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# FY2023 IR Presentation Material

April 9, 2024



Stock Listing: Tokyo Stock Exchange, Prime Market

Code No: 8570

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### The Highlights of the Consolidated Results

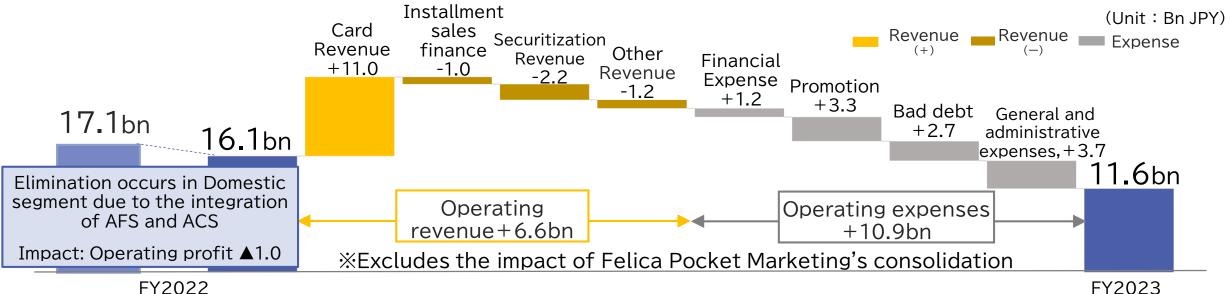
- Achieved the planned figures for operating revenue due to steady growth in both the Domestic and the Global transaction volume and balance of receivables.
- Increase in bad debt-related expenses in the Global business and Productivity issues in the Domestic business.

							FY2023	
	Consolidated	YoY	Domestic	YoY	Global	YoY	Forecast	Achieve
Operating Revenue	485.6 bn	107 %	293.9 bn	103 %	193.5 b	n 114 %	480.0 bn	101 %
Operating Profit	50.0 bn	85 %	11.6 bn	72 %	38.2 b	n 90 %	61.0 bn	82 %
Ordinary Profit	51.1 bn	83 %	Dividenc	Dividend per share			61.0 bn	84 %
Profit attributable to owners of parent	20.8 bn	68 %	Annual: ¥53		rim: ¥25 end: ¥28	54.7%	27.0 bn	77 %

<sup>\*</sup>As a result of the domestic business integration, the results of AEON Financial Service Co., Ltd., which had been included in the adjustment amount, are included in the domestic segment. YoY is calculated by reorganizing the previous year's results into the changed segments.

# [Domestic] Breakdown of Operating Profit

- ·Credit Card revenues increased due to a steady increase in receivables balance and higher merchant fees.
- ·Bad debt-related expenses increased due to the rising balance, but sales promotion expenses were controlled through a review of measures.



FY2022

### [Operating revenue]

- ·Card Revenue +11.0bn (credit card business +7.8, financing +3.1)
- ·Other Revenue Insurance **▲**0.6bn

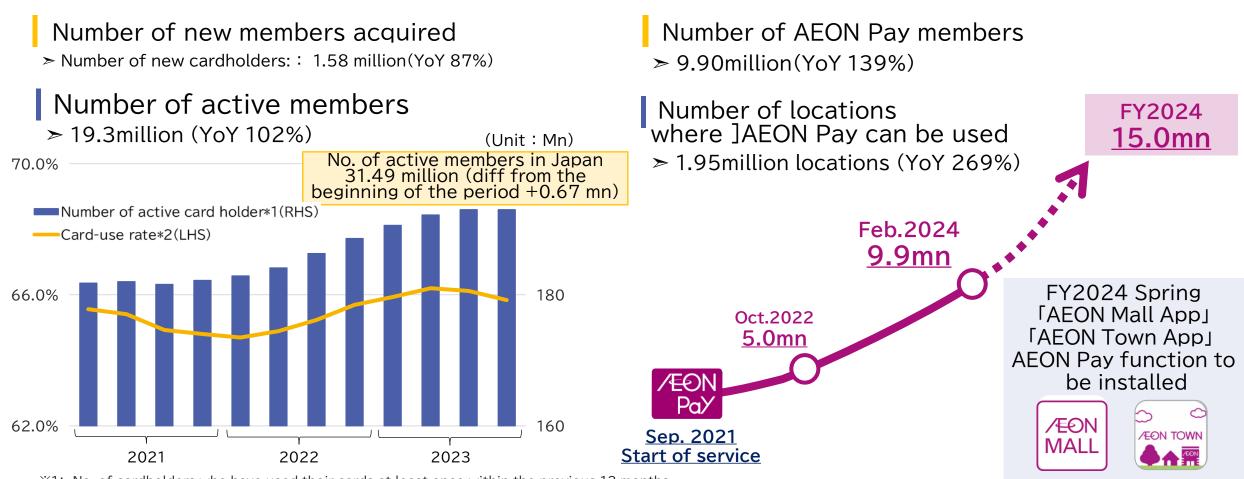
### [Operating expenses]

- •Financial +1.2bn (Foreign exchange impact on interest expenses on foreign currency deposits, increase in interest expenses on bonds)
- •Promotion +3.3bn (▲1.3 bn in 4Q accounting due to review of sales promotion measures)
- •Bad debt +2.7bn (impact of receivables expand)
- ·Administrative +3.7bn (System operating cost +2.5bn, international brand fee +1.3bn (Personnel exp. +1.5bn insurance exp. ▲1.1bn)

Main factors

# [Domestic] Cardholders and AEON Pay Status

- Reviewing enrollment policies to improve acquisition efficiency. Shifted to a cost-effective structure despite lower acquisition numbers than the previous year.
- Meanwhile, AEON Pay membership grew steadily. The number of locations where AEON Pay can be used increased to 1.95 million, compared to the target of 1.7 million.

