# Financial Results for Fiscal Year 2011 (Apr, 2011 - Mar, 2012) 

## AIFUL CORPORATION

http://www.ir-aiful.com

May, 2012
E-Mail: spokesperson@aiful.co.jp

## 1. Financial Results Summary

Financial Results ( 1 ): Consolidated Summary

| ( $¥$ million) | 11/3 | 12/3 |  |  | $\begin{gathered} 13 / 3 \\ (E) \end{gathered}$ |
| :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | Yoy | YoY\% |  |
| Operating revenue | 144,961 | 114,002 | -30,959 | -21.4\% | - |
| Interest income | 103,784 | 75,992 | -27,791 | -26.8\% | - |
| Operating expenses | 169,099 | 97,504 | -71,594 | -42.3\% | - |
| Financial expenses | 11,828 | 9,452 | -2,376 | -20.1\% | - |
| Credit cost | 65,040 | 32,880 | -32,160 | -49.4\% | - |
| (Bad debt write offis) | 108,803 | 71,557 | -37,246 | -34.2\% | - |
| Expenses for Interest repayments | 27,211 | - | -27,211 | - | - |
| (Interest repayment) | 77,555 | 57,846 | -19,708 | -25.4\% | - |
| Other operating expenses | 65,018 | 55,171 | -9,847 | -15.1\% | - |
| Operating income | -24,137 | 16,497 | 40,634 | - | - |
| Ordinary income | -24,945 | 16,831 | 41,776 | - | - |
| Extraordinary income | 2,528 | 5,173 | 2,644 | 104.6\% | - |
| Extraordinary losses | 10,607 | 3,911 | -6,695 | -63.1\% | - |
| Net income before taxes | -33,023 | 18,092 | 51,116 | - | - |
| Net income | -31,935 | 17,391 | 49,326 | - | - |
| Total Receivable outstanding * | 768,341 | 618,219 | -150,122 | -19.5\% | - |
| Loans outstanding | 594,527 | 455,012 | -139,515 | -23.5\% | - |
| Installment receivable | 80,990 | 80,614 | -376 | -0.5\% | - |
| Credit guarantee | 82,133 | 74,147 | -7,986 | -9.7\% | - |
| Customer accounts (thousands) | 1,515 | 1,130 | -384 | -25.4\% | - |

[^0]Financial Results ( 2 ): Summary of AIFUL

| ( $¥$ million ) | 11/3 | 12/3 | YOY | YOY\% | 13/3(E) |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Operating revenue | 86,223 | 72,192 | -14,031 | -16.3\% | - |
| Interest income | 74,020 | 57,657 | -16,362 | -22.1\% | - |
| Operating expenses | 83,197 | 61,910 | -21,286 | -25.6\% | - |
| Financial expenses | 8,137 | 7,417 | -720 | -8.9\% | - |
| Credit cost | 44,812 | 24,267 | -20,544 | -45.8\% | - |
| (Bad debt write-offs) | 78,641 | 64,552 | -14,089 | -17.9\% | - |
| Expenses for Interest repayments | - | - | - | - | - |
| (Interest repayments) | 63,209 | 52,571 | -10,638 | -16.8\% | - |
| Other operating expenses | 30,202 | 30,183 | -18 | -0.1\% | - |
| Operating income | 3,026 | 10,281 | 7,255 | 239.7\% | - |
| Ordinary income | 5,549 | 11,571 | 6,022 | 108.5\% | - |
| Extraordinary income | 1,937 | 5,705 | 3,767 | 194.4\% | - |
| Extraordinary losses | 77,493 | 3,838 | -73,654 | -95.0\% | - |
| Net income | -70,169 | 13,407 | 83,576 | - | - |
| Total Receivable outstanding | 422,004 | 408,167 | -13,836 | -3.3\% | - |
| Loan outstanding | 381,368 | 344,454 | -36,913 | -9.7\% | - |
| Customer accounts (thousands) | 814 | 805 | -9 | -1.2\% | - |
| Average yield | 15.8\% | 15.9\% | +0.1 | - | - |
| Below 18\% unsecured loan balance's occupancy rate | 61.0\% | 75.8\% | +14.8 | - | - |

