

7618 PC DEPOT Corporation

Overhauling toward the Subscription-based Business Model Focused on Premium Members

June 20, 2022

Tokyo Stock Exchange, Prime Market

Key Points

- Net increase in premium members during the previous term fell short of plans. During the prior 4Q, the Company's efforts to attract potential new members to stores were subject to constraints due to the effect of the coronavirus' Omicron variant. Since the coronavirus pandemic has finally subsided, the pace of increase in the number of members should pick up going forward. The Company's preparation for such a situation is in progress.
- The Yokohama Key Station, a base for the provision of information and communication on digital life, will become fully operational starting in July. This is a facility built adjacent to the new head office and will likely become a primary site of new value creation. The Company will strive to acquire new members while expanding inside sales by inviting premium member families to real places and starting Internet broadcasts for members from the studio as part of network building with these families.
- The workplace of the new head office that opened this February is innovative, incorporating the latest ideas. Total investment made during the previous term reached 4.5 billion yen. In addition to store renovation, the Company invested in the equipment for the Yokohama Key Station in conjunction with the relocation of the head office, the acquisition of a workcation facility in Karuizawa, etc., but the level of investment is expected to return to normal (1.6 billion yen) in this term.
- In May 2021, the Company started the process of completely shifting to a unique subscription model. The Company had already spent 10 years implementing a shift to a business model focusing on premium members. The number of subscribers in the broad sense was 450,000 (ARPU 3,500 yen) at the end of March last year, of which 97,000 were premium members (NCS) with assigned Digital Consultants (ARPU 8,053 yen). After one year, the number has increased to 117,000 (ARPU 8,100 yen). In the current fiscal year, the Company will continue to make upfront investments in human resources and advertising to achieve this goal.
- Since the Company has been shifting its focus to members since the previous term, product sales to general customers have declined significantly. Earnings also fell sharply, due in part to upfront investments, but the Company had anticipated this. While the Company's performance is expected to remain flat this fiscal year, it should be back on a recovery track from the next fiscal year due to the increase in NCS.
- Subscriptions already account for 50% of sales and are planned to be increased by up to 80% in three to five years. This proposal-based demand generation effect is expected to materialize gradually. The shift to a new business model is advanced and is unique even by international standards. With new members increasing, the Company's business will become more profitable than before, which should also raise the Company's valuation in the stock market.

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Table of Contents

1. New business model: Complete shift to unique subscription model
2. Characteristics: Migration to stores specializing in Internet device services
3. Strength: Shifting to a profit structure focused on service revenue
4. Future development: Enhancement of the connection with members and development of the related population
5. Near-term operating results: Up-front investment to acquire NCS (new customer success) members
6. Evaluation: Increase in new NCS members and shift to an active approach

Company rating: A

Stock price (June 20, 2022): 325 yen

Market capitalization: 17.1 billion yen (52.622 million shares)

PBR 0.62

ROE 3.0%

PER 20.6

Dividend yield: 4.3%

(Figures are in millions of yen)

| Fiscal yearend | Sales | Operating | Ordinary | Net | EPS | Dividend |
|----------------------|-------|-----------|----------|------|------|----------|
| Mar. 2014 | 53772 | 2256 | 2357 | 1536 | 38.0 | 4.7 |
| Mar. 2015 | 51261 | 3045 | 3162 | 1914 | 42.0 | 6.9 |
| Mar. 2016 | 51729 | 4086 | 4139 | 2693 | 56.9 | 9.6 |
| Mar. 2017 | 46417 | 3402 | 3467 | 2269 | 44.1 | 13.0 |
| Mar. 2018 | 43590 | 2981 | 3079 | 1958 | 38.6 | 13.0 |
| Mar. 2019 | 40447 | 2579 | 2685 | 1553 | 30.9 | 13.0 |
| Mar. 2020 | 39137 | 2941 | 3018 | 1718 | 34.2 | 13.0 |
| Mar. 2021 | 38312 | 2893 | 2935 | 1854 | 36.8 | 13.5 |
| Mar. 2022 | 33024 | 1451 | 1519 | 765 | 15.2 | 14.0 |
| Mar. 2023 (forecast) | 33300 | 1450 | 1550 | 800 | 15.8 | 14.0 |
| Mar. 2024 (forecast) | 36000 | 2000 | 2000 | 1200 | 23.7 | 14.0 |

(2022.3 base)

Total assets: 38,402 million yen

Net assets: 26,396 million yen

Equity ratio: 68.6%

BPS: 521.0 yen

NOTE: ROE, PER and dividend yield are based on the most recent forecast. In October 2013, the Company carried out a share split at a ratio of 1:100, in January 2015, a share split at a ratio of 1:1.5 and in October 2016, a share split at a ratio of 1:1.2. The EPS and dividends for the preceding terms have been revised accordingly.

Analysis by: Yukio Suzuki

(Chief Analyst, Belle Investment Research of Japan)

Definition of Company rating: Qualitative evaluation based on criteria such as 1) management capabilities; 2) abilities to grow the business; 3) risk management with respect to downward forecast revision, 4) sustainability from the ESG perspective.

The Company is expressed as a four-level rating where "A" means good, "B" means some degree of improvement is required, "C" means considerable improvement is required, and "D" means the state of the company is extremely grave.

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1. New business model: Complete shift to unique subscription model

Aiming to be a customer success company

PC DEPOT aims to be a customer success company. Its mission is to be the "Digital Consultant for every home" by assigning its Digital Consultants to each household in order to support the customers' digital lives.

PC DEPOT internally refers to a fulfilling digital life as "*ikka ryoran*" which means that a family can enjoy its digital life in various ways, with an image of *hyakka ryoran*, i.e., hundred flowers blooming in profusion.

Target to pursue LTV (lifetime value)

The Company has redefined its corporate target as focusing on LTV. The LTV (lifetime value) means enhancing the customers' long-term value and is measured by the formula: LTV = Increasing subscriptions (increasing monthly-fee members) x increasing period of duration.

| New Business Model of PC DEPOT | | | |
|---|--|-----------|------------------------|
| —LTV (life time value)-based unique subscription model— | | | |
| Target | Improve the LTV of NCS (new customer success members) | | |
| | Increase in NCS x Prolongation of continuous period | | |
| KPI | <ul style="list-style-type: none"> • Number of NCS subscription members • ARPU (average monthly sales per member) • CRR (monthly continuation rate of subscription members) • ARR (annual sales of subscription members) | | |
| Near-term target | | | |
| | Mar. 2021 | Mar. 2022 | → (about 1 year later) |
| Number of NCS members (ten thousand) | 9.7 | 11.7 | 14.0 |
| ARPU (yen/month) | 8053 | 8193 | 8100 |
| CRR (%/month) | 99.6 | 99.66 | 99.6 |
| APP (100 m yen/year) | 94 | 115.4 | 135 |

From premium members to NCS (New Customer Success) members – New Definition

Subscriptions by premium members and the like alone accounted for 50% of sales, and the Company's policy is to increase this to 80%. Last year, PC DEPOT had 450,000 members in the broad sense of the term (members using flat-rate services), and the Company will concentrate on increasing the number of customers (NCS) with a high retention rate of 10 years or more. To this end, it will

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concentrate on investment in 1) in-house education (human resources), 2) store facilities and 3) advertising.

Subscription members mean members using flat-rate services, who are mainly premium members, and other members using cloud services (excluding members of Internet-related businesses).

The NCS (New Customer Success) members mean subscription members to whose households the Company's Digital Consultants are assigned and who are expected to be scaled up continuously in the future.

Contents of the subscription-based services include the use of: 1) the Company's unique (patented) Wi-Fi system; 2) service recurring integration system, which batch manages multiple service procedures; 3) full data backup cloud, which enables customers to "Just Show up and Buy a New PC;" 4) electronic books and other digital contents; and 5) charge-based purchase of service-inclusive products.

| NCS plan menu | | |
|------------------------------|-----------------|----------------|
| Up to 4 family members | Up to 4 devices | 5500 yen/month |
| | Up to 7 devices | 7000 yen/month |
| Additional one member | | +1500/month |
| Personal (individual person) | Up to 2 devices | 4000 yen/month |
| | Up to 4 devices | 5000 yen/month |

Starting with the term ended March 2021 – Announced the breakdown for the first time

The results for the term ended March 2021 show that the sales of 38.3 billion yen consist of 19.9 billion yen in subscriptions (52% of the total sales), 2.6 billion yen in lump-sum purchases of goods by subscription members, 2.6 billion yen in one-shot technology (repair, etc.), 12 billion yen in sale of goods, and 1.2 billion yen in other sales.

The sales of solution services were 22.5 billion yen in total, consisting of 19.9 billion yen in subscriptions and 2.6 billion yen in lump-sum purchases of goods by subscription members.

The subscriptions overall show ARR (annual sales) of 20.1 billion yen with 450,000 members, ARPU (average monthly sales per member) of 3,500 yen, and CRR (monthly duration rate of members) of 99.1%. ARR is a figure obtained by multiplying MRR (monthly sales) in March by 12, which does not coincide with the actual sales amount for the fiscal year.

Of the above, the NCS achieved ARR (Average Recurring Revenue) of 9.4 billion yen, 97,000 members, ARPU of 8,053 yen/month and CRR (Customer Recurring Rate) of 99.6%.

The announcements of sales for solution services did not contain a detailed breakdown to date, but it has been disclosed.

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Near-term Target: 140,000 NCS members in approximately one year

Amid the coronavirus pandemic, the Company is preparing to shift to a new business model. As the target for the next year or so, it represents that it will increase the number of NCS members to 140,000 as soon as possible.

In the term ended March 2022, the number of NCS members was 117,000 (27% of all members) and NCS's ARR was 11.5 billion yen, which accounted for 52.6% of the ARR for subscriptions as a whole. The Company aims to increase the number of NCS members to 140,000 (31% of all members) and NCS's ARR to 13.5 billion yen, that is, 56% of the ARR of 23.5 billion yen for subscriptions as a whole.

Among the current 432,000 members, 117,000 (families) are NCS members to whom the Company's Digital Consultants are assigned. The Company will connect the Digital Consultants to 140,000 persons (up 23,000), including existing and new members.

In the coming three years, the Company will focus on human resources, stores, and advertisement marketing, with an aim of 20 billion yen of NCS's ARR.

Future market opportunity

* Number of households of two or more members in Japan: 34.31 million
 → Number of households PC DEPOT can approach currently: 6 million

| PC DEPOT | Mar. 2021 | | Mar. 2022 | | ⇒ | Number of NCS members | | |
|----------------------------------|----------------------|------|----------------------|------|---|-----------------------|---------|---------|
| | Subscription-related | NCS | Subscription-related | NCS | | 200,000 | 300,000 | 600,000 |
| ARR (hundred million yen) | 202 | 94 | 219 | 115 | | 190 | 290 | 580 |
| Number of members (ten thousand) | 45 | 9.7 | 43 | 11.7 | | 20 | 30 | 60 |
| ARPU (yen/month) | 3500 | 8053 | 3798 | 8170 | | 8100 | 8100 | 8100 |

(Note) Estimation

Structure of subscription members

Among the 430,000 members, approximately 120,000 are NCS core customers. Then, what types of customers are the remaining 310,000? They are subscription-based members but, from the viewpoint of stores, single-service users for anti-virus software, smartphones, storage and so on.

The Company assumes 140,000 as the next NCS target. It plans to cover half of these additional 20,000 or more from the existing 310,000 members and to untap the potential of the remaining half as new customers.

Market is large

Among the NCS members defined by the Company (i.e., members to whose households the

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exclusive Digital Consultants are assigned), TAM (Total Addressable Market, i.e., the maximum number of members to whom the Company can reach) is assumed to be 34 million households. The Company currently has a potential market of 6 million households that it can approach, which constitutes 18% of the TAM. The potential market is large.

DX is prevailing in schools and workplaces and the Company will develop a DX environment in the family home and will render support to enable everyone to enjoy a digital life.

Currently, the number of NCS is about 120,000 but, if it increases to 200,000, 300,000 or 600,000, for example, the ARR will grow to 19 billion yen, 29 billion yen and 58 billion yen, respectively, even if the ARPU remains at 8,100 yen.

