Selected Credit Portfolio Data

	4/30/2019	7/31/2019	10/31/2019	1/31/2020	4/30/2020	7/31/2020	10/31/2020	1/31/2021	4/30/2021	7/31/2021	10/31/2021	1/31/2022	4/30/2022	Fiscal Years Ended 1/31/2020	1/31/2021	1/31/2022
Data as of period end:																
Customer accounts receivable portfolio balance	$ 1,534,692	$ 1,557,920	$ 1,567,700	$ 1,602,037	$ 1,499,965	$ 1,357,030	$ 1,276,100	$ 1,233,717	$ 1,113,335	$ 1,105,713	$ 1,124,872	$ 1,130,395	$ 1,062,478	$ 1,602,037	$ 1,233,717	$ 1,130,395
Number of active accounts	616,252	622,454	632,952	656,403	628,051	578,123	553,549	543,856	505,705	500,956	503,820	501,039	472,619	656,403	543,856	501,039
Average outstanding customer balance	$ 2,686	$ 2,711	$ 2,735	$ 2,734	$ 2,676	$ 2,589	$ 2,515	$ 2,463	$ 2,410	$ 2,414	$ 2,449	$ 2,498	$ 2,491	$ 2,734	$ 2,463	$ 2,498
Balances of 60+ days past due as a percentage of carrying value of customer accounts receivable	8.7%	8.7%	10.1%	12.5%	13.3%	10.0%	11.5%	12.4%	9.1%	7.2%	8.8%	10.4%	10.3%	12.5%	12.4%	10.4%
Re-aged balance as a percentage of carrying value of customer accounts receivable (5)	25.8%	25.8%	27.8%	29.4%	32.3%	29.9%	28.2%	25.9%	23.8%	20.4%	18.3%	16.8%	16.4%	29.4%	25.9%	16.8%
Carrying value of account balances re-aged more than six months	$ 97,620	$ 97,510	$ 110,016	$ 112,410	$ 115,830	$ 103,220	$ 98,307	$ 92,883	$ 81,033	$ 70,058	$ 61,807	$ 50,282	$ 42,154	$ 112,410	$ 92,883	$ 50,282
Weighted average credit score of outstanding balances	591	594	592	591	587	596	599	600	603	608	607	606	609	591	600	606
Weighted average months since origination of outstanding balances	11.2	11.4	11.8	11.9	12.5	13.1	13.6	13.7	13.4	12.7	12.3	11.9	12.2	11.9	13.7	11.9
Percent of total customer portfolio balance represented by no-interest receivables	23.6%	23.7%	21.8%	17.7%	17.3%	18.3%	18.0%	20.5%	24.8%	29.8%	32.0%	33.7%	34.3%	17.7%	20.5%	33.7%
Percent of outstanding balance consisting of Home Office and Consumer Electronics products	33.1%	31.9%	31.0%	31.2%	30.5%	29.7%	28.8%	28.5%	27.4%	26.2%	25.4%	25.3%	24.3%	31.2%	28.5%	25.3%
Data for the period:																
Average total outstanding balance	$ 1,558,322	$ 1,542,849	$ 1,567,633	$ 1,591,878	$ 1,557,762	$ 1,429,991	$ 1,316,638	$ 1,263,597	$ 1,171,038	$ 1,105,936	$ 1,116,234	$ 1,134,742	$ 1,094,745	$ 1,567,878	$ 1,395,428	$ 1,135,991
Interest income and fee yield % (1)	22.1%	21.9%	21.7%	21.5%	21.3%	23.2%	21.1%	21.3%	23.7%	23.3%	22.6%	22.1%	23.5%	21.8%	21.7%	22.8%
Total applications processed (2)	258,787	311,062	305,525	360,338	295,551	326,958	285,569	342,924	297,906	336,438	337,112	325,569	267,704	1,235,712	1,251,002	1,297,025
Percent of applications approved and utilized (2)	27.6%	28.0%	25.6%	27.0%	22.3%	20.0%	22.7%	21.2%	21.8%	22.5%	21.5%	21.3%	20.2%	27.0%	21.5%	21.8%
Weighted average origination credit score of sales financed (3)	608	609	608	606	609	617	618	617	617	614	616	619	619	608	615	616
Percent of originations with score of:																
0-550	10.5%	10.4%	11.2%	12.8%	11.9%	7.3%	6.7%	6.4%	7.9%	9.6%	8.6%	7.2%	8.5%	11.3%	8.1%	8.3%
651+	16.1%	15.5%	15.9%	15.4%	16.8%	20.5%	20.9%	20.3%	20.9%	20.9%	21.1%	23.0%	24.0%	15.7%	19.6%	21.5%
Payment rate (4)	5.45%	4.96%	4.72%	4.55%	5.21%	5.44%	5.49%	5.50%	6.99%	6.36%	6.07%	5.77%	6.39%	4.92%	5.40%	6.29%
Bad debt charge-offs (net of recoveries)	$ 48,061	$ 50,005	$ 44,551	$ 54,178	$ 58,888	$ 75,118	$ 48,435	$ 44,693	$ 44,938	$ 31,184	$ 22,336	$ 27,819	$ 32,462	$ 196,795	$ 227,134	$ 126,277
Percent of bad debt charge-offs (net of recoveries) to average outstanding balance, annualized (1)	12.3%	13.0%	11.4%	13.6%	15.1%	21.0%	14.7%	14.1%	15.3%	11.3%	8.0%	9.8%	11.9%	12.6%	16.3%	11.1%
Percent of retail sales paid for by:																
In-house financing, including down payment received	68.2%	68.8%	66.7%	66.7%	63.3%	48.5%	51.5%	50.9%	48.7%	50.9%	52.9%	51.2%	49.8%	67.6%	52.1%	51.0%
Third-party financing plans	16.1%	17.7%	18.5%	18.9%	17.1%	23.9%	20.3%	19.9%	16.8%	17.5%	17.9%	18.3%	17.9%	17.8%	20.4%	17.7%
Third-party lease-to-own plans	8.4%	6.5%	7.0%	6.6%	8.5%	8.4%	7.2%	9.8%	12.3%	11.5%	9.2%	8.9%	7.4%	7.0%	8.5%	10.4%
Total	**92.7%**	**93.0%**	**92.2%**	**92.2%**	**88.9%**	**80.8%**	**79.0%**	**80.6%**	**77.8%**	**80.0%**	**80.0%**	**78.4%**	**75.1%**	**92.4%**	**81.0%**	**79.1%**

