



Quarterly Segment Financial Statements

Fiscal years ended January 31, 2018, 2019 and 2020

(dollars in thousands)

| <i>Retail Segment</i> | Q1 18 | Q2 18 | Q3 18 | Q4 18 | 2018 | Q1 19 | Q2 19 | Q3 19 | Q4 19 | 2019 | Q1 20 | Q2 20 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Revenues | | | | | | | | | | | | |
| Product Sales | \$ 251,362 | \$ 259,593 | \$ 263,786 | \$ 303,133 | \$ 1,077,874 | \$ 249,314 | \$ 267,179 | \$ 256,731 | \$ 305,411 | \$ 1,078,635 | \$ 234,445 | \$ 274,578 |
| Repair service agreement commissions (net) | 24,696 | 23,519 | 24,488 | 27,680 | 100,383 | 22,863 | 25,662 | 23,579 | 29,824 | 101,928 | 24,024 | 27,647 |
| Service revenues | 3,227 | 3,301 | 3,534 | 3,648 | 13,710 | 3,579 | 3,472 | 3,564 | 3,496 | 14,111 | 3,510 | 3,837 |
| Total net sales | 279,285 | 286,413 | 291,808 | 334,461 | 1,191,967 | 275,756 | 296,313 | 283,874 | 338,731 | 1,194,674 | 261,979 | 306,062 |
| Finance charges and other | 80 | 92 | 95 | 74 | 341 | 14 | 98 | 179 | 156 | 447 | 202 | 203 |
| Total revenues | 279,365 | 286,505 | 291,903 | 334,535 | 1,192,308 | 275,770 | 296,411 | 284,053 | 338,887 | 1,195,121 | 262,181 | 306,265 |
| Cost and expenses | | | | | | | | | | | | |
| Cost of goods sold | 171,950 | 172,306 | 175,591 | 200,497 | 720,344 | 166,589 | 173,627 | 166,886 | 195,033 | 702,135 | 157,228 | 182,065 |
| Selling, general and administrative expense | 73,947 | 78,667 | 80,676 | 83,035 | 316,325 | 77,752 | 83,003 | 80,894 | 86,979 | 328,628 | 79,622 | 88,148 |
| Provision for bad debts | 230 | 165 | 189 | 245 | 829 | 260 | 243 | 286 | 220 | 1,009 | 129 | (19) |
| Charges and credits | 1,227 | 4,068 | 5,861 | 2,175 | 13,331 | - | 300 | 737 | 1,943 | 2,980 | (695) | - |
| Total cost and expenses | 247,354 | 255,206 | 262,317 | 285,952 | 1,050,829 | 244,601 | 257,173 | 248,803 | 284,175 | 1,034,752 | 236,284 | 270,194 |
| Operating income | 32,011 | 31,299 | 29,586 | 48,583 | 141,479 | 31,169 | 39,238 | 35,250 | 54,712 | 160,369 | 25,897 | 36,071 |
| Segment income (loss) before income taxes | \$ 32,011 | \$ 31,299 | \$ 29,586 | \$ 48,583 | \$ 141,479 | \$ 31,169 | \$ 39,238 | \$ 35,250 | \$ 54,712 | \$ 160,369 | \$ 25,897 | \$ 36,071 |
| Store count | 115 | 116 | 116 | 116 | 116 | 118 | 118 | 121 | 123 | 123 | 127 | 131 |
| Product margin | 32.2% | 34.3% | 34.1% | 34.5% | 33.8% | 33.9% | 35.7% | 35.7% | 36.7% | 35.6% | 33.7% | 34.4% |
| Retail Margin | 38.4% | 39.8% | 39.8% | 40.1% | 39.6% | 39.6% | 41.4% | 41.2% | 42.4% | 41.2% | 40.0% | 40.5% |
| Gross margin | 38.4% | 39.9% | 39.8% | 40.1% | 39.6% | 39.6% | 41.4% | 41.2% | 42.4% | 41.2% | 40.0% | 40.6% |
| SG&A % | 26.5% | 27.5% | 27.6% | 24.8% | 26.5% | 28.2% | 28.0% | 28.5% | 25.7% | 27.5% | 30.4% | 28.8% |
| Operating margin | 11.5% | 10.9% | 10.1% | 14.5% | 11.9% | 11.3% | 13.2% | 12.4% | 16.1% | 13.4% | 9.9% | 11.8% |
| Operating margin x-charges | 11.9% | 12.3% | 12.1% | 15.2% | 13.0% | 11.3% | 13.3% | 12.7% | 16.7% | 13.7% | 9.6% | 11.8% |