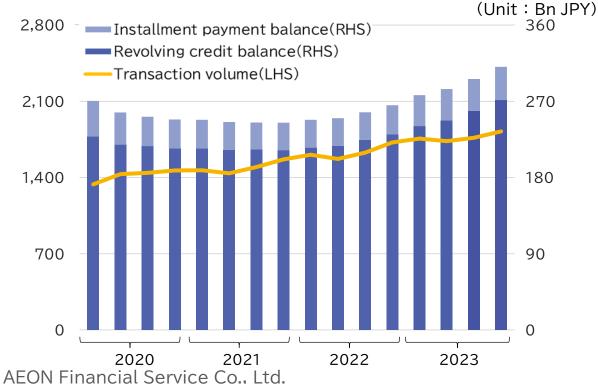


%1: No. of cardholders who have used their cards at least once within the previous 12 months
%2: No. of active cardholders/Average number of cardholders in Domestic excluding affiliated card members×100
AEON Financial Service Co., Ltd.

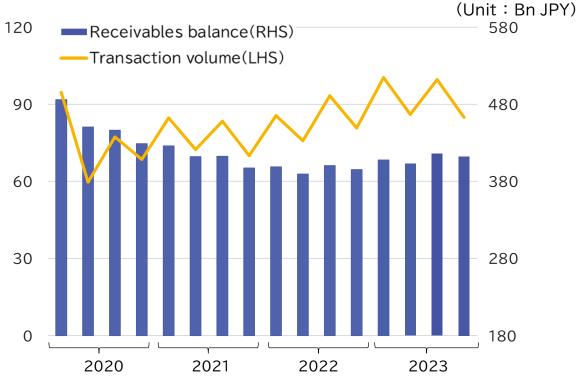
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# [Domestic] Credit Card Purchase, Cash Advance Transaction Volume and Balance of Receivables

- Card shopping transaction volume increased 8% YoY due to AEON Pay promotion, etc.
- Steady increase in trade receivables balance for both revolving and installment loans and cash advances due to improved convenience such as improved application functions.
  - Credit Card Shopping Transaction Volume
  - > FY2023 results: ¥7,081.4 bn (YoY 108%)
  - Revolving and Installment Balance
  - > Revolving balance \(\frac{271.4}{271.4}\) bn (YoY \(\frac{118\%}{YTD} + \frac{440.6}{240.6}\) bn)
    Installment balance \(\frac{237.3}{230.6}\) bn (YoY \(\frac{114\%}{YTD} + \frac{44.7}{240.6}\) bn)

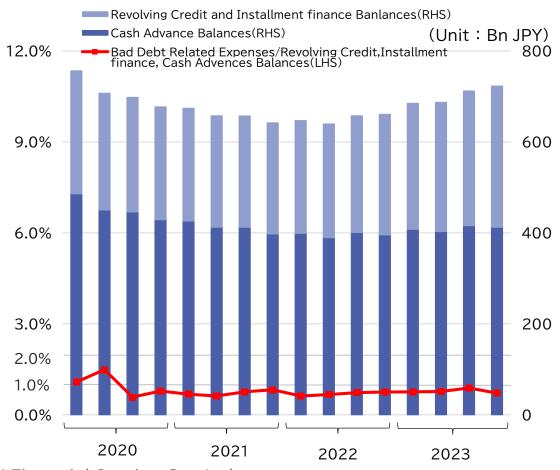


- Cash Advances Transaction Volume
- > FY2023 results: ¥370.8 bn (YoY 110%)
- Cash Advances Balance
- > ¥412.3 bn (YoY 104% / +¥17.0 bn)



# [Domestic] Revolving·installment finance, cash advances and bad debt-related expenses

- Loan loss expense ratio to outstanding loans is stable at a low level.
- Increase the number of users by promoting usage, and increase the balance while maintaining the quality of credits by refining credit.



### Number of users

Revolving Credit YoY 104%
 Installment finance YoY 106%
 Cash Advances YoY 109%

### Balance per capita

Revolving Credit YoY 105%Cash Advances YoY 108%

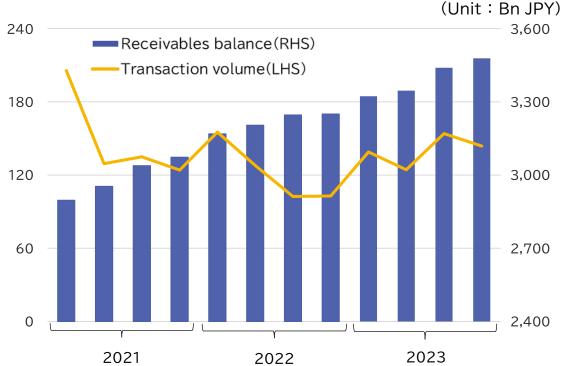
### [Domestic] Housing Loan and Asset Management Business

- Transaction volume increased 114% YoY due to the appeal of AEON SELECT CLUB benefits.
- Asset management business benefited from the launch of the new NISA as well as improved convenience through the transfer to Monex, Inc.

Housing loan transaction volume

> FY2023 results: ¥558.6 bn (YoY 114%)

Housing loan balance(before securitization) ➤ ¥ 3,560.6 bn (+¥240.4 bn)



Asset Management Business Prospects after the Start of the New NISA

\*Actual results for Jan.-Feb. 2024a

No. of NISA accounts opened

YoY 160%

Investment trust sales

YoY 248%

No. of mutual fund accounts opened

No. of OTC consultations (investment trusts)

# Global Business by Segment 4Q Performance Highlights

- Cumulative operating revenue is the highest ever in all three areas.
- China Area continued to increase revenues and profits, achieving record profits.