Due to group reorganization on July 1, 2011, part of LIFE and City's were merged and consolidated to AIFUL

Financial Results ( 3 ): Summary of LifeCard and Businext

| $\underset{\text { CARE }}{\text { Life }}$ ( $¥$ million ) *On-Balance | 11/3 | 12/3 |  |  | 13/3(E) |
| :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | YOY | YOY\% |  |
| Operating revenue | 44,144 | 19,581 | - | - | - |
| Operating expenses | 71,645 | 17,262 | - | - | - |
| Operating income | -27,500 | 2,318 | - | - | - |
| Ordinary income | -28,866 | 2,426 | - | - | - |
| Net income | -31,147 | 2,206 | - | - | - |
| Loans outstanding | 137,023 | 53,167 | - | - | - |
| Installment receivables | 77,335 | 71,747 | - | - | - |

The Group reorganization was carried out in July 2011.
For the fiscal year ended March 31, 2011, results of LIFE Co., Ltd. (Former LIFE) before the Group reorganization are used.
For the fiscal year ended March 31, 2012, results of Life Card Co., Ltd. (New Life) for nine months from July 2011 to March 2012 are used.

| Ejusinext | 11/3 | 12/3 |  |  | 13/3(E) |
| :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | YOY | YOY\% |  |
| Operating revenue | 7,799 | 7,433 | -365 | -4.7\% | - |
| Operating expense | 6,781 | 6,318 | -462 | -6.8\% | - |
| Operating income | 1,018 | 1,115 | 97 | 9.5\% | - |
| Ordinary income | 1,022 | 1,118 | 96 | 9.5\% | - |
| Net income | 488 | 1,096 | 607 | 124.3\% | - |
| Loans outstanding | 59,474 | 57,389 | -2,085 | -3.5\% | - |
| Customer accounts (thousands) | 31 | 29 | -1 | -6.2\% |  |
| Average yield (\%) | 13.9\% | 13.7\% | -0.2 | - | - |

2. Business Environment

## AIFUL's Operating Results

Contract rate of Unsecured loans and Non-Consolidated Loan volume

|  | FY2010 (12M) |  |  |  |  | FY2011 (12M) |  |  |  |  | YOY |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | $\begin{gathered} 1 Q \\ (3 M) \end{gathered}$ | $\begin{gathered} 2 Q \\ (3 M) \end{gathered}$ | $\begin{gathered} 3 Q \\ (3 M) \\ \hline \end{gathered}$ | $\begin{gathered} 4 Q \\ (3 M) \end{gathered}$ |  | $\begin{gathered} 1 Q \\ (3 \mathrm{M}) \end{gathered}$ | $\begin{gathered} 2 Q \\ (3 M) \end{gathered}$ | $\begin{gathered} 3 Q \\ (3 M) \end{gathered}$ | $\begin{gathered} 4 Q \\ (3 M) \end{gathered}$ |  |  |
| New applications | 57,624 | 48,521 | 46,804 | 52,030 | 204,979 | 52,268 | 51,365 | 47,209 | 55,599 | 206,441 | 0.7\% |
| New accounts | 17,951 | 13,076 | 12,319 | 12,640 | 55,986 | 14,399 | 14,203 | 14,992 | 18,140 | 61,734 | 10.3\% |
| Contract rate | 31.2\% | 26.9\% | 26.3\% | 24.3\% | 27.3\% | 27.5\% | 27.7\% | 31.8\% | 32.6\% | 29.9\% | +2.6\% |
| Ratio of LEOLLE ${ }^{\text {a }}$ | - | - | - | - | 65.3\% | - | - | - | - | 66.6\% | +1.3\% |
| Loan volume ( $¥$ million) | 20,226 | 16,634 | 17,028 | 18,741 | 72,629 | 20,568 | 23,022 | 24,181 | 27,901 | 95,673 | 31.7\% |

