



Selected Credit Portfolio Data

	Fiscal Quarters Ended															Fiscal Years Ended		
	4/30/2016	7/31/2016	10/31/2016	1/31/2017	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	1/31/2017	1/31/2018	1/31/2019
Data as of period end:																		
Customer accounts receivable portfolio balance	\$ 1,537,487	\$ 1,544,339	\$ 1,534,215	\$ 1,556,439	\$ 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	\$ 1,556,439	\$ 1,527,862	\$ 1,589,828
Number of active accounts	752,570	753,928	747,372	741,813	697,978	683,518	673,390	675,272	650,553	644,585	633,831	639,541	616,252	622,454	632,952	741,813	675,272	639,541
Average outstanding customer balance	\$ 2,381	\$ 2,365	\$ 2,354	\$ 2,376	\$ 2,360	\$ 2,375	\$ 2,405	\$ 2,443	\$ 2,462	\$ 2,503	\$ 2,578	\$ 2,677	\$ 2,686	\$ 2,711	\$ 2,735	\$ 2,376	\$ 2,443	\$ 2,677
Balances of 60+ days past due as a percentage of carrying value of customer accounts receivable ⁽¹⁾	8.7%	9.8%	11.2%	10.9%	9.9%	10.4%	9.8%	9.7%	9.1%	8.7%	9.3%	9.5%	8.7%	8.7%	10.1%	10.9%	9.7%	9.5%
Re-aged balance as a percentage of carrying value of customer accounts receivable ⁽²⁾⁽⁷⁾	15.1%	15.6%	16.3%	16.4%	16.2%	16.4%	24.3%	24.6%	25.1%	24.9%	26.1%	25.7%	25.8%	25.8%	27.8%	16.4%	24.6%	25.7%
Carrying value of account balances re-aged more than six months	\$ 65,615	\$ 69,415	\$ 73,385	\$ 73,903	\$ 73,866	\$ 75,221	\$ 80,013	\$ 76,066	\$ 79,497	\$ 83,496	\$ 86,807	\$ 94,404	\$ 97,620	\$ 97,510	\$ 110,016	\$ 73,903	\$ 76,066	\$ 94,404
Weighted average credit score of outstanding balances	595	595	591	589	588	589	589	591	592	594	593	593	591	594	592	589	591	593
Weighted average months since origination of outstanding balances	9.1	9.4	9.8	9.8	10.0	10.2	10.4	10.4	10.6	10.7	10.9	10.8	11.2	11.4	11.8	9.8	10.4	10.8
Percent of total customer portfolio balance represented by no-interest receivables	36.5%	33.3%	28.3%	27.1%	26.0%	24.1%	22.3%	21.2%	21.4%	20.9%	21.7%	22.9%	23.6%	23.7%	21.8%	27.1%	21.2%	22.9%
Percent of outstanding balance consisting of Home Office and Consumer Electronics products	37.3%	36.0%	35.4%	35.9%	35.0%	32.6%	32.2%	33.1%	32.6%	32.0%	32.2%	33.6%	33.1%	31.9%	31.0%	35.9%	33.1%	33.6%
Data for the period:																		
