



Quarterly Segment Financial Statements

Fiscal years ended January 31, 2016, 2017 and 2018

(dollars in thousands)

<i>Retail Segment</i>	<u>Q1 16</u>	<u>Q2 16</u>	<u>Q3 16</u>	<u>Q4 16</u>	<u>2016</u>	<u>Q1 17</u>	<u>Q2 17</u>	<u>Q3 17</u>	<u>Q4 17</u>	<u>2017</u>	<u>Q1 18</u>	<u>Q2 18</u>	<u>Q3 18</u>	<u>Q4 18</u>	<u>2018</u>
Revenues															
Product Sales	\$ 271,626	\$ 293,739	\$ 293,122	\$ 340,647	\$ 1,199,134	\$ 286,490	\$ 299,723	\$ 278,056	\$ 321,928	\$ 1,186,197	\$ 251,362	\$ 259,593	\$ 263,786	\$ 303,133	\$ 1,077,874
Repair service agreement commissions (net)	23,796	27,756	26,038	32,140	109,730	28,185	28,310	26,354	30,766	113,615	24,696	23,519	24,488	27,680	100,383
Service revenues	3,057	3,451	3,474	3,743	13,725	3,867	3,966	3,623	3,203	14,659	3,227	3,301	3,534	3,648	13,710
Total net sales	298,479	324,946	322,634	376,530	1,322,589	318,542	331,999	308,033	355,897	1,314,471	279,285	286,413	291,808	334,461	1,191,967
Finance charges and other	149	659	416	415	1,639	494	437	337	301	1,569	80	92	95	74	341
Total revenues	298,628	325,605	323,050	376,945	1,324,228	319,036	332,436	308,370	356,198	1,316,040	279,365	286,505	291,903	334,535	1,192,308
Cost and expenses															
Cost of goods sold	187,133	202,461	202,901	240,631	833,126	204,466	208,869	192,374	217,373	823,082	171,950	172,306	175,591	200,497	720,344
Selling, general and administrative expense	68,227	76,683	81,484	87,300	313,694	79,983	84,838	79,777	81,480	326,078	73,947	78,667	80,676	83,035	316,325
Provision for bad debts	69	324	120	278	791	398	127	286	179	990	230	165	189	245	829
Charges and credits	619	1,013	2,540	3,872	8,044	526	2,895	1,987	1,070	6,478	1,227	4,068	5,861	2,175	13,331
Total cost and expenses	256,048	280,481	287,045	332,081	1,155,655	285,373	296,729	274,424	300,102	1,156,628	247,354	255,206	262,317	285,952	1,050,829
Operating income	42,580	45,124	36,005	44,864	168,573	33,663	35,707	33,946	56,096	159,412	32,011	31,299	29,586	48,583	141,479
Segment income (loss) before income taxes	\$ 42,580	\$ 45,124	\$ 36,005	\$ 44,864	\$ 168,573	\$ 33,663	\$ 35,707	\$ 33,946	\$ 56,096	\$ 159,412	\$ 32,011	\$ 31,299	\$ 29,586	\$ 48,583	\$ 141,479
Store count	91	95	101	103	103	108	112	113	113	113	115	116	116	116	116
Product margin	31.6%	31.6%	31.3%	29.8%	31.0%	29.3%	30.9%	31.4%	33.0%	31.2%	32.2%	34.3%	34.1%	34.5%	33.8%
Retail Margin	37.3%	37.7%	37.1%	36.1%	37.0%	35.8%	37.1%	37.5%	38.9%	37.4%	38.4%	39.8%	39.8%	40.1%	39.6%
Gross margin	37.3%	37.8%	37.2%	36.2%	37.1%	35.9%	37.2%	37.6%	39.0%	37.5%	38.4%	39.9%	39.8%	40.1%	39.6%
SG&A %	22.8%	23.6%	25.2%	23.2%	23.7%	25.1%	25.5%	25.9%	22.9%	24.8%	26.5%	27.5%	27.6%	24.8%	26.5%
Operating margin	14.3%	13.9%	11.1%	11.9%	12.7%	10.6%	10.7%	11.0%	15.7%	12.1%	11.5%	10.9%	10.1%	14.5%	11.9%
Operating margin x-charges	14.5%	14.2%	11.9%	12.9%	13.3%	10.7%	11.6%	11.7%	16.0%	12.6%	11.9%	12.3%	12.1%	15.2%	13.0%