(Unit: Bn JPY)

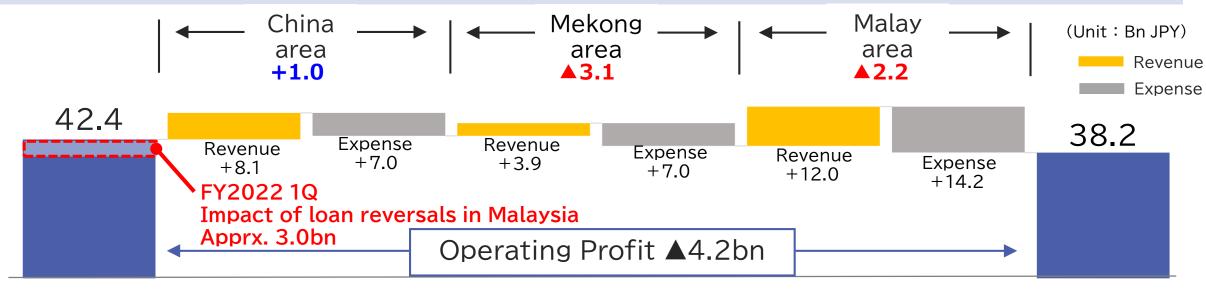
FY2023	China area	YoY	Mekong area	YoY	Malay area	YoY
Operating revenue	30.6 bn	136 %	89.9 bn	105 %	72.9 bn	120 %
Operating profit	8.7 bn	114 %	15.8 bn	84 %	13.5 bn	86 %
<reference> Bad debt related expenses</reference>	6.8 bn	232 %	30.2 bn	108 %	20.3 bn	135 %

(Unit: Bn JPY)

4Q accounting period	China area	YoY	Mekong area	YoY	Malay area	YoY
Operating revenue	8.4 bn	139 %	22.4 bn	103 %	19.3 bn	119 %
Operating profit	2.4 bn	92 %	5.6 bn	143 %	3.5 bn	93 %
<reference> Bad debt related expenses</reference>	2.0 bn	370 %	5.6 bn	72 %	<b>4.</b> 3 bn	106 %

# [Global] FY2023 Operating Profit Breakdown

- The main reason for the YoY decline was an increase in bad debt-related expenses in each area.
- In Malaysia, preparations for the opening of the Digital Bank in 2024 are progressing well.



FY2022

Main factor:

### [Operating Revenue]

- ·Credit card business +4.0
- •Financing +3.0

#### [Operating Expenses]

- ·Bad debt related exp. +3.8
- ·Financial +1.1
- ·Personnel +0.5
- ·Administrative +0.8

### [Operating Revenue]

- ·Credit card business +0.8
- •Financing +3.1

#### [Operating Expenses]

- ·Bad debt related exp. +2.3
- •Financial +1.5
- ·Personnel +1.3
- ·Administrative +1.2

### [Operating Revenue]

- ·Installment finance +5.8
- ·Financing +4.5

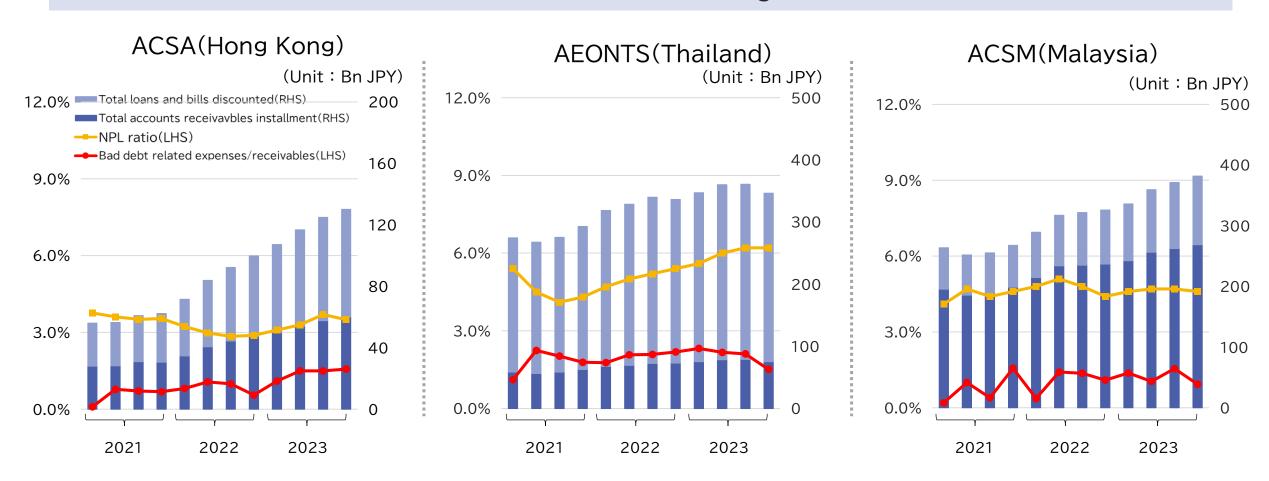
### [Operating Expenses]

- ·Bad debt related exp. +5.2
- ·Financial +2.0
- ·Personnel +1.8
- ·Administrative +1.7
- ·Digital Bank +2.1

