



Quarterly Segment Financial Statements

Fiscal years ended January 31, 2017, 2018 and 2019

(dollars in thousands)

<i>Retail Segment</i>	<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>	<u>Q1 19</u>	<u>Q2 19</u>	<u>Q3 19</u>
Revenues													
Product Sales	\$ 286,490	\$ 299,723	\$ 278,056	\$ 321,928	\$ 1,186,197	\$ 251,362	\$ 259,593	\$ 263,786	\$ 303,133	\$ 1,077,874	\$ 249,314	\$ 267,179	\$ 256,731
Repair service agreement commissions (net)	28,185	28,310	26,354	30,766	113,615	24,696	23,519	24,488	27,680	100,383	22,863	25,662	23,579
Service revenues	3,867	3,966	3,623	3,203	14,659	3,227	3,301	3,534	3,648	13,710	3,579	3,472	3,564
Total net sales	<u>318,542</u>	<u>331,999</u>	<u>308,033</u>	<u>355,897</u>	<u>1,314,471</u>	<u>279,285</u>	<u>286,413</u>	<u>291,808</u>	<u>334,461</u>	<u>1,191,967</u>	<u>275,756</u>	<u>296,313</u>	<u>283,874</u>
Finance charges and other	494	437	337	301	1,569	80	92	95	74	341	14	98	179
Total revenues	<u>319,036</u>	<u>332,436</u>	<u>308,370</u>	<u>356,198</u>	<u>1,316,040</u>	<u>279,365</u>	<u>286,505</u>	<u>291,903</u>	<u>334,535</u>	<u>1,192,308</u>	<u>275,770</u>	<u>296,411</u>	<u>284,053</u>
Cost and expenses													
Cost of goods sold	204,466	208,869	192,374	217,373	823,082	171,950	172,306	175,591	200,497	720,344	166,589	173,627	166,886
Selling, general and administrative expense	79,983	84,838	79,777	81,480	326,078	73,947	78,667	80,676	83,035	316,325	77,752	83,003	80,894
Provision for bad debts	398	127	286	179	990	230	165	189	245	829	260	243	286
Charges and credits	526	2,895	1,987	1,070	6,478	1,227	4,068	5,861	2,175	13,331	-	300	737
Total cost and expenses	<u>285,373</u>	<u>296,729</u>	<u>274,424</u>	<u>300,102</u>	<u>1,156,628</u>	<u>247,354</u>	<u>255,206</u>	<u>262,317</u>	<u>285,952</u>	<u>1,050,829</u>	<u>244,601</u>	<u>257,173</u>	<u>248,803</u>
Operating income	<u>33,663</u>	<u>35,707</u>	<u>33,946</u>	<u>56,096</u>	<u>159,412</u>	<u>32,011</u>	<u>31,299</u>	<u>29,586</u>	<u>48,583</u>	<u>141,479</u>	<u>31,169</u>	<u>39,238</u>	<u>35,250</u>
Segment income (loss) before income taxes	<u>\$ 33,663</u>	<u>\$ 35,707</u>	<u>\$ 33,946</u>	<u>\$ 56,096</u>	<u>\$ 159,412</u>	<u>\$ 32,011</u>	<u>\$ 31,299</u>	<u>\$ 29,586</u>	<u>\$ 48,583</u>	<u>\$ 141,479</u>	<u>\$ 31,169</u>	<u>\$ 39,238</u>	<u>\$ 35,250</u>
Store count	108	112	113	113	113	115	116	116	116	116	118	118	121
Product margin	29.3%	30.9%	31.4%	33.0%	31.2%	32.2%	34.3%	34.1%	34.5%	33.8%	33.9%	35.7%	35.7%
Retail Margin	35.8%	37.1%	37.5%	38.9%	37.4%	38.4%	39.8%	39.8%	40.1%	39.6%	39.6%	41.4%	41.2%
Gross margin	35.9%	37.2%	37.6%	39.0%	37.5%	38.4%	39.9%	39.8%	40.1%	39.6%	39.6%	41.4%	41.2%
SG&A %	25.1%	25.5%	25.9%	22.9%	24.8%	26.5%	27.5%	27.6%	24.8%	26.5%	28.2%	28.0%	28.5%
Operating margin	10.6%	10.7%	11.0%	15.7%	12.1%	11.5%	10.9%	10.1%	14.5%	11.9%	11.3%	13.2%	12.4%
Operating margin x-charges	10.7%	11.6%	11.7%	16.0%	12.6%	11.9%	12.3%	12.1%	15.2%	13.0%	11.3%	13.3%	12.7%