- Trends of New applications, New accounts and Contract rate of Unsecured loan

- (Consolidated) Amount of Write-offs and Write-offs Ratio for Total Receivable Outstanding

| ( $\ddagger$ milion ) | 11/3 | 12/3 |  | 13/3(E) | YOY\% |
| :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | YOY\% |  |  |
| (1) Write-offs | 108,803 | 71,557 | -34.2\% | - | - |
| Waiver of principal related to Interest repayment | 58,510 | 31,155 | -46.8\% | - | - |
| Other | 50,293 | 40,401 | -19.7\% | - | - |
| (2) Specific allowance for doubtful accounts | 6,054 | 11,017 | 82.0\% | - | - |
| Total Write-offs (1)+(2) | 114,858 | 82,575 | -28.1\% | - | - |
| Write-offs ratio | 14.95\% | 13.36\% | -1.59 | - | - |

Specific allowance for doubtful accounts increased due to the review of the bad debt write-offs criteria for claims of the former City's and personal home equity loan claims.

- (Non-consolidated) Amount of Write-offs and Write-offs Ratio for Total Receivable Outstanding

| ( $¥$ milion ) | 11/3 | 12/3 |  | 13/3(E) | YOY\% |
| :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | YOY\% |  |  |
| (1) Write-offs | 78,641 | 64,552 | -17.9\% | - | - |
| Waiver of principal related to Interest repayment | 48,604 | 28,395 | -41.6\% | - | - |
| Other | 30,036 | 36,156 | 20.4\% | - | - |
| (2) Specific allowance for doubtful accounts | 5,679 | 10,930 | 92.5\% | - | - |
| Total Write-offis (1)+(2) | 84,320 | 75,482 | -10.5\% | - | - |
| Write-offis ratio | 19.98\% | 18.49\% | -1.49 | - | - |

Due to group reorganization on July 1, 2011, part of LIFE and City's were merged and consolidated to AIFUL

- Consolidated: Trends of NPL defined by FSA


Non-consolidated: Trends of NPL defined by FSA


Trends of Interest Repayment (1): Changes in Allowance and Monthly Interest Repayment

- Allowance for losses on Interest repayment:

1. Consolidated

| (¥ million ) | Interest <br> repayment | Waiver of <br> principal | Total |
| :--- | ---: | ---: | ---: |
| Allowance at the beginning of FY2011 | $\mathbf{1 7 8 , 7 6 9}$ | $\mathbf{7 7 , 0 1 2}$ | $\mathbf{2 5 5 , 7 8 2}$ |
| Reversal (Interest repayment) | $\mathbf{5 7 , 8 4 6}$ | - | $\mathbf{5 7 , 8 4 6}$ |
| Reversal (Waiver of principal) | 2,576 | 28,579 | $\mathbf{3 1 , 1 5 5}$ |
| Provisions | - | - | - |
| Increase (decrease) due to merger | $\mathbf{- 9 , 6 7 9}$ | $\mathbf{9 , 6 7 9}$ | - |
| Allowance at the end of FY2011 | $\mathbf{1 0 8 , 6 6 7}$ | $\mathbf{5 8 , 1 1 2}$ | $\mathbf{1 6 6 , 7 7 9}$ |

2. Non-Consolidated

| Interest <br> repayment | Waiver of <br> principal | Total |
| ---: | ---: | ---: |
| 133,951 | 75,227 | 209,178 |
| 52,571 | - | 52,571 |
| - | 28,395 | 28,395 |
| - | - | - |
| 21,015 | 11,280 | 32,296 |
| 102,395 | 58,112 | 160,507 |

*Due to group reorganization on July 1, 2011, allowances related to interest repayment of former LIFE and City's were transferred to AIFUL.
Also, part of allowance for loss on interest repayment of former LIFE is transferred to allowance related to waiver of principal (allowance for doubtful accounts).
$\bullet$ Monthly Interest Repayment (Cash out basis) : Non-consolidated

* Former LIFE and City's are included from July 2011 due to group reorganization.