Quarterly Segment Financial Statements

Fiscal years ended January 31, 2018, 2019 and 2020

(dollars in thousands)

| <i>Credit Segment</i> | <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> | <u>Q4 19</u> | <u>2019</u> | <u>Q1 20</u> | <u>Q2 20</u> |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Revenues | | | | | | | | | | | | |
| Finance charges and other | \$ 76,461 | \$ 80,142 | \$ 81,269 | \$ 85,851 | \$ 323,723 | \$ 82,617 | \$ 88,209 | \$ 89,771 | \$ 94,095 | \$ 354,692 | \$ 91,331 | \$ 94,794 |
| Total revenues | 76,461 | 80,142 | 81,269 | 85,851 | 323,723 | 82,617 | 88,209 | 89,771 | 94,095 | 354,692 | 91,331 | 94,794 |
| Cost and expenses | | | | | | | | | | | | |
| Selling, general and administrative expense | 32,590 | 32,965 | 33,679 | 34,854 | 134,088 | 37,126 | 37,687 | 37,486 | 39,634 | 151,933 | 38,292 | 39,337 |
| Provision for bad debts | 55,700 | 49,284 | 56,323 | 54,739 | 216,046 | 43,896 | 50,508 | 47,262 | 55,407 | 197,073 | 39,917 | 49,755 |
| Charges and credits | - | - | - | - | - | - | - | 4,800 | - | 4,800 | - | - |
| Total cost and expenses | 88,290 | 82,249 | 90,002 | 89,593 | 350,134 | 81,022 | 88,195 | 89,548 | 95,041 | 353,806 | 78,209 | 89,092 |
| Operating income | (11,829) | (2,107) | (8,733) | (3,742) | (26,411) | 1,595 | 14 | 223 | (946) | 886 | 13,122 | 5,702 |
| Interest expense, net | 24,008 | 20,039 | 18,095 | 18,018 | 80,160 | 16,820 | 15,566 | 15,098 | 15,220 | 62,704 | 14,497 | 14,396 |
| Loss from early extinguishment of debt | 349 | 2,097 | 461 | 367 | 3,274 | 406 | 1,367 | - | - | 1,773 | - | - |
| Segment income (loss) before income taxes | \$ (36,186) | \$ (24,243) | \$ (27,289) | \$ (22,127) | \$ (109,845) | \$ (15,631) | \$ (16,919) | \$ (14,875) | \$ (16,166) | \$ (63,591) | \$ (1,375) | \$ (8,694) |
| Average Portfolio Balance | \$ 1,511,834 | \$ 1,475,822 | \$ 1,485,683 | \$ 1,516,269 | \$ 1,500,700 | \$ 1,506,783 | \$ 1,497,635 | \$ 1,518,513 | \$ 1,571,277 | \$ 1,526,728 | \$ 1,558,322 | \$ 1,542,849 |
| SG&A % of Revenue | 42.6% | 41.1% | 41.4% | 40.6% | 41.4% | 44.9% | 42.7% | 41.8% | 42.1% | 42.8% | 41.9% | 41.5% |
| SG&A % of Average Portfolio Balance | 2.2% | 2.2% | 2.3% | 2.3% | 8.9% | 2.5% | 2.5% | 2.5% | 2.5% | 10.0% | 2.5% | 2.5% |
| SG&A % of Average Portfolio Balance* | 8.6% | 8.9% | 9.1% | 9.2% | 8.9% | 9.9% | 10.1% | 9.9% | 10.1% | 10.0% | 9.8% | 10.2% |
| Operating margin | -15.5% | -2.6% | -10.7% | -4.4% | -8.2% | 1.9% | 0.0% | 0.2% | -1.0% | 0.2% | 14.4% | 6.0% |
| Operating margin x-charges | -15.5% | -2.6% | -10.7% | -4.4% | -8.2% | 1.9% | 0.0% | 5.6% | -1.0% | 1.6% | 14.4% | 6.0% |

