

Results for the First Half of FY2019 November 13, 2019



First Section of the Tokyo Stock Exchange Stock Code: 8570

- 1. Consolidated Business Outline and Results
- 2. Consolidated Results by Segments
- 3. FY2019 1H Initiatives
- 4. FY2019 2H Main Initiatives
- 5. FY2019 Consolidated Forecasts

Consolidated business outline and results



	Domesti	С			Global				
(Unit: billions of yen)	Credit card 1		Installment	Housing	Credit card		Installment	Personal	
,	Shopping	Cash advance	l cales I loan (wā) l		Shopping Cash advance		sales 2	loans 3	
Transaction volume	2,887.3	211.6	123.8	266.4	139.8	68.6	64.1	82.8	
YoY	+11.8%	+4.5%	+5.3%	+19%	+11.8%	+1.3%	+28.2%	+13.2%	
Finance receivables (%2)	1,184.6	497.1	682.6	2,180.4	99.4	101.6	182.7	238.6	
Change from start of FY	+134.0	+22.9	+45.9	+156.8	△2.2	∆1.1	+8.8	+9.0	

^{*1} Fig. of Aeon Bank which includes amt for Flat 35 and studio condominium loan *2 Fig. for domestic fin rec refer to amt before securitization

(Unit: no. of people)	No. of cardh	No. of cardholders 4						
(Orin: No. or people)	Consolidated	Domestic	Global					
Results	43.96mil	28.65mil	15.31mil					
Change from start of FY	+1.27mil +0.25mil		+1.02mil					
	AEON Bank accounts							
(Unit: no. of accounts)	Credit card Iinked with AEON bank acc		Debit card linked with AEON bank acc					
Results	6.90mil	5.11mil	0.30mil					
Change from start of FY	+0.34mil	+0.25mil	+0.06mil					
Dank danasita balanas								

/Unit: billions	Bank deposits balance							
(Unit: billions of yen)	Total	Ordinary deposits	Time deposits	Foreign ccy deposits				
Results	3,636.9	2,794.7	772.8	65.6				
Change from	+153.5	+161.4	△42.4	+33.8				

ODomestic: Credit card () shows change from start of FY

Shopping trx vol.: Transaction vol. and customer acquisition growth mainly due to cashless initiatives (10Xpoint campaign within AEON group, 20% cash back campaign for new customer).

No. of active users 17.91mil (+0.42mil)

➤ Cash advance trx vol.: No. of users 1.32mil (+20K), balance per user ¥330K (+¥3K)

QGlobal: Installment finance

Expansion of installment finance business due to the strong sales of automobiles and motorcycles in Malaysia, auto loans in Thailand and other countries we operate businesses.

GGlobal: Personal loans

➤ Expansion of new lending services using installment credit line in Thailand and loans for middle-income earners in Malaysia.

Occupance Consolidated, Domestic and Global number of cardholders Number of domestic members including debit cardholders and bank

account holders increased by 0.34mil to 30.44mil since start of FY

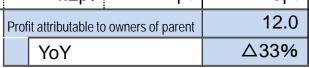
- ➤ Domestic: the number of new credit card members registered is 1.01mil (+30% YoY) by promoting the elimination of non-active users and the acquisition of digital IDs (Web users).
- ➤Global: Members increased mainly for new premium cards to target the middle to high income segments

