

# FACT BOOK 2017

## For the Nine Months Ended December 31, 2016

### Third Quarter Report

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#### Remarks:

- 1: All fractions of numbers posted are rounded off to the nearest figure.
- 2: YOY (%) represents the growth ratio compared with the results in the same period of the previous year.
- 3: The consolidated figure may be affected by fluctuation of exchange rates since the figure is converted to Japanese Yen in every financial closing.
- 4: The figure of domestic is an estimated figure before the elimination of intra-company transactions.



イオンフィナンシャルサービス

**AEON Financial Service**

**Stock Code:8570**

**Consolidated Financial Summary**  
**Consolidated Balance Sheets**

(Unit: Millions of Yen)

	2015/12		2016/12		2016/3	
	Results	Change	Results	Change	Results	Change
Cash and deposits	¥ 404,279	¥ Δ 63,447	¥ 526,561	¥ 81,692	¥ 444,868	¥ Δ 22,858
Call loans	—	Δ 10,000	—	—	—	Δ 10,000
Monetary claims bought	4,544	Δ 2,104	4,168	Δ 883	5,051	Δ 1,597
Securities	237,578	2,504	226,625	15,493	211,131	Δ 23,942
Loans and bills discounted	1,556,781	82,545	1,750,982	76,985	1,673,997	199,761
Accounts receivable—installment	1,112,778	74,557	1,257,124	234,736	1,022,387	Δ 15,833
Lease receivables and investment assets	5,610	5,610	6,434	1,029	5,405	5,405
Other assets	130,958	35,424	156,490	31,896	124,594	29,060
Property, plant and equipment	36,609	835	36,686	155	36,530	756
Intangible assets	74,249	3,110	84,950	7,787	77,163	6,024
Goodwill	26,076	Δ 987	24,198	Δ 1,398	25,597	Δ 1,466
Other intangible assets	48,172	4,097	60,751	9,185	51,565	7,491
Deferred tax assets	20,025	Δ 763	21,695	1,262	20,433	Δ 356
Customer's liabilities for acceptance and guarantees	182,211	Δ 1,421	146,935	Δ 26,506	173,441	Δ 10,191
Allowance for doubtful accounts	Δ 52,317	Δ 3,037	Δ 52,393	Δ 2,934	Δ 49,458	Δ 177
<b>Total assets</b>	<b>3,713,311</b>	<b>123,815</b>	<b>4,166,261</b>	<b>420,715</b>	<b>3,745,546</b>	<b>156,050</b>
Deposits	2,067,692	104,667	2,475,051	322,123	2,152,928	189,903
Accounts payable—trade	216,584	51,748	245,038	71,469	173,568	8,732
Call money	—	Δ 76,300	—	—	—	Δ 76,300
Commercial papers	45,800	45,800	40,000	Δ 28,000	68,000	68,000
Borrowed money	581,630	Δ 9,955	535,788	Δ 201	535,989	Δ 55,597
Bonds payable	123,775	9,464	132,391	10,316	122,074	7,764
Convertible bond-type bonds with subscription rights to shares	50	Δ 40	30,000	29,950	50	Δ 40
Other liabilities	140,397	Δ 5,357	154,502	1,656	152,845	7,091
Provision for bonuses	2,029	Δ 513	1,891	Δ 936	2,828	285
Net defined benefit liability	3,376	63	3,468	Δ 61	3,530	217
Provision for point card certificates	12,508	917	14,618	2,162	12,456	866
Provision for loss on interest repayment	1,727	Δ 3,120	1,763	Δ 2,443	4,206	Δ 642
Other provision	343	Δ 118	284	Δ 111	396	Δ 65
Defferd tax liabilities	2,311	54	2,546	202	2,344	87
Acceptances and guarantees	182,211	Δ 1,421	146,935	Δ 26,506	173,441	Δ 10,191
<b>Total liabilities</b>	<b>3,380,438</b>	<b>115,890</b>	<b>3,784,280</b>	<b>379,620</b>	<b>3,404,660</b>	<b>140,112</b>
Capital stock	30,441	20	45,698	15,256	30,441	20
Capital surplus	106,230	Δ 0	121,486	15,256	106,230	Δ 0
Retained earnings	165,523	11,004	189,820	12,054	177,766	23,247
Treasury stock	Δ 25,145	Δ 0	Δ 25,100	41	Δ 25,141	2
<b>Total shareholders' equity</b>	<b>277,049</b>	<b>11,023</b>	<b>331,904</b>	<b>42,608</b>	<b>289,296</b>	<b>23,270</b>
Valuation difference on available-for-sale securities	4,864	620	5,041	Δ 848	5,889	1,646
Deferred gains or losses on hedges	Δ 3,466	2	Δ 2,482	1,031	Δ 3,514	Δ 46
Foreign currency translation adjustments	3,888	Δ 3,557	Δ 2,930	Δ 3,052	122	Δ 7,323
Remeasurements of defined benefit plans	Δ 468	71	Δ 525	82	Δ 607	Δ 68
<b>Total other comprehensive income</b>	<b>4,818</b>	<b>Δ 2,863</b>	<b>Δ 897</b>	<b>Δ 2,787</b>	<b>1,890</b>	<b>Δ 5,792</b>
Subscription rights to shares	112	38	112	1	110	37
Minority interest	50,891	Δ 274	50,861	1,271	49,589	Δ 1,576
<b>Total net assets</b>	<b>332,872</b>	<b>7,924</b>	<b>381,980</b>	<b>41,094</b>	<b>340,886</b>	<b>15,938</b>
<b>Total liabilities and net assets</b>	<b>3,713,311</b>	<b>123,815</b>	<b>4,166,261</b>	<b>420,715</b>	<b>3,745,546</b>	<b>156,050</b>