FY2023

### Outstanding Receivables and NPL Ratio in Global business

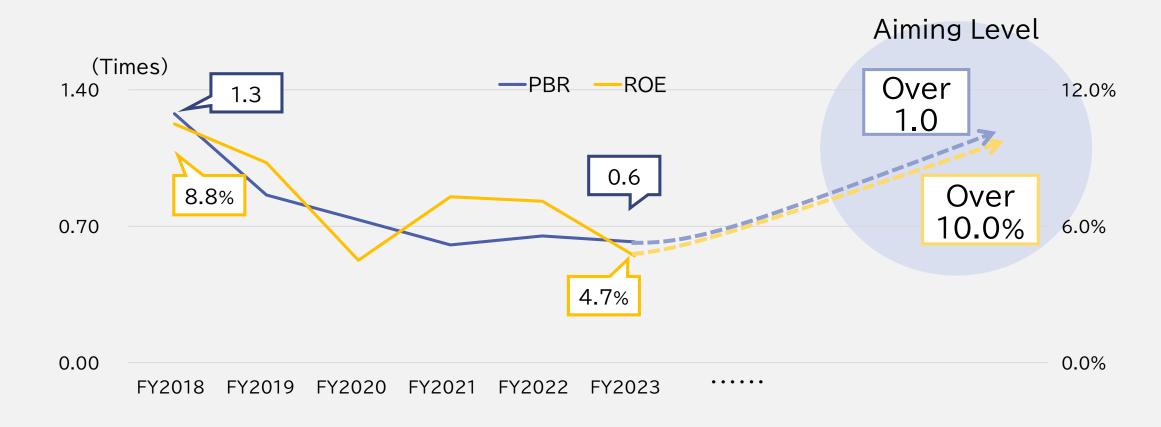
- Although profits fell short of expectations due to an increase in doubtful expenses, trade receivables steadily accumulated.
- Thailand aims to recover balance while balancing credit costs.



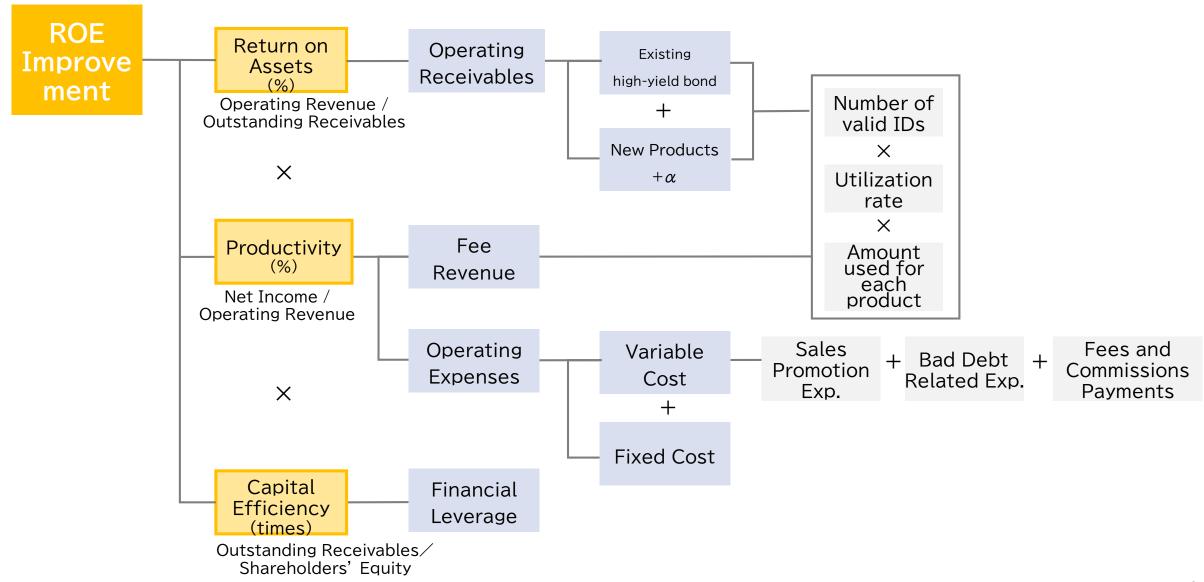
# Establishment of Management Indicators

# Recognition of current status and establishment of management indicators

- ROE and PBR have declined since the pandemic, slowing recovery.
- Aim to achieve and maintain ROE of 10% or more above cost of capital, with ROE and PBR as management indicators.

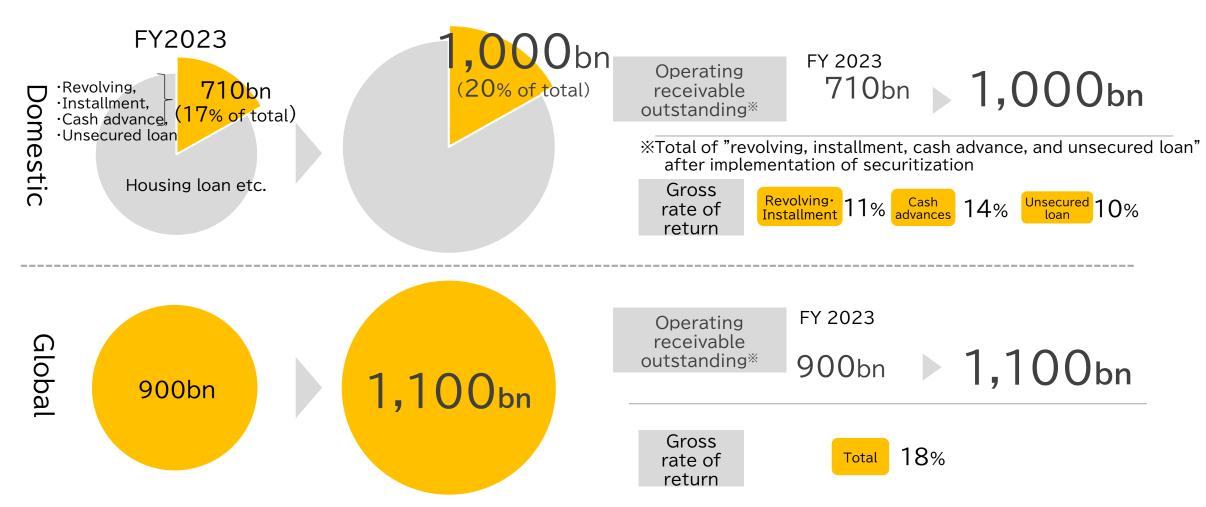


# Approach to ROE Improvement



### Improvement of Asset Profitability < Expansion of Stock Profit >

 Build a stable revenue base by increasing the balance of receivables and the ratio of high-yielding receivables.



### [Global] Productivity Improvement <Improvement of credit and collection accuracy>

 Expand transaction volume and curb bad debt-related expenses by improving credit and collections.

