



**FOURTH QUARTER EARNINGS
PRESENTATION – APRIL 3, 2013**



Valuable Credit Offering for All Consumers

Percent of Sales Generated by Payment Option

	<u>4Q FY13</u>	<u>4Q FY12</u>
GE Capital	16.1%	15.2%
Conn's Credit (including Down Payment)	74.6%	66.5%
RAC Acceptance (Rent-to-Own)	<u>3.3%</u>	<u>2.6%</u>
Total	94.0%	84.3%

Same Store Sales Performance

Same Store Sales % Change for 4Q FY13

Home appliance	11.9%
Furniture and mattress	40.2%
Consumer electronic	(10.5%)
Home office	12.6%
Other	(12.7%)
Total product sales	5.9%
Repair service agreement commissions	22.5%
Total net sales	7.0%

Other category includes lawn and garden, general accessories and delivery and installation revenues



Gross Margin Performance by Product Category

	4Q FY13		4Q FY12		Basis Point Change	
	<u>Gross Margin</u>	<u>ASP</u>	<u>Gross Margin</u>	<u>ASP</u>	<u>Gross Margin</u>	<u>ASP</u>
Home appliance	34.0%	\$570	28.2%	\$448	580	2,720
Furniture and mattress	46.7%	\$344	35.6%	\$285	1,110	2,070
Consumer electronic	23.6%	\$509	19.9%	\$358	370	4,220
Home office	17.3%	\$581	13.5%	\$454	380	2,800
Other	65.0%	\$191	53.1%	\$261	1,190	(2,680)
Total	31.7%	\$412	24.9%	\$336	680	2,260

Other category includes lawn and garden, general accessories and delivery and installation revenues

Sales Floor Execution

	<u>4Q FY13</u>	<u>4Q FY12</u>
Sales Per Associate	\$59,900	\$54,600
Customer Satisfaction ⁽¹⁾	92%	86%
Associate Turnover	58%	56%

⁽¹⁾ During the fourth quarter of fiscal 2013, the scoring methodology used to measure customer satisfaction was changed. The prior-year has been restated to conform to the current presentation.



Retail SG&A Comparison

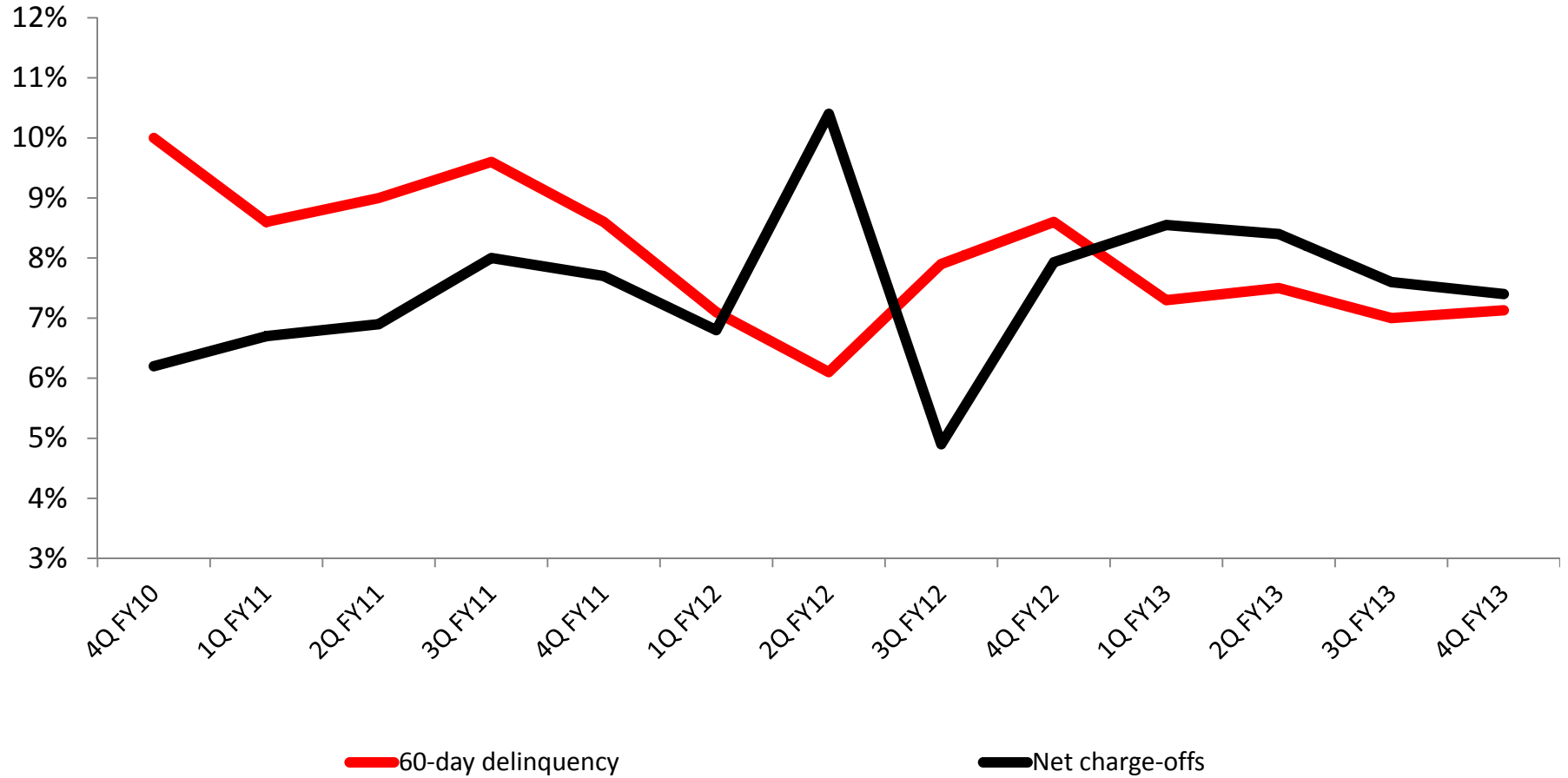
	<u>% of Sales 4Q FY13</u>	<u>% of Sales 4Q FY12</u>	<u>Basis Point Change</u>
Advertising	5.4%	4.7%	70
Compensation	14.7%	13.6%	110
Other SG&A	<u>7.5%</u>	<u>7.3%</u>	<u>20</u>
Retail SG&A	<u>27.6%</u>	<u>25.6%</u>	<u>200</u>
Retail SG&A as % of Retail Gross Profit	74.3%	83.8%	(950)