Taking on the challenge at once

The Company has more than 10 years' experience with its membership system for digital services for families. During these three years, it has been reliably fostering and positioning the Digital Consultants for families by considering them as the core market. It acquired a trademark right for the Digital Life Planner and built a business base unsurpassed by others.

Beginning in the term ended March 2022, the Company has taken on the challenge at once with its new subscription model. It redefined the business model and announced all new KPIs. This is innovative. The business model is based on the Company's past experiences and therefore is not discontinuous in evolution. The Company has made a leap after having prepared for it.

| Digital consultant | |
|----------------------------------|------------------------------------|
| 1 Works | : A team of 3–5 members |
| 1 Works covers | : 500–800 households |
| 500 Works (1500 to 2500 members) | : Cover 250,000–400,000 households |

Implement three strategies

To acquire NCS members, the Company will implement several strategies. Firstly, the Company will enhance its human resources. It 1) hired 139 employees in April, 2021 (up 49% YoY) who were new graduates and internally promoted part-timers and casual staff; and 2) was accepted up to 150 employees transferred by HIS to foster them as Digital Life Planners. An increase of approximately 300 persons is a remarkable expansion, considering that the current number of personnel for the Works is 1,500.

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Although the Works has already been implemented, development of human resources still requires a certain amount of time. For the HIS personnel, the training system has been implemented with the president leading the initiative. Any shortfalls are covered by the Works. A Works, which consists of three members, will render support as a Digital Consultant. These will be expanded thereafter as well.

Secondly, the Company will enhance the store format. It will 1) establish new bases such as the Yokohama Key Station, 2) remodel Smart Life stores to change the basic format, 3) inaugurate "Digital Store for Your Daily Life" and Connected Mobile Stores, and develop, among others, small stores specialized for NCS. For opening new stores, small stores can be opened more easily than before as the Works grows.

Thirdly, the Company will expand advertisements. It will increase channels further, such as information magazines for members, in addition to TV commercials.

Literally, PC DEPOT is about to become a company that will draw success for its customers through digital utilization.

Subscription-based new KPIs and previous financial KPIs: How are they linked?

How are subscription-based new KPIs linked to previous financial KPIs? Traditionally, the Company set management goals of an ordinary income to sales ratio of 10% and ROE of 15%. The new business model has set the number of subscription members as a KPI, and has withdrawn the previous financial targets as KPIs.

According to President Nojima, once the number of subscription members reaches 140,000, the quality of the business model will improve and the ability to increase profitability will follow. As a result, both ordinary income to sales ratio of 10% and ROE of 15% will be achieved. These are merely results and not priorities, he says.

If so, is all the Company has to do is increase the number of members? The answer is no; the Company needs to boost the number of quality members who fit its business model. As such, the Company intends to increase the number of members to whom Digital Consultants are assigned to help them make the most of digital life as a family and who can share each other's added value with the Company. The Company is not at all considering, for example, a method aimed at increasing the number of members for a monthly fee of 1,000 yen.

The pace of net increase will gradually increase

The start-up of subscription-based business has been somewhat slower than planned. When the infection rate of the coronavirus surges, member response at the stores curtails. Since all transactions are conducted by appointment, it becomes increasingly difficult to send reminders to book appointments.

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Pace of net increase in NCS members

| (Quarterly) | | (Number of members) | | | |
|-------------|--------|---------------------|-------|-------|-------|
| | | 1Q | 2Q | 3Q | 4Q |
| Mar. 2022 | Actual | +3787 | +5233 | +7512 | +3468 |
| Mar. 2023 | Plan | +6000 | +6000 | | |

NOTE: Figures from 1Q of the term ending March 2023 onwards are based on company plan.

On the other hand, once the coronavirus situation subsides, the stores will be able to attract more traffic, and Yokohama Key Station (YKS), which will open in July, will also begin to have a positive impact.

The number of subscription members in 3Q of the previous term increased by 7,512, but it increased by only 3,468 in 4Q. In order to enhance this pace, the Company will; (1) launch inside sales activities, such as publishing informational magazines for members, and (2) proceed with the opening of YKS in 2Q of the current fiscal year.

Quarterly net increase in number of NCS members will gradually increase. The success model for Works is already known. A quarterly net increase of 10,000 in NCS members is almost in sight given the current trend. The next target would be an increase of 20,000 members per quarter. To realize this, the Company will need another expansion to its workforce capacity. As profitability will improve considerably during that phase, the Company will be poised to enter a growth phase in no time.

2. Characteristics: Migration to stores specializing in Internet device services

Specializing in PC-related technical services, keeping the lead position in the industry

PC DEPOT fully supports home digital life. The Company is strong in Japan's Kanto region and covers 90% of the population there. Consumers who want to make use of PC DEPOT support services will find there is a store within reasonable travel distance. Consumers who buy a desktop or notebook can have a Wi-Fi router set up for them at the store, and can start using their new computer as soon as they get home simply by plugging it in. This saves them from having to do the initial setup themselves. Smartphones also can connect to these Wi-Fi routers. If customers have a problem, they can contact someone in charge at a store (My Digital Consultant) and get immediate attention. Users can obtain all these services just by paying a monthly fee.

The Company leads the industry in PC repairs and maintenance services. Although the Company is a middle-standing company in the industry, in terms of the number of PCs sold, it has unique service

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characteristics. Over the last 10 years, PC DEPOT has dramatically shifted its business focus to services. The Company has been creating a unique presence among its competition with consumer electronics superstores. It has survived well against local competition as a computer specialist although it could not compete against major companies in terms of total sales volume. Under such circumstances, the Company did not overextend itself when opening new stores.

It did decide however to become a customer-orientated IT solutions company, by striving to improve its services instead of increasing the sales volume for desktops, notebooks, and other hardware. The Company markedly changed its tack to follow this direction in 2005. This was the second turning point for the Company since it was founded.

Providing solutions in combination with various services was the key to success. Moreover, when members subscribe to the Company's premium services, they can get any support they need: maintenance, call-center services, anti-virus support, a "full installation" service when customers replace old PCs, instruction in how to use smartphones, and future digital life plan consultation.

One of the Company's strengths is this lineup of original services it has developed. No other PC shop is capable of delivering technical services especially data recovery, as speedily as PC DEPOT. The Company set its transformation into a store that specializes in services as a part of its policy objectives and has strengthened its commitment to this policy as it entered the Internet era.

Composition of net sales

(%, millions of yen)

| | Mar. 2009 | | Mar. 2021 | | | Mar. 2021 | | Mar. 2022 | |
|----------------------------------|--------------|--------------------|--------------|--------------------|---|--------------|--------------------|--------------|--------------------|
| | Sales | Constituent ratios | Sales | Constituent ratios | | Sales | Constituent ratios | Sales | Constituent ratios |
| Service sales | 11340 | 17.6 | 22622 | 59.1 | Subscription | 19900 | 52.0 | 21900 | 73.6 |
| Solution services | 8726 | 10.3 | 22558 | 58.9 | Lump-sum purchases of goods by subscription members | 2600 | 6.8 | 710 | 2.2 |
| Royalties and other revenue (FC) | 522 | 1.3 | 64 | 0.2 | One-shot Technology | 2600 | 6.8 | 1860 | 5.6 |
| Internet-related businesses | 2090 | 6.0 | 1203 | 3.1 | | | | | |
| Goods sales | 35572 | 82.4 | 14486 | 37.8 | Products | 12000 | 31.3 | 7270 | 22.0 |
| PC and peripherals | 24375 | 58.5 | 8944 | 23.3 | Other | 1200 | 3.1 | 1260 | 3.8 |
| Accessories and software, etc. | 6554 | 14.6 | 2437 | 6.4 | | | | | |
| Used items and others | 4643 | 9.3 | 3103 | 8.1 | | | | | |
| Total | 46912 | 100.0 | 38312 | 100.0 | Total | 38300 | 100.0 | 33024 | 100.0 |

NOTE: Sales from solution services include sales of service inclusive products and technical services/fees.

Unique business model with premium services as its source of income

The Company's solution services consist of three service categories. The first is the PC Clinic which provides installations along with repair and replacement services. Support for solution services is provided at all stores and is managed by about 1,000 employees.

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The second is premium services which solve problems customers are having. The services cover: (1) any type of product; (2) products regardless of how old they are; and (3) products purchased at the stores of other companies.

The third is solution services which combine communication or content with devices. By subscribing to these services, customers can read digital magazines on their iPad or connect with the printer wirelessly with a monthly payment.

Premium services backed up on the cloud (automatic data storage) provide sufficient capability to cope with defective hardware or security issues.

The Company's business model is quite unique, even when compared to companies outside of Japan. The model consists of product sales, service sales, and other areas. Members enter into a three to four-year premium service contract. The Company bears the cost of support up front, and then recovers it from the fees paid by members.

Customers want to use the PCs, tablets, or other devices they have bought as soon as they get home. If after buying a PC for example, a user takes three hours to do things such as create a recovery disc, set up anti-virus software, configure the initial settings and set a password, and if the customer then hits a dead end, he or she will be stuck without help. PC DEPOT's premium services are solutions that help such users over the Internet.

Elimination of the digital divide, which the Company has regarded as one of its social missions

PC DEPOT is prioritizing support for customers struggling to use digital network devices. To this end, the Company has been making steadfast efforts to improve its services. These efforts cultivate a service market, enabling the Company to achieve its unique business model.

The Company considers that its corporate social responsibility (CSR) is to lower the digital divide in society. To a certain extent, a digital divide arises between people who can use information and communication technologies, and those who cannot. It is not good for society as a whole. The Company intends to contribute to more convenient and enjoyable daily lives of these people by supporting them in making the most of IT services.

New devices and services are continuously entering the market, which is a characteristic of the information and communication technology market. Customers need support in order to maintain an IT environment that enables them to fully utilize the products and services they use. Smart Life stores provide services and detailed explanations so that users can make full use of the features of their desktops, notebooks, smartphones, tablets (multi-function mobile terminals), and other devices, as well as meeting any other user requirements as part of a total set.

These services are truly convenient. If consumers use products over a long period of time, in addition to the profit generated at the time they make the purchase, it is quite likely they will start to

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pay fees for services that make using such products more convenient. To make this happen, users must already be satisfied with the convenience provided by the service.

Business starts with personal computers

The starting point for traditional retailers is merchandise, but since the Company is both a retailer and service provider, its starting point is also services. It will offer Internet-related services, mainly for devices, thereby building relations with its customers.

President Nojima used to work at Nojima Corporation, a consumer electronics superstore (Code No. 7419, listed on the first section of the TSE). The eldest son of Nojima Corporation's founder is currently president of that company, while Takahisa Nojima his brother, is president of PC DEPOT. He was in charge of supervising stores and merchandise at Nojima Corporation, but once personal computers began to become popular, he decided to set out on his own and established an independent business. While Nojima is still one of the shareholders of Nojima Corporation, there is no business relationship between that company and PC DEPOT.

At age 34, President Nojima founded the Company. In the early days after the founding of his business, many people wanted to own their own desktop or notebook computer, but such hardware was still beyond their reach. In those days, only a limited number of people went all the way to Akihabara to buy their own personal computers. In contrast, Nojima went into business selling PCs in the same way that retailers in general deal with new merchandise. Company business performance steadily improved and in 1999, some five years after its establishment, it became listed on JASDAQ. Subsequently, the Company was promoted to the first section of the TSE in November 2015. This past April, the Company migrated to Tokyo Stock Exchange's Prime Market.

At present, desktops, notebooks, and related products are commonly sold at consumer electronics superstores. Also, there is a wide variety of specialist computer superstores. When viewed in the broad sense of consumer electronics and computer superstore sectors, the Company ranks in a low position in terms of size, yet is competing on a different playing field to its rivals. The Company is not directly competing with the biggest companies such as Yamada Denki, Edion, and K's Denki, but is differentiating itself from these companies.

Converting franchises to directly-managed stores

When developing its PC DEPOT stores, which are comprehensive specialist computer retailers, the Company allowed K's Denki stores, which are operated by K'S HOLDINGS CORPORATION (Code No. 8282), to become PC DEPOT franchisees. K's Denki was the second PC DEPOT franchisee. It was a beneficial move for both companies in that a consumer electronics superstore began to deal with PCs.

