist membership base.

[LINE Healthcare β] About the service: <https://linehealthcarecorp.com/ja/lp/2019/1>

Serviced Therapy Areas

Internal medicine, pediatrics, obstetrics and gynecology, orthopedics, dermatology and otolaryntology
(To be expanded)

Service Availability Time

24 hours, 365 days
(Doctor-patient matching may require some time during peak hours)

Usage Method and Fees

- Real-Time LINE consultation (2,000 yen (incl. tax) / 30 min.)
- Text Mail consultation (1,000 yen (incl. tax / 48 hours, up to 1,000 letters)