Quarterly Segment Financial Statements
Fiscal years ended January 31, 2016, 2017 and 2018
(dollars in thousands)

<i>Credit Segment</i>	<u>Q1 16</u>	<u>Q2 16</u>	<u>Q3 16</u>	<u>Q4 16</u>	<u>2016</u>	<u>Q1 17</u>	<u>Q2 17</u>	<u>Q3 17</u>	<u>Q4 17</u>	<u>2017</u>	<u>Q1 18</u>	<u>Q2 18</u>	<u>Q3 18</u>	<u>Q4 18</u>	<u>2018</u>
Revenues															
Finance charges and other	\$ 66,448	\$ 70,445	\$ 72,183	\$ 79,874	\$ 288,950	\$ 70,077	\$ 65,721	\$ 68,403	\$ 76,607	\$ 280,808	\$ 76,461	\$ 80,142	\$ 81,269	\$ 85,851	\$ 323,723
Total revenues	66,448	70,445	72,183	79,874	288,950	70,077	65,721	68,403	76,607	280,808	76,461	80,142	81,269	85,851	323,723
Cost and expenses															
Selling, general and administrative expense	27,448	28,149	32,184	34,640	122,421	33,264	35,008	34,680	31,866	134,818	32,590	32,965	33,679	34,854	134,088
Provision for bad debts	47,474	51,322	58,088	64,502	221,386	57,820	60,069	51,278	72,137	241,304	55,700	49,284	56,323	54,739	216,046
Total cost and expenses	74,922	79,471	90,272	99,142	343,807	91,084	95,077	85,958	104,003	376,122	88,290	82,249	90,002	89,593	350,134
Operating income	(8,474)	(9,026)	(18,089)	(19,268)	(54,857)	(21,007)	(29,356)	(17,555)	(27,396)	(95,314)	(11,829)	(2,107)	(8,733)	(3,742)	(26,411)
Interest expense, net	9,428	10,055	19,702	23,921	63,106	25,896	24,138	23,470	25,111	98,615	24,008	20,039	18,095	18,018	80,160
Loss from early extinguishment of debt	-	-	1,367	-	1,367	-	-	-	-	-	349	2,097	461	367	3,274
Segment income (loss) before income taxes	\$ (17,902)	\$ (19,081)	\$ (39,158)	\$ (43,189)	\$ (119,330)	\$ (46,903)	\$ (53,494)	\$ (41,025)	\$ (52,507)	\$ (193,929)	\$ (36,186)	\$ (24,243)	\$ (27,289)	\$ (22,127)	\$ (109,845)
Average Portfolio Balance	\$ 1,367,266	\$ 1,417,100	\$ 1,484,972	\$ 1,554,184	\$ 1,458,326	\$ 1,559,881	\$ 1,540,224	\$ 1,542,767	\$ 1,556,682	\$ 1,552,475	\$ 1,511,834	\$ 1,475,824	\$ 1,485,683	\$ 1,516,269	\$ 1,500,700
SG&A % of Revenue	41.3%	40.0%	44.6%	43.4%	42.4%	47.5%	53.3%	50.7%	41.6%	48.0%	42.6%	41.1%	41.4%	40.6%	41.4%
SG&A % of Average Portfolio Balance	2.0%	2.0%	2.2%	2.2%	8.4%	2.1%	2.3%	2.2%	2.0%	8.7%	2.2%	2.2%	2.3%	2.3%	8.9%
SG&A % of Average Portfolio Balance*	8.0%	7.9%	8.7%	8.9%	8.4%	8.5%	9.1%	9.0%	8.2%	8.7%	8.6%	8.9%	9.1%	9.2%	8.9%
Operating margin	-12.8%	-12.8%	-25.1%	-24.1%	-19.0%	-30.0%	-44.7%	-25.7%	-35.8%	-33.9%	-15.5%	-2.6%	-10.7%	-4.4%	-8.2%

*Annualized



Quarterly Segment Financial Statements
Fiscal years ended January 31, 2016, 2017 and 2018
(dollars in thousands)

