

**CERTAIN OTHER FINANCIAL AND STATISTICAL INFORMATION  
DISCUSSED DURING THE THIRD QUARTER 2014 EARNINGS  
CONFERENCE CALL ON TUESDAY, OCTOBER 21, 2014  
QUARTER ENDED SEPTEMBER 30, 2014 (Recurring and comparable basis)**

| <b>Reconciliation to Adjusted EBITDA</b>     | <b>THREE MONTHS<br/>ENDED SEPTEMBER 30,</b> |                  |
|--|---|------------------|
|  | <b>2014</b>                                 | <b>2013</b>      |
| <b>Revenues</b>                              | <b>\$769,525</b>                            | <b>\$754,780</b> |
| <b>Reported Earnings Before Income Taxes</b> | <b>\$33,042</b>                             | <b>\$45,040</b>  |
| <b>Add back:</b>                             |   |                  |
| Vendor settlement credit                     | (7,072)                                     | -                |
| Restructuring charge                         | 3,185                                       | -                |
| Impairment charge                            | 4,558                                       | -                |
| Interest Expense, net                        | 11,781                                      | 10,733           |
| Depreciation of Property Assets              | 18,536                                      | 19,421           |
| Amortization and Write-down of Intangibles   | 1,382                                       | 639              |
| <b>Adjusted EBITDA</b>                       | <b>\$65,412</b>                             | <b>\$75,833</b>  |
| <b>EBITDA Margin</b>                         | <b>8.5%</b>                                 | <b>10.0%</b>     |

### **ACCEPTANCE NOW**

- Past expectations – 50 new unmanned retail locations and convert 100 existing manned locations to unmanned model.
- Now – Additional 600 existing Acceptance NOW manned locations with new virtual technology.
- Helped grow the overall U.S. rental market by over 1% year over year

### **MEXICO**

- Almost 57% revenue growth year over year
- Cut almost \$3 million out of our operating losses on a year over year basis

### **GROSS PROFIT**

- Fell 90 basis points to 69.2%.

### **OPERATING PROFITS**

- Salaries & Other expenses increased \$8 million, which is flat year over year as a percent of revenue
- General & Administrative expenses increased \$4.6 million, an increase of 50 basis points
- Q3'14 operating profit of \$45.5 million, a decline of 150 basis points.

## **INTEREST EXPENSE**

- Q3'14 - \$12.0 million, an increase of \$1 million versus a year ago.

## **TAX RATE**

- Q3'14 – 23.4%

## **CUSTOMER SKIPS/STOLENS**

- Q3'14 Core rent-to-own customer skips/stolens came in at 3.4%, a 30 basis point higher than last summer
- About two-thirds of the increase was due to the customary establishment of loss reserves related to the addition of smartphones

## **INVENTORY**

- Excluding idle smartphones, held for rent inventory was at 27.1% in the Core, essentially flat with last year.

## **SAME STORE SALES**

- Q3'14 – (3.6)% in Core segment
  - Represent a sequential improvement of 130 basis points versus the year over year change seen in the second quarter.
  - Represent an improvement of over 600 basis points on a two year basis
- Q3'14 - Up 1.4% versus a year ago including all of our US formats

## **DEBT**

- Q3'14 Consolidated Leverage Ratio – 3.43x, well below the floor on our covenant requirement of 4.5x

## **20,000+ co-workers**

*The information above contains forward-looking statements that involve risks and uncertainties. Such forward-looking statements generally can be identified by the use of forward-looking terminology such as "may," "will," "expect," "intend," "could," "estimate," "should," "anticipate," or "believe," or the negative thereof or variations thereon or similar terminology. The Company believes that the expectations reflected in such forward-looking statements are accurate. However, there can be no assurance that such expectations will occur. The Company's actual future performance could differ materially from such statements. Factors that could cause or contribute to such differences include, but are not limited to: the general strength of the economy and other economic conditions affecting consumer preferences and spending; economic pressures, such as high fuel costs, affecting the disposable income available to the Company's current and potential customers; changes in the unemployment rate; difficulties encountered in improving the financial performance of the Core U.S. segment; the Company's ability to develop and successfully execute the competencies and capabilities which are the focus of the Company's multi-year program designed to transform and modernize the Company's operations; costs associated with the Company's multi-year program designed to transform and modernize the Company's operations; the Company's ability to successfully market smartphones and related services to its customers; the Company's ability to develop and successfully implement digital electronic commerce capabilities; the Company's ability to retain the revenue from customer accounts merged into another store location as a result of the store consolidation plan; the Company's ability to execute and the effectiveness of the store consolidation; rapid inflation or deflation in prices of the Company's*

*products; the Company's available cash flow; the Company's ability to identify and successfully market products and services that appeal to its customer demographic; consumer preferences and perceptions of the Company's brand; uncertainties regarding the ability to open new locations; the Company's ability to acquire additional stores or customer accounts on favorable terms; the Company's ability to control costs and increase profitability; the Company's ability to enhance the performance of acquired stores; the Company's ability to retain the revenue associated with acquired customer accounts; the Company's ability to enter into new and collect on its rental or lease purchase agreements; the passage of legislation adversely affecting the rent-to-own industry; the Company's compliance with applicable statutes or regulations governing its transactions; changes in interest rates; adverse changes in the economic conditions of the industries, countries or markets that the Company serves; information technology and data security costs; the Company's ability to protect the integrity and security of individually identifiable data of its customers and employees; the impact of any breaches in data security or other disturbances to the Company's information technology and other networks; changes in the Company's stock price, the number of shares of common stock that it may or may not repurchase, and future dividends, if any; changes in estimates relating to self-insurance liabilities and income tax and litigation reserves; changes in the Company's effective tax rate; fluctuations in foreign currency exchange rates; the Company's ability to maintain an effective system of internal controls; the resolution of the Company's litigation; and the other risks detailed from time to time in the Company's SEC reports, including but not limited to, its annual report on Form 10-K for the year ended December 31, 2013, and its quarterly reports on Form 10-Q for the quarters ended March 31, 2014, and June 30, 2014. You are cautioned not to place undue reliance on these forward-looking statements, which speak only as of the date of this press release. Except as required by law, the Company is not obligated to publicly release any revisions to these forward-looking statements to reflect the events or circumstances after the date of this press release or to reflect the occurrence of unanticipated events.*