



## Selected Credit Portfolio Data

														Fiscal Years Ended					
	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	7/31/2022	10/31/2022	1/31/2023	4/30/2023	7/31/2023	1/31/2020	1/31/2021	1/31/2022	1/31/2023
<i>Data as of period end:</i>																			
Customer accounts receivable portfolio balance	\$ 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	\$ 1,042,777	\$ 1,032,800	\$ 1,025,364	\$ 983,324	\$ 987,102	\$ 1,602,037	\$ 1,233,717	\$ 1,130,395	\$ 1,025,364
Number of active accounts	656,403	628,051	578,123	553,549	543,856	505,705	500,956	503,820	501,039	472,619	463,431	451,073	445,466	426,791	426,884	656,403	543,856	501,039	445,466
Average outstanding customer balance	\$ 2,734	\$ 2,676	\$ 2,589	\$ 2,515	\$ 2,463	\$ 2,410	\$ 2,414	\$ 2,449	\$ 2,498	\$ 2,491	\$ 2,508	\$ 2,541	\$ 2,597	\$ 2,608	\$ 2,645	\$ 2,734	\$ 2,463	\$ 2,498	\$ 2,597
Balances of 60+ days past due as a percentage of carrying value of customer accounts receivable	12.5%	13.3%	10.0%	11.5%	12.4%	9.1%	7.2%	8.8%	10.4%	10.3%	11.0%	12.2%	12.7%	11.6%	11.1%	12.5%	12.4%	10.4%	12.7%
Re-aged balance as a percentage of carrying value of customer accounts receivable <sup>(5)</sup>	29.4%	32.3%	29.9%	28.2%	25.9%	23.8%	20.4%	18.3%	16.8%	16.4%	16.1%	16.5%	16.5%	16.6%	15.9%	29.4%	25.9%	16.8%	16.5%
Carrying value of account balances re-aged more than six months	\$ 112,410	\$ 115,830	\$ 103,220	\$ 98,307	\$ 92,883	\$ 81,033	\$ 70,058	\$ 61,807	\$ 50,282	\$ 42,154	\$ 35,808	\$ 31,521	\$ 29,511	\$ 29,657	\$ 31,085	\$ 112,410	\$ 92,883	\$ 50,282	\$ 29,511
Weighted average credit score of outstanding balances	591	587	596	599	600	603	608	607	606	609	611	613	613	614	615	591	600	606	613
Weighted average months since origination of outstanding balances	11.9	12.5	13.1	13.6	13.7	13.4	12.7	12.3	11.9	12.2	12.1	12.2	12.1	12.2	11.9	11.9	13.7	11.9	12.1
Percent of total customer portfolio balance represented by no-interest receivables	17.7%	17.3%	18.3%	18.0%	20.5%	24.8%	29.8%	32.0%	33.7%	34.3%	34.0%	33.0%	34.1%	34.4%	35.9%	17.7%	20.5%	33.7%	34.1%
Percent of outstanding balance consisting of Home Office and Consumer Electronics products	31.2%	30.5%	29.7%	28.8%	28.5%	27.35%	26.2%	25.4%	25.3%	24.3%	23.1%	22.3%	22.2%	21.4%	20.6%	31.2%	28.5%	25.3%	22.2%
<i>Data for the period:</i>																			
Average total outstanding balance	\$ 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	\$ 1,051,952	\$ 1,034,579	\$ 1,034,385	\$ 1,001,246	\$ 984,427	\$ 1,567,878	\$ 1,395,428	\$ 1,135,991	\$ 1,055,600
Interest income and fee yield % <sup>(1)</sup>	21.5%	21.3%	23.2%	21.1%	21.3%	23.7%	23.3%	22.6%	22.1%	23.5%	23.3%	23.5%	22.4%	23.4%	23.0%	21.8%	21.7%	22.8%	23.1%
Total applications processed	360,338	295,551	326,958	285,569	342,924	297,906	336,438	337,112	325,569	267,704	257,381	231,526	278,249	293,831	341,118	1,235,712	1,251,002	1,297,025	1,034,860
Percent of applications approved and utilized <sup>(2)</sup>	27.0%	22.3%	20.0%	22.7%	21.2%	21.8%	22.5%	21.5%	21.3%	20.2%	23.5%	23.8%	22.9%	19.5%	21.5%	27.0%	21.5%	21.8%	22.5%
Weighted average origination credit score of sales financed <sup>(3)</sup>	606	609	617	618	617	617	614	616	619	619	620	621	620	618	623	608	615	616	620
Percent of originations with score of:																			
0-550	12.8%	11.9%	7.3%	6.7%	6.4%	7.9%	9.6%	8.6%	7.2%	8.5%	10.3%	9.5%	9.6%	10.3%	8.3%	11.3%	8.1%	8.3%	9.4%
651+	15.4%	16.8%	20.5%	20.9%	20.3%	20.9%	20.9%	21.1%	23.0%	24.0%	24.5%	25.7%	25.7%	24.4%	27.2%	15.7%	19.6%	21.5%	25.0%
Payment rate <sup>(4)</sup>	4.6%	5.2%	5.4%	5.5%	5.5%	7.0%	6.4%	6.1%	5.8%	6.4%	5.7%	5.6%	5.3%	5.9%	5.5%	4.9%	5.4%	6.3%	5.7%
Bad debt charge-offs (net of recoveries)	\$ 54,178	\$ 58,888	\$ 75,118	\$ 48,435	\$ 44,693	\$ 44,938	\$ 31,184	\$ 22,336	\$ 27,819	\$ 32,461	\$ 36,074	\$ 35,439	\$ 44,164	\$ 38,766	\$ 38,819	\$ 196,795	\$ 227,134	\$ 126,277	\$ -
Percent of bad debt charge-offs (net of recoveries) to average outstanding balance, annualized <sup>(1)</sup>	13.6%	15.1%	21.0%	14.7%	14.1%	15.3%	11.3%	8.0%	9.8%	11.9%	13.7%	13.7%	17.1%	15.5%	15.8%	12.6%	16.3%	11.1%	0.0%
<i>Percent of retail sales paid for by:</i>																			
In-house financing, including down payment received	66.7%	63.3%	48.5%	51.5%	50.9%	48.7%	50.9%	52.9%	51.2%	49.8%	52.1%	54.0%	56.8%	59.1%	62.2%	67.6%	52.1%	51.0%	53.2%
Third-party financing plans	18.9%	17.1%	23.9%	20.3%	19.9%	16.8%	17.5%	17.9%	18.3%	17.9%	18.9%	17.6%	16.4%	15.3%	14.1%	17.8%	20.4%	17.7%	17.7%
Third-party lease-to-own plans	6.6%	8.5%	8.4%	7.2%	9.8%	12.3%	11.5%	9.2%	8.9%	7.4%	6.8%	7.2%	7.8%	8.2%	8.0%	7.0%	8.5%	10.4%	7.3%
<b>Total</b>	<b>92.2%</b>	<b>88.9%</b>	<b>80.8%</b>	<b>79.0%</b>	<b>80.6%</b>	<b>77.8%</b>	<b>80.0%</b>	<b>80.0%</b>	<b>78.4%</b>	<b>75.1%</b>	<b>77.8%</b>	<b>78.8%</b>	<b>80.9%</b>	<b>82.6%</b>	<b>84.3%</b>	<b>92.4%</b>	<b>81.0%</b>	<b>79.1%</b>	<b>78.2%</b>