## Consolidated Financial Summary

### Trading Volume

(Unit: Millions of Yen)

	2015/12		2016/12		2016/3	
	Results	YOY	Results	YOY	Results	YOY
Credit card purchase contracts	¥ 3,211,656	8.0%	¥ 3,499,268	9.0%	¥ 4,315,454	7.5%
Hire purchase contracts	214,351	19.0%	231,558	8.0%	296,112	18.3%
Cash advances	352,536	5.1%	357,575	1.4%	469,741	4.8%

(Unit: Millions of Yen)

	2015/12		2016/12		2016/3	
	Results	YOY	Results	YOY	Results	YOY
Ordinary income	¥ 264,932	11.3%	¥ 274,510	3.6%	¥ 359,651	9.3%
Interest income	103,613	12.2%	104,488	0.8%	138,810	10.6%
Interest on loans and discounts	101,755	12.2%	102,864	1.1%	136,342	10.6%
Cash advances	59,231	14.3%	61,333	3.5%	79,380	12.6%
Other loans	42,524	9.5%	41,531	Δ 2.3%	56,962	7.9%
Other interest income	1,857	10.9%	1,623	Δ 12.6%	2,467	11.0%
Fees and commissions	138,212	11.5%	139,832	1.2%	185,072	10.0%
Credit card purchase contracts	76,104	5.9%	76,896	1.0%	102,700	5.8%
Hire purchase contracts	24,997	17.9%	24,811	Δ 0.7%	33,194	12.0%
Processing agency service fee	11,366	4.9%	11,680	2.8%	15,330	5.7%
Other fees and commissions	25,742	28.3%	26,472	2.8%	33,847	24.9%
Other operating income	10,950	8.4%	17,314	58.1%	19,759	3.7%
Other ordinary income	12,156	4.9%	12,875	5.9%	16,010	Δ 1.3%
Ordinary expenses	222,697	9.3%	232,233	4.3%	300,270	8.8%
Interest expenses	16,065	7.3%	14,297	Δ 11.0%	21,305	3.0%
Fees and commissions payments	18,159	14.6%	19,165	5.5%	24,667	13.0%
Other operating expenses	729	Δ 5.4%	2,236	206.5%	1,437	29.5%
General and administrative expenses	152,380	9.8%	160,641	5.4%	203,553	9.2%
Other ordinary expenses	35,362	5.8%	35,891	1.5%	49,306	7.5%
Ordinary profit	42,235	23.6%	42,277	0.1%	59,380	11.9%
Extraordinary income	1	205.2%	1	34.5%	1,280	—
Gain on disposal of non-current assets	1	205.2%	1	34.5%	1,280	—
Extraordinary loss	1,105	313.6%	213	Δ 80.7%	1,411	329.2%
Loss on disposal of non-current assets	1,026	—	175	Δ 82.9%	1,304	—
Other extraordinary loss	78	760.3%	38	Δ 50.7%	106	137.7%
Income before income taxes	41,131	21.3%	42,065	2.3%	59,250	12.3%
Total income taxes	11,216	36.7%	10,667	Δ 4.9%	14,787	5.1%
Income taxes-current	10,838	2.9%	11,774	8.6%	15,192	1.3%
Income taxes-deferred	378	—	Δ 1,107	—	Δ 405	Δ 56.6%
Income before minority interests	29,915	16.4%	31,398	5.0%	44,463	14.9%
Profit attributable to non-controlling interests	6,375	8.6%	5,525	Δ 13.3%	8,678	5.9%
Profit attributable to owners of parent	23,540	18.7%	25,873	9.9%	35,785	17.4%

