



## Select Historical Monthly Reporting

|   | As of and for the month ended |                |                |                |                |                |                |                |                |                |                |                | Fiscal Quarters Ended |                |                |                | Fiscal Year    |  |
|---|-------------------------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|-----------------------|----------------|----------------|----------------|----------------|--|
|   | 2/28/2014                     | 3/31/2014      | 4/30/2014      | 5/31/2014      | 6/30/2014      | 7/31/2014      | 8/31/2014      | 9/30/2014      | 10/31/2014     | 11/30/2014     | 12/31/2014     | 1/31/2015      | 4/30/2014             | 7/31/2014      | 10/31/2014     | 1/31/2015      | 2015           |  |
| <b>Same store sales % change: <sup>1</sup></b>  |                               |                |                |                |                |                |                |                |                |                |                |                |                       |                |                |                |                |  |
| Furniture and mattress                          | 28.3%                         | 35.3%          | 35.8%          | 31.5%          | 33.9%          | 26.0%          | 10.7%          | 3.6%           | 6.7%           | 1.9%           | 3.8%           | 8.9%           | 33.2%                 | 30.3%          | 7.0%           | 4.7%           | 22.5%          |  |
| Home appliance                                  | 17.6%                         | 22.2%          | 21.3%          | 18.3%          | 14.4%          | 25.4%          | 14.0%          | 11.5%          | 2.8%           | 5.0%           | 7.5%           | 6.9%           | 20.5%                 | 19.4%          | 9.5%           | 6.6%           | 14.8%          |  |
| Consumer electronic                             | 0.7%                          | 7.2%           | 1.0%           | 9.8%           | 12.8%          | 1.1%           | (3.2%)         | (8.9%)         | (6.8%)         | 9.2%           | 7.5%           | 7.7%           | 3.0%                  | 7.8%           | (6.4%)         | 8.2%           | 5.2%           |  |
| Home office                                     | 27.2%                         | 23.0%          | 18.4%          | 23.8%          | 13.8%          | 6.0%           | 1.9%           | (13.1%)        | (23.4%)        | (24.5%)        | (26.4%)        | (8.0%)         | 22.9%                 | 14.2%          | (11.1%)        | (21.9%)        | (3.0%)         |  |
| Other <sup>2</sup>                              | (9.8%)                        | (48.4%)        | (60.5%)        | (70.1%)        | (69.8%)        | (57.6%)        | (38.6%)        | (19.4%)        | (25.5%)        | (19.4%)        | (24.2%)        | (11.5%)        | (44.3%)               | (66.5%)        | (29.9%)        | (19.4%)        | (50.5%)        |  |
| <b>Product sales</b>                            | <b>14.4%</b>                  | <b>17.7%</b>   | <b>13.4%</b>   | <b>13.1%</b>   | <b>11.3%</b>   | <b>11.1%</b>   | <b>3.5%</b>    | <b>(1.3%)</b>  | <b>(3.4%)</b>  | <b>1.0%</b>    | <b>(0.1%)</b>  | <b>4.8%</b>    | <b>15.4%</b>          | <b>11.8%</b>   | <b>(0.4%)</b>  | <b>1.7%</b>    | <b>8.3%</b>    |  |
| Repair service agreement commissions            | 19.0%                         | 21.2%          | 9.2%           | 15.8%          | 10.3%          | 8.3%           | 1.4%           | (6.4%)         | (11.4%)        | (2.9%)         | (3.9%)         | 5.0%           | 16.7%                 | 11.4%          | (5.5%)         | (1.2%)         | 5.9%           |  |
| <b>Total</b>                                    | <b>14.9%</b>                  | <b>18.1%</b>   | <b>12.9%</b>   | <b>13.4%</b>   | <b>11.2%</b>   | <b>10.7%</b>   | <b>3.3%</b>    | <b>(2.0%)</b>  | <b>(4.4%)</b>  | <b>0.5%</b>    | <b>(0.5%)</b>  | <b>4.9%</b>    | <b>15.6%</b>          | <b>11.7%</b>   | <b>(1.0%)</b>  | <b>1.3%</b>    | <b>8.0%</b>    |  |
| <b>Greater than 60 day delinquency rate</b>     | <b>8.7%</b>                   | <b>8.2%</b>    | <b>8.0%</b>    | <b>7.8%</b>    | <b>8.2%</b>    | <b>8.7%</b>    | <b>9.2%</b>    | <b>9.7%</b>    | <b>10.0%</b>   | <b>10.0%</b>   | <b>9.7%</b>    | <b>9.7%</b>    | <b>8.0%</b>           | <b>8.7%</b>    | <b>10.0%</b>   | <b>9.7%</b>    | <b>9.7%</b>    |  |
| <b>Customer portfolio balance (in millions)</b> | <b>\$1,068</b>                | <b>\$1,086</b> | <b>\$1,104</b> | <b>\$1,124</b> | <b>\$1,145</b> | <b>\$1,179</b> | <b>\$1,212</b> | <b>\$1,239</b> | <b>\$1,254</b> | <b>\$1,307</b> | <b>\$1,361</b> | <b>\$1,366</b> | <b>\$1,104</b>        | <b>\$1,179</b> | <b>\$1,254</b> | <b>\$1,366</b> | <b>\$1,366</b> |  |