Strengthening credit and collections through AI and digital applications a

Introduction of external credit information and AI scores



Credit

Providing appropriate credit to unbanked people who could not be reached in the past

AI-based credit risk classification



Collec tions

Improvement of man-hour productivity through a score-based collection method

Strengthening forward-looking measures through data analysis



➤Implement sales measures that predict future demand, behavior, and delinquency risks based on customer usage and other factors, and improve the accuracy of credit in the process



➤ Visualize bad debt risk and improve receivables portfolio by using it for member acquisition and credit policy

# Basic Capital Management Policy

 Balance between improving profitability and financial security, while investing in growth areas and productivity improvement and providing stable and sustainable shareholder returns.

Financial Leverage Maintain an appropriate risk buffer for risk-taking while targeting around 15x

Growth Investment

- Flexible domestic and overseas investments, including investments in non-organic growth areas
- DX (IT/digital, infrastructure development), human resource development, etc.

Shareholder Return

- Stable and sustainable dividend
- ▶ Dividend payout ratio of 30-40%

# Initiatives to enhance corporate value

# The Goal for 2030

# A community-based global company that "makes finance more closer"

# Positioning of the mid-term management plan "Second Foundation: Value Chain Innovation and Network Creation

# Our Purpose

Our purpose is to bring "finance" closer to everyone. By committing to each and every person, we brighten up everyday lives with peace of mind and smiles.

~FY2020 FY2021~2025 FY2026~ **Expansion Phase Transformation Phase** Growth phase The Second Foundation Value Chain Innovation and Network Creation ✓ Provision of financial services rooted in each region in overseas expansion countries, mainly in Asia √ To be a company that supports the lives of each and every one of Reviewing the portfolio in response to changes our customers by resolving their in the business environment "inconveniences" ✓ Expansion of membership ✓ Creation of new business models utilizing digital √ Comprehensive financing technology of Domestic Business ✓ Strengthening infrastructure for the creation of (Commencement of banking an AEON Living Zone and insurance business) √ Expansion of Overseas ✓ Strengthening the use of banks in response to

changes in monetary policy

AEON Financial Service Co., Ltd.

Countries

### Review our business portfolio

- Continue the review of "concentration in core competence" based on changes in the business environment to maximize corporate value
- Consolidate financial functions dispersed throughout the group and transform into an efficient organizational structure

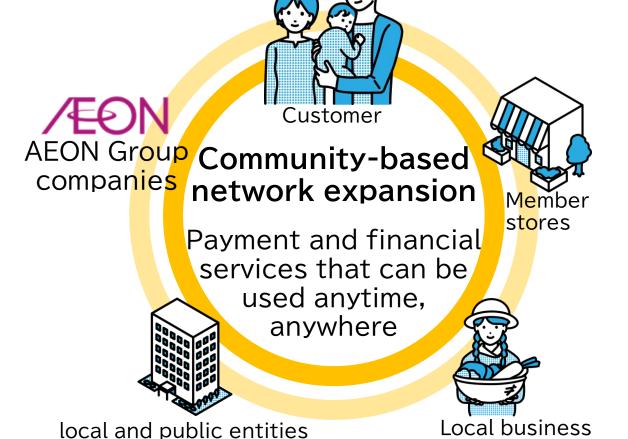


### Expansion of AEON Living Zone

 To be an infrastructure that connects communities, member stores, and business partners by providing financial services that are rooted in the community in each country where we operate.

• Build an AEON lifestyle zone that creates a borderless customer experience through collaboration in Japan and



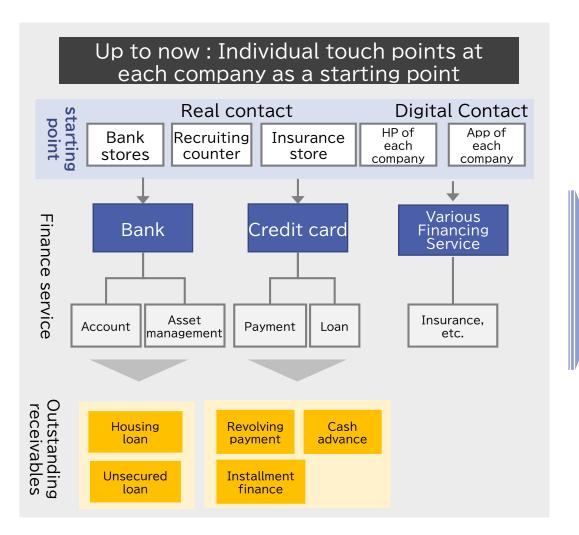


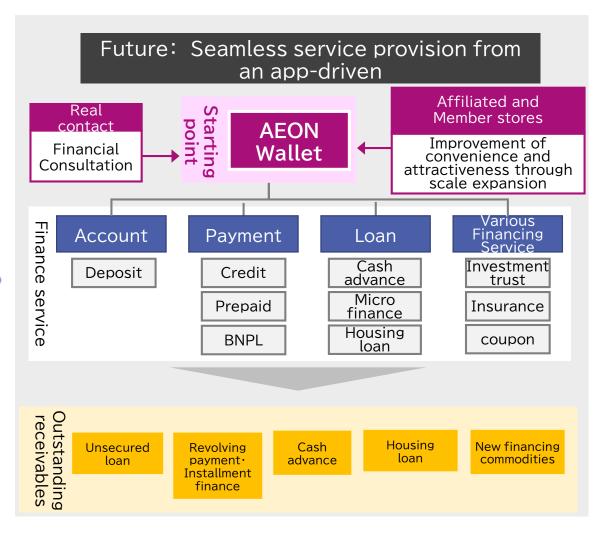
# Payment Network Connecting Asia

Collaborate in each country to create a seamless customer experience across countries