## Consolidated Financial Summary

### Ordinary Expenses

(Unit: Millions of Yen)

	2015/12		2016/12		2016/3	
	Results	YOY	Results	YOY	Results	YOY
Advertising and promotion	¥ 33,127	12.0%	¥ 32,904	△ 0.7%	¥ 44,214	12.4%
Bad debt allowance	35,161	20.3%	35,064	△ 0.3%	45,625	14.7%
Provision of allowance for doubtful accounts	32,972	23.4%	33,386	1.3%	42,688	17.4%
Bad debts expenses	2,189	△ 12.8%	1,677	△ 23.4%	2,937	△ 14.1%
Personal expenses	45,418	12.6%	47,081	3.7%	60,418	10.4%
Administrative expenses	64,584	△ 0.4%	71,585	10.8%	90,648	3.7%
Equipment expenses	21,891	13.9%	23,779	8.6%	29,135	11.1%
General expenses	5,718	16.4%	5,283	△ 7.6%	7,484	11.8%
Financial expenses	16,795	6.6%	16,534	△ 1.6%	22,743	4.4%
Total ordinary expenses	222,697	9.3%	232,233	4.3%	300,237	8.8%

**Consolidated Financial Summary**  
**Consolidated Finance Receivables**

(Unit: Millions of Yen)

	2015/12		2016/12		2016/3	
	Results	Change	Results	Change	Results	Change
Total loans and bills discounted	¥ 1,556,781	¥ 82,545	¥ 1,750,982	¥ 76,985	¥ 1,673,997	¥ 199,761
Cash advances	476,509	29,392	505,499	24,714	480,784	33,667
Other loans	1,080,272	53,153	1,245,483	52,270	1,193,213	166,094
Total accounts receivable—installment	1,112,778	74,557	1,257,124	234,736	1,022,387	△ 15,833
Credit card purchase contracts	800,172	36,282	857,111	169,609	687,501	△ 76,388
Hire purchase contracts	312,606	38,275	400,013	65,127	334,885	60,555
Lease receivables and investment assets	5,610	5,610	6,434	1,029	5,405	5,405
Customer's liabilities for acceptance and guarantees	182,211	△ 1,421	146,935	△ 26,506	173,441	△ 10,191
Total operating receivables	2,857,383	161,293	3,161,476	286,244	2,875,232	179,142

**(Securitized Receivables)**

(Unit: Millions of Yen)

	2015/12	2016/12	2016/3
	Results	Results	Results
Total loans and bills discounted	¥ 678,000	¥ 890,744	¥ 690,447
Cash advances	4,179	—	2,192
Other loans	673,820	890,744	688,254
Total accounts receivable—installment	205,391	281,837	291,998
Credit card purchase contracts	152,092	227,100	236,124
Hire purchase contracts	53,298	54,737	55,874
Total securitized receivables	883,391	1,172,582	982,445

**(Finance Receivables Including Securitized Receivables)**

(Unit: Millions of Yen)