  

|   | As of and for the month ended |              |              |              |              |              |              |              |              |              |                |                | Fiscal Quarters Ended |              |              |                | Fiscal Year    |  |
|---|-------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|----------------|----------------|-----------------------|--------------|--------------|----------------|----------------|--|
|   | 2/28/2013                     | 3/31/2013    | 4/30/2013    | 5/31/2013    | 6/30/2013    | 7/31/2013    | 8/31/2013    | 9/30/2013    | 10/31/2013   | 11/30/2013   | 12/31/2013     | 1/31/2014      | 4/30/2013             | 7/31/2013    | 10/31/2013   | 1/31/2014      | 2014           |  |
| <b>Same store sales % change: <sup>1</sup></b>  |                               |              |              |              |              |              |              |              |              |              |                |                |                       |              |              |                |                |  |
| Furniture and mattress                          | 48.4%                         | 56.9%        | 46.8%        | 45.5%        | 19.8%        | 35.7%        | 59.6%        | 51.8%        | 54.2%        | 62.9%        | 67.7%          | 46.1%          | 50.9%                 | 33.7%        | 55.1%        | 59.7%          | 51.0%          |  |
| Home appliance                                  | 12.4%                         | 8.4%         | 14.0%        | 15.6%        | 14.5%        | 10.4%        | 16.0%        | 20.7%        | 32.0%        | 26.6%        | 36.1%          | 25.5%          | 11.5%                 | 13.3%        | 22.4%        | 29.5%          | 19.4%          |  |
| Consumer electronic                             | (7.4%)                        | 1.1%         | 5.9%         | 5.3%         | 8.8%         | 11.0%        | 20.1%        | 27.6%        | 30.2%        | 11.5%        | 16.6%          | 10.6%          | (0.8%)                | 8.2%         | 25.8%        | 13.2%          | 11.9%          |  |
| Home office                                     | 22.1%                         | 35.7%        | 47.1%        | 13.6%        | 15.3%        | 27.5%        | 53.5%        | 47.3%        | 72.3%        | 50.3%        | 53.6%          | 55.2%          | 34.2%                 | 18.9%        | 56.6%        | 53.0%          | 42.4%          |  |
| Other <sup>2</sup>                              | (18.6%)                       | (24.0%)      | (3.7%)       | 26.1%        | 35.9%        | 4.8%         | (16.8%)      | (9.7%)       | (0.4%)       | 14.3%        | 33.0%          | 27.2%          | (15.3%)               | 21.6%        | (10.8%)      | 25.2%          | 3.2%           |  |
| <b>Product sales</b>                            | <b>11.5%</b>                  | <b>14.9%</b> | <b>19.4%</b> | <b>18.6%</b> | <b>15.5%</b> | <b>17.1%</b> | <b>29.2%</b> | <b>30.3%</b> | <b>39.3%</b> | <b>29.8%</b> | <b>36.9%</b>   | <b>27.1%</b>   | <b>15.2%</b>          | <b>17.6%</b> | <b>32.7%</b> | <b>31.9%</b>   | <b>24.8%</b>   |  |
| Repair service agreement commissions            | 29.4%                         | 23.6%        | 31.7%        | 26.8%        | 27.0%        | 35.7%        | 52.4%        | 50.9%        | 63.4%        | 46.5%        | 51.3%          | 36.7%          | 28.0%                 | 29.8%        | 55.4%        | 37.0%          | 33.2%          |  |
| <b>Total</b>                                    | <b>13.2%</b>                  | <b>15.8%</b> | <b>20.6%</b> | <b>19.5%</b> | <b>16.7%</b> | <b>19.0%</b> | <b>31.7%</b> | <b>32.4%</b> | <b>41.9%</b> | <b>31.6%</b> | <b>38.5%</b>   | <b>28.2%</b>   | <b>16.5%</b>          | <b>18.4%</b> | <b>35.1%</b> | <b>33.4%</b>   | <b>26.5%</b>   |  |
| <b>Greater than 60 day delinquency rate</b>     | <b>7.0%</b>                   | <b>6.5%</b>  | <b>6.7%</b>  | <b>7.0%</b>  | <b>7.6%</b>  | <b>8.2%</b>  | <b>8.7%</b>  | <b>8.5%</b>  | <b>8.5%</b>  | <b>8.5%</b>  | <b>8.5%</b>    | <b>8.8%</b>    | <b>6.7%</b>           | <b>8.2%</b>  | <b>8.5%</b>  | <b>8.8%</b>    | <b>8.8%</b>    |  |
| <b>Customer portfolio balance (in millions)</b> | <b>\$742</b>                  | <b>\$755</b> | <b>\$773</b> | <b>\$795</b> | <b>\$815</b> | <b>\$843</b> | <b>\$878</b> | <b>\$914</b> | <b>\$945</b> | <b>\$982</b> | <b>\$1,051</b> | <b>\$1,068</b> | <b>\$773</b>          | <b>\$843</b> | <b>\$945</b> | <b>\$1,068</b> | <b>\$1,068</b> |  |