## (Monthly Figure of Attorney Involvement \ * May 2007(peak) =100


[Monthly Interest Repayment Claims 】



Changes in interest repayment obligations and the balance of loans outstanding of money lenders



Source: Survey on Business Conditions, etc. of Money Lenders by
the Japan Financial Services Association
AIFUL: Changes in consolidated interest repayment obligations, the balance of loans outstanding and the number of accounts


## Promotion of Business Reorganization

$\checkmark$ Integrates the system divisions of AIFUL and Life Card
$\checkmark$ Transfer the administrative division of Life Card (Eda) to Western Japan Contact Center (Kusatsu)
$\checkmark$ Promote business efficiency improvement such as the restructuring of the staff organization
$\checkmark$ Build a system to strengthen sales by establishing a streamlined organization and business structure through the promotion of rationalization and efficiency improvement


Promote rationalization and efficiency improvement in all areas including branches, organizations, personnel, and systems

| Consolidated basis】 |  | FY2008 | FY2011 |
| :---: | :---: | :---: | :---: |
| Branch Structure | Number of branches | Staffed: 133 Unstaffed: 854 Total:987 | Staffed: 30 Unstaffed: 595 Total:625 (-362) |
|  | Land rent | around $¥ 10$ billion | around $¥ 3$ billion (-7) |
| Personnel Measures | Number of employee | Full-time/Permanent: 4,895 <br> Non-permanent: 2,152 <br> Total: 7,047 | Full-time/Permanent: 1,898 <br> Non-permanent: 794 <br> Total: 2,692 (-4,355) |
|  | Personnel expense | around $¥ 40$ billion | around $¥ 16$ billion(-24) |
| Other Cost Reductions | Commission | around $¥ 20$ billion | around $¥ 10$ billion (-10) |
|  | Advertising expense | around $¥ 7$ billion | around $¥ 2.4$ billion (-4.6) |
| Total operating expenses |  | around $¥ 300$ billion | around $¥ 100$ billion (-200) |

## 4. Financial results of Life Card

| $\text { Life }(\neq \text { million })$ | 11/3* <br> (for reference) | 12/3 | Yoy | Yoy\% | $\begin{aligned} & 13 / 3 \\ & (E) \end{aligned}$ |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Operating revenue | 44,144 | 19,581 | - | - | - |
| Installment receivable | 12,854 | 8,528 | - | - | - |
| Credit card | 12,328 | 8,436 | - | - | - |
| Loans | 19,441 | 6,084 | - | - | - |
| with Credit card | 10,457 | 5,332 | - | - | - |
| Credit guarantee and others | 11,848 | 4,969 | - | - | - |
| Operating expenses | 71,645 | 17,262 | - | - | - |
| Financial expenses | 3,829 | 732 | - | - | - |
| Credit cost | 13,106 | 2,528 | - | - | - |
| Interest repayment | 27,211 | - | - | - | - |
| Other | 27,497 | 14,001 | - | - | - |
| Operating income | -27,500 | 2,318 | - | - | - |
| Ordinary income | -28,866 | 2,426 | - | - | - |
| Extraordinary income | 491 | 1 | - | - | - |
| Extraordinary loss | 2,957 | 35 | - | - | - |
| Net income before tax | -31,332 | 2,392 | - | - | - |
| Net income | -31,147 | 2,206 | - | - | - |

[^1]| $\underset{\text { CARD }}{\operatorname{Lif}}(\neq \text { million })$ | $\begin{gathered} 11 / 3 \text { * } \\ \text { (for reference) } \end{gathered}$ | 12/3 | YOY\% | 13/3 (E) |
| :---: | :---: | :---: | :---: | :---: |
| Number of new issue (thousands) | 1,308 | 368 | - | - |
| Proper *1 | 923 | 94 | - | - |
| Affinity | 385 | 274 | - | - |
| Number of card holders (thousands) | 6,745 | 6,357 | - | - |
| Proper | 2,762 | 2,488 | - | - |
| Affinity | 3,983 | 3,868 | - | - |
| Credit card purchase results | 491,803 | 341,490 | - | - |
| Shopping | 446,540 | 310,753 | - | - |
| Cashing | 45,263 | 30,736 | - | - |
| Total receivable outstanding * | 266,546 | 150,998 | - | - |
| Installment receivable | 77,335 | 71,747 | - | - |
| Loans | 137,023 | 53,167 | - | - |
| Credit guarantee | 45,164 | 25,750 | - | - |
| Other | 7,023 | 332 | - | - |
| Member merchant (number) | 106,896 | 106,895 | - | - |