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Store development conditions

| (Number of stores at the end of each term) | Mar. 2021 | Mar. 2022 |
|--|-----------|-----------|
| PC DEPOT Smart Life Stores | 61 | 64 |
| Digital Store for Your Daily Life | | 1 |
| PC DEPOT | 7 | 5 |
| PC DEPOT PC Clinic | 64 | 64 |
| Yokohama Key Station | | |
| Total | 132 | 134 |

NOTE: Yokohama Key Station is scheduled to begin operations in July. There are 2 other PC DEPOT franchise stores.

Aside from PC DEPOT franchises, PC DEPOT PC Clinics are franchise outlets which were established as concessions inside consumer electronic superstores providing technical services. PC Clinics successfully operated in K's Denki stores, and the franchise was then expanded.

As of the end of March, the Company possessed a total of 134 stores: 64 PC DEPOT Smart Life stores, 1 Digital Store for Your Daily Life, 5 conventional PC DEPOT stores, and 64 PC Clinics. In addition, there are 2 franchise stores.

PC Clinic was operated mainly by FC stores until 10 years ago, but the Company transformed the FC stores into directly-managed stores. The Company and K's Denki agreed that direct management would be more effective for enhancing service functions of the stores, and so the Company acquired these franchised stores. Currently, the Company operates directly managed PC Clinics inside K's Denki stores.

Ongoing Web business

EJWORKS Co. (ejworks), a PC DEPOT subsidiary is engaged in the IT solution business and has a line of business that includes providing Internet services and Web content creation. Moreover, the Company has recently been utilizing this subsidiary as a support team for its content development and has come to attach more importance to it. The idea is to position it as a new support base for development.

The Company has made use of part-time workers, and it has hired some of them as regular employees

As of the end of March 2022, in addition to 898 regular employees, 601 part-timers on an 8-hour

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shift were working for the Company. They carry walkie-talkies with them in the store in order to help each other by sharing information, which allows them to ensure a high level of customer satisfaction. Many part-time workers have been working for the Company for years, and each year roughly 40 to 50 workers change their status from part time to full time.

Corporate governance: Establishing the Sustainability Committee

In terms of corporate governance, the Company is streamlining its board of directors to speed up the pace of its decision making and enhancing its line-up of executive officers.

After the General Meeting of Shareholders in June, the number of directors will be reduced to five, with President (CEO) Nojima directly responsible for sustainability, Executive Vice President Kaneko in charge of administration, and Senior Executive Officer Saito in charge of sales.

Two outside directors will be appointed, both of whom are women. One of whom is Yumiko Masuda, the president of Consumer Voice Research Institute, Ltd. and an expert on consumer-oriented management. The newly appointed Emiko Magoshi is a scholar (professor at J.F. Oberlin University) with expertise in business ethics.

In April, the Sustainability Committee was established. Chaired by President Nojima, the committee will formulate basic policies on sustainability, establish and implement guidelines on materiality, with the aim of both solving social issues and enhancing the company's corporate value.

Established in February 2019, the Appointment and Compensation Committee consists of at least three directors, with the chairman and the majority of committee members being outside directors.

Most executive officers who are responsible for the business are in their 40s, indicating that management talent has developed. Regarding the operation of the Company, President Nojima is aiming to implement business management suitable to PC DEPOT as a public company.

The Articles of Incorporation to be amended, paving the way for new business development

The Articles of Incorporation will be amended at the June General Meeting of Shareholders. Adding "management, planning, contracting, and representation of membership businesses," the Company will aim to create win-win situations with our partners in order to expand our collaborative digital memberships.

In this business, President Nojima will be responsible for developing the structure of membership business, and Executive Vice President Kaneko will be responsible for restructuring the Store Department as the head of the department. Senior Executive Officer Saito will look after on-site operations as the head of the Store Division.

New executive members have also joined the company. In October last year, Ms. Yasuyo Kaneko (62 years old), who previously served as the President of C'BON COSMETICS Co., Ltd. (cosmetics),

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joined the Company as Executive Vice President & Executive Officer. Executive Officer Sakurai joined the company last December and is promoting "Digital Store for Your Daily Life" as the General Manager of the New Business Development Department. Executive Officer Wakabayashi joined the company in June and is in charge of promoting AI-based DX as the company's CIO.

3. Strength: Shifting to a profit structure focused on service revenue

A mechanism that is impossible for others to copy

The business model at PC DEPOT is unique, and competitors have opened stores similar to Smart Life stores. However, these competitors have not established a system or trained employees to provide premium services at the same level as the Company. With no other companies pursuing a solution-service-based business model in the same manner as the Company does, the Company is building up to become the one and only business of its type.

Even if another company tried to provide such services, it would be extremely difficult to (1) train the personnel required for technical services, (2) tolerate a decline in profits in the early stages due to the shift to a service income type business, and (3) provide an extensive service menu from now onwards. We can therefore say that the Company's superiority over its rivals is significant.

Service income has been increasing as the number of use of PCs, smartphones and tablets increases. Most individual own not only one device but rather multiple devices. Also, families own multiple devices. Needs for dependable services rise according to the number of devices owned which makes it easier for the Company to have such users become regular customers. Moreover, service income has been increasing thanks to an increase in the number of users of service-inclusive products where products and services are provided together.

The Company provides services by team play. It has spent more than 10 years developing this system, which has become a business model that constitutes part of its corporate culture.

Smart Life stores are fashionable and convenient: Specialization in services

Smart Life stores display less merchandise, but have significantly more space for service provision than conventional stores. Space available for service needs has greatly increased via store renovation, providing services that customers want, rather than focusing on selling products.

The variety of professional accessories in a store may not satisfy the needs of PC aficionados, but this poses no problems since customers can ask for an item at the store counter and the store will obtain it for them soon after. The name of the counter for responding to customers' needs (such as computer repairs) changed from PC Clinic to Dr. Smart, and staff members now wear a new uniform.

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The "Smart Pack" billing plan is also coming into wide use, which includes a hardware device, software, and Internet connection in a single package. This package allows customers to use hardware, software, and an Internet connection by simply paying a monthly fee instead of having to buy a hardware device and paying a monthly fee for the necessary software and Internet connection. Although this is a type of three to four year loan for an amount determined by subtracting the product's estimated residual value at the end of the loan term from the product's sticker price, since customers are already familiar with the billing plans of Japanese cell phone carriers, which require a two-year subscription, they will find this system acceptable.

Smart Life stores will not just sell products; they will create packages and provide customers with the solutions that they want. Their customers will become members who will use the services they offer over long periods of time. President Nojima stressed that the approach for Smart Life stores will not be to simply display products and ask customers to choose the ones they like. Instead they will be offered a one-stop service to provide them with the Internet communications that they want. Consequently, the atmosphere at these stores will be different from that of conventional stores and customer counters will be centrally placed within them.

Store development history of PC DEPOT

| Number of stores at the end of each term | (Stores) | | | | | | | | |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| | Mar. 1995 | Mar. 2000 | Mar. 2005 | Mar. 2010 | Mar. 2015 | Mar. 2019 | Mar. 2020 | Mar. 2021 | Mar. 2022 |
| PC DEPOT | | | | | | | | | |
| Directly-managed | 1 | 10 | 28 | 43 | 36 | 12 | 8 | 3 | 1 |
| Smart Life store | | | | | 15 | 43 | 46 | 52 | 54 |
| Digital Store for Your Daily Life | | | | | | | | | 1 |
| Subsidiaries | | | | 4 | 13 | 10 | 7 | 4 | 4 |
| Smart Life store | | | | | | 3 | 6 | 9 | 10 |
| FC | | 8 | 32 | 17 | 3 | 3 | 3 | 3 | 2 |
| PC DEPOT PC Clinics | | | | | | | | | |
| Directly-managed | | | | | 52 | 53 | 58 | 58 | 58 |
| Subsidiaries | | | | | 0 | 5 | 5 | 6 | 6 |
| FC | | | | 24 | 6 | | | | |
| Total | 1 | 18 | 60 | 88 | 125 | 129 | 133 | 135 | 136 |

Opening a large number of Smart Life stores by renovating existing ones

The Company continues to open new Smart Life stores by renovating and reopening existing stores. Smart Life stores transformed from existing PC DEPOT stores already have achieved a certain level of recognition and regular customers. The key to their success is how many new service-oriented customers they can acquire. Smart Life stores can be set up even if the location is less than favorable. As the service grows, and the percentage of total sales that it represents increases, profitability will

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further improve as a result.

Costs for renovation are lower than those for opening new stores. Moreover, a marked impact can be noted. The same expenditure required to open a new store with an area of 400 to 500 *tsubo* could instead be used for renovating four stores each with an area of 300 *tsubo*. Furthermore, the probability of recouping investments is higher, and the returns are also higher. Therefore, such moves are given first priority.

On the other hand, there still remains considerable room for new Smart Life store openings. As a store focusing on providing services, we estimate there are approximately 200 locations where these stores could be opened. The Company will first open stores primarily in the Kanto region to enhance its brand power through providing community-based services.

Unique service program members

The inspiration for this business model dated back more than 10 years. President Nojima aimed to make customers of people who were not skilled at using PCs. He tried to provide free help to people who were unable to use PCs easily and those who wanted to reset their frozen PCs.

Next, he gave priority to serving "people who have difficulties." He dug deep into the technical support business and made it a tool for differentiating his company from others. Thinking that it would be more convenient to receive service continually by paying monthly fees than paying fees every time a technical problem occurred, he launched a monthly fee system in 2005. Today, the service has been refined into a scheme that can provide services when users face any type of technical trouble. The convenience of the premium service has been enhanced as more women and families use PCs.

Premium members have been increasing at a very high rate. However, this does not make money in the short term. The Company needs to make an up-front investment for each router which takes a year to recoup from the monthly premium service fees. However, once the initial outlay has been covered, profit is generated at a fixed rate from the second year onward.

Convenience of PC Clinics

PC DEPOT's PC clinic service, Dr. Smart, offers free consultation and free diagnosis for any products including those purchased at other stores without the need to make a reservation. For fixed fees, the Company provides repairs and other services for Windows, Mac, smartphones, tablets, data, and assembled computers. The Company offers highly convenient services for a variety of purposes such as initialization, configuration, upgrading, exchanging, data backup, data salvage, and security measures. As premium members will gain free access or significantly reduced fees for the available services, they will receive strong value from their membership.

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PC technical services (example) of PC Clinics (Dr. Smart)

| | | (yen) | |
|--|--|----------------|---------|
| | | Premium member | General |
| Regular maintenance | Windows | 0 | 48000 |
| | Mac | 0 | 43000 |
| Recovery work updates | Windows | 7000–11000 | 35000 |
| | Mac | 7000–11000 | 25000 |
| Special for simultaneous PC purchase PC setup service - regular | Windows | 6000 | 32000 |
| | Mac | 14000 | 35000 |
| Data | Data backup for a PC under repair | 7000 | 32000 |
| | Data backup for a PC that does not start | 12000 | 37000 |

(Note) "Premium member" and "General" indicate the Company's members and non-members, respectively.

4. Future development: Enhancement of the connection with members and development of the related population

Changes in the business environment: New Lifestyle

The coronavirus pandemic has led to a significant increase in online response needs. Meanwhile, sales of products that are not urgent purchases have decreased. Needs have increased more than ever before for PC replacement, network environment improvements, online learning using tablets, online calls and video calls using smartphones, etc.

In response, the Company is working to 1) accurately understand service needs, 2) serve members on a priority basis, 3) focus on urgent support, 4) reflect such needs in planned demand, and 5) acquire new members.

The Company's first management priority during the coronavirus pandemic is to ensure the effectiveness of safety measures as much as possible. Each employee is expected to act by prioritizing the safety of employees and customers by paying attention to his or her own personal life as well as workplace environment. On this basis, employees work to improve and support customers' digital lives.

As customers now come to stores mainly on an appointment basis, they are less likely to experience a crowded situation or to have to wait a long time as was the case before. Customer traffic does not sharply increase or decrease and has become evenly distributed.

With regard to the New Lifestyle initiative, demand is increasing on the back of the following developments: 1) inquiries about purchasing new PCs to replace old models in order to use online services effectively and improving one's Internet environment, 2) how to use online learning and

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remote communications, 3) revision of the new service usage fees, and 4) growth from existing to new members.

