



Quarterly Segment Financial Statements

Fiscal years ended January 31, 2020, 2021 and 2022

(dollars in thousands)

<i>Retail Segment</i>	Q1 20	Q2 20	Q3 20	Q4 20	2020	Q1 21	Q2 21	Q3 21	Q4 21	2021	Q1 22	Q2 22	Q3 22
Revenues													
Product Sales	\$ 234,445	\$ 274,578	\$ 250,233	\$ 283,168	\$ 1,042,424	\$ 207,198	\$ 256,142	\$ 239,157	\$ 270,534	\$ 973,031	\$ 269,211	\$ 320,245	\$ 308,301
Repair service agreement commissions (net)	24,024	27,647	26,478	28,848	106,997	20,101	20,164	17,465	21,108	78,838	\$ 19,131	\$ 23,700	\$ 23,769
Service revenues	3,510	3,837	3,411	3,056	13,814	3,031	3,430	3,150	2,831	12,442	\$ 2,954	\$ 2,840	\$ 2,513
Total net sales	261,979	306,062	280,122	315,072	1,163,235	230,330	279,736	259,772	294,473	1,064,311	291,296	346,785	334,583
Finance charges and other	202	203	197	208	810	235	196	168	217	816	209	224	262
Total revenues	262,181	306,265	280,319	315,280	1,164,045	230,565	279,932	259,940	294,690	1,065,127	291,505	347,009	334,845
Cost and expenses													
Cost of goods sold	157,228	182,065	170,453	188,038	697,784	147,014	176,623	160,378	184,300	668,315	\$ 184,879	\$ 216,042	211,299
Selling, general and administrative expense	79,622	88,147	87,105	91,234	346,108	78,174	78,584	84,245	94,951	335,954	\$ 90,893	\$ 102,157	100,968
Provision for bad debts	129	(19)	535	260	905	168	182	72	21	443	18	142	36
Charges and credits	(695)	-	2,628	-	1,933	-	1,355	-	2,737	4,092	-	-	-
Total cost and expenses	236,284	270,193	260,721	279,532	1,046,730	225,356	256,744	244,695	282,009	1,008,804	275,790	318,341	312,303
Operating income	25,897	36,072	19,598	35,748	117,315	5,209	23,188	15,245	12,681	56,323	15,715	28,668	22,543
Segment income (loss) before income taxes	\$ 25,897	\$ 36,072	\$ 19,598	\$ 35,748	\$ 117,315	\$ 5,209	\$ 23,188	\$ 15,245	\$ 12,681	\$ 56,323	\$ 15,715	\$ 28,668	\$ 22,543
Store count	127	131	137	137	137	139	141	143	146	146	152	155	157
Product margin	33.7%	34.4%	32.6%	34.2%	33.7%	29.8%	31.7%	33.5%	32.4%	31.9%	31.9%	33.0%	31.9%
Retail Margin	40.0%	40.5%	39.2%	40.3%	40.0%	36.2%	36.9%	38.3%	37.4%	37.2%	36.5%	37.7%	36.8%
Gross margin	40.0%	40.6%	39.2%	40.4%	40.1%	36.2%	36.9%	38.3%	37.5%	37.3%	36.6%	37.7%	36.9%
SG&A %	30.4%	28.8%	31.1%	28.9%	29.7%	33.9%	28.1%	32.4%	32.2%	31.5%	31.2%	29.4%	30.2%
Operating margin	9.9%	11.8%	7.0%	11.3%	10.1%	2.3%	8.3%	5.9%	4.3%	5.3%	5.4%	8.3%	6.7%
Operating margin x-charges	9.6%	11.8%	7.9%	11.3%	10.2%	2.3%	8.8%	5.9%	5.2%	5.7%	5.4%	8.3%	6.7%



Quarterly Segment Financial Statements

Fiscal years ended January 31, 2020, 2021 and 2022

(dollars in thousands)