### **Touch Point Conversion**

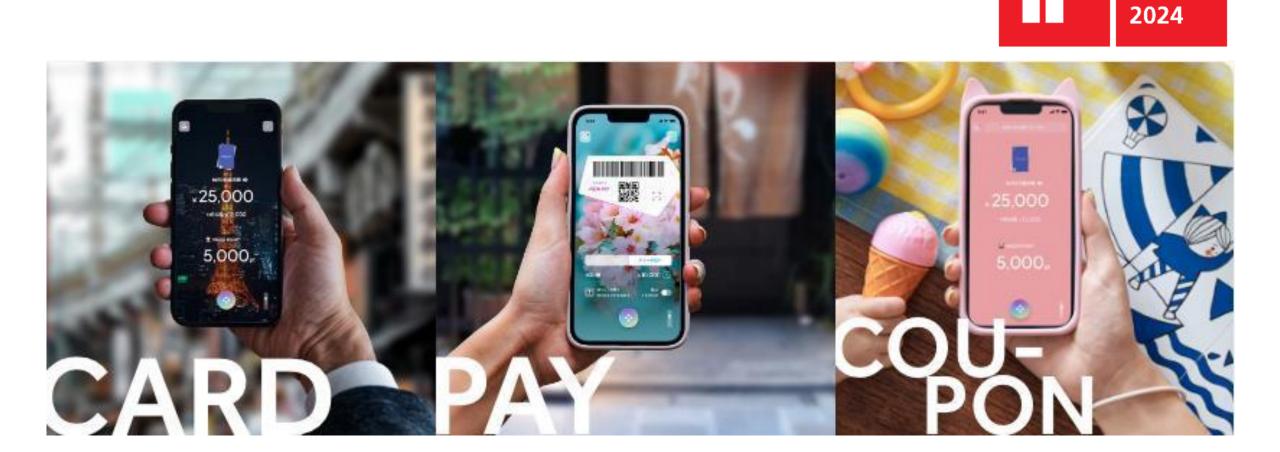
• Shift to a touchpoint starting from a digital wallet (smartphone app), which is a familiar point of contact, and build an environment where each financial service can be used seamlessly from the app.





# [Domestic] AEON Wallet App

 AEON Wallet App, which was redesigned in September 2023, won an international design award.



DESIGN AWARD

# 4 FY2024 Priority Measures

# [Domestic] Creating an AEON Living Zone through payment business

• Through the transformation of touch points, expand the AEON Living Zone by creating an environment where customers can use convenient functions and services anywhere.

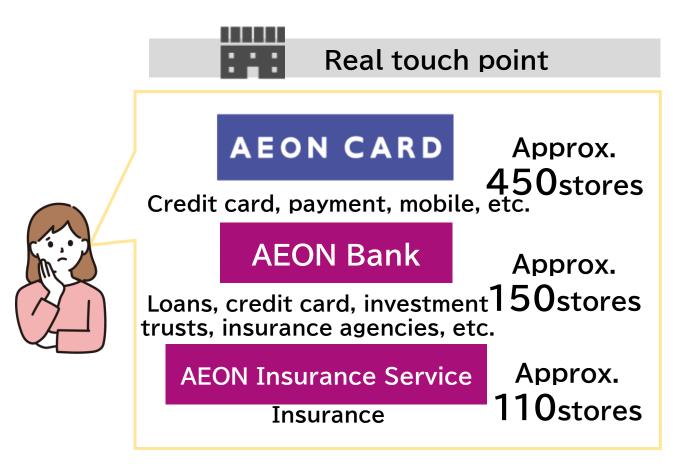


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used anywhere

# [Domestic] Re-organization of real touchpoints

- Reorganize each office as a real touch point from the customer's viewpoint.
- Increase customer satisfaction by improving the level of service at a single location.





# [Domestic] Strengthen profitability

- Expand earnings base by increasing card shopping transaction volume and trade receivables balance.
- Focus on Expanding Deposits at AEON Bank. Strengthening competitive advantage in a rising interest rate environment.

### FY2024 Domestic Economic Outlook and Environmental Awareness

Estimated GDP growth rate 1. 3%(YoY • 0.6%)

Consumer Goods Index 2.5%(YoY▲0.5%)

Rising domestic interest rates

Continuation of inflation

Increased consumption through wage increases

In-house payment volume \*1

FY2024

10 trillion yer

Breakdown: Credit card shopping ¥8tn E-Money ¥2tn

- ✓ AEON Pay Promotion
- ✓ Increased attractiveness with new benefits centered on the Gold Card

Operating receivables \*\*2

End of FY2024 81.0 billion yen (FY2023:¥776.9bn)

- Expansion of application functions
- ✓ Strengthen the appeal of the use out-of-band calls, etc.

**AEON Bank Deposit** 

End of FY2024

5 trillion yen (+0.5trillion yen)

- ✓ Promotion of cross-selling
- ✓ Redesigning attractive benefits
- X1 Total of credit card shopping, AEON Pay charge payment, and WAON e-money
- ※2 Total of revolving installment finance, cash advance, unsecured loan

# [Global] Economic Trends and Initiatives by Area

• Economic trends in Hong Kong and Thailand require close monitoring, while stable growth continues in Malaysia.

Improve quality and efficiency of collections while expanding receivables through more

sophisticated credit management.

### Hong Kong

Real GDP growth forecast for FY24

- > Central Bank forecast : 2.5-3.5% (3.2% in 2023)
- **(Consumer Price Index)**
- ➤ Remained at around + 2% (Feb.2024:+2.1%)

### **Thailand**

- > Government forecast  $2.2\% \sim 3.2\% (1.7\% \text{ in } 2023)$
- [Consumer Price Index ]
- > Negative since November last year (Feb.2024 : -0.8%)

### Malaysia

[Real GDP growth forecast for FY24] [Real GDP growth forecast for FY24]

- > Central Bank forecast  $:4.0\sim5.0\%(3.7\% \text{ in } 2023)$
- [Consumer Price Index ]
- > Remained at around +2% (Feb.2024:+1.8%)



### Identification

- Mandatory confirmation by e-KYC
- Introduction of biometric authentication at merchants

# Credit

- Expand application of AI credit scoring •
- Immediate and automated credit provision



- Collection system utilizing AI risk classification
- Use of AI chat-bots and smartphone notifications

In addition, through the segmentation and refinement of credit management, we are able to calculate forecasts that are more in line with actual conditions.