	2015/12		2016/12		2016/3	
	Results	Change	Results	Change	Results	Change
Total loans and bills discounted	¥ 2,234,781	¥ 361,183	¥ 2,641,727	¥ 277,282	¥ 2,364,444	¥ 490,846
Cash advances	480,688	26,126	505,499	22,522	482,976	28,414
Other loans	1,754,093	335,057	2,136,228	254,760	1,881,468	462,431
Total accounts receivable—installment	1,318,170	132,978	1,538,961	224,575	1,314,385	129,194
Credit card purchase contracts	952,265	91,519	1,084,211	160,585	923,625	62,879
Hire purchase contracts	365,904	41,459	454,750	63,990	390,760	66,315
Lease receivables and investment assets	5,610	5,610	6,434	1,029	5,405	5,405
Customer's liabilities for acceptance and guarantees	182,211	△ 1,421	146,935	△ 26,506	173,441	△ 10,191
Total operating receivables	3,740,774	498,352	4,334,059	476,381	3,857,677	615,255

**Consolidated Financial Summary**  
**Consolidated Interest-Bearing Debt**

(Unit: Millions of Yen)

	2015/12		2016/12		2016/3	
	Results	Change	Results	Change	Results	Change
Short-term loans payable	¥ 180,219	¥ Δ 2,729	¥ 194,884	¥ 31,033	¥ 163,850	¥ Δ 19,098
Long-term loans payable	401,411	Δ 7,226	340,904	Δ 31,234	372,138	Δ 36,498
Call money	—	Δ 76,300	—	—	—	Δ 76,300
Commercial paper	45,800	45,800	40,000	Δ 28,000	68,000	68,000
Bonds payable	123,775	9,464	132,391	10,316	122,074	7,764
Convertible bond-type bonds with subscription right to shares	50	Δ 40	30,000	29,950	50	Δ 40
Lease obligation	30,338	5,708	30,259	Δ 4,296	34,555	9,925
Total interest-bearing debt	781,594	Δ 25,323	768,438	7,768	760,669	Δ 46,247

**Allowance for Possible Credit Losses**

(Unit: Millions of Yen)

	2015/12		2016/12		2016/3	
	Results		Results		Results	
Opening balance	¥ 49,280		¥ 49,458		¥ 49,280	
Provision of allowance for doubtful accounts	35,161		35,064		45,625	
(YOY)	20.3%		Δ 0.3%		14.7%	
Written-off amount	32,162		32,130		45,494	
(YOY)	26.2%		Δ 0.1%		19.5%	
Ending balance	52,317		52,393		49,458	
(Change)	6.2%		5.9%		0.4%	

Ending balance/Total finance receivables	1.8%	1.7%	1.7%
If including ABS&ABCP&ABL	1.4%	1.2%	1.3%

Written-off amount/Total finance receivables	1.5%	1.4%	1.6%
If including ABS&ABCP&ABL	1.1%	1.0%	1.2%

※The ratio represents the modulated rate for one-year basis.

## Operating Segment Performance (FY2016 1-3Q)

(Unit: Millions of Yen)