<i>Consolidated</i>	<u>Q1 16</u>	<u>Q2 16</u>	<u>Q3 16</u>	<u>Q4 16</u>	<u>2016</u>	<u>Q1 17</u>	<u>Q2 17</u>	<u>Q3 17</u>	<u>Q4 17</u>	<u>2017</u>	<u>Q1 18</u>	<u>Q2 18</u>	<u>Q3 18</u>	<u>Q4 18</u>	<u>2018</u>
Revenues															
Product Sales	\$ 271,626	\$ 293,739	\$ 293,122	\$ 340,647	\$ 1,199,134	\$ 286,490	\$ 299,723	\$ 278,056	\$ 321,928	\$ 1,186,197	\$ 251,362	\$ 259,593	\$ 263,786	\$ 303,133	\$ 1,077,874
Repair service agreement commissions (net)	23,796	27,756	26,038	32,140	109,730	28,185	28,310	26,354	30,766	113,615	24,696	23,519	24,488	27,680	100,383
Service revenues	3,057	3,451	3,474	3,743	13,725	3,867	3,966	3,623	3,203	14,659	3,227	3,301	3,534	3,648	13,710
Total net sales	298,479	324,946	322,634	376,530	1,322,589	318,542	331,999	308,033	355,897	1,314,471	279,285	286,413	291,808	334,461	1,191,967
Finance charges and other	66,597	71,104	72,599	80,289	290,589	70,571	66,158	68,740	76,908	282,377	76,541	80,234	81,364	85,925	324,064
Total revenues	365,076	396,050	395,233	456,819	1,613,178	389,113	398,157	376,773	432,805	1,596,848	355,826	366,647	373,172	420,386	1,516,031
Cost and expenses															
Cost of goods sold	187,133	202,461	202,901	240,631	833,126	204,466	208,869	192,374	217,373	823,082	171,950	172,306	175,591	200,497	720,344
Selling, general and administrative expense	95,675	104,832	113,668	121,940	436,115	113,247	119,846	114,457	113,346	460,896	106,537	111,632	114,355	117,889	450,413
Provision for bad debts	47,543	51,646	58,208	64,780	222,177	58,218	60,196	51,564	72,316	242,294	55,930	49,449	56,512	54,984	216,875
Charges and credits	619	1,013	2,540	3,872	8,044	526	2,895	1,987	1,070	6,478	1,227	4,068	5,861	2,175	13,331
Total cost and expenses	330,970	359,952	377,317	431,223	1,499,462	376,457	391,806	360,382	404,105	1,532,750	335,644	337,455	352,319	375,545	1,400,963
Operating income	34,106	36,098	17,916	25,596	113,716	12,656	6,351	16,391	28,700	64,098	20,182	29,192	20,853	44,841	115,068
Interest expense, net	9,428	10,055	19,702	23,921	63,106	25,896	24,138	23,470	25,111	98,615	24,008	20,039	18,095	18,018	80,160
Loss from early extinguishment of debt	-	-	1,367	-	1,367	-	-	-	-	-	349	2,097	461	367	3,274
Income (loss) before income taxes	\$ 24,678	\$ 26,043	\$ (3,153)	\$ 1,675	\$ 49,243	\$ (13,240)	\$ (17,787)	\$ (7,079)	\$ 3,589	\$ (34,517)	\$ (4,175)	\$ 7,056	\$ 2,297	\$ 26,456	\$ 31,634
Product margin	31.6%	31.6%	31.3%	29.8%	31.0%	29.3%	30.9%	31.4%	33.0%	31.2%	32.2%	34.3%	34.1%	34.5%	33.8%
Retail Margin	37.3%	37.7%	37.1%	36.1%	37.0%	35.8%	37.1%	37.5%	38.9%	37.4%	38.4%	39.8%	39.8%	40.1%	39.6%
Gross margin	48.7%	48.9%	48.7%	47.3%	48.4%	47.5%	47.5%	48.9%	49.8%	48.5%	51.7%	53.0%	52.9%	52.3%	52.5%
SG&A %	26.2%	26.5%	28.8%	26.7%	27.0%	29.1%	30.1%	30.4%	26.2%	28.9%	29.9%	30.4%	30.6%	28.0%	29.7%
Operating margin	9.3%	9.1%	4.5%	5.6%	7.0%	3.3%	1.6%	4.4%	6.6%	4.0%	5.7%	8.0%	5.6%	10.7%	7.6%
Operating margin x-charges	9.5%	9.4%	5.2%	6.5%	7.5%	3.4%	2.3%	4.9%	6.9%	4.4%	6.0%	9.1%	7.2%	11.2%	8.5%