The government's policy to promote digital transformation (DX) is drawing attention in the form of remote working and remote schooling partly due to the effects of the coronavirus. To promote DX at home, Digital Consultant by family, a type of service in which the Company is a forerunner, will be crucial. The Company has been focusing on publicity and advertisement, sending the message of joining up with a Digital Consultant to create a new digital life.

| PC DEPOT's Vision and Mission | |
|-------------------------------|--|
| Vision | "Eliminate the digital divide." <ul style="list-style-type: none"> • Eliminate the digital divide that arises from differences in age, gender, income, education, and place of residence. |
| Mission | "Bring Digital Consultants to all homes." <ul style="list-style-type: none"> • By promoting a dedicated team system to provide one-stop support services in order to support customers' digital lives at home so as to become their Digital Consultants, • we will help our premium members to design their future digital lives, • thereby promoting digital life consultation services to create demand with planned proposals. |
| Current strategies | Shifting to management focused on LTV (lifetime value) <ol style="list-style-type: none"> 1. Expansion of stores and commercial areas, development of new-style stores <ul style="list-style-type: none"> • Promotion of the Key Station concept: Creating a value creation network with family members • Promotion of renovation into Smart Life stores • Development of a new-style store (Connected Mobile Store) 2. Development of new services, expansion of promotional activities <ul style="list-style-type: none"> • Strengthening of collaboration with companies (e.g., Asahi Culture Center (online lectures) and Kanagawa Shimbun) • Participation in the SMBC Elder Program • Provision of Benefit One services • Plan to launch a wide range of advertising activities (e.g., television commercials) 3. Expansion of hiring and education <ul style="list-style-type: none"> • Focus on hiring more new graduates • Acceptance of 200 employees from HIS under an employment sharing arrangement • Strengthening of Digital Consultants |
| KPI | ARR of NCS (New Customer Success members), number of subscription members, APRU and CRR |

Establishment of a new vision and mission

The Company renewed its vision and mission in 2020. This new vision is to "eliminate the digital divide that arises from differences in age, gender, income, education, place of residence, and so on,"

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while the new mission is to "bring Digital Consultants to all homes."

The Company is promoting a dedicated team system to provide one-stop support services in order to support customers' digital lives at home so as to become their Digital Consultants. The dedicated Digital Consultants will work with premium members to plan their future digital lives and to introduce products and services based on said plans, which will lead to the creation of planned demand.

Working from home, online learning, online life, and online social exchanges have accelerated. At home, people may have thought that smartphones were all they needed, but now they must also be able to use PCs effectively again.

"Digital Consultant" declaration

The Company believes that three out of four households do not have a Digital Consultant. This view is based on the collective opinion of employees working at our stores. It is rare for customers to have among their family members a reliable person to consult about their digital needs. "We can become that Digital Consultant." This is how our new mission was born.

A team of Digital Consultants (Works) for premium members consists of 3 to 5 consultants and covers 500 to 800 households. As such members are families, the number of persons covered by a team is estimated to be 1,500 to 2,500 in total. Digital Consultants make comprehensive proposals on digital utilization from a lifecycle viewpoint and identify potential future needs. They do not adopt an attitude of pushing products to increase sales. While obtaining referrals to family members and friends, colleagues, neighbors, etc., Digital Consultants will work to increase the related population among covered households. In this way, they will acquire new members.

From sales to producing value

In May 2018, President Nojima released a four-page document entitled "To Stakeholders" that outlined his thoughts which was a highly significant step.

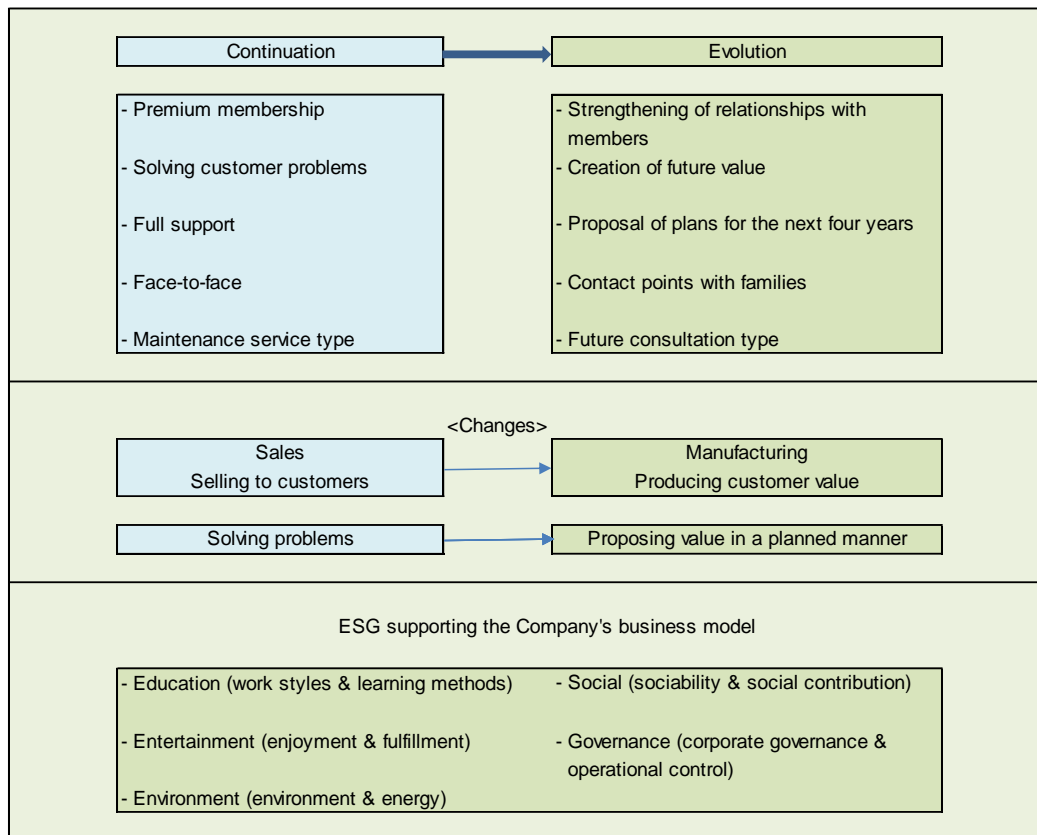
First, he deemed business operations to be productive for creating long-term value. While AI and robots were attracting attention, he wrote about "expansion of human production domains."

Second, President Nojima cited the following corporate values: i) Social (sociability and social contribution); ii) Environment (the environment); iii) Education (work styles and learning methods); iv) Entertainment (creation of new value, such as enjoyment, based on human efforts); v) Governance (corporate governance and operational control). These were referred to as EEESG ("Triple ESG") by adding two Es to ESG.

Third, for education, President Nojima proposed shifting to new work styles in consideration of the stability of life and productivity, as well as the enhancement of humanity and productivity. Stressing the importance of future design, he cited a consultant designer and engineer-artisan.

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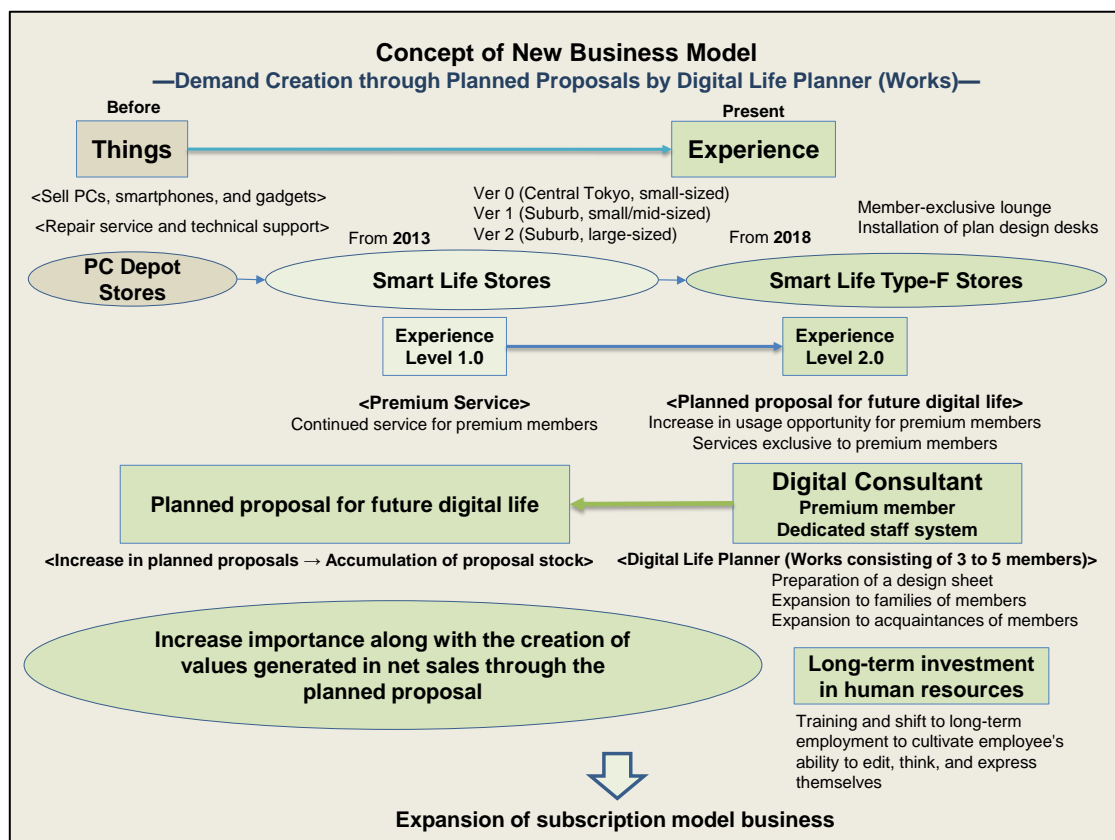
Evolution of PC DEPOT's business model



Fourth, President Nojima attached importance to entertainment, seeking to provide venues to deliver satisfaction to customers where: i) customers find satisfaction when they visit stores; ii) PC DEPOT staff can share and deliver satisfaction and create a future by providing the customer a feeling of being cared for; iii) customers find gaming enjoyable; iv) customers enjoy learning about new ways of using devices; v) customers find assembling devices enjoyable; vi) customers feel secure when seeing their IT devices being inspected; and vii) customers find it fun to come to stores along with family members and make future digital plans together.

Fifth, to deepen communication with stakeholders through mutual exchange of information, President Nojima installed officers dedicated to v) AR (associate relations), vi) PTR (partner relations), vii) MR (member relations), and viii) ICR (intercompany relations) in addition to the existing officers in charge of i) CCC (customer communication centers), ii) CR (call centers), iii) IRSR (investor shareholder relations), and iv) PR (public relations). AR will serve as the contact point with employees and their families, PTR as the contact point with business partners, MR as the contact point with members, and ICR as an internal public relations contact point.

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Full-scale rollout of Digital Consultant with the trademark registration of Digital Life Planner

Since summer 2018, the Company has been shifting to a digital life consultation-based business model. Premium members are supported by teams called "Works," each of which is composed of three staff members: (1) consultant designer and (2) engineer-artisan. This model became fully operational in stores since autumn of the same year, and the employee performance evaluation scheme was updated accordingly. The Company has been expanding this activity since spring 2019.

With the trademark registration of Digital Life Planner having been completed in May 2019, this term may be used only by the Company. Personnel dedicated to the Digital Life Planner comprise a Works (a term used internally by PC DEPOT) of three to five members, and this Works plans future digital life together with premium members. The Digital Life Planner will systematically create digital value, which focuses on the family and consists of all types of digital devices, in the lives of our premium members. The Company will expand the service through word-of-mouth with our members' friends and neighbors.

This plan will be compiled in the design sheet, which specifically schematizes a plan up to three to four years into the future and will be shared among the team members. It is a tool for the team to engage the families of our premium members, and it makes it possible to conduct careful and detailed

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consultations. As the relationship grows closer, the proposal will entail the things that are really necessary and that add value, and it will be actualized as planned demand.

The benefit to the user will be prioritized first, which in turn will create demand that will generate profit for the Company.

The team of Digital Life Planner will systematically provide consultation to associates of the membership system, which the Company has cultivated over the past 10 years. The Company builds this system and reinforces the cycle of subscription-based business into an even stronger model.