# [Global] AEON Living Zone (Malaysia)

- Plans to open the first digital bank business in Malaysia in 1Q24 using Islamic financial methods.
- Started with individual deposits and gradually expanded products and services.

Corporate services also developed and expanded to include business partners, etc.





Retailers with real touch points



Banking specialized in digital touchpoints



Financial industry with strong customer-merchant base

### AEON Living Zone

- Customer
- AEON Group companies
- Merchants and suppliers
- Business Partner

# **Human Capital**

- Actively invest in human resources who share Our Purpose and achieve customer satisfaction.
- Fostering next-generation human resources by providing employees with more learning opportunities and acquiring new knowledge such as DX.

### Spreading Our Purpose

To bring "finance" closer to everyone. By committing to each and every person, we brighten up everyday lives with peace of mind and smiles.

✓ Promoting efforts to embed values and ideas within the company
 [Initiatives] Integrated Report for FY2023

Embodying Our Purpose Producing human resources who take action on their own

### Promotion of reskilling

Promoting reskilling and strengthening the system for developing the next generation of human resources

- ✓ AFS Academy (opening in March 2023)
- √Promote DX training and other discipline-specific training
- ✓Introduction of an open recruitment system and an internal FA system
- ✓Establishment of a career consultation service

# AFS Academy

### Organize seminers for employee



### **Electronic Library**





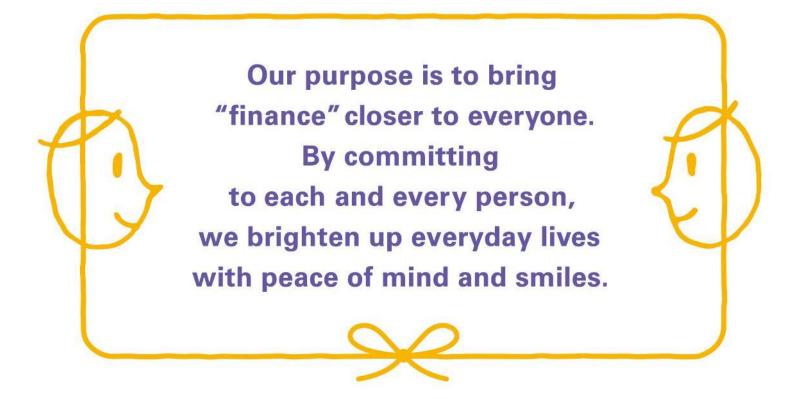
# 5 Earnings and Dividend Forecasts

# FY2024 earnings forecast, dividend forecast

- Strengthen the earnings base by increasing transaction volume and the balance of trade receivables, and work to improve productivity.
- Plans to Open Malaysia Digital Bank. Focus on building a new business model.

	Consolidated	YoY	Domestic	YoY	Global	YoY
Operating Revenue	520.0 bn	107 %	3,100 bn	105 %	2,100 bn	108 %
Operating Profit	55.0 bn	110 %	150 bn	129 %	410 bn	107 %
Ordinary Profit	55.0 bn	107 %	_	_	_	_
Profit attributable to owners of parent	21.0 bn	100 %	_	_	_	_

# Our Purpose



# Appendix

### The Highlights of the Consolidated Results -4Q Fiscal Quarter

(Unit: Bn JPY)

	Consolidated	YoY	Domestic	YoY	Global	YoY
Operating Revenue	129.8 bn	108 %	80.1 bn	104 %	50.2 bn	114 %
Operating Profit	23.9 bn	139 %	12.2 bn	183 %	11.7 bn	112 %
Ordinary Profit	24.0 bn	142 %	_	_	_	-
Profit attributable to owners of parent	12.0 bn	145 %	_	_	_	_

# Consolidated Balance Sheet

(Unit:	FY 202	3	(Unit:	FY 20	023
billions of yen	Results	YTD	billions of yen	Results	YTD
Cash and deposits	665.5	<b>▲</b> 177.0	Deposits	4538.3	+140.4
Operating Loans	918.8	+73.5	Accounts payable-trade	268.5	+12.8
Loans and bills discounted for banking business	2339.2	+178.4	Interest-bearing debt (excl. deposits)	1313.1	+102.4
Accounts receivables- installment	1843.4	+73.8	Other	251.2	<b>▲</b> 2.8
Allowance for doubtful accounts	<b>▲</b> 120.7	+6.7	Total liabilities	6371.2	+252.9
Other	1299.1	+130.5	Total net assets	574.3	+33.1
Total assets	6945.5	+286.1	Total liabilities and net assets	6945.5	+286.1

# Results by Segment

(Unit : billions of yen)	Domestic Total *1	Retail	Solutions	Global Total *1	China Area	Mekong Area	Malay Area	Consol. Total *2
Operating Revenue	293.9	172.9	190.7	193.5	30.6	89.9	72.9	485.6
YoY *3	103%	103%	108%	114%	136%	105%	120%	107%
Operating Profit	11.6	4.6	8.3	38.2	8.7	15.8	13.5	50.0
YoY <b>%</b> 3	68%	121%	59%	90%	114%	84%	86%	85%
Operating								
Profit Ratio	4.0%	2.7%	4.4%	19.7%	28.7%	17.7%	18.6%	10.3%
Change %3	<b>▲</b> 2.1pt	+0.4pt	<b>▲</b> 3.7pt	<b>▲</b> 5.3pt	<b>▲</b> 5.6pt	<b>▲</b> 4.4pt	<b>▲</b> 7.3pt	<b>▲</b> 2.7pt

Reference: The impact on earnings due to securitization ¥20.4 bn (-¥2.2bn compared to the same period of the previous year) \*4

<sup>31</sup> Total of Domestic and Global figures amounts after elimination of transactions between segments.

