



Selected Credit Portfolio Data

	Fiscal Quarters Ended												Fiscal Years Ended				
	4/30/2015	7/31/2015	10/31/2015	1/31/2016	4/30/2016	7/31/2016	10/31/2016	1/31/2017	4/30/2017	7/31/2017	10/31/2017	1/31/2018	4/30/2018	7/31/2018	1/31/2016	1/31/2017	1/31/2018
Data as of period end:																	
Total outstanding balance	\$ 1,382,242	\$ 1,451,937	\$ 1,501,674	\$ 1,587,856	\$ 1,537,487	\$ 1,544,339	\$ 1,534,215	\$ 1,556,439	\$ 1,480,900	\$ 1,479,532	\$ 1,488,906	\$ 1,527,862	\$ 1,494,493	\$ 1,508,361	\$ 1,587,856	\$ 1,556,439	\$ 1,527,862
Number of active accounts	716,188	738,508	751,975	778,863	752,570	753,928	747,372	741,813	697,978	683,518	673,390	675,272	650,553	644,585	778,863	741,813	675,272
Average outstanding customer balance	\$ 2,355	\$ 2,366	\$ 2,370	\$ 2,406	\$ 2,381	\$ 2,365	\$ 2,354	\$ 2,376	\$ 2,360	\$ 2,375	\$ 2,405	\$ 2,443	\$ 2,462	\$ 2,503	\$ 2,406	\$ 2,376	\$ 2,443
Percent of balances 60+ days past due to																	
total outstanding balance ⁽¹⁾	8.4%	9.2%	10.2%	9.9%	8.6%	9.6%	11.0%	10.7%	9.8%	10.4%	9.9%	9.9%	9.5%	9.0%	9.9%	10.7%	9.9%
Percent of re-aged balances to																	
total outstanding balance ⁽²⁾	12.9%	13.0%	14.0%	14.5%	14.8%	15.3%	16.0%	16.1%	15.8%	16.0%	23.8%	24.3%	24.5%	24.3%	14.5%	16.1%	24.3%
Account balances re-aged more than six months	\$ 47,423	\$ 52,688	\$ 58,502	\$ 62,288	\$ 65,615	\$ 69,415	\$ 73,385	\$ 73,903	\$ 74,238	\$ 75,694	\$ 80,516	\$ 76,165	\$ 79,906	\$ 84,148	\$ 62,288	\$ 73,903	\$ 76,165
Weighted average credit score of outstanding balances	595	596	594	595	595	595	591	589	588	589	589	591	592	594	595	589	591
Weighted average months since origination																	
of outstanding balances	8.5	8.6	8.9	8.8	9.1	9.4	9.8	9.8	10.0	10.2	10.4	10.4	10.6	10.7	8.8	9.8	10.4
Percent of total outstanding balance represented by no-interest receivables	34.8%	36.1%	36.2%	37.1%	36.5%	33.3%	28.3%	27.1%	26.0%	24.1%	22.3%	21.2%	21.4%	20.9%	37.1%	27.1%	21.2%
Percent of outstanding balance consisting of Home Office and Consumer Electronics products	41.5%	39.4%	38.1%	38.4%	37.3%	36.0%	35.4%	35.9%	35.0%	32.6%	32.2%	33.1%	32.6%	32.0%	38.4%	35.9%	33.1%
Data for the period:																	