  

|   | As of and for the month ended |              |              |              |              |              |              |              |              |              |              |              | Fiscal Quarters Ended |              |              |              | Fiscal Year  |  |
|---|-------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|-----------------------|--------------|--------------|--------------|--------------|--|
|   | 2/29/2012                     | 3/31/2012    | 4/30/2012    | 5/31/2012    | 6/30/2012    | 7/31/2012    | 8/31/2012    | 9/30/2012    | 10/31/2012   | 11/30/2012   | 12/31/2012   | 1/31/2013    | 4/30/2012             | 7/31/2012    | 10/31/2012   | 1/31/2013    | 2013         |  |
| <b>Same store sales % change: <sup>1</sup></b>  |                               |              |              |              |              |              |              |              |              |              |              |              |                       |              |              |              |              |  |
| Furniture and mattress                          | 28.6%                         | 46.7%        | 54.8%        | 53.2%        | 75.9%        | 45.7%        | 33.3%        | 41.1%        | 27.9%        | 39.3%        | 32.2%        | 52.8%        | 43.1%                 | 57.5%        | 34.0%        | 40.2%        | 43.2%        |  |
| Home appliance                                  | 21.7%                         | 20.7%        | 8.5%         | 13.7%        | 5.6%         | 2.5%         | (0.9%)       | 13.5%        | 8.7%         | 18.0%        | 13.1%        | 4.0%         | 16.7%                 | 7.2%         | 6.4%         | 11.9%        | 10.4%        |  |
| Consumer electronic                             | (13.2%)                       | 14.9%        | 4.7%         | 4.9%         | 11.3%        | (1.4%)       | 4.2%         | (3.8%)       | (9.7%)       | (12.1%)      | (12.3%)      | (4.8%)       | (0.2%)                | 4.6%         | (3.2%)       | (10.5%)      | (3.3%)       |  |
| Home office                                     | 15.9%                         | 22.7%        | 21.8%        | 43.9%        | 65.5%        | 22.2%        | 27.7%        | 37.5%        | 16.7%        | 2.1%         | 18.7%        | 16.1%        | 19.9%                 | 41.5%        | 27.5%        | 12.6%        | 23.3%        |  |