The key will be human resource development, and the president himself is leading this effort. This business model was borne out of the president's personal concept: how to increase the customer's digital assets and enrich their lives. It is not about the consumption of physical goods, but enhancing the experience. The Company named this concept "Experience Level 2.0," and it is nurturing human resources to realize this concept.

To achieve this purpose, the Company is planning for the evolution of Smart Life stores in the area of store creation. In the remodeling of stores into Smart Life Ver 1 Type-F stores, lounges that can only be accessed by premium members will be created and Plan Design Desks, where the customer will develop solutions together with the Digital Life Planner, will be installed.

Formation of teams

A Works that consists of three to five members has three benefits. 1) The working style of a Digital Life Planner is more enjoyable in comparison to conventional working styles; 2) Members of the team will work together, which will accelerate the growth of members; and 3) From the perspective of premium members, they will be supported by three staff members who all share the member's needs through the design sheet, conveying the feeling that the service level is being upgraded.

Works will have its own objective as a team, and it will contribute to increase in net sales by actualizing the demand created through planned proposals. Instead of pursuing sales in a flow, the Works only needs to accumulate future digital assets according to the plan.

The Company hired 89 and 130 new graduates in April 2021 and April 2022, compared to the 70 and 100 new graduates hired in April 2019 and April 2020, respectively. Applicants must meet all of the following requirements: 1) attend a briefing session held at the headquarters, 2) submit a report on a specified issue to move on to the second interview, 3) submit a collage to undergo a job interview with directors, and 4) receive an employment guarantee notice after the Company obtains their parents' approval. These requirements are relatively severe, making it difficult to join the Company.

The Company emphasizes that it is not a mere retailer of PC products but a creator of digital life value for the new digital society through face-to-face communication with customers. Its business model is extremely advanced and epoch-making. As such, the presentation of its business is popular

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among students, which has led to a remarkable increase in the ability level of successful applicants.

Devising future roadmaps (design sheets) is the key

Under the president's leadership, personnel will create collages of new value creation (a bird's-eye view summarizing ideas currently in mind) and devise roadmaps (design sheets) suited to individual customers.

This will not be a matter of simply providing new smartphones and having customers buy them as replacements. Each officer and each customer should work together to consider the customer's digital life over the next four years, based on which the former will provide a planned proposal and create value in a planned manner.

For premium services, PC DEPOT creates value based on planned proposals. While coming to understand new ways to use devices through such planned proposals, customers are encouraged to buy new products as replacements. New product launches do not motivate replacement purchasing. Customers want to buy replacement products that meet their needs when appropriate. What happens at that time? If a consulting service has been properly provided, the customer will want an item that has high quality and functionality. It will certainly be convenient to know how to use it. This is the fundamental reason the Company attaches importance to face-to-face customer interactions.

Each officer will write customers' needs down to devise roadmaps, making it easy for customers to imagine their digital lives over the next four years. Although devising roadmaps is burdensome, doing so will make it easier to provide proposals for the future. As such customers are premium members, they can be contacted properly. By giving proposals for planning and spending, officers can reliably retain customers.

Experience-based menu and members lounge at Smart Life stores

In terms of specific actions taken to create planned demand, the Company is expanding the experience-based product menu. Members can experience and learn, among other things, PC assembly, programing, and the creation of original postcards and New Year's cards. At Smart Life stores, members can enjoy various experience in a members' lounge.

The Digital Consultant within the Works talks to members (subscribers) to find interested users among families. Therefore, the ability of this store to win customers for such experience-based services is markedly higher than other stores.

Further renovation of Smart Life stores

The Company has made significant progress in store renovation. The transition from the previous PC DEPOT stores to Smart Life stores (SL stores) has made considerable progress. The next stage is

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to focus on further renovating SL stores in order to make them into consulting-oriented stores that focus on premium members. For example, a new floor layout that has a wider member's lounge is being adopted.

Store innovation is also underway. The Works designs planned proposals for premium members through discussions with such members at the store. These discussions occur in the premium member lounge. This lounge has none of the fixings of the floor layout of a conventional PC store, such as a communication area, product displays, experience area, and workshop.

Each phase of renovation costs only tens of millions of yen. This is not a large burden because it can be funded within the regular cash flow. In addition, the Company is opening new PC Clinics. Three to five PC Clinics together are expected to generate a business scale equivalent to that of one Smart Life store.

New store openings, conversions, and renovations into Smart Life stores

| | Mar. 2014 | Mar. 2015 | Mar. 2016 | Mar. 2017 | Mar. 2018 | Mar. 2019 | Mar. 2020 | Mar. 2021 | Mar. 2022 |
|-------------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| PC DEPOT stores | | | | | | | | | |
| Directly-managed/subsidiaries (new) | | 3 | | | | | | | |
| Smart Life store (new) | | 1 | 3 | 2 | 1 | | | | |
| Smart Life store (renovated) | 4 | 10 | 7 | 5 | 8 | 6 | 6 | 9 | 3 |
| Digital Store for Your Daily Life | | | | | | | | | 1 |
| PC Clinics | | | | | | | | | |
| Directly-managed (new) | | 2 | | 1 | | | 5 | 1 | |
| Yokohama Key Station | | | | | | | | | |
| Total | 4 | 16 | 10 | 8 | 9 | 6 | 11 | 10 | 4 |

New concept facility, "Yokohama Key Station (YKS)," to open in July

PC DEPOT will launch the Yokohama Key Station (YKS) as part of a value creation network with members' families. It is scheduled to open in July 2022.

The YKS will be a base for the provision of information to members. It will be annexed to the new headquarters building. The Company will invite members to a space with a capacity of 200 to 300 people for new experience related to digital life. The Company's personnel and members will share various scenes concerning life and digital technologies, and planned demand will be derived from their learning and realization through this experience. The YKS will also engage in Internet broadcasting. Programs and other contents can be archived.

As a mother base for PC DEPOT's Smart Life stores, it will address in a comprehensive manner any and all customer needs that cannot be handled adequately by individual stores. Specific transactions (purchase of products and services) will be realized at each member's own store.

The YKS will be a place and a base for the provision of information. It is a marché (plaza) for "people × experience" and will function as a hub of the network.

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The amount of investment in the YKS is equivalent to investing in 10 regular stores. An investment in a regular store would require 150 million yen for the building and equipment and 100 million yen for inventory. As the YKS will not require inventory, the required investment will be 150 million yen multiplied by 10. The Company plans to leverage this as a marketplace and a base of the provision of information in inside sales to existing members.

A member can visit the YKS physically or share information online to get a hint for a new digital life, which will lead to an appointment for experience. Actual services will be delivered to the member by their nearby local store.

General customers cannot visit the YKS by themselves, but a member can bring them to the YKS under a special arrangement. The YKS is a place where members will be provided with experiences, rather than products to purchase. Its contents will be supported by PC DEPOT. It is similar to the services provided by some of the experience-type stores of Marui or b8ta, which is headquartered in the U.S. Or perhaps to those of Apple Stores.

President Nojima has been developing this concept for the last three years and put it into practice in conjunction with the relocation of the head office. The first Key Station will open in Yokohama, but if it proves successful, then similar bases could also be opened elsewhere.

Innovative new head office

The new head office in Yokohama started its operations in February. It is in a totally new space, which is wonderful. The office is open and totally non-territorial, and there is also a studio for Internet broadcasting.

The Company invested 1.5 billion yen in this new head office with twice the floor space as the old head office. It is housed in a leased space on the 18th and 19th floors of Yokohama Gate Tower (10 minutes from JR Yokohama Station and one minute from Shin-takashima Station on the Minatomirai Line). The 19th floor is used for the head office and the 18th floor is used for the YKS, which are connected via inner stairs.

Various events will be planned. Programs (contents) will be edited here and broadcasted to members. While this YKS will function as a central base, Smart Life stores all over Japan will function as satellite stations for members.

Beginning with the "Kanagawa Shimbun Digital Friendship Association"

Its business operations will focus on 1) maintaining close communication with existing members to generate upselling of service-inclusive products for members; 2) planning large events that go beyond the scope of individual stores to generate event-driven inside sales to members; 3) proposing new workcations from here in conducting training for Works and new graduates and mid-career recruiting;

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and 4) promoting the creation of content through employees' voluntary and autonomous activities and with active participation of members, rather than pushing it in a top-down manner.

A new trial will be launched in terms of utilizing YKS. The Company will work with the "Kanagawa Shimbun Digital Friendship Association" (entry fee 5,500 yen, annual membership fee starting from 5,500 yen) to attract subscribers of the newspaper, who hold an interest in digital life, to YKS.

The Company will host hands-on events and attract hundreds of people to YKS. Fifty of our company's staff will demonstrate ways in which to leverage digital technology in various hands-on booths as if at a culture festival. YKS will serve as a gateway to promote memberships. Once the candidates convert to paying members, the Company will connect them with its Smart Life stores.

Various friendship associations in collaboration with department stores will kick off in the future. If customers of department stores are not sufficiently adopting digital technology in their daily lives, the Company's plan is to activate their membership by working with the Company.

Full-scale inside sales

With the goal to activate 400,000 households, the Company will focus on: (1) enhancing promotions (e.g., members-only publications), (2) full-fledged inside sales through utilization of YKS, and (3) development of talented Digital Life Planners.

At the same time, the Company will also concentrate on: (4) increasing customer locations and usage opportunities (system investment and renovation of existing stores), and (5) partnerships and collaborations with businesses and organizations (corporate partnerships, private partnerships, and regional partnerships).

In April, 130 new employees joined the company, and the Company plans to hire 150 new employees this fiscal period. Development plans aim to train and upgrade Generation Z employees into revenue generating staff.

In terms of regional cooperation, following the opening of "Digital Store for Your Daily Life" in Toyota City in March, PC DEPOT's "Digital Store for Your Daily Life" opened in BonBelta Narita, a department store in Narita City, in April. The Company will continue to expand these new store openings.

The Company issued the inaugural issue of its members-only magazine (250,000 copies) and will publish the second issue in June. The magazine will be designed to make an impact on the digital life of its members.

In terms of strengthening the impact of inside sales, the Company will first attract general members who are not NCS members to YKS, have them become familiar with the advantages of digital life and the Company's structure and services, and have them become NCS members. Then, as NCS members, they will systematically purchase service products. These activities will be carried out as part of inside

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sales.

New store: Smart Life Toyota "Toyota Digital Store for Your Daily Life"

The Company newly opened PC DEPOT Smart Life Toyota this March. This new opening is totally different from those in the past. This store is opened as "Toyota Digital Store for Your Daily Life" in T-FACE, a commercial facility operated by Toyota Town Management Co., Ltd.

In other words, it will be opened as part of a collaboration with Toyota Town Management in a location where needs and a well-developed customer base already exist, rather than developing potential customers solely through PC DEPOT's own effort. People have a strong need to enjoy a digital life as part of their daily lives. Developing people's ability to use digital technologies is important also from the perspective of public services in local communities.

In the area of "regional revitalization × digital technologies," PC DEPOT, a provider of life-supporting products and services, is expected to play more important roles more frequently. What is essential is to increase the number of members with whom PC DEPOT can create their digital life together, rather than merely to support smartphones and PCs. This is an area where social value and enterprise value intersect. The Company will focus on this.

Introduction of mobile stores: New SaaS

With respect to new-style store development, the Company is developing mobile stores. What are stores to PC DEPOT? They are no longer places to sell products. They are a place to meet family members, discuss and give advice on their needs, make proposals, and create digital lives together.

At present, stores wait for customers to visit them, and if necessary, a Works of Digital Consultants will visit each household. Telephone interactions have always been possible. The Company has come this far, and President Nojima is going to take the next step: a new form of SaaS (Software as a Service).

Stores can take diverse forms. The Company could provide a service base in the form of a vehicle that will visit customers rather than waiting for them to visit. Thus, mobile Smart Life stores are likely to appear.

Like a mobile library, these stores will come near customers' homes. A mobile store can go to a location where it would be convenient to have a conventional store, whether in a city center or a suburb. These mobile stores are not places to sell products. Mobile store staff will discuss and give advice on customers' needs, help them understand how they can receive services, and encourage them to become members. These are the opportunities that mobile stores will provide.