Quarterly Segment Financial Statements

Fiscal years ended January 31, 2017, 2018 and 2019

(dollars in thousands)

<i>Credit Segment</i>	<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>	<u>Q1 19</u>	<u>Q2 19</u>	<u>Q3 19</u>
Revenues													
Finance charges and other	\$ 70,077	\$ 65,721	\$ 68,403	\$ 76,607	\$ 280,808	\$ 76,461	\$ 80,142	\$ 81,269	\$ 85,851	\$ 323,723	\$ 82,617	\$ 88,209	\$ 89,771
Total revenues	70,077	65,721	68,403	76,607	280,808	76,461	80,142	81,269	85,851	323,723	82,617	88,209	89,771
Cost and expenses													
Selling, general and administrative expense	33,264	35,008	34,680	31,866	134,818	32,590	32,965	33,679	34,854	134,088	37,126	37,687	37,486
Provision for bad debts	57,820	60,069	51,278	72,137	241,304	55,700	49,284	56,323	54,739	216,046	43,896	50,508	47,262
Charges and credits	-	-	-	-	-	-	-	-	-	-	-	-	4,800
Total cost and expenses	91,084	95,077	85,958	104,003	376,122	88,290	82,249	90,002	89,593	350,134	81,022	88,195	89,548
Operating income	(21,007)	(29,356)	(17,555)	(27,396)	(95,314)	(11,829)	(2,107)	(8,733)	(3,742)	(26,411)	1,595	14	223
Interest expense, net	25,896	24,138	23,470	25,111	98,615	24,008	20,039	18,095	18,018	80,160	16,820	15,566	15,098
Loss from early extinguishment of debt	-	-	-	-	-	349	2,097	461	367	3,274	406	1,367	-
Segment income (loss) before income taxes	\$ (46,903)	\$ (53,494)	\$ (41,025)	\$ (52,507)	\$ (193,929)	\$ (36,186)	\$ (24,243)	\$ (27,289)	\$ (22,127)	\$ (109,845)	\$ (15,631)	\$ (16,919)	\$ (14,875)
Average Portfolio Balance	\$ 1,559,881	\$ 1,540,224	\$ 1,542,767	\$ 1,556,682	\$ 1,552,475	\$ 1,511,834	\$ 1,475,822	\$ 1,485,683	\$ 1,516,269	\$ 1,500,700	\$ 1,506,783	\$ 1,497,635	\$ 1,518,513
SG&A % of Revenue	47.5%	53.3%	50.7%	41.6%	48.0%	42.6%	41.1%	41.4%	40.6%	41.4%	44.9%	42.7%	41.8%
SG&A % of Average Portfolio Balance	2.1%	2.3%	2.2%	2.0%	8.7%	2.2%	2.2%	2.3%	2.3%	8.9%	2.5%	2.5%	2.5%
SG&A % of Average Portfolio Balance*	8.5%	9.1%	9.0%	8.2%	8.7%	8.6%	8.9%	9.1%	9.2%	8.9%	9.9%	10.1%	9.9%
Operating margin	-30.0%	-44.7%	-25.7%	-35.8%	-33.9%	-15.5%	-2.6%	-10.7%	-4.4%	-8.2%	1.9%	0.0%	0.2%
Operating margin x-charges	-30.0%	-44.7%	-25.7%	-35.8%	-33.9%	-15.5%	-2.6%	-10.7%	-4.4%	-8.2%	1.9%	0.0%	5.6%

*Annualized



Quarterly Segment Financial Statements

Fiscal years ended January 31, 2017, 2018 and 2019

(dollars in thousands)

