



Selected Credit Portfolio Data

Data as of period end:

	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	10/31/2023	1/31/2024	1/31/2021	1/31/2022	1/31/2023	1/31/2024
Customer accounts receivable portfolio balance	\$ 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	\$ 979,149	\$ 992,346	\$ 1,233,717	\$ 1,130,395	\$ 1,025,364	\$ 992,346
Number of active accounts	543,856	505,705	500,956	503,820	501,039	472,619	463,431	451,073	445,466	426,791	426,884	424,261	426,230	543,856	501,039	445,466	426,230
Average outstanding customer balance	\$ 2,463	\$ 2,410	\$ 2,414	\$ 2,449	\$ 2,498	\$ 2,491	\$ 2,508	\$ 2,541	\$ 2,597	\$ 2,608	\$ 2,645	\$ 2,661	\$ 2,682	\$ 2,463	\$ 2,498	\$ 2,597	\$ 2,682
Balances of 60+ days past due as a percentage of carrying value of customer accounts receivable	12.4%	9.1%	7.2%	8.8%	10.4%	10.3%	11.0%	12.2%	12.7%	11.6%	11.1%	11.0%	12.2%	12.4%	10.4%	12.7%	12.2%
Re-aged balance as a percentage of carrying value of customer accounts receivable ⁽⁵⁾	25.9%	23.8%	20.4%	18.3%	16.8%	16.4%	16.1%	16.5%	16.5%	16.6%	15.9%	18.1%	18.8%	25.9%	16.8%	16.5%	18.8%
Carrying value of account balances re-aged more than six months	\$ 92,883	\$ 81,033	\$ 70,058	\$ 61,807	\$ 50,282	\$ 42,154	\$ 35,808	\$ 31,521	\$ 29,511	\$ 29,657	\$ 31,085	\$ 34,563	\$ 35,341	\$ 92,883	\$ 50,282	\$ 29,511	\$ 35,341
Weighted average credit score of outstanding balances	600	603	608	607	606	609	611	613	613	614	615	615	615	600	606	613	615
Weighted average months since origination of outstanding balances	13.7	13.4	12.7	12.3	11.9	12.2	12.1	12.2	12.1	12.2	11.9	12.1	12.1	13.7	11.9	12.1	12.1
Percent of total customer portfolio balance represented by no-interest receivables	20.5%	24.8%	29.8%	32.0%	33.7%	34.3%	34.0%	33.0%	34.1%	34.4%	35.9%	36.2%	36.1%	20.5%	33.7%	34.1%	36.1%
Percent of outstanding balance consisting of Home Office and Consumer Electronics products	28.5%	27.35%	26.2%	25.4%	25.3%	24.3%	23.1%	22.3%	22.2%	21.4%	20.6%	20.2%	20.3%	28.5%	25.3%	22.2%	20.3%
<i>Data for the period:</i>																	
Average total outstanding balance	\$ 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	\$ 982,859	\$ 990,079	\$ 1,395,428	\$ 1,135,991	\$ 1,055,600	\$ 991,149
Interest income and fee yield % ⁽¹⁾	21.3%	23.7%	23.3%	22.6%	22.1%	23.5%	23.3%	23.5%	22.4%	23.4%	23.0%	22.3%	22.1%	21.7%	22.8%	23.1%	22.7%
Total applications processed ⁽²⁾	342,924	297,906	336,438	337,112	325,569	267,704	257,381	231,526	278,249	293,831	341,118	333,622	309,949	1,251,002	1,297,025	1,034,860	1,278,520
Percent of applications approved and utilized ⁽²⁾	21.2%	21.8%	22.5%	21.5%	21.3%	20.2%	23.5%	23.8%	22.9%	19.5%	21.5%	18.8%	22.3%	21.5%	21.8%	22.5%	20.5%
Weighted average origination credit score of sales financed ⁽³⁾⁽⁶⁾	617	617	614	616	619	619	620	621	620	618	623	623	619	615	616	620	622
Percent of originations with score of:																	
0-550	6.4%	7.9%	9.6%	8.6%	7.2%	8.5%	10.3%	9.5%	9.6%	10.3%	8.3%	7.6%	8.8%	8.1%	8.3%	9.4%	8.7%
651+	20.3%	20.9%	20.9%	21.1%	23.0%	24.0%	24.5%	25.7%	25.7%	24.4%	27.2%	27.5%	26.0%	19.6%	21.5%	25.0%	26.3%
Payment rate ⁽⁴⁾	5.5%	7.0%	6.4%	6.1%	5.8%	6.4%	5.7%	5.6%	5.3%	5.9%	5.5%	5.5%	5.2%	5.4%	6.3%	5.7%	5.5%
Bad debt charge-offs (net of recoveries)	\$ 44,693	\$ 44,938	\$ 31,184	\$ 22,336	\$ 27,819	\$ 32,461	\$ 36,074	\$ 35,439	\$ 44,164	\$ 38,766	\$ 38,819	\$ 33,360	\$ 39,348	\$ 227,134	\$ 126,277	\$ 148,138	\$ 150,295
Percent of bad debt charge-offs (net of recoveries) to average outstanding balance, annualized ⁽¹⁾	14.1%	15.3%	11.3%	8.0%	9.8%	11.9%	13.7%	13.7%	17.1%	15.5%	15.8%	13.6%	15.9%	16.3%	11.1%	14.0%	15.2%
<i>Percent of retail sales paid for by:</i>																	
In-house financing, including down payment received	50.9%	48.7%	50.9%	52.9%	51.2%	49.8%	52.1%	54.0%	56.8%	59.1%	62.2%	61.1%	62.9%	52.1%	51.0%	53.2%	61.3%
Third-party financing plans	19.9%	16.8%	17.5%	17.9%	18.3%	17.9%	18.9%	17.6%	16.4%	15.3%	14.1%	14.7%	14.3%	20.4%	17.7%	17.7%	14.6%
Third-party lease-to-own plans	9.8%	12.3%	11.5%	9.2%	8.9%	7.4%	6.8%	7.2%	7.8%	8.2%	8.0%	8.6%	9.2%	8.5%	10.4%	7.3%	8.5%
Total	80.6%	77.8%	80.0%	80.0%	78.4%	75.1%	77.8%	78.8%	80.9%	82.6%	84.3%	84.4%	86.4%	81.0%	79.1%	78.2%	84.4%

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.
- (6) Beginning in Q2 FY24, score decisioning is based on Vantage scoring. Prior to this, score decisioning was based on FICO.