Consolidated results by Segments



(Unit:Billions Domestic total				Global total	Consol.					
of yen)	※ 1	Retail	Solutions	※ 1	China Area	Mekong Area	Malay Area	Total ※2		
Ordinary income	161.1	100.0	98.1	75.2	9.5	40.0	25.5	235.9		
YoY	+10%	+6%	+12%	+12%	+0%	+14%	+12%	+11%		
Change	+15.3	+5.8	+10.4	+7.8	+0.0	+5.0	+2.8	+22.9		
Ordinary profit	12.5	5.1	9.1	13.3	3.0	6.7	3.4	24.9		
YoY	Δ20%	Δ25%	Δ18%	Δ23%	△16%	∆8%	△45%	Δ24%		
Change	∆3.0	△1.7	∆1.9	△4.0	△0.6	△0.6	∆2.8	△7.8		
Ordinary profit ratio	7.8%	5.2%	9.3%	17.7%	32.3%	16.8%	13.6%	10.6%		
YoY	△2.9pt	△2.2pt	∆3.3pt	∆8.1pt	△6.3pt	△4.2pt	△14.2pt	△4.8pt		
X1 Domestic total and global total represent amounts after elimination of transactions Profit attributable to owners of parent										
between business segments										

between business segments %2 Include Holding company, Shared functions and elimination of Consolidated adjustments

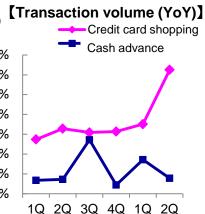


■ Domestic main factors ※(): YoY % or amount [Retail]

 Credit card shopping (+¥3.9bn) Interest and dividends on securities (+¥1.0bn) 116% Promotional expenses 114% (+¥5.9bn) 112% [Solutions] Credit card shopping 110%

(+¥1.7bn)108% Instalment finance 106% (+¥0.3bn) Promotional expenses 104% (+¥6.5bn) 102% Payment fee (+¥0.9bn)

Card issuance fee (+¥0.5bn)



■Global main factors ※(): YoY % or amount

- •Thailand: Increase in revenue and profit in local financial results. However profit decreased due to IFRS adjustments.

 Malaysia: Trx vol of installment finance and loans and finance receivables
- growth. On the other hand, bad debt expense increased due to changes in accounting standards in the same period last year.
- ·Hong Kong: Maintains earnings in a tough economic environment, but bad debt costs increased.
- *Foreign exchange impact: Operating income +¥1.6bn, Operating profit +¥0.4bn

	Dome-							
	stic	Global	China	Mekong	Malya			
Personnel expenses/	15.1%	14.3%	13.3%	14.2%	15.0%			
Operating income	(△1.0pt)	(△0.4pt)	(△0.2pt)	(△0.5pt)	(△0.3pt)			
Bad debt expenses/	7.4%	29.6%	18.1%	31.4%	31.1%			
Operating income	(△0.3pt)	(+7.4pt)	(+4.5pt)	(+7.0pt)	(+8.5pt)			

[•] Impact on Consol. profit by securitization of finance receivables: ¥13.4bn (+87%, +¥6.2bn)

*Domestic bad debt exp. are figures excl. interest refunded exp., and adopting former standard for personnel exp.