| Other <sup>2</sup>                              | 37.2%                         | 49.4%        | 49.1%        | 62.5%        | 81.0%        | 45.0%        | 44.0%        | 82.6%        | 19.9%        | 1.2%         | (2.2%)       | (35.7%)      | 47.3%                 | 61.4%        | 59.8%        | (12.7%)      | 37.8%        |  |
| <b>Product sales</b>                            | <b>6.1%</b>                   | <b>25.1%</b> | <b>17.8%</b> | <b>21.9%</b> | <b>26.7%</b> | <b>12.4%</b> | <b>11.5%</b> | <b>16.1%</b> | <b>6.7%</b>  | <b>5.0%</b>  | <b>4.7%</b>  | <b>8.7%</b>  | <b>16.0%</b>          | <b>20.0%</b> | <b>11.5%</b> | <b>5.9%</b>  | <b>12.9%</b> |  |
| Repair service agreement commissions            | 28.7%                         | 46.4%        | 35.2%        | 41.5%        | 49.0%        | 19.8%        | 22.3%        | 28.3%        | 18.6%        | 18.0%        | 14.9%        | 22.5%        | 36.8%                 | 35.7%        | 23.1%        | 17.9%        | 27.4%        |  |
| <b>Total</b>                                    | <b>7.9%</b>                   | <b>27.0%</b> | <b>19.3%</b> | <b>23.7%</b> | <b>28.7%</b> | <b>13.1%</b> | <b>12.5%</b> | <b>17.3%</b> | <b>7.8%</b>  | <b>6.3%</b>  | <b>5.8%</b>  | <b>10.0%</b> | <b>17.8%</b>          | <b>21.5%</b> | <b>12.6%</b> | <b>7.0%</b>  | <b>14.3%</b> |  |
| <b>Greater than 60 day delinquency rate</b>     | <b>8.1%</b>                   | <b>7.4%</b>  | <b>7.3%</b>  | <b>7.4%</b>  | <b>7.5%</b>  | <b>7.5%</b>  | <b>7.4%</b>  | <b>7.3%</b>  | <b>7.0%</b>  | <b>6.9%</b>  | <b>6.9%</b>  | <b>7.1%</b>  | <b>7.3%</b>           | <b>7.5%</b>  | <b>7.0%</b>  | <b>7.1%</b>  | <b>7.1%</b>  |  |
| <b>Customer portfolio balance (in millions)</b> | <b>\$630</b>                  | <b>\$631</b> | <b>\$635</b> | <b>\$642</b> | <b>\$650</b> | <b>\$662</b> | <b>\$672</b> | <b>\$681</b> | <b>\$684</b> | <b>\$698</b> | <b>\$729</b> | <b>\$742</b> | <b>\$635</b>          | <b>\$662</b> | <b>\$684</b> | <b>\$742</b> | <b>\$742</b> |  |

<sup>1</sup> - Monthly and quarterly same store sales % change include stores operating in both comparative full quarterly periods. Previously reported monthly results have been adjusted to match this current methodology. Fiscal year same store sales % change include stores operating in both comparative full annual periods.

<sup>2</sup> - Other category includes lawn equipment, general accessories, delivery and installation revenues. Lawn equipment sales discontinued at end of fiscal year 2014.