Average total outstanding balance	\$ 1,367,266	\$ 1,417,100	\$ 1,484,972	\$ 1,554,184	\$ 1,559,880	\$ 1,540,224	\$ 1,542,767	\$ 1,556,682	\$ 1,511,834	\$ 1,475,822	\$ 1,485,683	\$ 1,516,269	\$ 1,506,783	\$ 1,497,635	\$ 1,458,326	\$ 1,552,475	\$ 1,500,700
Interest income and fee yield % ⁽³⁾	16.6%	16.1%	15.8%	17.0%	15.8%	14.0%	15.0%	16.5%	18.2%	18.7%	19.8%	20.5%	20.8%	21.3%	16.3%	15.4%	19.3%
Total applications processed ⁽⁴⁾	292,602	311,995	306,749	376,132	314,378	334,854	326,131	362,487	290,327	297,587	321,373	369,522	283,486	295,564	1,287,478	1,337,850	1,278,809
Percent of applications approved and utilized ⁽⁴⁾	44.3%	44.9%	42.2%	39.9%	35.9%	35.4%	32.7%	32.7%	31.1%	32.8%	29.1%	28.2%	29.2%	31.4%	42.7%	34.5%	30.4%
Average down payment	4.0%	3.3%	3.1%	2.9%	3.9%	3.3%	3.1%	2.6%	3.7%	3.0%	2.9%	2.7%	3.1%	2.6%	3.3%	3.2%	3.0%
Weighted average origination credit score of sales financed ⁽⁵⁾	617	617	613	614	609	611	610	607	608	609	611	611	609	610	615	609	610
Percent of originations with score of:																	
0-550	10.9%	8.8%	9.3%	8.5%	9.7%	8.6%	9.7%	10.3%	11.1%	10.4%	9.8%	8.4%	9.5%	11.6%	9.3%	9.6%	9.8%
651+	20.4%	20.5%	18.4%	18.9%	15.5%	15.4%	15.1%	14.1%	15.0%	15.5%	16.6%	16.7%	16.1%	16.2%	19.5%	15.0%	16.0%
Payment rate ⁽⁶⁾	5.51%	4.86%	4.73%	4.54%	5.47%	4.77%	4.76%	4.66%	5.51%	5.01%	4.80%	4.80%	5.51%	4.99%	4.89%	4.92%	5.04%
Bad debt charge-offs (net of recoveries)	\$ 41,650	\$ 41,564	\$ 43,766	\$ 53,441	\$ 53,795	\$ 55,192	\$ 50,216	\$ 64,966	\$ 59,248	\$ 54,626	\$ 56,519	\$ 56,405	\$ 45,450	\$ 51,642	\$ 180,421	\$ 224,169	\$ 226,798
Percent of bad debt charge-offs (net of recoveries) to average outstanding balance, annualized ⁽³⁾	12.2%	11.7%	11.8%	13.8%	13.8%	14.3%	13.0%	16.7%	15.7%	14.8%	15.2%	14.9%	12.1%	13.8%	12.4%	14.4%	15.1%
Percent of retail sales paid for by:																	
In-house financing, including down payment received	85.4%	82.5%	79.9%	79.8%	75.5%	71.8%	72.3%	68.8%	70.5%	72.6%	72.0%	69.3%	70.0%	70.5%	81.8%	72.0%	71.0%
Third-party financing plans	2.6%	7.0%	9.8%	10.2%	12.5%	17.2%	16.4%	16.5%	15.1%	17.2%	15.1%	16.7%	14.9%	16.4%	7.6%	15.7%	16.1%
Third-party lease-to-own plans	5.1%	4.1%	4.1%	4.6%	5.2%	4.9%	5.2%	9.3%	7.6%	3.8%	5.7%	6.5%	7.5%	6.4%	4.5%	6.3%	5.9%
Total	93.1%	93.6%	93.8%	94.6%	93.2%	93.9%	93.9%	94.6%	93.2%	93.6%	92.8%	92.5%	92.4%	93.3%	93.9%	94.0%	93.0%