Consolidated segment results by graph



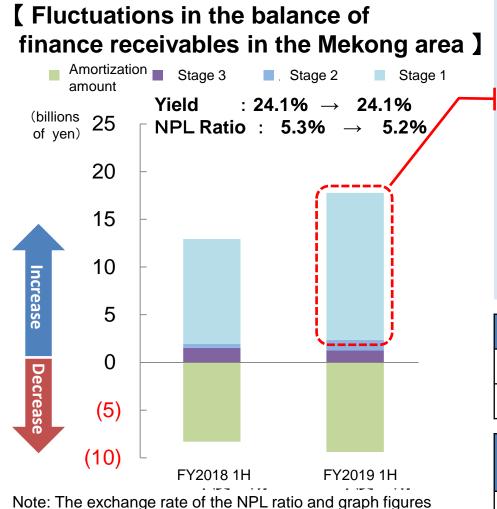
Consolidated **Domestic** Global adjustments **Operating Profit-¥3.0bn** Operating Profit -¥4.0bn **Operating Operating** Income **Expenses Operating Operating** +¥15.3bn +¥18.3bn Income **Expenses** Consolidated +¥7.8bn +¥11.8bn **Adjustments** -¥0.9bn (Main factors for income growth) ■China Area profit: -¥0.6bn ■ Holding company, **Operating** Credit card shopping income +¥5.9bn Credit card shopping income +¥0.1bn **Shared functions Operating** Cash advance income +¥1.1bn Loan income -¥0.1bn **Profit** ■ Flimination of **Profit** Interest and dividends on Bad debt exp +¥0.4bn FY2018 transaction between securities +¥1.0bn FY2019 **Business segments** +¥6.2bn Securitization profit: -¥0.6bn ■ Mekong Area 32.7.bn [Main factors for rise in expenses] 24.9bn Credit card shopping income +¥0.4bn Promotion exp +¥12.5bn Loan income +¥2.9bn point exp +¥3.9bn, other +¥8.5bn) YoY • HP Contracts income +¥0.2bn in which reduction for tenfold -¥7.8bn +¥4.0bn Tokimeki point & up to 20% cash Bad debt exp back campaigns ¥9.3bn ■ Malay Area Administrative exp +¥2.4bn Loan income +¥1.4bn (payment fee+¥0.9bn, HP Contracts income +¥1.0bn card issuance fee +¥0.5bn, etc.) +¥2.8bn Equipment exp Bad debt exp +¥1.3bn depreciation exp, etc +¥.1.1bn) Inadequate Accounting in the Bad debt exp +¥0.8bn Philippines: Impact of Loss -¥1.2bn

*The figures for each business are the number after the inter-segment elimination excluding holding company and shared functions

(provision of allowance for loss on



■ The balance of finance receivables steadily expanded, but the impact of the application of IFRS 9 increased loan losses.



is applied to the spot rate at the end of August, 2019...

 Accelerating the pace of increase in the balance of finance receivables in the first six months

→Increase in normal receivables (stage 1) was 1.4 times higher than the same period of the previous year.

→IFRS9 requires a loan loss allowance (12 months' worth) for normal receivables, and the cost of bad debt increases due to an increase in the balance of receivables.

→ Yield and NPL ration were flat

Mekong Area	1H results	YoY Diff
Operating revenue	¥40.0bn	+¥5.0bn
Bad debt allowance	¥12.5bn	+¥4.0bn

	[Reference]	1H results	Diff start from FY		
Finance receivables		¥302.0bn	+¥12.9bn		
	Normal	¥280.0bn	+¥10.3bn		

AEON Financial Service Co., Ltd.

Consolidated results by Segments-Factors that increase in loan losses in the Malay area

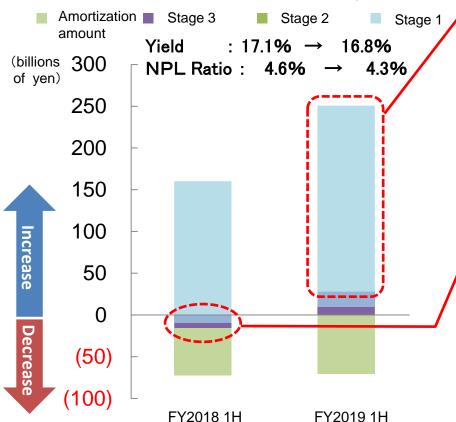


■ Due to changes in the situation in the previous fiscal year and the current fiscal year, loan losses increased significantly from the same period of the

previous year.

[Fluctuations in the balance of finance receivables in the Malay area]

Amortization Stage 3 Stage 2 Stage 1



Note: The exchange rate of the NPL ratio and graph figures is applied to the spot rate at the end of August, 2019...

< Topics for this fiscal year >

 Accelerating the pace of increase in the balance of operating receivables in the first six months

→Increase in normal receivables (stage 1) was 1.4 times higher than FY2018 1H

→ <u>NPL ratio improves</u> due to lower yields due to increased approach to good customers

<Previous Period Topics>

- In Malaysia, recovery rates improved in the 1H of the previous year, partly due to government support measures for low-income earners
- →The balance of delinquent loans decreased in the first half of FY2018
- →Loss of allowance for loan losses due to decrease in the balance of delinquent loans

Malay Area	1H results	YoY Diff
Operating revenue	¥25.5bn	+¥2.8bn
Bad debt allowance	¥7.9bn	+¥2.8bn

[Reference]		1H results	Diff start from FY		
Finance receivables		¥253.2bn	+¥6.6bn		
	Normal ¥226.4bn		+¥6.2bn		

AEON Financial Service Co., Ltd.