It would be convenient if customers could discuss their needs by making an appointment like a medical examination car for regular medical checkups. Mobile stores can also be a place for having

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fun through coordination with other services. They can be described as "mobile digital life centers," which is an interesting concept. If a sizable customer base is formed in the neighborhood, the Company could then open a new store nearby. Alternately, the Company could induce such customers to visit remote stores. A physical store may not be necessary if customers start to visit a remote store by PC or smartphone.

"Mobile digital consultation" vehicles providing complete support for digital transformation of the local community

As part of its "Connected Mobile Store" initiative, PC DEPOT has entered into a comprehensive alliance agreement with Shiwa Town, Iwate and JAPANDX Inc., a subsidiary of Eltes Co., Ltd. (Code: 3967, TSE Mothers), in November last year to operate Connected Mobile Stores, which will be equipped with digital solutions and will provide "mobile digital consultation" in various areas in the town. This service started in January 2022 as a measure to support digitalization of local residents.

Shiwa Town is located in the south of Morioka City, serving as a bedroom suburb. A partnership with PC DEPOT, which is promoting Digital Life Planner (Digital Consultant to households) and has stores in Morioka City, was requested as it was considered to be effective in promoting a more effective use of Shiwa Navi, an application developed jointly by the town and JAPANDX Inc., a subsidiary of an IT venture company Eltes Co., Ltd.

The operation of mobile digital consultation vehicles started here and is expected to be expanded for broader use.

Service-inclusive products for premium members

| | | |
|-------------------------|--|-------------------------|
| MacBook | PC Tablet Smartphone Router Camera Printer Audio Speaker Keyboard Display Magazine | Education&Hobby PC |
| iMac | | VAIO Mobile |
| iPad | | FMV Mobile |
| iPhone | | Mobile router |
| Apple Watch | | iPad + Magazine |
| Apple TV | | Wireless printer system |
| MiDi keyboard | | Pen tablet |
| Sound Bar | | Access Point |
| MacBook Pro | | 4K wide display |
| Wireless speaker system | | Digital camera |
| Multi-audio component | | |
| Stereo record player | | |

NOTE: Premium members may select services in which any of the above products are combined.

Provision of "Member-service-inclusive products"

Of sales generated through our solution services, the percentage of service-inclusive products is

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around 10%. It is a consultation service based on planned proposals, so it does not involve pushing products onto the customer. We expect this ratio to gradually increase over time.

Service-inclusive products are now referred to as "Member-service-inclusive products" to clarify the concept. In other words, this means that a customer can purchase service-inclusive products only after becoming a member of the Company's program. Of course, it is possible for a customer to purchase just products only. The customer may also select an appropriate service from various service menus. However, the Company will strive to improve the mechanism that attracts members for a long time, by further meeting customers' needs and increasing customer satisfaction through services and products combined together.

These service-inclusive products will start contributing to earnings with a slight time lag. These products have a mechanism similar to four-year installment sales, where the Company makes great efforts at the time of sale to offer services. Since the cost will be collected as part of the monthly service fees, these products will start contributing to earnings after six months to one year.

Changes in gross profit of products and services (provisional)

(millions of yen, %)

| | Mar. 2014 | | Mar. 2016 | | Mar. 2018 | | Mar. 2020 | | Mar. 2021 | |
|---------------------------------------|-----------|-------|-----------|-------|-----------|-------|-----------|-------|-----------|-------|
| Overall sales (consolidated) | 53772 | 100.0 | 51729 | 100.0 | 43590 | 100.0 | 39137 | 100.0 | 38312 | 100.0 |
| Service sales (consolidated) | 16194 | 30.1 | 24631 | 47.6 | 24566 | 56.4 | 22878 | 58.5 | 22558 | 58.9 |
| Goods sales (consolidated) | 37578 | 69.9 | 27098 | 52.4 | 19024 | 43.6 | 16259 | 41.5 | 15754 | 41.1 |
| Cost of services (Isolated, Estimate) | 4676 | 28.9 | 7443 | 30.2 | 6845 | 27.9 | 6068 | 26.5 | 5632 | 25.0 |
| Overall gross profit (consolidated) | 18273 | 34.0 | 21715 | 42.0 | 20044 | 46.0 | 18453 | 47.1 | 18076 | 47.2 |
| Service gross profit (provisional) | 11518 | 71.1 | 17188 | 69.8 | 17721 | 72.1 | 16810 | 73.5 | 16926 | 75.0 |
| Goods gross profit (provisional) | 6755 | 18.0 | 4527 | 16.7 | 2323 | 12.2 | 1643 | 10.1 | 1150 | 7.3 |

NOTE: Goods sales include other services (royalties, Internet-related).

Figures in the column next to sales amount are a ratio of each segment sales to overall sales.

Provisional values are not necessarily accurate; these are approximations as reference data.

The quality of services is its source of competitiveness

The Company does not merely sell hardware such as PCs and tablets, but offers services. This is a system under which convenient solutions are provided on a continual basis for a monthly fee. Some 60% of visitors to PC Clinics are those who bought products at other stores. That means they are interested in something other than low prices. PC Clinics support PCs owned by our customers, which brings about efficiency.

When considering the profits generated by products sales and from service sales from a perspective of operating income levels, a clear-cut breakdown of levels classified into products and services is nearly impossible to achieve. The reason why this cannot be done is that the Company's management does not differentiate between products sales and service sales. Even though each staff member at

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stores has their own role, everyone provides both products and services. These sales are not differentiated when assessing employee performance. One pattern used involves a customer buying a product and subscribing to a service, thus becoming a regular customer of PC DEPOT, who naturally comes back again to buy some other product.

However, even when profits derived from product sales and from service sales are viewed from the perspective of operating income under certain prerequisites, the structure in which service sales are highly profitable remains unchanged. In the competition to capture this demand for services, the Company has an advantage that is furthered by its track record over the years and its personnel. Originally, the Company core policy that differentiates it from competitors is providing services requiring time and effort for those customers who are having difficulties using their purchases, but not for customers who do not require any follow-up services after purchase. Such customers are the main target of other companies.

Balance sheets

(millions of yen, %)

| | Mar. 2016 | Mar. 2017 | Mar. 2018 | Mar. 2019 | Mar. 2020 | Mar. 2021 | Mar. 2022 |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Current assets | 25381 | 26123 | 25702 | 24589 | 23823 | 26899 | 24478 |
| Cash and deposits | 4754 | 7726 | 10597 | 9542 | 8383 | 11408 | 10205 |
| Accounts receivable-trade | 13249 | 11202 | 8514 | 9039 | 9421 | 9364 | 10037 |
| Inventories | 6128 | 6103 | 6125 | 5642 | 5695 | 5704 | 3596 |
| Fixed assets | 9622 | 9506 | 9351 | 9031 | 9220 | 10324 | 13924 |
| Tangible fixed assets | 5041 | 4857 | 4440 | 3977 | 4362 | 5213 | 8783 |
| Guarantee deposits | 1810 | 1750 | 1703 | 1647 | 1639 | 1585 | 1532 |
| Lease deposits | 1323 | 1403 | 1332 | 1338 | 1226 | 1648 | 1608 |
| Total assets | 35004 | 35629 | 35053 | 33620 | 33043 | 37224 | 38402 |
| Current liabilities | 12271 | 6786 | 6279 | 5499 | 5059 | 6436 | 5950 |
| Accounts payable-trade | 1245 | 1230 | 964 | 958 | 875 | 869 | 878 |
| Short-term loans payable | 5200 | 0 | 0 | 0 | 0 | 0 | 0 |
| Long-term loans payable (within one year) | 1044 | 2125 | 2243 | 1594 | 1286 | 2187 | 2581 |
| Fixed liabilities | 1347 | 5830 | 5523 | 3962 | 2725 | 4268 | 6055 |
| Long-term loans payable | 751 | 5265 | 4952 | 3358 | 2071 | 3584 | 4854 |
| Net assets | 21334 | 23011 | 23250 | 24159 | 25259 | 26518 | 26396 |
| Interest-bearing liabilities | 6996 | 7391 | 7195 | 4952 | 3358 | 5771 | 7499 |
| Interest-bearing liabilities ratio | 20.0 | 20.7 | 20.5 | 14.7 | 10.2 | 15.5 | 19.5 |

Major capital investments undertaken – A sound balance sheet

Capital investments made in the term ended March 2022, amounted to 4.5 billion yen. Of this, 1.87 billion yen was spent on the new head office and Key Station, 1.0 billion yen on the purchase of a workcation site in Karuizawa (1,700 tsubo), and the remaining 1.5 billion yen was allocated to standard store renovations, etc.

Cash flow from operating activities amounted to approximately 2.4 billion yen, so usual investments are within this range. Long-term borrowings at the end of March increased by 1.7 billion yen from the end of the previous term to fund investments in the new head office and site in Karuizawa.

While there were two special capital investments made during the previous term, no major project

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is currently planned for the current period. Therefore, the level of capital investment is expected to return to normal levels. More specifically, capital investment is expected to remain at 1.6 billion yen per year.

The B/S at the end of March demonstrates a 2.108 billion yen reduction in inventories, due to the fact that the Company minimized its inventory lineup to items that are suited to NCS members. Inventory is expected to reduce slightly this fiscal period as well. The Company plans to hold cash as working capital equivalent to three months' worth of monthly sales.

In the first half of the term ended March 2021, the Company borrowed 4.5 billion yen as working capital, including funds used for coronavirus response. Although the Company borrowed funds in preparation for an emergency as part of its coronavirus response, during the subsequent half year, the Company has had no particular capital needs. The Company did not experience any increase in payment postponement or delays from corporate and individual customers.

Cash flow trends

(millions of yen)

| | Mar. 2016 | Mar. 2017 | Mar. 2018 | Mar. 2019 | Mar. 2020 | Mar. 2021 | Mar. 2022 |
|---------------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Cash flow from operating activities | 516 | 4292 | 5045 | 2563 | 2029 | 3350 | 2393 |
| Net profit after tax | 2742 | 1325 | 2282 | 1348 | 1905 | 1946 | 45 |
| Depreciation | 897 | 943 | 919 | 834 | 752 | 794 | 901 |
| Accounts receivable | -3640 | 2034 | 2687 | -525 | -381 | 56 | -944 |
| Inventories | 420 | 24 | -21 | 482 | -53 | -8 | 2139 |
| Accounts payable | -449 | -16 | -282 | 14 | -80 | -5 | 8 |
| Cash flow from investing activities | -970 | -1090 | -297 | -721 | -949 | -2072 | -4539 |
| Tangible fixed assets | -604 | -830 | -450 | -369 | -729 | -1665 | -4352 |
| Intangible fixed assets | -291 | -178 | -68 | -297 | -272 | -45 | -109 |
| Free cash flow | -454 | 3202 | 4748 | 1842 | 1080 | 1278 | -2146 |
| Cash flow from financing activities | 2837 | -229 | -1876 | -2897 | -2238 | 1747 | 944 |
| Long-short term borrowings | -767 | 394 | -195 | -2243 | -1594 | 2414 | 1665 |
| Common stock issuance | 3983 | | | | | | |
| Common stock repurchases | 0 | -5 | -1006 | 1 | 5 | -1 | 0 |
| Cash dividends paid | -380 | -612 | -660 | -652 | -644 | -654 | -706 |
| Cash and cash equivalents at end-term | 4754 | 7726 | 10597 | 9542 | 8383 | 11408 | 10205 |

As net sales have decreased, the Company now has a lower need for working capital. It was able to sufficiently fund the capital investment for store remodeling with its internal funds (retained earnings and depreciation).

There are no major financial concerns. So, how should the Company make efficient use of its free cash flow going forward? The Company will be able to put more effort into investing in human resources and start to create the next business model as well as consider R&D-type open innovation.

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As a financial strategy, the Company considers a sound financial position to be an equity ratio of at least 50% and a degree of indebtedness within 25%. Thus, it has sufficient capacity to make further investments.

Response to the rise of Internet shopping

There is some concern that Internet shopping might be a threat to over-the-counter sales. In fact, some people browse products at stores but actually buy them online, because of the lower prices.

This scenario is fine for those users who are able to make full use of their newly purchased hardware. However, others are in great need of convenient services in case they do not understand how to use their new hardware fully or are faced with some problem. That is where the Company has a chance to show what it can do. Basic sales of products such as iPhones or iPads do not make much profit. But if customers subscribe to premium services, the relationship with them can be maintained for a long period of time, and service sales will contribute to earnings. In that sense, the Company is continuing to handle new products in a proactive way.