Average total outstanding balance	\$ 1,559,880	\$ 1,540,224	\$ 1,542,767	\$ 1,556,682	\$ 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	\$ 1,552,475	\$ 1,500,700	\$ 1,526,728
Interest income and fee yield % ⁽³⁾	15.8%	14.0%	15.0%	16.5%	18.2%	18.7%	19.8%	20.5%	20.8%	21.3%	21.7%	21.6%	22.1%	21.9%	22.1%	15.4%	19.3%	21.3%
Total applications processed ⁽⁴⁾	314,378	334,854	326,131	362,487	290,327	297,587	321,373	369,522	283,486	295,564	283,274	358,938	258,787	311,062	305,525	1,337,850	1,278,809	1,221,262
Percent of applications approved and utilized ⁽⁴⁾	35.9%	35.4%	32.7%	32.7%	31.1%	32.8%	29.1%	28.2%	29.2%	31.4%	28.5%	28.3%	27.6%	28.0%	25.6%	34.5%	30.4%	29.6%
Weighted average origination credit score of sales financed ⁽⁵⁾	609	611	610	607	608	609	611	611	609	610	610	608	608	609	608	609	610	609
Percent of originations with score of:																		
0-550	9.7%	8.6%	9.7%	10.3%	11.1%	10.4%	9.8%	8.4%	9.5%	11.6%	10.7%	10.0%	10.5%	10.4%	11.2%	9.6%	9.8%	10.5%
651+	15.5%	15.4%	15.1%	14.1%	15.0%	15.5%	16.6%	16.7%	16.1%	16.2%	17.2%	16.4%	16.1%	15.5%	15.9%	15.0%	16.0%	16.5%
Payment rate ⁽⁶⁾	5.47%	4.77%	4.76%	4.66%	5.51%	5.01%	4.80%	4.80%	5.51%	4.99%	4.89%	4.72%	5.45%	4.96%	4.72%	4.92%	5.04%	5.03%
Bad debt charge-offs (net of recoveries)	\$ 53,795	\$ 55,192	\$ 50,216	\$ 64,966	\$ 59,248	\$ 54,626	\$ 56,519	\$ 56,405	\$ 45,450	\$ 51,642	\$ 46,850	\$ 50,075	\$ 48,061	\$ 50,005	\$ 44,551	\$ 224,169	\$ 226,798	\$ 194,017
Percent of bad debt charge-offs (net of recoveries) to average outstanding balance, annualized ⁽³⁾	13.8%	14.3%	13.0%	16.7%	15.7%	14.8%	15.2%	14.9%	12.1%	13.8%	12.3%	12.7%	12.3%	13.0%	11.4%	14.4%	15.1%	12.7%
Percent of retail sales paid for by:																		
In-house financing, including down payment received	75.5%	71.8%	72.3%	68.8%	70.5%	72.6%	72.0%	69.3%	70.0%	70.5%	69.7%	70.1%	68.2%	68.8%	66.7%	72.0%	71.0%	70.1%
Third-party financing plans	12.5%	17.2%	16.4%	16.5%	15.1%	17.2%	15.1%	16.7%	14.9%	16.4%	15.6%	15.7%	16.1%	17.7%	18.5%	15.7%	16.1%	15.7%
Third-party lease-to-own plans	5.2%	4.9%	5.2%	9.3%	7.6%	3.8%	5.7%	6.5%	7.5%	6.4%	8.0%	8.1%	8.4%	6.5%	7.0%	6.3%	5.9%	7.5%
Total	93.2%	93.9%	93.9%	94.6%	93.2%	93.6%	92.8%	92.5%	92.4%	93.3%	93.3%	93.9%	92.7%	93.0%	92.2%	94.0%	93.0%	93.3%