Consolidated results by Segments - Consolidated balance sheet



Consolidated results (Unit:Billions of yen)	Results	Change from start of FY		Topics ※():Change from start of FY
Cash and deposits	712.1	+67.5		 Domestic balance: ¥671.5bn (+¥64.3bn) *including holding company → Increase due to sale of securities and securitization
Operating Loans	850.1	△0.3	h i	Operating Loans and Loan and bills discounted for banking
Loan and bills discounted for banking business	1,718.3	+133.3		business] - Balance incl. securitization :¥3,970.8bn (+¥207.4bn)
Accounts receivable – installment	1,622.9	+169.7		in which, Domestic balance: ¥3,632.9bn (+¥197.0bn) in which, Global balance: ¥340.3bn (+¥7.9bn)
Allowance for doubtful accounts	△111.6	△.88		Securitized amount (Domestic only):¥1,402.3bn (+¥74.4bn)
Other Assets	633.1	+15.0	-4	 Balance incl. securitization :¥2,155.8bn (+¥185.1bn) in which, Domestic balance:¥1,867.3bn (+¥179.9bn) in which, Global balance:¥282.2bn (+¥6.1bn)
Total assets	5,648.3	+394.2	[Securitized amount (Domestic only):\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\
Deposits	3,635.0	+165.8	H^{H}	Call loans:¥52.6bn (+¥22.1bn)
Interest-bearing debt (excl. deposits)	1,074.4	+217.6	\Box	[Deposit on AEON Bank] Ordinary deposits: ¥2,794.7bn (+¥161.4bn)
Other liabilities	493.8	+14.4		Time deposits: ¥772.8bn (-¥42.4bn)Foreign currency deposits: ¥65.6bn (+¥33.8bn)
Total liabilities	5,203.3	+397.9		Domestic balance:¥599.8bn (+¥190.0bn) →Bonds payable:¥180.0bn (+¥90.0bn)
Total equity	uity 445.0 △3.6			•Global balance: ¥474.6bn (+¥27.5bn) ※ Domestic and global amounts include figures for holding company and shared function companies
Total liabilities and equity	5,648.3	+394.2		*In accordance with the transition to the business company, customer's liabilities for acceptance and guarantees (assets) and acceptance and

guarantees (liabilities) are deleted.

First Half Initiatives

1H Initiatives — Acquire new ID/Promote card usage



Promote cashless through campaigns and issuing new credit cards

【 Card enrollment and use measures 】

[Newly issued]

Tenfold Tokimeki Points Campaign in AEON group stores

AEON Card (Toy Story Design)

Maruetsu card



Up to 20% cashback campaign on card usage







[Add credit card instant issuance to smartphone apps]





- Application for credit card and immediate issuance are possible.
- Direct delivery of coupons and campaign information.

1H Initiatives — Effects of Cashless Promotion (1)





- The number of new cardholder acquired was strong, mainly in the 20s and 30s.
- Confirm usage trends leading to continuous use after the end of the promotion

Status of membership acquisition on the 1H(Apr. to Sep.)

