



Quarterly Segment Financial Statements
Fiscal years ended January 31, 2018, 2019 and 2020
(dollars in thousands)

<i>Retail 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>	<u>Q3 20</u>	<u>Q4 20</u>	<u>2020</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	\$ 250,233	\$ 283,168	\$ 1,042,424
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	26,478	28,848	106,997
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	3,411	3,056	13,814
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	280,122	315,072	1,163,235
Finance charges and other	80	92	95	74	341	14	98	179	156	447	202	203	197	208	810
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	280,319	315,280	1,164,045
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	170,453	188,038	697,784
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	88,147	87,105	91,234	346,108
Provision for bad debts	230	165	189	245	829	260	243	286	220	1,009	129	(19)	535	260	905
Charges and credits	1,227	4,068	5,861	2,175	13,331	-	300	737	1,943	2,980	(695)	-	2,628	-	1,933
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	270,193	260,721	279,532	1,046,730
Operating income	32,011	31,299	29,586	48,583	141,479	31,169	39,238	35,250	54,712	160,369	25,897	36,072	19,598	35,748	117,315
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	\$ 36,072	\$ 19,598	\$ 35,748	\$ 117,315
Store count	115	116	116	116	116	118	118	121	123	123	127	131	137	137	137
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%	32.6%	34.2%	33.7%
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%	39.2%	40.3%	40.0%
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%	39.2%	40.4%	40.1%
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%	31.1%	28.9%	29.7%
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%	7.0%	11.3%	10.1%
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%	7.9%	11.3%	10.2%



Quarterly Segment Financial Statements
Fiscal years ended January 31, 2018, 2019 and 2020
(dollars in thousands)

<i>Credit Segment</i>	Q1 18	Q2 18	Q3 18	Q4 18	2018	Q1 19	Q2 19	Q3 19	Q4 19	2019	Q1 20	Q2 20	Q3 20 ⁽¹⁾	Q4 20 ⁽¹⁾	2020
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	\$ 95,808	\$ 97,708	\$ 379,641
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	95,808	97,708	379,641
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	38,503	40,784	156,916
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	45,390	69,250	204,312
Charges and credits	-	-	-	-	-	-	-	4,800	-	4,800	-	-	1,209	-	1,209
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	85,102	110,034	362,437
Operating income	(11,829)	(2,107)	(8,733)	(3,742)	(26,411)	1,595	14	223	(946)	886	13,122	5,702	10,706	(12,326)	17,204
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	15,051	15,163	59,107
Loss from early extinguishment of debt	349	2,097	461	367	3,274	406	1,367	-	-	1,773	-	-	-	1,094	1,094
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)	\$ (4,345)	\$ (28,583)	\$ (42,997)
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	\$ 1,567,633	\$ 1,591,878	\$ 1,567,878
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%	40.2%	41.7%	41.3%
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%	2.5%	2.6%	10.0%
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%	9.8%	10.2%	10.0%
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%	11.2%	-12.6%	4.5%
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%	12.4%	-12.6%	4.9%

*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, 2018, 2019 and 2020
(dollars in thousands)

<i>Consolidated</i>	Q1 18	Q2 18	Q3 18	Q4 18	2018	Q1 19	Q2 19	Q3 19	Q4 19	2019	Q1 20	Q2 20	Q3 20 ⁽¹⁾	Q4 20 ⁽¹⁾	2020
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	\$ 250,233	\$ 283,168	\$ 1,042,424
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	26,478	28,848	106,997
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	3,411	3,056	13,814
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	280,122	315,072	1,163,235
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	96,005	97,916	380,451
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	376,127	412,988	1,543,686
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	170,453	188,038	697,784
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	127,484	125,608	132,018	503,024
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	45,925	69,510	205,217
Charges and credits	1,227	4,068	5,861	2,175	13,331	-	300	5,537	1,943	7,780	(695)	-	3,837	-	3,142
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	359,285	345,823	389,566	1,409,167
Operating income	20,182	29,192	20,853	44,841	115,068	32,764	39,252	35,473	53,766	161,255	39,019	41,774	30,304	23,422	134,519
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	15,051	15,163	59,107
Loss from early extinguishment of debt	349	2,097	461	367	3,274	406	1,367	-	-	1,773	-	-	-	1,094	1,094
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	\$ 27,378	\$ 15,253	\$ 7,165	\$ 74,318
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%	32.6%	34.2%	33.7%
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%	39.2%	40.3%	40.0%
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%	54.7%	54.5%	54.8%
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%	33.4%	32.0%	32.6%
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%	8.1%	5.7%	8.7%
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%	9.1%	5.7%	8.9%

(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.