New Store Productivity – January through March 2013

(dollars in thousands)

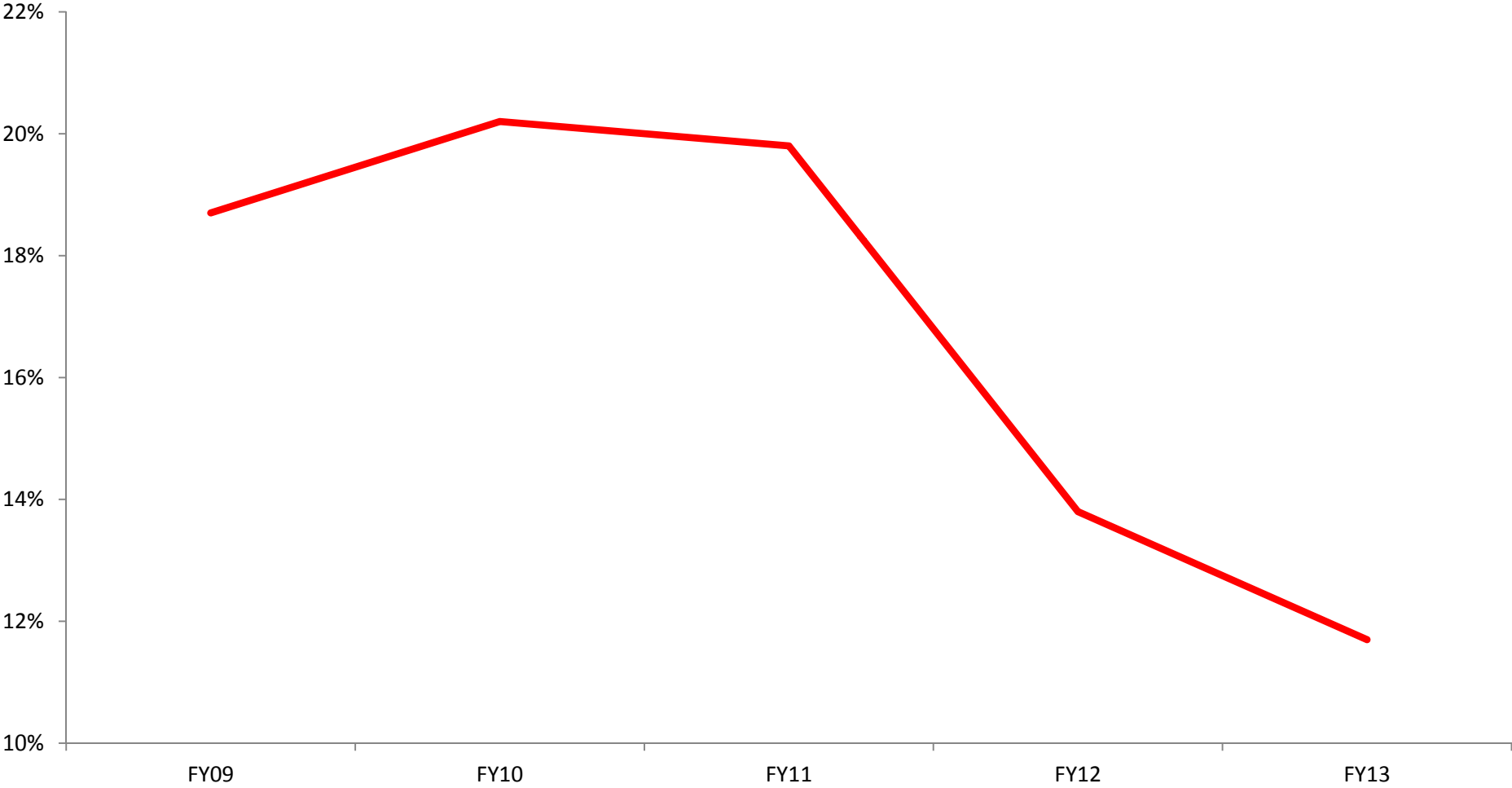
	<u>New Stores</u>	<u>All Stores</u>
Average Monthly Product Sales	\$1,488	\$921
Furniture and Mattress Sales as a Percentage of Total Product Sales	36%	25%

