



Selected Credit Portfolio Data

	Fiscal Quarters Ended															Fiscal Years Ended		
	4/30/2017	7/31/2017	10/31/2017	1/31/2018	4/30/2018	7/31/2018	10/31/2018	1/31/2019	4/30/2019	7/31/2019	10/31/2019	1/31/2020	4/30/2020	7/31/2020	10/31/2020	1/31/2018	1/31/2019	1/31/2020
Data as of period end:																		
Customer accounts receivable portfolio balance	\$ 1,480,900	\$ 1,479,532	\$ 1,488,906	\$ 1,527,862	\$ 1,494,493	\$ 1,508,361	\$ 1,526,506	\$ 1,589,828	\$ 1,534,692	\$ 1,557,920	\$ 1,567,700	\$ 1,602,037	\$ 1,499,965	\$ 1,357,030	\$ 1,276,100	\$ 1,527,862	\$ 1,589,828	\$ 1,602,037
Number of active accounts	697,978	683,518	673,390	675,272	650,553	644,585	633,831	639,541	616,252	622,454	632,952	656,403	628,051	578,123	553,549	675,272	639,541	656,403
Average outstanding customer balance	\$ 2,360	\$ 2,375	\$ 2,405	\$ 2,443	\$ 2,462	\$ 2,503	\$ 2,578	\$ 2,677	\$ 2,686	\$ 2,711	\$ 2,735	\$ 2,734	\$ 2,676	\$ 2,589	\$ 2,515	\$ 2,443	\$ 2,677	\$ 2,734
Balances of 60+ days past due as a percentage of carrying value of customer accounts receivable ⁽¹⁾	9.9%	10.4%	9.8%	9.7%	9.1%	8.7%	9.3%	9.5%	8.7%	8.7%	10.1%	12.5%	13.3%	10.0%	11.5%	9.7%	9.5%	12.5%
Re-aged balance as a percentage of carrying value of customer accounts receivable ⁽²⁾⁽⁷⁾	16.2%	16.4%	24.3%	24.6%	25.1%	24.9%	26.1%	25.7%	25.8%	25.8%	27.8%	29.4%	32.3%	29.9%	28.2%	24.6%	25.7%	29.4%
Carrying value of account balances re-aged more than six months	\$ 73,866	\$ 75,221	\$ 80,013	\$ 76,066	\$ 79,497	\$ 83,496	\$ 86,807	\$ 94,404	\$ 97,620	\$ 97,510	\$ 110,016	\$ 112,410	\$ 115,830	\$ 103,220	\$ 98,307	\$ 76,066	\$ 94,404	\$ 112,410
Weighted average credit score of outstanding balances	588	589	589	591	592	594	593	593	591	594	592	591	587	596	599	591	593	591
Weighted average months since origination of outstanding balances	10.0	10.2	10.4	10.4	10.6	10.7	10.9	10.8	11.2	11.4	11.8	11.9	12.5	13.1	13.6	10.4	10.8	11.9
Percent of total customer portfolio balance represented by no-interest receivables	26.0%	24.1%	22.3%	21.2%	21.4%	20.9%	21.7%	22.9%	23.6%	23.7%	21.8%	17.7%	17.3%	18.3%	18.0%	21.2%	22.9%	17.7%
Percent of outstanding balance consisting of Home Office and Consumer Electronics products	35.0%	32.6%	32.2%	33.1%	32.6%	32.0%	32.2%	33.6%	33.1%	31.9%	31.0%	31.2%	30.5%	29.7%	28.8%	33.1%	33.6%	31.2%
Data for the period:																		
Average total outstanding balance	\$ 1,511,834	\$ 1,475,822	\$ 1,485,683	\$ 1,516,269	\$ 1,506,783	\$ 1,497,635	\$ 1,518,513	\$ 1,571,277	\$ 1,558,322	\$ 1,542,849	\$ 1,567,633	\$ 1,591,878	\$ 1,557,762	\$ 1,429,991	\$ 1,316,638	\$ 1,500,700	\$ 1,526,728	\$ 1,567,878
Interest income and fee yield % ⁽³⁾	18.2%	18.7%	19.8%	20.5%	20.8%	21.3%	21.7%	21.6%	22.1%	21.9%	21.7%	21.5%	21.3%	23.2%	21.1%	19.3%	21.3%	21.8%
Total applications processed ⁽⁴⁾	290,327	297,587	321,373	369,522	283,486	295,564	283,274	358,938	258,787	311,062	305,525	360,338	295,551	326,958	285,569	1,278,809	1,221,262	1,235,712
Percent of applications approved and utilized ⁽⁴⁾	31.1%	32.8%	29.1%	28.2%	29.2%	31.4%	28.5%	28.3%	27.6%	28.0%	25.6%	27.0%	22.3%	20.0%	22.7%	30.4%	29.6%	27.0%
Weighted average origination credit score of sales financed ⁽⁵⁾	608	609	611	611	609	610	610	608	608	609	608	606	609	617	618	610	609	608
Percent of originations with score of:																		
0-550	11.1%	10.4%	9.8%	8.4%	9.5%	11.6%	10.7%	10.0%	10.5%	10.4%	11.2%	12.8%	11.9%	7.3%	6.7%	9.8%	10.5%	11.3%
651+	15.0%	15.5%	16.6%	16.7%	16.1%	16.2%	17.2%	16.4%	16.1%	15.5%	15.9%	15.4%	16.8%	20.5%	20.9%	16.0%	16.5%	15.7%
Payment rate ⁽⁶⁾	5.51%	5.01%	4.80%	4.80%	5.51%	4.99%	4.89%	4.72%	5.45%	4.96%	4.72%	4.55%	5.21%	5.44%	5.49%	5.04%	5.03%	4.92%
Bad debt charge-offs (net of recoveries)	\$ 59,248	\$ 54,626	\$ 56,519	\$ 56,405	\$ 45,450	\$ 51,642	\$ 46,850	\$ 50,075	\$ 48,061	\$ 50,005	\$ 44,551	\$ 54,178	\$ 58,888	\$ 75,118	\$ 48,435	\$ 226,798	\$ 194,017	\$ 196,795
Percent of bad debt charge-offs (net of recoveries) to average outstanding balance, annualized ⁽³⁾	15.7%	14.8%	15.2%	14.9%	12.1%	13.8%	12.3%	12.7%	12.3%	13.0%	11.4%	13.6%	15.1%	21.0%	14.7%	15.1%	12.7%	12.6%
Percent of retail sales paid for by:																		
In-house financing, including down payment received	70.5%	72.6%	72.0%	69.3%	70.0%	70.5%	69.7%	70.1%	68.2%	68.8%	66.7%	66.7%	63.3%	48.5%	51.5%	71.0%	70.1%	67.6%
Third-party financing plans	15.1%	17.2%	15.1%	16.7%	14.9%	16.4%	15.6%	15.7%	16.1%	17.7%	18.5%	18.9%	17.1%	23.9%	20.3%	16.1%	15.7%	17.8%
Third-party lease-to-own plans	<u>7.6%</u>	<u>3.8%</u>	<u>5.7%</u>	<u>6.5%</u>	<u>7.5%</u>	<u>6.4%</u>	<u>8.0%</u>	<u>8.1%</u>	<u>8.4%</u>	<u>6.5%</u>	<u>7.0%</u>	<u>6.6%</u>	<u>8.5%</u>	<u>8.4%</u>	<u>7.2%</u>	<u>5.9%</u>	<u>7.5%</u>	<u>7.0%</u>
Total	93.2%	93.6%	92.8%	92.5%	92.4%	93.3%	93.3%	93.9%	92.7%	93.0%	92.2%	92.2%	88.9%	80.8%	79.0%	93.0%	93.3%	92.4%