*1 The 923,000 new Proper Cards issued in FY2011/3 include 830,000 cards resulting from a switch from an affiliated card.
The Group reorganization was carried out in July 2011.
For the fiscal year ended March 31, 2011, results of LIFE Co., Ltd. (Former LIFE) before the Group reorganization are used.
For the fiscal year ended March 31, 2012, results of Life Card Co., Ltd. (New Life) for nine months from July 2011 to March 2012 are used.

|  | $11 / 3$ * (for reference) | 12/3 | YOY\% | 13/3 (다) |
| :---: | :---: | :---: | :---: | :---: |
| Bad debt write-offs ( $\ddagger$ million) | 30,308 | 1,665 | - | - |
| Credit card | 16,044 | 1,076 | - | - |
| Installment sales finance | 1,059 | 22 | - | - |
| Ratio of bad debt write-offs (\%) | 11.22\% | 1.09\% | - | - |
| Credit card | 10.10\% | 0.94\% | - | - |
| Installment sales finance | 16.79\% | 2.31\% | - | - |
| Ratio of allowance for doubtful account | 10.71\% | 4.46\% | - | - |

The Group reorganization was carried out in July 2011.
For the fiscal year ended March 31, 2011, results of LIFE Co., Ltd. (Former LIFE) before the Group reorganization are used.
For the fiscal year ended March 31, 2012, results of Life Card Co., Ltd. (New Life) for nine months from July 2011 to March 2012 are used.
5. Explanation of figures

Explanation Figures (1): Breakdown of Consolidated operating revenue

| ( $\ddagger$ million) | 12/3 | YOY | YOY\% | Reasons for increase/ decrease |
| :---: | :---: | :---: | :---: | :---: |
| Operating revenue | 114,002 | -30,959 | -21.4\% |  |
| Interest income | 75,992 | -27,791 | -26.8\% | The balance of loans outstanding fell $¥ 139.5$ billion year-on-year resulting from restrained lending in response to controls on total lending limits and waiver of principal due to interest repayment. |
| AIFUL | 57,657 | -16,362 | -22.1\% | Unsecured loan outstanding: $¥ 265.6$ billion (down $¥ 23.7$ billion) Secured loan outstanding: $¥ 66.6$ billion (down $¥ 16.8$ billion) Small business loan outstanding: $¥ 12$.2billion (up $¥ 3.6$ billion) |
| Life Card | 6,084 | - | - | Loan business of former LIFE was merged into AIFUL through the Group reorganization |
| BUSINEXT | 7,371 | -393 | -5.1\% | Balance of loans down 4\%. Lending curbed in view of recent business sentiment at small and medium-size enterprises. |
| Revenue from credit card | 11,344 | -984 | -8.0\% |  |
| Revenue from installment sales finance | 375 | -317 | -45.8\% |  |
| Revenue from credit guarantee | 4,797 | -960 | -16.7\% | Credit guarantee outstanding: $¥ 74.1$ billion (down $¥ 8$ billion) |
| Other operating income | 21,492 | -905 | -4.0\% |  |
| Recovery of loans previously charged off | 11,431 | -1,200 | -9.5\% | AIFUL : $¥ 10.5$ billion (up $¥ 2.1$ billion) <br> Increased at AIFUL on a non-consolidated basis, as former LIFE and City's were merged through the Group reorganization implemented in July 2011. |
| Collection from purchased receivables | 4,482 | +730 | +19.5\% | Collection from purchased receivables at AsTry Loan Service |