	Credit		Bank		Overseas		Fee		The amount of adjustment	Consolidated Statement of income	
	Results	YOY	Results	YOY	Results	YOY	Results	YOY	Results	Results	YOY
Ordinary income	129,042	11.4%	40,405	12.0%	82,984	△ 10.5%	40,459	11.2%	△ 18,381	274,510	3.6%
Interest income	47,426	8.8%	14,395	18.0%	42,852	△ 9.7%	1,289	△ 4.2%	△ 1,476	104,488	0.8%
Fees and commissions	72,552	4.1%	15,729	15.0%	33,140	△ 8.8%	31,729	0.9%	△ 13,320	139,832	1.2%
Other operating income	8,744	286.9%	7,912	△ 1.0%	—	—	3,458	96.2%	△ 2,801	17,314	58.1%
Other ordinary income	318	30.5%	2,367	6.9%	6,990	△ 17.1%	3,981	115.6%	△ 782	12,875	5.9%
Ordinary expenses	99,283	10.0%	39,367	17.5%	67,749	△ 9.6%	37,395	10.4%	△ 11,562	232,233	4.3%
Interest expenses	2,365	△ 28.4%	1,191	21.0%	10,248	△ 8.9%	249	△ 8.6%	242	14,297	△ 11.0%
Fees and commissions payments	15,825	4.7%	10,987	18.1%	3,654	△ 7.9%	750	9.0%	△ 12,052	19,165	5.5%
Other operating expenses	462	174.1%	△ 6	—	150	△ 45.8%	1,452	786.6%	176	2,236	206.5%
General and administrative expenses	68,056	9.5%	27,114	18.6%	31,663	△ 9.8%	33,735	6.5%	70	160,641	5.4%
Other ordinary expenses	12,572	32.0%	81	△ 76.2%	22,030	△ 9.4%	1,207	11.6%	△ 0	35,891	1.5%
Ordinary profit	29,758	16.4%	1,037	△ 59.7%	15,235	△ 14.7%	3,063	22.3%	△ 6,818	42,277	0.1%
	Results	Change	Results	Change	Results	Change	Results	Change	Results	Results	Change
Loans and bills discounted	435,887	20,022	1,095,410	49,272	248,155	4,865	22,700	△ 1,783	△ 51,171	1,750,982	76,985
Accounts receivable-installment	948,120	179,984	99,913	51,244	211,485	5,324	1,819	306	△ 4,215	1,257,124	234,736
Balance of interest-bearing debt	698,988	158,272	1,786,990	172,128	—	—	—	—	△ 10,926	2,475,051	322,123
Deposits	246,350	△ 13,105	25,000	20,000	391,214	9,374	38,142	△ 5,645	67,731	768,438	7,768
	Results	YOY	Results	YOY	Results	YOY	Results	YOY	Results	Results	YOY
①Average interest rate on loans and bills discounted	14.8%	0.1%	1.4%	0.0%	23.2%	△ 1.3%	1.8%	0.2%	—	8.0%	△ 0.9%
②Funding interest concerning loan and bills discounted	0.4%	△ 0.2%	0.1%	0.0%	3.5%	△ 0.4%	0.8%	△ 0.3%	—	0.6%	△ 0.1%
③Interest rate spread ①-②	14.5%	0.2%	1.4%	0.0%	19.7%	△ 0.9%	1.0%	0.5%	—	7.4%	△ 0.8%

※The interst rate is calculated from the average of beginning of the term and end of the term.

※2 The funding interest of Bank Segment include the balance on interst-bearing debt.

# Financial Summary in Domestic

## Balance Sheets in Domestic

(Unit: Millions of Yen)

	2015/12		2016/12		2016/3	
	Results	Change	Results	Change	Results	Change
Cash and deposits	¥ 380,254	¥ Δ 65,032	¥ 497,717	¥ 78,133	¥ 419,583	¥ Δ 25,703
Call loans	—	Δ 10,000	—	—	—	Δ 10,000
Monetary claims bought	4,544	Δ 2,104	4,168	Δ 883	5,051	Δ 1,597
Securities	256,139	4,686	213,633	15,506	198,126	Δ 53,325
Loans and bills discounted	1,304,029	82,190	1,507,826	72,119	1,435,707	213,868
Accounts receivable—installment	900,407	74,978	1,045,638	229,412	816,226	Δ 9,203
Lease receivables and investment assets	5,610	5,610	6,434	1,029	5,405	5,405
Other assets	93,255	22,836	118,289	30,421	87,868	17,449
Property, plant and equipment	26,851	3,198	28,707	1,713	26,994	3,341
Intangible assets	67,757	3,056	80,011	8,817	71,193	6,493
Deferred tax assets	15,845	Δ 861	18,169	1,528	16,641	Δ 66
Customer's liabilities for acceptance and guarantees	182,211	Δ 792	146,935	Δ 26,506	173,441	Δ 9,562
Allowance for doubtful accounts	Δ 35,111	Δ 2,638	Δ 36,899	Δ 2,474	Δ 34,424	Δ 1,952
<b>Total assets</b>	<b>3,201,796</b>	<b>115,127</b>	<b>3,630,632</b>	<b>408,816</b>	<b>3,221,816</b>	<b>135,147</b>
Deposits	2,067,692	104,667	2,475,051	322,123	2,152,928	189,903
Coll money	—	Δ 76,300	—	—	—	Δ 76,300
Commercial papers	45,800	45,800	40,000	Δ 28,000	68,000	68,000
Borrowed money	228,300	Δ 26,600	192,000	750	191,250	Δ 63,650
Bonds payable	90,000	10,000	90,000	0	90,000	10,000
Convertible bond-type bonds with subscription rights to shares	50	Δ 40	30,000	29,950	50	Δ 40
Counts payable—trade	212,306	52,366	241,683	71,489	170,194	10,254
Other liabilities	117,675	808	137,375	2,314	135,061	18,194
Provision for bonuses	1,068	Δ 800	912	Δ 1,207	2,119	250
Net defined benefit liability	3,027	16	3,097	Δ 108	3,206	195
Provision for point card certificates	12,508	917	14,618	2,162	12,456	866
Provision for loss on interest repayment	1,727	Δ 3,120	1,763	Δ 2,443	4,206	Δ 642
Other provision	343	Δ 118	284	Δ 111	396	Δ 65
Defferd tax liabilities	1,933	165	2,141	185	1,956	188
Acceptances and guarantees	182,211	Δ 792	146,935	Δ 26,506	173,441	Δ 9,562
<b>Total liabilities</b>	<b>2,964,645</b>	<b>106,970</b>	<b>3,375,865</b>	<b>370,598</b>	<b>3,005,266</b>	<b>147,591</b>
<b>Total net assets</b>	<b>237,151</b>	<b>8,156</b>	<b>254,767</b>	<b>38,217</b>	<b>216,549</b>	<b>Δ 12,444</b>
<b>Total liabilities and equity</b>	<b>3,201,796</b>	<b>115,127</b>	<b>3,630,632</b>	<b>408,816</b>	<b>3,221,816</b>	<b>135,147</b>