Dollars in thousands except average outstanding customer balance

(1) The balance of 60+ days past due as a percentage of total customer portfolio balance as of October 31, 2017 reflects the impact of first time re-ages related to customers within FEMA-designated disaster areas as a result of Hurricane Harvey.

(2) The re-aged balance as a percentage of total customer portfolio as of October 31, 2017 includes \$71.8 million in first time re-ages related to customers within FEMA-designated disaster areas as a result of Hurricane Harvey.

(3) The quarter ended July 31, 2016 included change in estimate adjustments which negatively impacted interest income and fee yield by \$8.2 million or 220 basis points and negatively impacted bad debt charge-offs (net of recoveries) by \$3.9 million or 110 basis points

(4) Application data revised to conform calculation of approval status.

(5) Credit scores exclude non-scored accounts

(6) Three month rolling average of gross cash payments as a percentage of gross balances outstanding at the beginning of each month in the period. Fiscal year rate is for the full twelve month period.



**Static Loss Data by Quarter
As of July 31, 2018**

Static Loss Analysis

	Cumulative Net Charge-off ⁱ	Year of Origination	Number of Quarters After Year of Origination																		
			1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	T
FY07	\$29.0	0.2%	0.6%	1.0%	1.3%	1.7%	2.1%	2.6%	3.0%	3.5%	3.8%	4.1%	4.4%	4.8%	4.8%	5.0%	5.2%	5.4%	5.5%	5.6%	5.7%
FY08	\$35.2	0.2%	0.6%	1.0%	1.4%	1.8%	2.2%	2.7%	3.1%	3.6%	3.9%	4.3%	4.7%	5.1%	5.2%	5.4%	5.6%	5.7%	5.8%	5.8%	5.9%
FY09	\$48.2	0.2%	0.7%	1.1%	1.6%	2.1%	2.7%	3.3%	3.9%	4.6%	4.9%	5.3%	5.7%	6.1%	6.5%	6.5%	6.6%	6.6%	6.6%	6.6%	6.6%
FY10	\$37.7	0.2%	0.8%	1.3%	1.8%	2.4%	2.9%	3.4%	4.0%	4.6%	5.1%	5.5%	5.8%	6.0%	6.0%	6.0%	6.0%	6.0%	6.0%	6.0%	6.0%
FY11	\$36.9	0.4%	0.9%	1.5%	2.0%	2.6%	3.4%	4.2%	4.8%	5.2%	5.5%	5.7%	5.8%	5.8%	5.9%	6.0%	6.0%	6.0%	6.0%	6.0%	6.0%
FY12	\$40.5	0.2%	0.4%	1.1%	2.3%	3.2%	4.0%	4.7%	5.1%	5.9%	6.0%	6.3%	6.4%	6.6%	6.7%	6.7%	6.8%	6.8%	6.8%	6.8%	6.8%
FY13	\$68.0	0.4%	0.7%	2.2%	3.7%	5.5%	6.4%	7.1%	7.6%	8.3%	8.7%	9.0%	9.1%	9.2%	9.2%	9.3%	9.3%	9.3%	9.3%	9.3%	9.3%
FY14	\$147.9	0.8%	2.1%	4.0%	5.8%	8.2%	9.9%	11.1%	12.0%	12.8%	13.2%	13.6%	13.7%	13.8%	13.9%	13.9%	13.9%	13.9%	13.8%	13.8%	13.8%
FY15	\$193.7	1.1%	2.6%	4.6%	6.9%	9.1%	10.7%	12.0%	12.8%	13.7%	14.1%	14.4%	14.7%	14.8%	14.7%						
FY16	\$231.6	1.1%	2.9%	5.1%	7.4%	9.7%	11.4%	12.7%	13.7%	14.5%	14.9%	15.2%									
FY17	\$186.7	1.5%	3.4%	5.7%	8.3%	10.6%	12.1%	13.7%													
FY18	\$60.9	1.2%	2.8%	5.0%																	