<i>Consolidated</i>	<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>	<u>Q1 19</u>	<u>Q2 19</u>	<u>Q3 19</u>
Revenues													
Product Sales	\$ 286,490	\$ 299,723	\$ 278,056	\$ 321,928	\$ 1,186,197	\$ 251,362	\$ 259,593	\$ 263,786	\$ 303,133	\$ 1,077,874	\$ 249,314	\$ 267,179	\$ 256,731
Repair service agreement commissions (net)	28,185	28,310	26,354	30,766	113,615	24,696	23,519	24,488	27,680	100,383	22,863	25,662	23,579
Service revenues	3,867	3,966	3,623	3,203	14,659	3,227	3,301	3,534	3,648	13,710	3,579	3,472	3,564
Total net sales	<u>318,542</u>	<u>331,999</u>	<u>308,033</u>	<u>355,897</u>	<u>1,314,471</u>	<u>279,285</u>	<u>286,413</u>	<u>291,808</u>	<u>334,461</u>	<u>1,191,967</u>	<u>275,756</u>	<u>296,313</u>	<u>283,874</u>
Finance charges and other	<u>70,571</u>	<u>66,158</u>	<u>68,740</u>	<u>76,908</u>	<u>282,377</u>	<u>76,541</u>	<u>80,234</u>	<u>81,364</u>	<u>85,925</u>	<u>324,064</u>	<u>82,631</u>	<u>88,307</u>	<u>89,950</u>
Total revenues	<u>389,113</u>	<u>398,157</u>	<u>376,773</u>	<u>432,805</u>	<u>1,596,848</u>	<u>355,826</u>	<u>366,647</u>	<u>373,172</u>	<u>420,386</u>	<u>1,516,031</u>	<u>358,387</u>	<u>384,620</u>	<u>373,824</u>
Cost and expenses													
Cost of goods sold	204,466	208,869	192,374	217,373	823,082	171,950	172,306	175,591	200,497	720,344	166,589	173,627	166,886
Selling, general and administrative expense	113,247	119,846	114,457	113,346	460,896	106,537	111,632	114,355	117,889	450,413	114,878	120,690	118,380
Provision for bad debts	58,218	60,196	51,564	72,316	242,294	55,930	49,449	56,512	54,984	216,875	44,156	50,751	47,548
Charges and credits	526	2,895	1,987	1,070	6,478	1,227	4,068	5,861	2,175	13,331	-	300	5,537
Total cost and expenses	<u>376,457</u>	<u>391,806</u>	<u>360,382</u>	<u>404,105</u>	<u>1,532,750</u>	<u>335,644</u>	<u>337,455</u>	<u>352,319</u>	<u>375,545</u>	<u>1,400,963</u>	<u>325,623</u>	<u>345,368</u>	<u>338,351</u>
Operating income	<u>12,656</u>	<u>6,351</u>	<u>16,391</u>	<u>28,700</u>	<u>64,098</u>	<u>20,182</u>	<u>29,192</u>	<u>20,853</u>	<u>44,841</u>	<u>115,068</u>	<u>32,764</u>	<u>39,252</u>	<u>35,473</u>
Interest expense, net	25,896	24,138	23,470	25,111	98,615	24,008	20,039	18,095	18,018	80,160	16,820	15,566	15,098
Loss from early extinguishment of debt	-	-	-	-	-	349	2,097	461	367	3,274	406	1,367	-
Income (loss) before income taxes	<u>\$ (13,240)</u>	<u>\$ (17,787)</u>	<u>\$ (7,079)</u>	<u>\$ 3,589</u>	<u>\$ (34,517)</u>	<u>\$ (4,175)</u>	<u>\$ 7,056</u>	<u>\$ 2,297</u>	<u>\$ 26,456</u>	<u>\$ 31,634</u>	<u>\$ 15,538</u>	<u>\$ 22,319</u>	<u>\$ 20,375</u>
Product margin	29.3%	30.9%	31.4%	33.0%	31.2%	32.2%	34.3%	34.1%	34.5%	33.8%	33.9%	35.7%	35.7%
Retail Margin	35.8%	37.1%	37.5%	38.9%	37.4%	38.4%	39.8%	39.8%	40.1%	39.6%	39.6%	41.4%	41.2%
Gross margin	47.5%	47.5%	48.9%	49.8%	48.5%	51.7%	53.0%	52.9%	52.3%	52.5%	53.5%	54.9%	55.4%
SG&A %	29.1%	30.1%	30.4%	26.2%	28.9%	29.9%	30.4%	30.6%	28.0%	29.7%	32.1%	31.4%	31.7%
Operating margin	3.3%	1.6%	4.4%	6.6%	4.0%	5.7%	8.0%	5.6%	10.7%	7.6%	9.1%	10.2%	9.5%
Operating margin x-charges	3.4%	2.3%	4.9%	6.9%	4.4%	6.0%	9.1%	7.2%	11.2%	8.5%	9.1%	10.3%	11.0%