## Financial Summary in Domestic

### Trading Volume in Domestic

(Unit: Millions of Yen)

	2015/12		2016/12		2016/3	
	Results	YOY	Results	YOY	Results	YOY
Credit card purchase contracts	¥ 3,058,849	7.8%	¥ 3,357,448	9.8%	¥ 4,104,792	7.4%
Hire purchase contracts	142,291	25.8%	170,601	19.9%	201,269	27.4%
Cash advances	270,604	2.9%	282,829	4.5%	360,864	3.6%
Total e-money contracts	1,587,519	7.2%	1,648,844	3.9%	2,130,754	7.2%

## Statements of Income in Domestic

(Unit: Millions of Yen)

	2015/12		2016/12		2016/3	
	Results	YOY	Results	YOY	Results	YOY
Ordinary income	¥ 175,288	9.9%	¥ 194,628	11.0%	¥ 239,863	9.4%
Interest income	58,760	11.9%	64,084	9.1%	77,925	12.1%
Interest on loans and discounts	54,398	12.1%	60,116	10.5%	72,979	12.3%
Cash advances	43,517	13.9%	47,336	8.8%	58,411	13.4%
Other loans	10,880	5.6%	12,780	17.5%	14,567	7.8%
Other interest income	4,362	9.8%	3,967	△ 9.0%	4,945	10.2%
Fees and commissions	101,875	9.4%	106,694	4.7%	136,150	9.1%
Credit card purchase contracts	62,853	5.5%	65,139	3.6%	84,420	6.0%
Affiliated merchants	46,140	7.5%	50,120	8.6%	61,985	7.5%
Revolving credit	15,440	△ 1.0%	13,693	△ 11.3%	20,735	0.4%
Other	1,272	21.0%	1,325	4.2%	1,699	24.1%
Hire purchase contracts	6,708	4.6%	7,527	12.2%	8,926	4.7%
Processing agency service fees	11,366	4.9%	11,680	2.8%	15,330	5.7%
Other fees and commissions	20,946	28.5%	22,346	6.7%	27,474	24.2%
Other operating income	10,429	3.5%	17,314	66.0%	19,747	3.9%
Other income	4,222	10.6%	6,535	54.8%	6,039	0.3%
Ordinary expenses	148,331	6.8%	165,178	11.4%	201,942	8.5%
Interest expenses	4,844	△ 5.9%	4,077	△ 15.8%	6,301	△ 9.4%
Fees and commissions payments	14,537	13.1%	16,117	10.9%	19,648	11.6%
Other operating expenses	451	△ 8.0%	2,085	362.2%	1,074	47.5%
General and administrative expenses	117,448	8.0%	129,036	9.9%	156,867	8.5%
Other ordinary expenses	11,049	△ 5.2%	13,860	25.4%	18,050	12.0%
Ordinary profit	26,957	30.6%	29,450	9.3%	37,920	13.9%