Strengthening business alliances

To acquire new members, the Company is expanding business alliances. For example, it has participated in Sumitomo Mitsui Banking Corporation's SMBC Elder Program. The Company plans to help enrich the lives of Program subscribers, focusing on their digital life.

The Company has also teamed up with Benefit One Inc. to provide its "Benefit Plus" service to premium members. This is a welfare service that can be used by families. Under this arrangement, premium members can choose from among 1.4 million service choices to use at a preferential price in exchange for a monthly charge of 500 yen. These options include a wide variety of services, such as lodging, eating, and drinking, leisure, long-term care services, childcare, e-learning, online fitness, etc.

Devotion of full efforts to human resource development and teambuilding

Human resource development is the key for team building. President Nojima has been devoting 70–80% of his time to human resource development. Opportunities for all the staff to get together and listen to plan announcements for discussion have increased from once a year to three times a year. In addition to regular employees, part-time and other non-regular employees engage in direct dialogue with top management.

A Works, which is a team comprised of persons in charge, draws up the future roadmaps (design sheets) of members (subscribers). It is these roadmaps themselves that are the assets that will generate demand sooner or later. This future consultant is the very business model PC DEPOT aims for.

Members (subscribers) are invited to come to the store to discuss their family's future digital life

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plan with a dedicated team of three to five persons in charge. It takes time at first, and not much business is generated. However, as the roadmap gradually becomes clear, members will understand what digital life can be incorporated to create joy for themselves and their spouse, children, and parents.

Pursuit of uniqueness and initiative to increase the related population

President Nojima calls the method the creation of the related population. This is to increase the population of people who are involved in the work of PC DEPOT and to create new values from the network in the population. PC DEPOT aims to become a creative company that increases related population.

President Nojima has devised unique strategies to avoid competition as much as possible. He has created a way to avoid competition with both the e-commerce of Internet companies and consumer electronics superstores. Even now, the Company does not provide customers with any rewards points for sales. It intends to compete in terms of gross margin ratio rather than sales amount.

The past few years were a period of transition to the new business model, but its direction and contents have been greatly clarified. As consumption of services is strong, support needs for devices continue to be high. Although mass retailers are also trying to shift to a service-based business model, they have in reality not been successful.

What is the difference? In a business model in which gross margin is earned by product sales, companies cannot secure short-term profit unless they pursue flow-type profit. It is difficult for them to patiently pursue stock-type profit completely ignoring flow-type profit. It is nearly impossible for them to be patient for several years accepting current losses.

Then, why can PC DEPOT now realize the shift to a future Digital Life Planner business model? Because the subscription by premium members has already been well established. The Company has a strength as a forerunner that is 10 years ahead of others. For this reason, while PC DEPOT can realize such a shift, it is considerably difficult for other companies, such as consumer electronics superstores, to do it.

Aiming to expand the customer base: Strengthening new member acquisition based on planned proposals

There are not many people in their twenties among the members of the Company. They are mostly people with children who want to enjoy a digital life. Seniors who are parents of these people are also active as digital seniors. As it is women who are usually the key people in a family, the Company is also putting effort into support for women's digital life.

New member development in addition to existing members (subscribers) has also been started.

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While existing members are the main segment, demand creation is led by products. Once the subscriptions of new members increase, costs for the provision of services are incurred first and will be recovered later.

The shift to the business model in which the Company supports customers' digital lives and makes planned proposals to create demand is making steady progress. Thus far, the Company has prioritized services to existing members, but it places greater focus on the acquisition of new members because the internal structure to support such efforts has been improved. Until last year, the Company focused mainly on the promotion of new member acquisition via referrals from existing members and upon PC purchases. Since this year, the Company is putting more effort into acquiring new premium members through advertising and other means. In fact, the Company also focused on providing experience-based products. As a result, the number of new members is increasing.

Aims to enter the expansion phase with the concept of *icchisoshin* (team-based value creation and innovation)

President Nojima is telling employees that business sustainability lies where social contributions and earning power coexist. Now that human resources have been developed, the Company is about to enter a new phase in which it will put its business model into practice to achieve business growth.

The Company is ready to push forward with new business strategies by leveraging value creation as a member of a Works and through the expansion of Works. President Nojima calls this "*icchisoshin*" (team-based value creation and innovation). To put it plainly, team members will be united to work together to create benefits to customers (value) and business profit (value) by bringing a new mechanism (innovation) there and putting it into practice. This requires autonomous management and ethical standards. The Company is also working on employee education to realize this.

The framework of NCS-based business model has been completed. Works-based human resource development is ongoing. While maintaining dialogue with premium members, a Works of three to five members supports recruitment activities, invites a successful candidate to join the Works, and then divides itself in an amoeba-like manner into two Works to create a new Works.

In other words, the Company has put a teal (evolutionary) organization model into practice, rather than seeking to drive the organization in a conventional, top-down manner. The today's younger generation is sympathetic with this type of organization model more than others. This is a suitable mechanism for the Company to promote the business to support the GIGA initiative, which aims to provide a PC together with the telecommunication capability to every elementary and junior high school student and to utilize them for education.

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5. Near-term operating results: Up-front investment to acquire NCS (new customer success) members

New developments started

The term ended March 2021 saw the net sales of 38,312 million yen (down 2.1% YoY), operating income of 2,893 million yen (down 1.6% YoY), ordinary income of 2,935 million yen (down 2.7% YoY), and net income of 1,854 million (up 7.9% YoY).

New developments started in the second half of the term ended March 2021: 1) the development of new-style stores to expand the areas, 2) the expansion of advertising and publicity taking into account the development of new services, and 3) the hiring of new employees and wider provision of training.

In December 2020, the company ran a full-page advertisement in the national edition of the Nihon Keizai Shimbun. Taking the form of an interview with the President, it featured two themes: 1) the change in the digital environment in Japan starting from the home and 2) bringing Digital Consultants to all homes. In addition, television commercials began airing. One response to the television commercials was "I thought that PC DEPOT ran shops specializing in PCs, but it seems that we can consult with them freely," and another was "PC DEPOT seems to be shifting to PC services, and I understood the content of its services for the first time."

There is a growing understanding of PC DEPOT's business model among customers, business partners, and employees' families. This advertising does not have large sales promotional effects in terms of immediately attracting customers to stores, but the recognition level for Digital Life Planners is rising as television commercials talk about them using an easy-to-understand term: Digital Consultants.

The business model for Digital Consultants has been clarified. Amid the COVID-19 pandemic, there was a growing need for digitization and online communication in the home. In dealing with customers, priority is given to members, but it has become necessary to reinforce the personnel of Works. The number of workers who are either hired as new graduates or converted from part-timers to regular employees was increased from about 100 in April 2020 to 140 in 2021.

Employment sharing, a scheme to accept loan employees from businesses that are struggling amid the COVID-19 pandemic, began in March last year. The Company has accepted 150 employees from travel company HIS in the initial phase, who have joined each of its Works and work with its employees. The cost of the loan employees will be paid partially by the Company, but partly because of government subsidies, both PC DEPOT and HIS can make effective use of this scheme.

Changes in accounting standard for revenue recognition: Impact is insignificant

The Company adopted a new accounting standard for revenue recognition in the term ended March

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2022. The impact is attributable to agency transactions and the allocation of transaction price. The first change pertains to agency transactions. The Company is required to recognize revenue on a net basis (net of purchases, etc.) rather than a gross basis for product sales and the provision of premium services that fall under agency transactions.

The second change pertains to the allocation of transaction prices. When the Company provides multiple goods or services in one contract, it is required to estimate the stand-alone selling prices for each and allocate them to the transaction price.

Under the new revenue recognition: 1) agency transactions are now recorded on a net basis rather than gross basis, and 2) transaction price allocations are recorded on an estimated stand-alone selling price basis. The effect of this change was to decrease net sales by 266 million yen and increase operating income by 157 million yen for the term ended March 2022 compared to the conventional standard.

A significant decrease in profit for the term ended March 2022

For the term ended March 2022, net sales reached 33.024 billion yen (vs. 38.312 billion yen in the previous term), operating income 1.451 billion yen (vs. 2.893 billion yen), ordinary income 1.519 billion yen (vs. 2.935 billion yen), and net income 765 million yen (vs. 1.854 billion yen). On a conventional revenue recognition basis, net sales were down by 13.1% year-on-year, and operating income was down by 55.3% year-on-year.

The shift to a subscription-based business model, which places LTV as a KPI, began in earnest in the term ended March 2022. The number of NCS members, a core KPI, has increased by 20,000 households to 117,000 by the end of March.

However, the increase did not achieve the planned quarterly increase rate for the term. This was due to the following two factors: 1) engagement with members was done according to the status of the coronavirus pandemic, so there were periods where store visits were slow, and 2) the sequential progress in the development of Works personnel, which was not yet sufficient in some respects.

Since the Company is shifting towards a subscription-based business model; 1) sales of products on a stand-alone basis have decreased since the Company is not focusing on selling products through advertising as in the past, 2) inventory has been reduced to an optimal level since not as much inventory is needed as in the past, and 3) the increase in NCS members does not have an immediate positive effect on net sales, so the short-term upside is small, resulting in a significant decrease in profits.

Nevertheless, the Company exceeded its plan which was revised downward during the period (in November when 1H results were announced). This was due to lower-than-expected expenses related to investments in human resource and advertising, inventory reductions completed in the first half of

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the period, and recovery in gross margins during the second half, as well as improved gross margin ratio due to usage opportunities from increase in number of memberships.

Comparing P/L with the previous period, 1) sales of products to general customers declined sharply by 38.8%; 2) gross margin ratio improved by 5.0% to 52.2%, reflecting reduced inventory and increase in number of NCS memberships; 3) selling expenses increased by 250 million yen for advertising, 100 million yen for hiring of specialists and consulting fees, and 190 million yen for new facilities, such as YKS. In addition, and extraordinary loss of 190 million yen was incurred as a one-time expense for the relocation of the head office.

Quarterly results

| | | (millions of yen) | | | |
|------------------|---------------|-------------------|------|-------|-------|
| | (Fiscal year) | 1Q | 2Q | 3Q | 4Q |
| Total net sales | 2018 | 10329 | 9828 | 10235 | 10055 |
| | 2019 | 9385 | 9875 | 9594 | 10283 |
| | 2020 | 10050 | 9216 | 9390 | 9656 |
| | 2021 | 8441 | 8024 | 8349 | 8210 |
| Operating income | 2018 | 666 | 607 | 753 | 553 |
| | 2019 | 674 | 702 | 854 | 711 |
| | 2020 | 1057 | 673 | 566 | 597 |
| | 2021 | 454 | 155 | 619 | 223 |

Transition to a subscription-based business model

As the current term is the first term of the shift to the new subscription model, a significant decrease in profit was part of the Company's plan. So far, the shift to a subscription-based model has been preceded by a decline in sales of stand-alone products.

Looking ahead, the Company will need to determine: 1) the pace of subscriber growth, 2) the pace at which quarterly sales turn positive, and 3) the extent to which personnel, amortization, rent, advertising, and other expenses can be controlled and tied to the top line. This will determine the pace of earnings recovery.

As this is a subscription model, an increase in members will be reflected in net sales gradually. On the other hand, a decrease in product sales to general customers is immediately reflected in a decrease in gross margin. The Company is also slashing its product inventories. Each store has reviewed its product inventories to determine what products will be needed by subscription members and has started to slash other inventory items.

In addition to monthly charges premium members pay, they also purchase some products. They may purchase them outright or in installments included in the payment for services (monthly charge). Non-member customers would also purchase products or order a repair. Subscription members includes both premium members and non-premium members, and the sales breakdowns are affected by these differences.