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 July 31, 2016 included change in estimate adjustments which negatively impacted interest income and fee yield by \$8.2 million or 220 basis points and negatively impacted bad debt charge-offs (net of recoveries) by \$3.9 million or 110 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, 2019**

Static Loss Analysis

	Cumulative Net Charge-off ¹	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
FY08	\$35.2	0.2%	0.6%	1.0%	1.4%	1.8%	2.2%	2.7%	3.1%	3.6%	3.9%	4.3%	4.7%	5.1%	5.2%	5.4%	5.6%	5.7%	5.8%	5.8%	5.9%
FY09	\$48.2	0.2%	0.7%	1.1%	1.6%	2.1%	2.7%	3.3%	3.9%	4.6%	4.9%	5.3%	5.7%	6.1%	6.5%	6.5%	6.6%	6.6%	6.6%	6.6%	6.6%
FY10	\$37.7	0.2%	0.8%	1.3%	1.8%	2.4%	2.9%	3.4%	4.0%	4.6%	5.1%	5.5%	5.8%	6.0%	6.0%	6.0%	6.0%	6.0%	6.0%	6.0%	6.0%
FY11	\$36.9	0.4%	0.9%	1.5%	2.0%	2.6%	3.4%	4.2%	4.8%	5.2%	5.5%	5.7%	5.8%	5.8%	5.9%	6.0%	6.0%	6.0%	6.0%	6.0%	6.0%
FY12	\$40.5	0.2%	0.4%	1.1%	2.3%	3.2%	4.0%	4.7%	5.1%	5.9%	6.0%	6.3%	6.4%	6.6%	6.7%	6.8%	6.8%	6.8%	6.8%	6.8%	6.8%
FY13	\$67.8	0.4%	0.7%	2.2%	3.7%	5.5%	6.4%	7.1%	7.6%	8.3%	8.7%	9.0%	9.1%	9.2%	9.2%	9.3%	9.3%	9.3%	9.3%	9.3%	9.3%
FY14	\$146.5	0.8%	2.1%	4.0%	5.8%	8.2%	9.9%	11.1%	12.0%	12.8%	13.2%	13.6%	13.7%	13.8%	13.9%	13.9%	13.9%	13.9%	13.8%	13.8%	13.7%
FY15	\$190.3	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%	14.4%
FY16	\$235.0	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%				
FY17	\$229.9	1.5%	3.4%	5.7%	8.3%	10.6%	12.1%	13.7%	14.7%	15.6%	16.2%	16.6%	16.8%								
FY18	\$166.3	1.2%	2.8%	5.0%	7.3%	9.4%	11.2%	12.7%	13.8%												
FY19	\$89.6	1.2%	2.8%	5.0%	7.3%																

% Remaining of Originations

	Origination Amount ¹		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
FY08	\$617.1	70.3%	54.5%	42.4%	33.7%	26.2%	20.5%	16.1%	12.6%	9.6%	6.9%	5.0%	3.6%	2.6%	1.8%	1.1%	0.8%	0.5%	0.3%	0.2%	0.0%
FY09	\$756.3	67.3%	53.8%	42.6%	34.5%	27.6%	21.3%	16.7%	12.9%	9.5%	6.6%	4.3%	2.9%	1.8%	1.0%	0.5%	0.3%	0.2%	0.2%	0.2%	0.0%
FY10	\$635.8	68.5%	53.8%	42.4%	33.8%	26.4%	20.1%	15.1%	11.5%	8.1%	4.9%	2.8%	1.5%	0.8%	0.4%	0.3%	0.2%	0.1%	0.1%	0.1%	0.0%
FY11	\$613.2	66.3%	51.2%	39.9%	31.9%	24.7%	18.5%	13.8%	10.0%	6.8%	4.2%	2.4%	1.2%	0.6%	0.3%	0.2%	0.1%	0.1%	0.1%	0.0%	0.0%
FY12	\$599.0	69.5%	55.2%	44.1%	34.4%	26.4%	20.0%	15.1%	10.8%	7.2%	4.2%	2.4%	1.3%	0.7%	0.4%	0.2%	0.2%	0.1%	0.1%	0.1%	0.0%
FY13	\$735.4	72.2%	57.9%	46.2%	35.4%	25.9%	18.5%	13.0%	8.8%	5.2%	2.6%	1.4%	0.8%	0.4%	0.3%	0.2%	0.1%	0.1%	0.1%	0.1%	0.0%
FY14	\$1,075.1	77.0%	62.6%	50.0%	38.7%	27.9%	19.7%	13.7%	9.0%	5.5%	2.9%	1.6%	0.9%	0.5%	0.3%	0.2%	0.1%	0.1%	0.1%	0.1%	0.0%
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%	0.0%
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%				
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%								
FY18	\$1,208.1	79.5%	66.9%	55.2%	44.9%	35.7%	27.9%	21.8%	16.9%												
FY19	\$1,227.8	79.8%	67.4%	56.4%	46.7%																

¹in 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 10 for FY14, 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 14.4% to approximately 14.8% and the FY16 vintage from 15.4% to approximately 17.0%. We believe that these adjusted historical loss rates are more comparable to our more recent originations.