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 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 Storm Imelda disaster areas.

**Static Loss Data by Quarter**  
As of July 31, 2023

**Static Loss Analysis**

\$ in millions	Cumulative Net Charge-off	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
<b>FY16</b>	\$222.0	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%	15.4%	15.4%	15.3%	15.2%	14.6%
<b>FY17</b>	\$222.1	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%	16.2%
<b>FY18</b>	\$201.2	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%	16.7%
<b>FY19</b>	\$214.7	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%	17.9%	17.8%	17.7%	17.6%	17.5%
<b>FY20</b>	\$212.8	1.2%	3.1%	6.3%	9.0%	11.3%	13.6%	15.1%	16.1%	16.9%	17.6%	18.2%	18.5%	18.8%	18.8%	18.8%				
<b>FY21</b>	\$106.5	1.2%	2.6%	4.2%	5.7%	7.4%	8.9%	10.4%	11.5%	12.6%	13.3%	13.8%								
<b>FY22</b>	\$138.1	1.0%	2.8%	5.3%	8.1%	11.2%	13.6%	15.6%												
<b>FY23</b>	\$47.0	1.5%	3.5%	6.3%																

**% Remaining of Originations**

\$ in millions	Origination Amount		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
<b>FY16</b>	\$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%
<b>FY17</b>	\$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%
<b>FY18</b>	\$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%	0.1%
<b>FY19</b>	\$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%	0.7%	0.4%	0.3%	0.2%	0.1%
<b>FY20</b>	\$1,133.6	80.9%	68.7%	56.1%	45.4%	36.6%	27.8%	21.2%	16.0%	11.3%	7.2%	4.4%	2.5%	1.5%	0.9%	0.6%				
<b>FY21</b>	\$769.1	77.7%	63.0%	51.6%	41.7%	32.9%	25.5%	19.6%	14.4%	10.1%	6.4%	3.8%								
<b>FY22</b>	\$882.8	79.2%	65.8%	54.4%	43.8%	34.4%	26.9%	20.6%												
<b>FY23</b>	\$747.0	79.4%	66.3%	54.9%																

- 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.