<i>Credit Segment</i>	Q1 20	Q2 20	Q3 20 ⁽¹⁾	Q4 20 ⁽¹⁾	2020	Q1 21	Q2 21	Q3 21	Q4 21	2021	Q1 22	Q2 22	Q3 22
Revenues													
Finance charges and other	\$ 91,331	\$ 94,794	\$ 95,808	\$ 97,708	\$ 379,641	\$ 86,595	\$ 86,984	\$ 74,218	\$ 73,101	\$ 320,898	\$ 72,197	\$ 71,374	\$ 70,613
Total revenues	91,331	94,794	95,808	97,708	379,641	86,595	86,984	74,218	73,101	320,898	72,197	71,374	70,613
Cost and expenses													
Selling, general and administrative expense	38,292	39,337	38,503	40,784	156,916	34,833	36,694	37,913	33,373	142,813	35,156	35,713	37,112
Provision for bad debts	39,917	49,755	45,390	69,250	204,312	117,158	31,863	27,421	25,118	201,560	(17,154)	10,120	26,496
Charges and credits	-	-	1,209	-	1,209	2,055	179	-	-	2,234	-	-	-
Total cost and expenses	78,209	89,092	85,102	110,034	362,437	154,046	68,736	65,334	58,491	346,607	18,002	45,833	63,608
Operating income	13,122	5,702	10,706	(12,326)	17,204	(67,451)	18,248	8,884	14,610	(25,709)	54,195	25,541	7,005
Interest expense, net	14,497	14,396	15,051	15,163	59,107	14,993	13,222	11,563	10,603	50,381	9,204	6,088	5,206
(Gain)/Loss from early extinguishment of debt	-	-	-	1,094	1,094	-	-	-	(440)	(440)	1,218	-	-
Segment income (loss) before income taxes	\$ (1,375)	\$ (8,694)	\$ (4,345)	\$ (28,583)	\$ (42,997)	\$ (82,444)	\$ 5,026	\$ (2,679)	\$ 4,447	\$ (75,650)	\$ 43,773	\$ 19,453	\$ 1,799
Average Portfolio Balance	\$ 1,558,322	\$ 1,542,849	\$ 1,567,633	\$ 1,591,878	\$ 1,567,878	\$ 1,557,762	\$ 1,429,991	\$ 1,316,638	\$ 1,263,597	\$ 1,395,428	\$ 1,171,038	\$ 1,105,936	\$ 1,116,234
SG&A % of Revenue	41.9%	41.5%	40.2%	41.7%	41.3%	40.2%	42.2%	51.1%	45.7%	44.5%	48.7%	50.0%	52.6%
SG&A % of Average Portfolio Balance	2.5%	2.5%	2.5%	2.6%	10.0%	2.2%	2.6%	2.9%	2.6%	10.2%	3.0%	3.2%	3.3%
SG&A % of Average Portfolio Balance*	9.8%	10.2%	9.8%	10.2%	10.0%	8.9%	10.3%	11.5%	10.6%	10.2%	12.0%	12.9%	13.3%
Operating margin	14.4%	6.0%	11.2%	-12.6%	4.5%	-77.9%	21.0%	12.0%	20.0%	-8.0%	75.1%	35.8%	9.9%
Operating margin x-charges	14.4%	6.0%	12.4%	-12.6%	4.9%	-75.5%	21.2%	12.0%	20.0%	-7.3%	75.1%	35.8%	9.9%

*Annualized

(1) - See the Company's Form 10-K for the year ended January 31, 2020 filed with the Securities and Exchange Commission on April 14, 2020 for the impact of the restatement to the Company's historical condensed consolidated interim financial statements for the three and nine-month periods ended October 31, 2019.