**Financial Summary in Domestic**  
**Ordinary Expenses**

(Unit: Millions of Yen)

	2015/12		2016/12		2016/3	
	Results	YOY	Results	YOY	Results	YOY
Advertising and promotion	¥ 28,561	10.5%	¥ 29,599	3.6%	¥ 38,008	11.0%
Bad debt allowance	10,906	45.7%	13,039	19.6%	14,378	42.7%
Provision of allowance for doubtful accounts	10,871	45.5%	12,986	19.5%	14,181	41.0%
Bad debts expenses	35	172.9%	53	49.2%	197	896.4%
Personal expenses	31,588	11.1%	34,261	8.5%	42,234	10.6%
Administrative expenses	53,471	△ 2.9%	61,383	14.8%	75,408	2.2%
Equipment expenses	14,433	11.7%	17,027	18.0%	19,242	10.5%
General expenses	4,074	17.8%	3,704	△ 9.1%	5,295	13.1%
Financial expenses	5,295	△ 6.1%	6,163	16.4%	7,375	△ 4.0%
Total ordinary expenses	148,331	6.8%	165,178	11.4%	201,942	8.5%

# **Financial Summary in Domestic** **Finance Receivables in Domestic**

(Unit: Millions of Yen)

	2015/12		2016/12		2016/3	
	Results	Change	Results	Change	Results	Change
Total loans and bills discounted	¥ 1,304,029	¥ 82,190	¥ 1,507,826	¥ 72,119	¥ 1,435,707	¥ 213,868
Cash advances	397,400	26,926	426,007	20,444	405,563	35,089
Other loans	906,629	55,264	1,081,819	51,675	1,030,144	178,779
Total accounts receivable—installment	900,407	74,978	1,045,638	229,412	816,226	△ 9,203
Credit card purchase contracts	717,946	37,568	777,369	167,558	609,810	△ 70,567
Revolving payment credit card purchase	148,822	26,837	128,330	22,818	105,511	△ 16,473
Hire purchase contracts	182,461	37,409	268,269	61,853	206,415	61,364
Lease receivables and investment assets	5,610	5,610	6,434	1,029	5,405	5,405
Customer's liabilities for acceptance and guarantees	182,211	△ 792	146,935	△ 26,506	173,441	△ 9,562
Total operating receivables	2,392,259	161,987	2,706,835	276,054	2,430,780	200,508

## **(Securitized Receivables)**

(Unit: Millions of Yen)

	2015/12	2016/12	2016/3
	Results	Results	Results
Total loans and bills discounted	¥ 673,820	¥ 890,744	¥ 688,254
Cash advances	—	—	—
Other loans	673,820	890,744	688,254
Total accounts receivable—installment	203,662	281,837	321,367
Credit card purchase contracts	150,364	227,100	235,200
Credit card purchase contracts	60,364	97,100	105,200
Hire purchase contracts	53,298	54,737	55,874
Total securitized receivables	877,483	1,172,582	1,009,622

## **(Finance Receivables Including Securitized Receivables)**

(Unit: Millions of Yen)

	2015/12		2016/12		2016/3	
	Results	Change	Results	Change	Results	Change
Total loans and bills discounted	1,977,850	364,093	2,398,571	274,609	2,123,962	510,205
Cash advances	397,400	26,926	426,007	20,444	405,563	35,089
Other loans	1,580,450	337,167	1,972,564	254,165	1,718,399	475,116
Housing Loans*	1,072,330	212,598	1,345,817	189,705	1,156,112	296,380
Total accounts receivable—installment	1,104,070	135,058	1,327,475	220,175	1,107,300	138,289
Credit card purchase contracts	868,310	94,464	1,004,469	159,458	845,010	71,165
Revolving payment credit card purchase	209,186	3,733	225,430	14,718	210,711	5,259
Hire purchase contracts	235,759	40,594	323,006	60,716	262,289	67,124
Lease receivables and investment assets	5,610	5,610	6,434	1,029	5,405	5,405
Customer's liabilities for acceptance and guarantees	182,211	△ 792	146,935	△ 26,506	173,441	△ 9,562
Total operating receivables	3,269,742	503,971	3,879,417	469,307	3,410,109	644,338

\*Housing loans receivable are the number of AEON Bank.