<sup>\*2</sup> Include Holding company, Shared functions and elimination of Consolidated adjustments.

<sup>\*3</sup> The comparison target compared to the previous fiscal year is the figure before the segment change.

<sup>\*4</sup> From FY2023, the method of recording securitization income will be partially changed The impact on revenue under the conventional method will be ¥18.0 bn.

# Results by Area

(	Unit: billions of yen)	Transaction volume	YoY	Operating receivables (Before securitization)	YTD
	Credit card	7452.2	109%	1716.4	+123.6
	Shopping	7081.4	108%	1304.0	+106.6
Or	Cash advances	370.8	110%	412.3	+17.0
Domesti	Installment finance	198.2	103%	730.3	+7.2
stic	Housing loan	558.6	114%	3560.6	+240.4
C	Others	_	1176.3		+174.7
	Total	-	-	7183.6	+546.0
	Credit card	579.0	115%	295.9	+28.4
	Shopping	429.3	117%	151.2	+15.3
0/5	Cash advances	149.7	110%	144.6	+13.1
Global	Installment finance	141.7	116%	288.9	+35.2
	Personal loans	206.6	126%	320.8	+40.4
	Total	-	-	905.6	+104.1

### 4Q Cumulative Results of 3 Overseas Listed Companies (Local Currency)

		FY 2022	FY 20	023
		Results	Results	YoY
AEON CREDIT	Revenue	1,231,631	1,623,321	132%
SERVICE (ASIA)	Profit before tax	449,294	472,528	105%
HK\$'000	Profit for the period	373,611	392,270	105%
AEON THANA	Revenue	22,331,665	21,965,263	98%
SINSAP (THAILAND)	Profit before tax	4,949,963	4,161,381	84%
BAHT' 000	Profit for the period	3,954,145	3,337,856	84%
AEON CREDIT	Revenue	1,640,245	1,912,491	117%
SERVICE (M)Berhad	Profit before tax	546,976	581,749	106%
RM' 000	Profit for the period	417,685	424,018	102%

### 4Q Cumulative Results of 3 Overseas Listed Companies (Yen conversion)

		FY 2022	FY 2023	3	Evalones votos
		Results	Results	YoY	Exchange rates
AEON	Operating Income	20.9bn	29.6bn	141%	(IDV / LIKD)
CREDIT SERVICE	Operating Profit	7.6bn	8.6bn	113%	(JPY / HKD)  • FY2022 : 17.04yen  • FY2023 : 18.29yen
(ASIA)	Net Income	6.3bn	7.1bn	113%	
AEON	Operating Income	84.8bn	89.6bn	106%	( IDV / TIID)
THANA SINSAP	Operating Profit	18.8bn	16.9bn	90%	<u>(JPY / THB)</u> • FY2022 : 3.80yen • FY2023 : 4.08yen
(THAILAND)	Net Income	15.0bn	13.6bn	91%	112023 11007011
AEON	Operating Income	49.5bn	59.3bn	120%	
CREDIT SERVICE	Operating Profit	16.5bn	18.0bn	109%	<u>(JPY / MYR)</u> • FY2022 : 30.21yen • FY2023 : 31.04yen
(M)Berhad	Net Income	12.6bn	13.1bn	104%	2020

### Transaction Volume and Operating Receivables of Global Business

(Unit : hilli	(Unit : billions of yen)		China Area (Hong Kong)		g Area land)	Malay Area		Global Business	
(OTHE : BILLIN	0113 01 (011)		YoY (Change)		YoY (Change)		YoY (Change)		YoY (Change)
Cradit card	Transaction volume	221.5	120%	296.1	112%	61.3	116%	579.0	115%
Credit card	Operating Receivables	99.8	+219	168.6	+27	27.3	+36	295.9	+284
Installment	Transaction volume	-	-	22.1	108%	119.5	117%	141.7	116%
finance	Operating Receivables	-	-	29.3	+24	259.5	+328	288.9	+352
Personal	Transaction volume	33.5	143%	109.3	117%	63.7	135%	206.6	126%
loans	Operating Receivables	30.2	+83	175.8	+68	114.6	+252	320.8	+404
Total	Transaction volume	255.0	122%	427.6	113%	244.7	121%	927.4	117%
Total	Operating Receivables	130.1	+303	373.8	+120	401.6	+618	905.6	+1,041

### Allowance for Doubtful Accounts and Provision for Loss on Interest Repayment by Segments

### [Allowance for Doubtful Accounts]

	Domestic			Global				Consol.
(Unit: billions of yen)	Total	Retail	Solutions	Total	China Area	Mekong Area	Malay Area	Total
Allowance for doubtful accounts balance at beginning of period	57.1	3.8	53.7	69.4	3.3	40.7	25.3	127.4
Provision of allowance for doubtful accounts	21.8	0	21.8	57.3	6.8	30.2	20.3	79.3
Write-off of doubtful accounts (including transferred debt)	23.3	0.7	22.6	62.4	5.4	35.1	21.9	86.0
Allowance for doubtful accounts balance at end of period	55.6	3.0	53.0	64.3	4.7	35.8	23.7	120.7

**<sup>%</sup>**Balance at end of period of Domestic Subsidiaries

AEON Product Finance: 9.2

AEON Housing Loan Service: 1.2

[Provision for Loss on Interest Repayment]

(Unit: billions of yen)	FY2022	FY2023
Beginning of period	64	48
Provision	16	5
Interest Repayment	32	28
End of period	48	25

<sup>&</sup>lt;Retail> AEON Bank: 3.0

<sup>&</sup>lt;Solutions> AEON Financial Service: 39.2.

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.