New cardholder	590,000	YoY
(Reference) 1H results	1,010,000	1.5times
AEON Bank Account Withdrawal Setup Rate	41%	YoY 2.1times
20~30s composition ratio	37%	All cardholder base ratio 2.1times

Status of up to 20% cashback campaign for new cardholders I

- The number of new cardholder (the person who is eligible for the reduction) and AEON Bank account setting rate (20% reduction rate) increased more than expected.
- During the reduction period (21 days in total), used more than expected, mainly highvalue items
- The utilization rate outside the period to be reduced was the same level as within the period of the reduction target period

Reference: Usage trends of 20~30s (New cardholder from Apr. to Sep) Number of people using shopping ribo YoY 135% Number of people using cash advance YoY **120**%

The use as a card of everyday use is promoted in the wake of the reduction measure

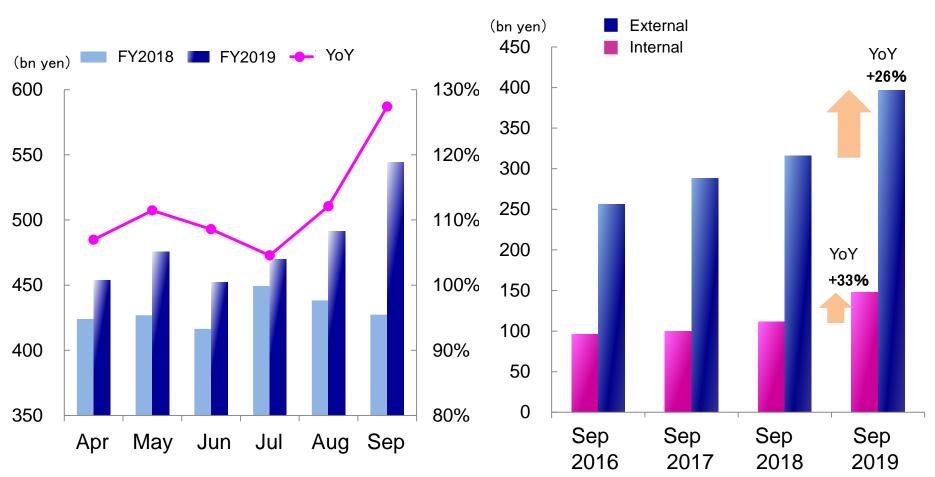
1H Initiatives —Effects of Cashless Promotion 2



■ Expand transaction volume of card shipping in and out of AEON group stores



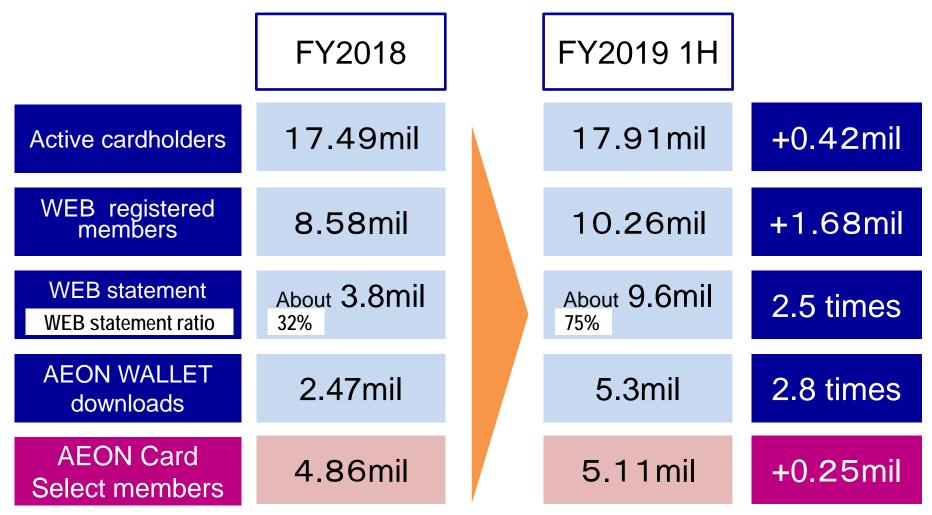
Trend of transaction volume in and out of AEON group



1H Initiatives — Effects of Cashless Promotion ③



■Increase in card holders with WEB registration and AEON bank account through WEB shift of campaigns and billing statements