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Subscription-related KPIs

| Subscription-related KPIs | As of March 31, 2021 | | As of June 30, 2021 | | As of September 30, 2021 | | As of December 31, 2021 | | As of March 31, 2022 | |
|---|----------------------|---------|---------------------|---------|--------------------------|---------|-------------------------|---------|----------------------|---------|
| | NCS | Overall | NCS | Overall | NCS | Overall | NCS | Overall | NCS | Overall |
| ARR (hundred million yen) | 94 | 201 | 98 | 204 | 103 | 197 | 111 | 215 | 115 | 219 |
| Number of subscription members (ten thousand) | 9.7 | 45.0 | 10.1 | 45.0 | 10.6 | 44.5 | 11.3 | 43.9 | 11.7 | 43.2 |
| ARPU (yen/month) | 8053 | 3500 | 8084 | 3788 | 8111 | 3680 | 8170 | 3742 | 8193 | 3798 |
| CRR (%/month) | 99.6 | 99.1 | 99.6 | 99.2 | 99.7 | 99.3 | 99.6 | 99.2 | 99.7 | 99.1 |

NOTE: NCS: New Customer Success members; ARR: Annual subscription membership sales

Subscription members: Members using flat-rate services; ARPU: Average monthly sales per member

CRR: Monthly retention rate of subscription members

Sales breakdown by quarter of FY ended March 2022

| By service content | (hundred million yen) | | | |
|---|-----------------------|-------------|-------------|-------------|
| | 1Q | 2Q | 3Q | 4Q |
| Subscriptions | 52.8 | 53.1 | 57.5 | 55.6 |
| Lump-sum purchases of goods by subscription members | 2.5 | 1.4 | 1.1 | 2.1 |
| One-shot technology | 5.0 | 4.5 | 4.6 | 4.5 |
| Products | 20.8 | 18.0 | 17.1 | 16.8 |
| Other | 3.3 | 3.2 | 3.1 | 3.0 |
| Total net sales | 84.4 | 80.2 | 83.5 | 81.9 |

NOTE: Based on new KPIs and a new revenue recognition method;

year-on-year comparison is not provided.

Subscriptions include service-inclusive products.

Subscription member products are one-off product purchases by members.

NCS membership grew by 20,000 from 97,000 at the end of March 2021 to 117,000 at the end of March 2022. The Company will further increase this number to 140,000 (up 23,000) by the end of the following year. Looking at the ARR (annual net sales) of NCS members, 11.54 billion yen (up 2.14 billion yen) at the end of March will be increased to 13.5 billion yen (up 1.96 billion yen) with 140,000 members. It is based on the forecast that ARPU will reach 8,100 yen and CRR, 99.6%.

The Company's plan is to expand NCS membership at a quarterly pace of 6,000 new memberships in the first half of the year. If the Company can achieve a quarterly pace of 10,000 new memberships during the second half, then it will be able to incrementally achieve 30,000 new memberships this fiscal year.

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Comparison of earnings forecasts

(ten thousand, millions of yen, %)

| | Mar. 2016 | Mar. 2017 | Mar. 2018 | Mar. 2019 | Mar. 2020 | Mar. 2021 | Mar. 2022 | Mar. 2023 (forecast) | Mar. 2024 (forecast) |
|------------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|-------------------------|-------------------------|
| NCS member count (end of FY) | | | | | | 9.4 | 11.7 | 14.0 | 17.0 |
| Net sales | 51729 | 46417 | 43590 | 40447 | 39137 | 38312 | 33024 | 33300 | 36000 |
| Gross profit | 21715 | 21249 | 20044 | 18663 | 18453 | 18076 | 17237 | 18650 | 20500 |
| Ratio to sales | 42.0 | 45.8 | 46.0 | 46.1 | 47.2 | 47.2 | 52.2 | 56.0 | 56.9 |
| SG&A expenses | 17628 | 17846 | 17062 | 16083 | 15512 | 15183 | 15786 | 17200 | 18500 |
| Ratio to sales | 34.1 | 38.4 | 39.1 | 39.8 | 39.6 | 39.6 | 47.8 | 51.7 | 51.4 |
| Operating income | 4086 | 3402 | 2981 | 2579 | 2941 | 2893 | 1451 | 1450 | 2000 |
| Ratio to sales | 7.9 | 7.3 | 6.8 | 6.4 | 7.5 | 7.6 | 4.4 | 4.4 | 5.6 |
| Ordinary income | 4139 | 3467 | 3079 | 2685 | 3018 | 2935 | 1519 | 1550 | 2000 |
| Ratio to sales | 9.0 | 7.5 | 7.1 | 6.6 | 7.7 | 7.7 | 4.6 | 4.7 | 5.6 |

Performance for the term ending March 2023 is still expected to remain flat

For the term ending March 2023, the Company plans to achieve a net sales of 33.3 billion yen (up 0.8% year-on-year), operating income of 1.45 billion yen (down 0.1%, year-on-year), ordinary income of 1.55 billion yen (up 2.0% year-on-year), and net income of 8 million yen (up 4.5% year-on-year).

The Company is anticipating an NCS ARR of 13.5 billion yen (up 17.0%) and gross margin ratio of 56.0% (52.2% in previous term). While net sales are expected to increase slightly, gross margin ratios will rise due to an increase in NCS membership and related sales. The increase in gross margins is expected to incrementally add 1.4 billion yen, but SG&A expenses are expected to increase at the same rate this year as the Company will continue to focus on advertising and other marketing efforts and enhancing human resource at stores in order to increase the number of members.

Capital investment will return to a normal level at 1.6 billion yen, but depreciation will increase by 0.2 billion yen to 1.1 billion yen due to the large investment made in the previous term.

Since inventory clearance was completed in the previous term, gross margin ratios on product sales will improve. Supply chain disruptions have affected procurement of PCs and other products, so the Company is cautious on this point as well.

In the previous fiscal term, performance was affected by the initiation of a large number of new hires and reduction of product inventory in line with the strengthening of the subscription-based business model. This year, the situation has improved as inventory reduction progressed and sufficient time has been taken to train and develop new hires.

In the current fiscal year, gross margin ratios will continue to rise while net sales will remain flat. However, the Company will also increase SG&A expenses in order to promote the subscription-based business model. Amid the coronavirus pandemic and rising geopolitical risks, whether the supply shortage of semiconductors and electronic components will start to affect the product procurement of the Company is a concern. If the shortage intensifies, sales of service-inclusive products will be subject to constraints.

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Financial result of the Company is expected to bottom out during this fiscal year and turn upwards during the next fiscal term, accelerating the recovery over the next several years. The Company will continue to strengthen the recruitment of human resources. The Company will also place advertisements, while measuring their effectiveness. Depreciation will increase as a result of major investments made during the previous term. As a result of these movements, expenses have increased before sales increase. Nevertheless, as the positive effect of subscription will steadily increase, the Company's financial results are expected to improve.

Future development: Effect of NCS's subscription model will appear gradually

The shift of focus to members involves the activation of member families by Works. By understanding the digital needs of members including those of their families, Works will generate planned demand therefrom. The role of the YKS is to accelerate this cycle. In addition, PC DEPOT will also leverage workcation facilities in Denenchofu and Karuizawa to further attract workers to the Company. To support this, the Company will also focus on improving its brand strength.

The important point is whether new KPIs will progress steadily. As the Company adopts new approaches, its results are likely to become visible within two to three years.

The net sales of 51.7 billion yen with an operating income of 4.08 billion yen reported for the term ended March 2016 is the highest achieved in the Company's history, but under the new business model, net sales of 50 billion yen with an operating income of 5 billion yen should be achievable.

In regard to creating future value, the Company has given priority to existing premium members. It now focuses on acquiring new members, including via introduction by way of existing members amid the acceleration of the New Lifestyle initiative.

The Company does in fact recognize a new customer also as a family and draws a picture of digital life for three generations. The Company will expand its focus into various opportunities including: (1) Do they make full use of smartphones? (2) When do they replace and what do they purchase? (3) Is Wi-Fi at home sufficient? (4) Are PCs updated adequately and available for use? (5) Is a new PC really necessary? (6) If a PC is replaced, when? (7) Is there an opportunity to use a tablet? (8) Will they be connected with a printer, camera, musical instrument, and so on? (9) Will they also be connected with a TV monitor, speaker, audio, and so on?

The Company will properly summarize these items and increase the utility value for customers. It will also improve the usability and provide satisfaction. Since the Company draws a picture of the life stage together, it may understand what products or services customers require and when they need them. Therefore, it is easy for customers to speak with a person-in-charge when necessary. The development of such business styles is already popular.

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6. Evaluation: Increase in new NCS members and shift to an active approach

Attention on new KPIs: Acquisition of new NCS members

The Company's member customers consist of three-generation families, and it plans to focus on promoting sustainability to become a company that the customer base can easily understand.

Regarding immediate priority measures, President Nojima puts human resource development first. This has not been changed. The second measure is to introduce new techniques for advertising and publicity, i.e., member acquisition business marketing. The third is to shift to internal sales.

The Company reviewed the KPIs drastically upon shifting the business model. The priority of KPIs is likely to change for investors as well. Rather than selling products and services to customers, the Company will work with customers as their Digital Consultants to make digital life plans. These plans will cover a period longer than three to four years. The monthly charge for members is a price to enrich their digital lives in the medium to long run. If Digital Consultants support members by meeting their requests for advice properly, their value will be enhanced; otherwise, the members will resign. The key is how to increase LTV (lifetime value).

The subscription-based business model will generate annual income of 60 billion yen if the NCS target is 600,000 and the monthly charge is 8,500 yen. To this, the proceedings of solutions and product sales are added. It can be easily assumed that the existing target, i.e., an ordinary income to sales ratio of 10% and ROE of 15%, will be exceeded. The rest depends on how fast the new business model can be expanded.

There is no parallel to PC DEPOT's business model even in overseas markets. Based on Digital Consultants for all homes, how should the Company upgrade its subscription-type business model from SaaS to a platform-type service? Its Phase 2 efforts to develop it in earnest are about to begin.

Upgraded shareholder special benefit plan

The Company make an up-front investment in human resources and marketing for shifting to the subscription-based business model. As a result, profits for the term ended March 2022, saw a significant decline, but President Nojima is not concerned. He is confident that sales generated through its subscription-based business will increase to 80% of the Company's overall business in the long term.

The number of shareholders was 13,738 as of the end of March 2022, including individual shareholders and overseas investors who account for 34.0% and 3.9%, respectively, of the total shareholding. Hikari Tsushin Inc. is a major shareholder of the company (owning 14% of outstanding shares), but it is purely a part of its investment activity and there is no particular intention for business collaboration.

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The Company reviewed the shareholder special benefit plan, hoping that the premium members will become shareholders and that the minor shareholders will be long-term shareholders. Accordingly, the Company upgraded the special benefit plan for the shareholders who own 200 shares, 400 shares or 1,000 shares. For example, the Company increased the benefit (i.e., entitlement to goods and services of the Company) for premium members, that is, increased the benefit for holders of 200 shares from 2,000 yen to 4,000 yen, the benefit for holders of 400 shares from 4,000 yen to 6,000 yen and the benefit for holders of 1,000 shares from 6,000 yen to 10,000 yen, while the benefit for holders of 100 shares remains 2,000 yen.

Shifting the business model for the chance to win

The Company's business model will continue to evolve and it will strengthen its service structure to match the customers' needs more, which will result in an even more robust system than before.

In this system, more demand for services will be captured and more repeat customers will be retained. Profit is therefore highly likely to recover and grow higher than before. Since the Company's fundamental business model is sound and solid, it is likely that the Company will post record profits in several years.

It is almost certain that the Company's business model will retain its niche existence after it overcomes this problem. The Company has been promoting a shift to a stock-type profit structure based on service sales. As the transformation of its business model through human resources training is now within sight, we have upgraded the Company's corporate rating to A. (Please refer to the front page for an explanation of corporate ratings.)

The Company has migrated to the Prime Market segment. In order to secure a total market capitalization of 10 billion yen, the Company must maintain a share price of 320 yen or above. Once the market is stabilized and the Company's subscription-based business model starts to produce a positive effect, we can reasonably expect that stock price will also rise, reflecting the profitability improvement.

Based on a stock price of 325 yen as of June 20, 2022, PC DEPOT has PBR of 0.62, ROE of 3.0%, and PER of 20.6, with a dividend yield of 4.3%. As the Company's business expands due to enhanced services delivered to NCS members, an increase in new membership, and increasing net sales of solution services, ROE will exceed 10% with the demand increase brought about by the cumulative effect of the planned proposals. A PBR of 1.5 times can reasonably be expected. The pace of increase in NCS members is worthy of attention going forward.

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