Improving Portfolio Trends

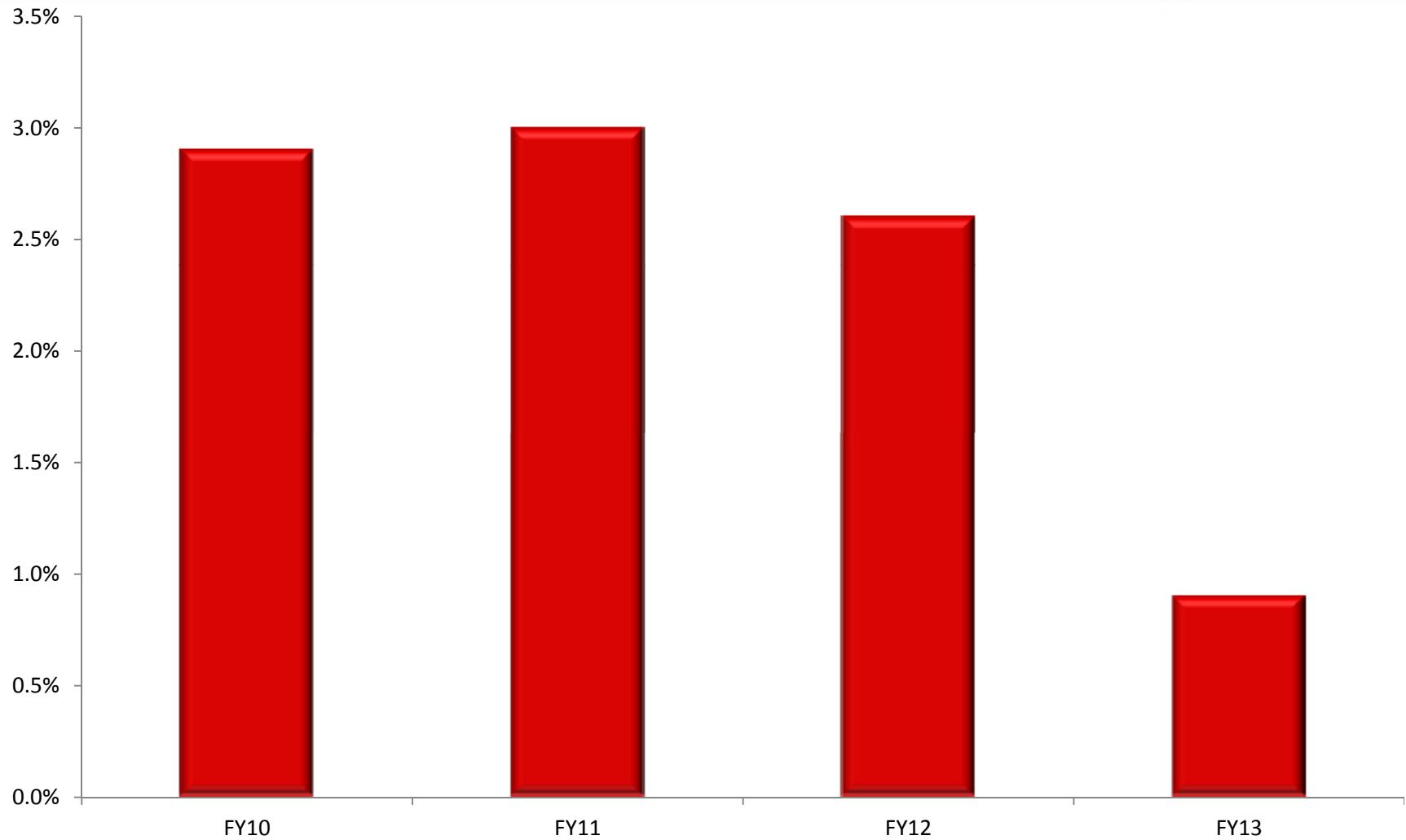


Reduced Balances Re-aged