*Annualized



Quarterly Segment Financial Statements

Fiscal years ended January 31, 2018, 2019 and 2020

(dollars in thousands)

| <i>Consolidated</i> | <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> | <u>Q4 19</u> | <u>2019</u> | <u>Q1 20</u> | <u>Q2 20</u> |
|---|-------------------|-----------------|-----------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|
| Revenues | | | | | | | | | | | | |
| Product Sales | \$ 251,362 | \$ 259,593 | \$ 263,786 | \$ 303,133 | \$ 1,077,874 | \$ 249,314 | \$ 267,179 | \$ 256,731 | \$ 305,411 | \$ 1,078,635 | \$ 234,445 | \$ 274,578 |
| Repair service agreement commissions (net) | 24,696 | 23,519 | 24,488 | 27,680 | 100,383 | 22,863 | 25,662 | 23,579 | 29,824 | 101,928 | 24,024 | 27,647 |
| Service revenues | 3,227 | 3,301 | 3,534 | 3,648 | 13,710 | 3,579 | 3,472 | 3,564 | 3,496 | 14,111 | 3,510 | 3,837 |
| Total net sales | 279,285 | 286,413 | 291,808 | 334,461 | 1,191,967 | 275,756 | 296,313 | 283,874 | 338,731 | 1,194,674 | 261,979 | 306,062 |
| Finance charges and other | 76,541 | 80,234 | 81,364 | 85,925 | 324,064 | 82,631 | 88,307 | 89,950 | 94,251 | 355,139 | 91,533 | 94,997 |
| Total revenues | 355,826 | 366,647 | 373,172 | 420,386 | 1,516,031 | 358,387 | 384,620 | 373,824 | 432,982 | 1,549,813 | 353,512 | 401,059 |
| Cost and expenses | | | | | | | | | | | | |
| Cost of goods sold | 171,950 | 172,306 | 175,591 | 200,497 | 720,344 | 166,589 | 173,627 | 166,886 | 195,033 | 702,135 | 157,228 | 182,065 |
| Selling, general and administrative expense | 106,537 | 111,632 | 114,355 | 117,889 | 450,413 | 114,878 | 120,690 | 118,380 | 126,613 | 480,561 | 117,914 | 127,485 |
| Provision for bad debts | 55,930 | 49,449 | 56,512 | 54,984 | 216,875 | 44,156 | 50,751 | 47,548 | 55,627 | 198,082 | 40,046 | 49,736 |
| Charges and credits | 1,227 | 4,068 | 5,861 | 2,175 | 13,331 | - | 300 | 5,537 | 1,943 | 7,780 | (695) | - |
| Total cost and expenses | 335,644 | 337,455 | 352,319 | 375,545 | 1,400,963 | 325,623 | 345,368 | 338,351 | 379,216 | 1,388,558 | 314,493 | 359,286 |
| Operating income | 20,182 | 29,192 | 20,853 | 44,841 | 115,068 | 32,764 | 39,252 | 35,473 | 53,766 | 161,255 | 39,019 | 41,773 |
| Interest expense, net | 24,008 | 20,039 | 18,095 | 18,018 | 80,160 | 16,820 | 15,566 | 15,098 | 15,220 | 62,704 | 14,497 | 14,396 |
| Loss from early extinguishment of debt | 349 | 2,097 | 461 | 367 | 3,274 | 406 | 1,367 | - | - | 1,773 | - | - |
| Income (loss) before income taxes | \$ (4,175) | \$ 7,056 | \$ 2,297 | \$ 26,456 | \$ 31,634 | \$ 15,538 | \$ 22,319 | \$ 20,375 | \$ 38,546 | \$ 96,778 | \$ 24,522 | \$ 27,377 |
| Product margin | 32.2% | 34.3% | 34.1% | 34.5% | 33.8% | 33.9% | 35.7% | 35.7% | 36.7% | 35.6% | 33.7% | 34.4% |
| Retail Margin | 38.4% | 39.8% | 39.8% | 40.1% | 39.6% | 39.6% | 41.4% | 41.2% | 42.4% | 41.2% | 40.0% | 40.5% |
| Gross margin | 51.7% | 53.0% | 52.9% | 52.3% | 52.5% | 53.5% | 54.9% | 55.4% | 55.0% | 54.7% | 55.5% | 54.6% |
| SG&A % | 29.9% | 30.4% | 30.6% | 28.0% | 29.7% | 32.1% | 31.4% | 31.7% | 29.2% | 31.0% | 33.4% | 31.8% |
| Operating margin | 5.7% | 8.0% | 5.6% | 10.7% | 7.6% | 9.1% | 10.2% | 9.5% | 12.4% | 10.4% | 11.0% | 10.4% |
| Operating margin x-charges | 6.0% | 9.1% | 7.2% | 11.2% | 8.5% | 9.1% | 10.3% | 11.0% | 12.9% | 10.9% | 10.8% | 10.4% |