Quarterly Segment Financial Statements

Fiscal years ended January 31, 2020, 2021 and 2022

(dollars in thousands)

<i>Consolidated</i>	Q1 20	Q2 20	Q3 20 ⁽¹⁾	Q4 20 ⁽¹⁾	2020	Q1 21	Q2 21	Q3 21	Q4 21	2021	Q1 22	Q2 22	Q3 22
Revenues													
Product Sales	\$ 234,445	\$ 274,578	\$ 250,233	\$ 283,168	\$ 1,042,424	\$ 207,198	\$ 256,142	\$ 239,157	\$ 270,534	\$ 973,031	\$ 269,211	\$ 320,245	\$ 308,301
Repair service agreement commissions (net)	24,024	27,647	26,478	28,848	106,997	20,101	20,164	17,465	21,108	78,838	19,131	23,700	23,769
Service revenues	3,510	3,837	3,411	3,056	13,814	3,031	3,430	3,150	2,831	12,442	2,954	2,840	2,513
Total net sales	261,979	306,062	280,122	315,072	1,163,235	230,330	279,736	259,772	294,473	1,064,311	291,296	346,785	334,583
Finance charges and other	91,533	94,997	96,005	97,916	380,451	86,830	87,180	74,386	73,318	321,714	72,406	71,598	70,875
Total revenues	353,512	401,059	376,127	412,988	1,543,686	317,160	366,916	334,158	367,791	1,386,025	363,702	418,383	405,458
Cost and expenses													
Cost of goods sold	157,228	182,065	170,453	188,038	697,784	147,014	176,623	160,378	184,300	668,315	184,879	216,042	211,299
Selling, general and administrative expense	117,914	127,484	125,608	132,018	503,024	113,007	115,278	122,158	128,324	478,767	126,049	137,870	138,080
Provision for bad debts	40,046	49,736	45,925	69,510	205,217	117,326	32,045	27,493	25,139	202,003	(17,136)	10,262	26,532
Charges and credits	(695)	-	3,837	-	3,142	2,055	1,534	-	2,737	6,326	-	-	-
Total cost and expenses	314,493	359,285	345,823	389,566	1,409,167	379,402	325,480	310,029	340,500	1,355,411	293,792	364,174	375,911
Operating income	39,019	41,774	30,304	23,422	134,519	(62,242)	41,436	24,129	27,291	30,614	69,910	54,209	29,547
Interest expense, net	14,497	14,396	15,051	15,163	59,107	14,993	13,222	11,563	10,603	50,381	9,204	6,088	5,206
(Gain)/Loss from early extinguishment of debt	-	-	-	1,094	1,094	-	-	-	(440)	(440)	1,218	-	-
Income (loss) before income taxes	\$ 24,522	\$ 27,378	\$ 15,253	\$ 7,165	\$ 74,318	\$ (77,235)	\$ 28,214	\$ 12,566	\$ 17,128	\$ (19,327)	\$ 59,488	\$ 48,121	\$ 24,341
Product margin	33.7%	34.4%	32.6%	34.2%	33.7%	29.8%	31.7%	33.5%	32.4%	31.9%	31.9%	33.0%	31.9%
Retail Margin	40.0%	40.5%	39.2%	40.3%	40.0%	36.2%	36.9%	38.3%	37.4%	37.2%	36.5%	37.7%	36.8%
Gross margin	55.5%	54.6%	54.7%	54.5%	54.8%	53.6%	51.9%	52.0%	49.9%	51.8%	49.2%	48.4%	47.9%
SG&A %	33.4%	31.8%	33.4%	32.0%	32.6%	35.6%	31.4%	36.6%	34.9%	34.5%	34.7%	33.0%	34.1%
Operating margin	11.0%	10.4%	8.1%	5.7%	8.7%	-19.6%	11.3%	7.2%	7.4%	2.2%	19.2%	13.0%	7.3%
Operating margin x-charges	10.8%	10.4%	9.1%	5.7%	8.9%	-19.0%	11.7%	7.2%	8.2%	2.7%	19.2%	13.0%	7.3%

(1) - See the Company's Form 10-K for the year ended January 31, 2020 filed with the Securities and Exchange Commission on April 14, 2020 for the impact of the restatement to the Company's historical condensed consolidated interim financial statements for the three and nine-month periods ended October 31, 2019.