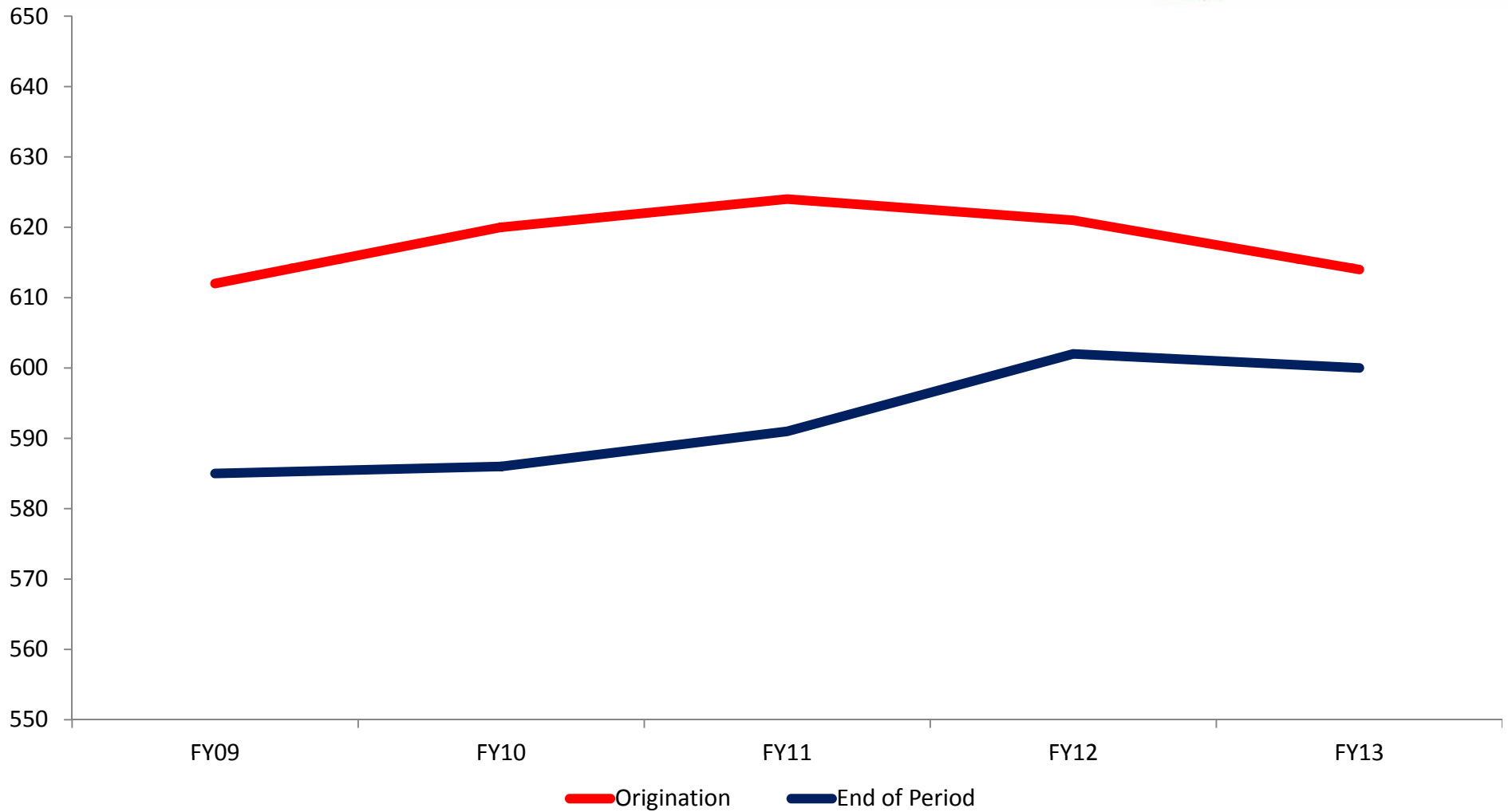
Percent of the Portfolio Re-aged at End of Period