Dollars in thousands except average outstanding customer balance

(1) The balance of 60+ days past due as a percentage of carrying value of customer accounts receivable 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 carrying value of customer accounts receivable 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 October 31, 2019 included error correction adjustments which negatively impacted interest income and fee yield by \$1.6 million or 40 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.

(7) The re-aged carrying value as of October 31, 2019 includes \$7.3 million in first time re-ages related to customers within FEMA-designated Tropical Storm Imelda disaster areas.



Static Loss Data by Quarter
As of October 31, 2020

	Cumulative Net Charge-off ⁱ	Weighted Average Interest Rate	Year of Origination	Static Loss Analysis																		
				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
FY15	\$188.0	21.4%	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%	14.7%	14.7%	14.7%	14.6%	14.5%	14.3%
FY16	\$230.6	21.5%	1.1%	2.9%	5.1%	7.4%	9.7%	11.4%	12.7%	13.7%	14.5%	14.9%	15.2%	15.4%	15.5%	15.5%	15.5%	15.4%	15.4%	15.3%	15.2%	15.1%
FY17	\$234.9	23.2%	1.5%	3.4%	5.7%	8.3%	10.6%	12.1%	13.7%	14.7%	15.6%	16.2%	16.6%	16.8%	17.1%	17.3%	17.3%	17.2%				
FY18	\$206.3	27.6%	1.2%	2.8%	5.0%	7.3%	9.4%	11.2%	12.7%	13.8%	14.9%	15.8%	16.7%	17.1%								
FY19	\$186.8	27.7%	1.2%	2.8%	5.0%	7.3%	9.6%	11.7%	14.0%	15.2%												
FY20	\$102.1	28.2%	1.2%	3.1%	6.3%	9.0%																

	Origination Amount ⁱ	Year of Origination	% Remaining of Originations																			
			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	
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%	0.1%	0.1%	0.1%	0.1%	0.1%	0.0%
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%	1.0%	0.6%	0.3%	0.2%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%
FY17	\$1,367.3	77.6%	63.3%	51.4%	40.4%	31.1%	23.8%	17.6%	12.8%	8.9%	5.9%	3.8%	2.3%	1.4%	0.8%	0.5%	0.3%					
FY18	\$1,208.1	79.5%	66.9%	55.2%	44.9%	35.7%	27.9%	21.8%	16.9%	12.5%	8.5%	5.2%	3.3%									
FY19	\$1,227.8	79.8%	67.4%	56.4%	46.7%	37.8%	30.2%	22.6%	17.3%													
FY20	\$1,133.6	80.9%	68.7%	56.1%	45.4%																	

ⁱ in 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 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.

- The FY15 and FY16 vintages include originated balances of higher quality equal pay no-interest ("EPNI") loans. In February of 2016, we discontinued originating this product and began to offer similar EPNI products through a third party partner, Synchrony Financial. Current cumulative loss rates excluding these higher quality EPNI accounts would increase the FY15 vintage from 14.3% to approximately 14.6% and the FY16 vintage from 15.1% to approximately 16.7%. We believe that these adjusted historical loss rates are more comparable to our more recent originations.