Dollars in thousands except average outstanding customer balance

(1) 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

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

(3) Credit scores exclude non-scored accounts

(4) Three month rolling average of gross cash payments (on active accounts only) 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.

(5) 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 Store Imelda disaster areas.

Conn's HomePlus

Static Loss Data by Quarter
As of April 30, 2022

Static Loss Analysis

	Cumulative Net Charge-off [i]	*Weighted Average Interest Rate*	*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*
FY16	$224.5	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%	14.7%
FY17	$226.1	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%	17.1%	16.9%	16.8%	16.5%
FY18	$206.5	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%	17.3%	17.4%	17.4%	17.3%	17.2%	17.1%		
FY19	$219.3	27.7%	1.2%	2.8%	5.0%	7.3%	9.6%	11.7%	14.0%	15.2%	16.2%	17.1%	17.5%	17.7%	17.9%	17.9%						
FY20	$199.7	28.2%	1.2%	3.1%	6.3%	9.0%	11.3%	13.6%	15.1%	16.1%	16.9%	17.6%										
FY21	$68.7	29.3%	1.2%	2.6%	4.2%	5.7%	7.4%	8.9%														
FY22	$24.7	29.1%	1.0%	2.8%																		

% Remaining of Originations

	Origination Amount [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*
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%
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%	0.2%	0.1%	0.0%	0.0%
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%	2.1%	1.2%	0.7%	0.5%	0.3%	0.2%		
FY19	$1,227.8	79.8%	67.4%	56.4%	46.7%	37.8%	30.2%	22.6%	17.3%	12.5%	7.8%	4.8%	2.9%	1.8%	1.1%						
FY20	$1,133.6	80.9%	68.7%	56.1%	45.4%	36.6%	27.8%	21.2%	16.0%	11.3%	7.2%										
FY21	$769.1	77.7%	63.0%	51.6%	41.7%	32.9%	25.5%														
FY22	$882.8	79.2%	65.8%																		

[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 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.

- The FY16 vintage includes 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 FY16 vintage from 14.8% to approximately 16.6%. We believe that this adjusted historical loss rate is more comparable to our more recent originations.