Percent of the Portfolio Over 36 Months Since Origination



Weighted Average Origination and End of Period Credit Score



Excludes non-scored accounts



Debt as Percent of Portfolio Balance

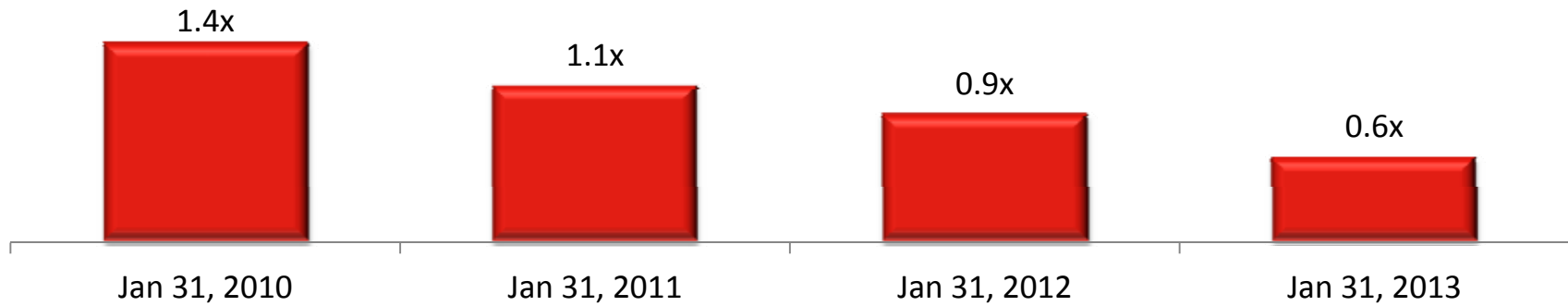


- Portfolio balance in millions
- Debt as a percent of portfolio balance = Total Debt/Portfolio Balance

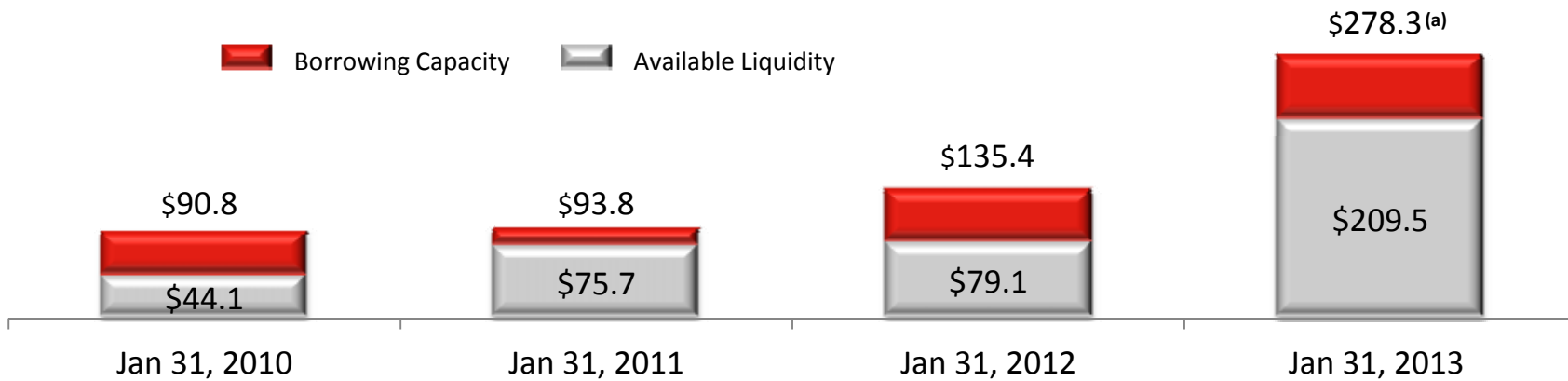


Considerable Access to Capital

Total Debt to Stockholders' Equity



Borrowing Capacity (\$ in mm)



(a) Giving effect to the March 27, 2013 increase in lender commitments, borrowing capacity would have been \$318.3 million



Revised FY 2014 Guidance

- Same store sales growth 3% to 8%
- New store opening plan 10 to 12 stores
- Retail gross margin 35.5% to 36.5%
- Provision for bad debts as % average portfolio balance 6.0% to 6.5%
- SG&A expense as % of total revenues 28.0% to 29.0%
- Diluted EPS, as adjusted \$2.40 to \$2.50



Conn's