## Financial Summary in Domestic

### Interest-Bearing Debt in domestic

(Unit: Millions of Yen)

	2015/12		2016/12		2016/3	
	Results	Change	Results	Change	Results	Change
Short-term loans payable	¥ 133,100	¥ Δ 11,000	¥ 154,600	¥ 33,350	¥ 121,250	¥ Δ 22,850
Long-term loans payable	95,200	Δ 15,600	37,400	Δ 32,600	70,000	Δ 40,800
Call money	—	Δ 76,300	—	—	—	Δ 76,300
Commercial Paper	45,800	45,800	40,000	Δ 28,000	68,000	68,000
Bonds payable	90,000	10,000	90,000	0	90,000	10,000
Convertible bond-type bonds with subscription right to shares	50	Δ 40	30,000	29,950	50	Δ 40
Lease obligation	30,322	5,693	30,224	Δ 4,305	34,529	9,900
Total interest-bearing debt	394,472	Δ 41,446	382,224	Δ 1,605	383,829	Δ 52,089

### Allowance for Possible Credit Losses in domestic

(Unit: Millions of Yen)

	2015/12		2016/12		2016/3	
	Results		Results		Results	
Opening balance	¥ 21,555		¥ 22,934		¥ 21,555	
Provision of allowance for doubtful accounts	9,486		11,017		12,476	
(YOY)	44.2%		16.1%		36.0%	
Written-off amount	7,645		8,770		11,097	
(YOY)	Δ 3.5%		14.7%		Δ 6.5%	
Ending balance	23,396		25,181		22,934	
(Change)	8.5%		9.8%		6.4%	

Ending balance/Total creditcard receivables	2.1%	2.1%	2.3%
If including ABS&ABCP&ABL	1.8%	1.8%	1.8%

Written-off amount/Total creditcard receivables	0.9%	1.0%	1.1%
If including ABS&ABCP&ABL	0.8%	0.8%	0.9%

※The ratio represents the modulated rate for one-year basis.

## Key Operating Data

### Number of Cardholders

(Unit: Ten thousand)

	2015/12		2016/12		2016/3	
	Results	Change	Results	Change	Results	Change
Number of cardholders	3,711	144	3,861	139	3,722	155
Number of Credit cardholders in domestic	2,556	92	2,669	81	2,588	124

※The number of Affiliate Card members is included in the number of card members in domestic.

(Unit: Ten thousand)

	2015/12		2016/12		2016/3	
	Results	Change	Results	Change	Results	Change
WAON cardholders	5,460	580	6,280	610	5,670	790

### Number of Active Cardholders in Domestic

(Unit: Millions of Yen)

	2015/12		2016/12		2016/3	
	Results	Change	Results	Change	Results	Change
Active cardholders ※1	1,571	46	1,653	60	1,593	68
Card-use rate (%) ※2	66.3%	—	66.7%	—	66.4%	—

※1 “Active cardholders” means the number of cardholders who have used their cards at least once within the previous 12 months.

※2 Card-use rate = Total cardholders/Average total active cardholders at the term (2016/1 and 2016/12) × 100.

### Result of AEON Bank

(Unit: Millions of Yen)

	2015/12		2016/12		2016/3	
	Results	Change	Results	Change	Results	Change
Balance of Deposits	¥ 2,076,527	¥ 113,276	¥ 2,484,905	¥ 331,206	¥ 2,153,699	¥ 190,448
Ordinary deposits	700,427	172,426	1,282,235	566,022	716,213	188,213
Time deposits	1,373,983	△ 60,150	1,200,186	△ 236,893	1,437,079	2,945
Other deposits	2,116	1,000	2,483	2,076	406	△ 709
Balance of loans and bills discounted	1,283,913	73,410	1,493,443	71,630	1,421,813	211,309

(Unit: Ten thousand)

Number of accounts	477	44	539	46	493	61
Number of branches	132	3	135	3	132	3
Number of ATM	5,715	121	5,805	75	5,730	136