Explanation Figures (2): Breakdown of Consolidated operating expense and income

| ( $¥$ million) | 12/3 | YOY | YOY\% | Reasons for increase/ decrease |
| :---: | :---: | :---: | :---: | :---: |
| Operating expenses | 97,504 | -71,594 | -42.3\% |  |
| Financial expenses | 9,452 | -2,376 | -20.1\% | Decline due to fall in interest-bearing liabilities |
| Credit cost | 32,880 | -32,160 | -49.4\% | AIFUL: $¥ 24.2$ billion (down $¥ 20.5$ billion), Life Card: $¥ 2.5$ billion, Other: $¥ 6.1$ billion |
| Expenses related to interest repayment | - | -27,211 | - | Expenses were not recorded, as the entire amount was drawn down from the provision for interest repayment |
| Advertising expenses | 2,416 | +696 | +40.5\% | TV commercials and transportation advertising, etc. resumed on June 25, 2011 |
| Personnel expenses | 15,997 | -2,737 | -14.6\% | Increased by 100 million yen at AIFUL on a non-consolidated basis due to the organizational restructuring in Group reorganization undertaken in July 2011 |
| Other | 36,757 | -7,807 | -17.5\% | Variable costs declined due to improved efficiency and a fall in balances thanks to the Group reorganization |
| Commission | 9,999 | -2,514 | -20.1\% | Due to reduction in number of accounts, branches and tie-up companies |
| Rental expenses \& land rent | 3,122 | -1,107 | -26.2\% | Decrease in rent for branches resulting from decrease in number of branches |
| Supplies, repair and maintenance | 3,041 | -736 | -19.5\% |  |
| Communications | 3,460 | -1,227 | -26.2\% |  |
| Depreciation expenses | 6,902 | -905 | -11.6\% |  |
| Other | 10,231 | -1,315 | -11.4\% |  |
| Operating income | 16,497 | +40,635 | - |  |

Explanation Figures (3): Breakdown of Consolidated extraordinary incomel loss, and Others

| ( $¥$ million) | 12/3 | YOY | YOY\% | Reasons for increase/ decrease |
| :---: | :---: | :---: | :---: | :---: |
| Non-operating income | 857 | +40 | +4.9\% |  |
| Non-operating expenses | 524 | -1,100 | -67.7\% | Net foreign exchange losses came to 300 million yen as a result of foreign exchange losses of 400 million yen at LIFE in the 1 Q and foreign exchange gain of 100 million yen at Life Card in the 4 Q |
| Ordinary income | 16,831 | +41,776 | - |  |
| Extraordinary income | 5,173 | +2,644 | +104.6\% |  |
| Gain on negative goodwill | 1,114 | - | - | Life's negative goodwill arose associated with the Group reorganization |
| Gain on loan extinguishment | 2,901 | - | - | Gain on repurchase of ADR Loans corresponding to ADR plan |
| Gain on retirement of bond | 814 | -722 | -47.0\% |  |
| Extraordinary losses | 3,911 | -6,695 | -63.1\% |  |
| Impairment loss | 322 | -920 | -74.1\% |  |
| Loss on sale of investment securities | 1,452 | +1,389 | - | Loss on sale of investment securities corresponding to ADR plan |
| Provision for business structure improvement | 2,064 | +1,870 | - | Payment of special retirement allowance and other expenses related to a voluntary retirement offer |
| Net income before taxes | 18,092 | +51,116 | - |  |
| Income taxes-current | 240 | +162 | +208.4\% |  |
| Income taxes-deferred | -9 | +69 | - |  |
| Minority interests in income | 469 | +1,557 | - |  |
| Net income | 17,391 | +49,326 | - |  |

- Increase/Decrease in Consolidated Interest-Bearing Liabilities
†otal: ¥1,018.2bn】



[^0]:    * Managed Asset Basis

[^1]:    The Group reorganization was carried out in July 2011.
    For the fiscal year ended March 31, 2011, results of LIFE Co., Ltd. (Former LIFE) before the Group reorganization are used
    For the fiscal year ended March 31, 2012, results of Life Card Co., Ltd. (New Life) for nine months from July 2011 to March 2012 are used