XAEON Card Select: Credit card linked with AEON Bank card

FY2019 2H Main Initiatives

FY2019 2H Main Initiatives - Domestic



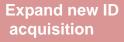
Strengthening the approach to members

No. of cardholders

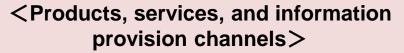
No. of AEON Bank accounts

About 30.5mil

(at end of September)

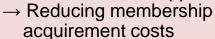






Smartphone app "AEON WALLET"

Card enrollment application function



- ➤ Promoting WEB statements
- → Reduced mailing costs
- → Reducing CO2 emissions
- ➤ One to One Marketing
- →Timely information provision



SNS messages

Digital Signages

Other medias e.t.c

(Issuing new card)

➤ mainly targeted at young people and customers in the Tokyo metropolitan area to further acquire Identity

⇒AEON Bank CASH+DEBIT (Disney Design)

Published on October 1, 2019

⇒New co-branded card to be issued

[Promoting continued use]

>As a main card

⇒Utility fee debit registration campaign

⇒Point-up campaign



[Promoting cross-use]

- ➤ Strengthening proposals for asset management services
 - ⇒Foreign Currency Deposit Campaign
 - ⇒Asset Management Seminar
- ➤ Reflux to consumption of Tokimeki points and bank account
 - ⇒Charge and promotion of use of electronic money WAON



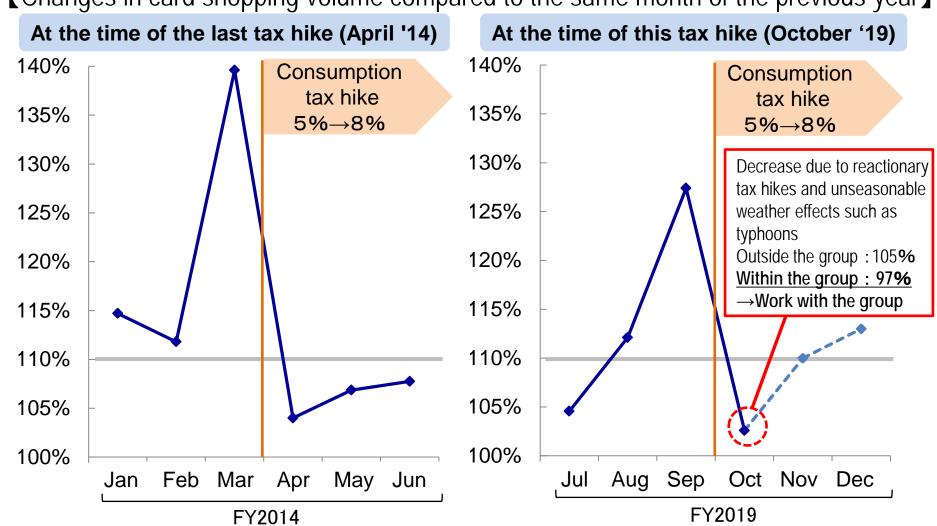


FY2019 2H Main Initiatives — Domestic



■Early recovery from the effects of a rebound in consumption tax hikes and unseasonable weather

[Changes in card shopping volume compared to the same month of the previous year]



FY2019 2H Main Initiatives — Domestic



■ New business development

Warranty Services (Started recruiting dealers) 🔆

Development of health-promoting products and services (planned)

Regional Collaboration Solutions utilizing data (planned)

FY2019 2H Main Initiatives—Global



■ Strengthening cooperation with AEON group's retail business

•			O 1								
Countries in	China	Area	Mekong Area					Malay Area			
which we operate	Hong Kong	China	Thailand	Cambodia	Vietnam	Myanmar	Laos	Malaysia	The Philippines	Indonesia	India
AEON operation (SM)	•	•	•							•	
Credit cards	•		•	•						•	
Personal loans	•	•	•	•		•		•	•		•
Installment credit		•		•	•	•	•	•	•	•	•
E-money (Pre-paie)											
Insurance agencies	•										
Point cards				•				•			