% Remaining of Originations

	Origination Amount ⁱ		Number of Quarters After Year of Origination																		
			1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	T
FY07	\$511.7	72.2%	57.0%	45.0%	35.8%	28.1%	21.7%	16.9%	13.2%	10.0%	7.4%	5.5%	4.1%	3.1%	2.3%	1.8%	1.3%	1.0%	0.7%	0.3%	0.0%
FY08	\$617.1	70.3%	54.5%	42.4%	33.7%	26.2%	20.5%	16.1%	12.6%	9.6%	6.9%	5.0%	3.6%	2.6%	1.8%	1.1%	0.8%	0.5%	0.3%	0.2%	0.0%
FY09	\$756.3	67.3%	53.8%	42.6%	34.5%	27.6%	21.3%	16.7%	12.9%	9.5%	6.6%	4.3%	2.9%	1.8%	1.0%	0.5%	0.3%	0.2%	0.2%	0.2%	0.0%
FY10	\$635.8	68.5%	53.8%	42.4%	33.8%	26.4%	20.1%	15.1%	11.5%	8.1%	4.9%	2.8%	1.5%	0.8%	0.4%	0.3%	0.2%	0.1%	0.1%	0.1%	0.0%
FY11	\$613.2	66.3%	51.2%	39.9%	31.9%	24.7%	18.5%	13.8%	10.0%	6.8%	4.2%	2.4%	1.2%	0.6%	0.3%	0.2%	0.1%	0.1%	0.1%	0.0%	0.0%
FY12	\$599.0	69.5%	55.2%	44.1%	34.4%	26.4%	20.0%	15.1%	10.8%	7.2%	4.2%	2.4%	1.3%	0.7%	0.4%	0.2%	0.2%	0.1%	0.1%	0.1%	0.0%
FY13	\$735.4	72.2%	57.9%	46.2%	35.4%	25.9%	18.5%	13.0%	8.8%	5.2%	2.6%	1.4%	0.8%	0.4%	0.3%	0.2%	0.1%	0.1%	0.1%	0.1%	0.0%
FY14	\$1,075.1	77.0%	62.6%	50.0%	38.7%	27.9%	19.7%	13.7%	9.0%	5.5%	2.9%	1.6%	0.9%	0.5%	0.3%	0.2%	0.1%	0.1%	0.1%	0.1%	0.0%
FY15	\$1,317.3	77.6%	62.3%	49.2%	37.0%	26.7%	18.8%	12.8%	8.5%	5.2%	2.9%	1.7%	0.9%	0.5%	0.3%	0.2%					
FY16	\$1,522.9	76.3%	61.9%	48.3%	36.5%	26.5%	18.9%	13.5%	9.0%	5.6%	3.3%	1.8%									
FY17	\$1,367.3	77.6%	63.3%	51.4%	40.4%	31.1%	23.8%	17.6%													
FY18	\$1,208.1	79.5%	66.9%	55.2%																	

ⁱin millions

- The static loss analysis presents the percentage of balances charged off, based on the fiscal year the credit account was originated and the period the balance was charged off. The percentage computed is calculated by dividing the cumulative amount charged off since origination, net of recoveries, by the original balance of accounts originated during the applicable fiscal year. Period 0 is the year of origination.

- The impact of the change in estimate for future sales tax recoveries was approximately 10 to 20 bps and was reflected in the net static loss rate for the quarterly period related to the three month period ending July 31,2016 (period 10 for FY14, period 6 for FY15 and period 2 for FY16).

- T represents the terminal loss percentage - the point at which that pool of loans has reached its maximum loss rate.

- The origination amount includes sales taxes and other amounts that are not included in retail net sales.

- As a result of our decision to pursue collections of past and future charged-off accounts internally rather than selling charged off accounts to a third-party, recoveries will be received later and interim static loss rates will be higher than historical experience until the terminal static loss rate is reached. This will impact net loss results for periods occurring after October 31, 2014.



Fiscal 2016, 2017 and 2018 Static Loss Data by Quarter Originated
As of July 31, 2018

<i>Period of Origination</i>	<i>Originationsⁱ</i>	<i>Cumulative Net Charge-off</i>	<i>% of Balance Remaining</i>	<i>Balance Outstandingⁱ</i>
FY2016				
Q1	\$354.7	15.1%	0.6%	\$2.0
Q2	\$379.6	15.2%	1.0%	\$4.0
Q3	\$367.6	15.7%	1.9%	\$7.1
Q4	\$421.0	14.9%	3.6%	\$15.0
Totals	\$1,522.9	15.2%	1.8%	\$28.1
FY2017				
Q1	\$338.4	16.1%	7.2%	\$24.4
Q2	\$342.7	14.6%	11.8%	\$40.5
Q3	\$326.4	12.6%	21.4%	\$69.9
Q4	\$359.8	11.4%	29.3%	\$105.5
Totals	\$1,367.3	13.7%	17.6%	\$240.3
FY2018				
Q1	\$275.8	9.4%	37.8%	\$104.3
Q2	\$300.5	6.7%	47.9%	\$143.9
Q3	\$297.6	4.3%	60.1%	\$179.0
Q4	\$334.2	0.0%	71.8%	\$240.0
Totals	\$1,208.1	5.0%	55.2%	\$667.1

ⁱin millions

- The static loss analysis presents the percentage of balances charged off, based on the period the credit account was originated.

- The origination amount includes sales taxes and other amounts that are not included in retail net sales.