[Pioneering initiatives in Malaysia]

Our member cards

Point cards for two group retail companies



Integrate to apps Standardize ID



Expand to other countries



FY2019 2H Main Initiatives—Global



■Improving the convenience of products and services through FinTech

Enhance services with mobile apps

[Hong Kong: Online-complete Loans]

- Complete with the mobile app from application to screening
- Transfer to bank account on the same day



[Indonesia: Instant Screening App "AEON FAST"]

- The introduction of an immediate screening app Reduce the review time of the available amount
- →Improvement of convenience and expansion of transaction volume

Development of auto loan business utilizing IoT

- Create creditworthiness through engine remote control using IoT devices
 - → A layer that has the ability to pay but does not pass the screening Providing products to the unbanking layer



Progress and schedule of system/IT investments



Main initiatives

Digital Shift

To improve quality of products/ services]

Responding to customers' needs

> [Innovation of channels]

Integration of **HQ** functions

> (Increase labor productivity]

FY2019 Main areas of investments

Mobile app: add membership application & payment function

Development of new products and expansion of fee business

Strengthen security: smart card, building system infrastructure

Cashless Promotion: Improve usability/privileges of point system

Call centers: Use of AI, renewal of screening system

Better marketing promotions & credit screening/ credit management through improvements in analysis

Operational support: Introduction of RPA

Automation-focused system and office renewals

 Improving quality and range of services (Instant card issuance in the mobile app,

Domestic ¥20.0bn

Global

¥7.0bn

Efficiency

¥3.0bn

 Credit screening, credit management (Utilization of Al technology, etc.)

 Development and introduction of RPA thr of overseas subsidiary specializing in systems

, etc.)		Personnel expenses/ Operating income
, 610. /	Domestic	15.1%(△1.0pt)
rough utilization	Global	14.3%(△0.4pt)

* personnel exp. adopt former standard

1H Results (consolidated)

¥17.9bn

FY2019 Consolidated forecasts



■ No change in earnings forecast

FY2019	FY2019 (from Apr 1. 2	2019 to Feb 29. 2020)
Consolidated Forecasts ※1	Full term (11months)	(Reference ※2) 12 Months Conversion value
Operating income	¥430.0bn	¥470.0bn
Ordinary profit	¥70.0bn	¥73.0bn
Net income attributable to owners of parent (Net income per share)	¥38.0bn (¥176.11)	¥40.0bn (¥185.38)

	Interim		Year	End	Full Year	
	Results	YoY	Forecast	YoY	Forecast	YoY
Dividend forecast	¥29	±¥0	¥39	±¥0	¥68	±¥0

Payout Ratio ※1			
Forecast YoY			
38.6%	+3.8%		

^{※1} Forecast and Payout ratio: figures of for the fiscal year ending February 29, 2020 (11 months) after the change in the fiscal year

^{*2} Figures that adjusted the full-year earnings forecast to 12 months (from April 2019 to March 2020)

(Reference) FY2019 2Q Results (Hong Kong, Thailand, Malaysia)



		FY2018 2Q		FY2019 2Q	
		Results	YoY	Results	YoY
AEON CREDIT	Revenue	653,394	102%	654,867	100%
SERVICE (ASIA)	Operating income	275,989	128%	230,371	83%
(HK\$'000)	Profit for the period	231,231	130%	190,394	82%
AEON THANA	Total Revenues	10,109,906	117%	11,157,273	110%
SINSAP (THAILAND)	Profit before income tax	2,259,081	146%	2,490,813	110%
(BAHT'000)	Net profit for the period	1,811,635	145%	1,994,692	110%
AEON CREDIT	Revenue	657,810	114%	783,034	119%
SERVICE (M) Berhad	Profit before tax	238,996	266%	179,544	75%
(RM\$'000)	Profit for the period	179,875	269%	133,727	74%

**Source : Data related by each company. Hong Kong and Thailand are consolidated.

(Reference) FY2019 2Q Results (Hong Kong, Thailand, Malaysia)



■ Consolidated Results of AEON Credit Service (Asia) Co., Ltd.

(Unit:Billions of yen)

	FY2018 2Q	FY201	9 2Q
	Results	Results	YoY
Operating income	9.0	9.1	101%
Operating profit	3.8	3.2	84%
Net income	3.2	2.6	83%

Exchange rates: HKD 1
•FY2018 2Q :¥ 13.92
•FY2019 2Q :¥ 13.96

Fiscal period

The 1st half of each year

:Mar. 1~August. 31

■ Consolidated Results of AEON THANA SINSAP (THAILAND) PLC.

	FY2018 2Q	FY2019 2Q	
	Results	Results	YoY
Operating income	34.2	38.9	114%
Operating profit	7.6	8.6	114%
Net income	6.1	6.9	113%

Exchange rates: THB 1

•FY2018 2Q :¥ 3.39

•FY2019 2Q :¥ 3.49

Fiscal period

The 1st half of each year

:Mar. 1~August. 31

■ Results of AEON Credit Service (M) Berhad

	FY2018 2Q	FY2019 2Q	
	Results	Results	YoY
Operating income	18.0	20.7	115%
Operating profit	6.5	4.7	73%
Net income	4.9	3.5	72%

Exchange rates: MYR 1

•FY2018 2Q :¥ 27.41

•FY2019 2Q :¥ 26.46

Fiscal period

•The 1st half of each year

:Mar. 1~August. 31

(Reference) Allowance for Doubtful Accounts and Allowance for Loss on Refund of Interest Received by Segment



■ Allowance for Doubtful Accounts (by Segment)

	Retail	Solutions	Domestic Total
Allowance for doubtful accounts, balance at beginning of period	¥2.7bn	¥47.9bn	¥50.1bn
Provision of allowance for doubtful accounts	¥0.1bn	¥11.8bn	¥11.9bn
Write-off of doubtful accounts (including transferred debt)	¥0.0bn	¥7.2bn	¥7.2bn
Allowance for doubtful accounts balance at end of period	¥2.8bn	¥52.5bn	¥54.8bn

(Subsidiaries in domestic) Aeon Credit Service:\pmu32.1bn, Aeon Bank:\pmu2.9bn, Aeon Product Finance:\pmu7.2bn, Aeon Housing Loan Service:\pmu1.7bn

Allowance for Loss on Refund of Interest Received

THOTOGET TOOGHTOO				
	FY2018 2Q	FY2019 2Q		
Beginning of period	¥3.1bn	¥4.1bn		
Provision	¥0.5bn	¥0.7bn		
Interest refunded	¥1.1bn	¥1.0bn		
End of period	¥2.5bn	¥3.8bn		

(Interest claims amount :

Cash out + principal payout)

	China Area	Mekong Area	Malay Area	Global Total	Consolidated
Allowance for doubtful accounts, balance at beginning of period	¥3.6bn	¥30.5bn	¥17.6bn	¥51.8bnl	¥102.8bn
Provision of allowance for doubtful accounts	¥1.7bn	¥12.5bn	¥7.9bn	¥22.2bn	¥34.2bn
Write-off of doubtful accounts (including transferred credit)	¥1.7bn	¥9.3bn	¥7.0bn	¥18.1bn	¥25.3bn
Allowance for doubtful accounts, balance at end of period	¥3.6bn	¥33.7bn	¥18.5bn	¥56.0bn	¥111.6bn

Statements contained in this report with respect to the Company's management strategies, business policies and results forecasts are forward-looking statements about the future performance of the Company, which are based on the assumptions and beliefs in light of the information currently available. These forward-looking statements involve various uncertain factors including known and unknown risks such as economic trends, industry competition, market demand, exchange rates, tax and other systems that may cause the Company's actual results, performance or achievements to differ materially from the expectations expressed herein.

