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Press Release

Company Name **PC Depot Corporation**  
 Representative Takahisa Nojima, President  
 TSE Section 1 Code number: 7618  
 Contact Yuko Matsuo, Director  
 TEL: +81-(0)45-472-9838

## PC Depot Monthly Sales Report

Sales for the month of December in the fiscal year ending March 2017 were as follows.

### 1. Monthly sales report

1) Sales compared to the same month of the previous year (Directly managed/ subsidiary stores and PC Clinics)

(%)	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	YTD
All Stores	100.2	104.5	106.4	106.9	89.5	76.6	80.9	82.3	81.2				91.6
Existing Stores	100.6	104.6	106.6	107.4	90.1	78.5	82.1	83.1	82.3				92.3

2) Segmental sales compared to the same month, previous year (Directly managed/ subsidiary stores and PC Clinics)

(%)	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	YTD
Products	87.2	90.5	90.2	92.7	71.8	56.3	66.6	72.7	76.6				78.4
Services	115.0	119.9	123.2	121.8	107.6	96.2	94.6	91.4	86.7				105.4

### 2. Summary

1) Monthly sales summary for December (fiscal year ending March 2017)

In December of the fiscal year ending March 2017, out of product sales and solution services sales, sales of technical services were lower compared to the same month of the previous year.

Furthermore, in the solution services sales category, the sales of combined-services products were significantly lower compared to the same month of the previous year due to the reduction of the number of product lineup. Despite this, sales of premium services under the monthly maintenance service membership system were higher than those of the same month of the previous fiscal year due to increased memberships.

As a result of the above, all stores sales were 81.2% and existing store sales were 82.3% respectively, compared to the same month of the previous year.

The main factors in the decline of sales in December were similar to those of the previous month:

- i) Active sales promotion activities were resumed on the 19<sup>th</sup> of November, however newspaper insert advertisements in December have been cut down compared to those of the previous year.
- ii) Sales of combined-services products declined due to the decreasing number of product line up of combined-services products in the solution services sales category from the beginning of November.
- iii) Focusing on the quality of each contract has resulted in a shortage of staff for new sales and support services.

The postponement of plans to open new PC Depot Smart Life stores and upgrade existing PC Depot stores to PC Depot Smart Life stores, and the cancellations of or changes to premium service contracts had no material impact on December sales.

The December contract cancellation rate, including contracts that expired in December, was 1.1% (December rate\* approx. 0.7% + impact of matters disclosed in August approx. 0.4%) \* "Normal rate" indicates the cancellation rate of the corresponding month.

(Ref.) August cancellation rate approx. 0.9% (normal rate 0.6% + related to matters disclosed in August approx. 0.3%)  
September cancellation rate approx. 1.6% (normal rate 0.6% + related to matters disclosed in August approx. 1%)  
October cancellation rate 1.6% (normal rate 0.6% + related to matters disclosed in August approx. 1%)  
November cancellation rate 1.2% (normal rate 0.6% + related to matters disclosed in August approx. 0.6%)

## 2) Segment Sales

The main factors in the decline in products and service sales were the same as those of the previous month

### ① Product Sales

Product sales for December were 76.6% compared to the same month of the previous year. The main reasons were as follows:

- A. Smart phone sales decreased compared to the same month of the previous year due to reduced number of staff, and therefore a lack of active sales promotional activities.

### ② Service sales

Service sales for December were 86.7% compared to the same month of the previous year. The main reasons were as follows:

- A. Sales of premium services under the monthly maintenance service membership system were higher than the same month of the previous fiscal year due to increased memberships.
- B. Repair and technical services sales and sales of combined-services products were significantly lower than those of the same month of the previous year due to shortage of staff for new sales and support services.

## 3. Progress report on the projects announced on August 17, and August 25, 2016.

As announced on August 17 and August 25, 2016, PC Depot has commenced the following initiatives to restore the trust of members and other customers. There have been no changes since the last month.

### (Progress Report)

1. Contacting existing customers to confirm their usage details so they can use our services with peace of mind. At the end of October 2016, PC Depot completed sending DMs to all known customers as of August. PC Depot will continue to check whether each customer's contract fits their individual needs through communications with customers during store visits, resending direct mail, phone contact through customer support and surveys.
2. Organization structure when offering service  
We have started offering a new premium service and are promoting migration towards this. We will further enhance, improve and review all customer services including service content, operation and sales staff manner through working with independent advisers on consumer affairs and with other external professionals.
3. The Advisory Board  
The advisory board, consisting of independent advisors, have held meetings periodically and will continue to do so this year.

### (New measures)

There are no new measures to be reported.

With an aging population and the increasing prevalence of IT in society, PC Depot believes that through its solutions centered on its premium service it can provide support to those experiencing difficulties with technology, and make a significant contribution to breaking down the "digital divide". This attitude is encapsulated in PC Depot's slogans: "*tsukaitai no ni tsukaenai*" and "*tsukaete ita noni tsukaenakunatta*" (English translation: "*Want to use, but can't use*" and "*Could use but now can't anymore*"). PC Depot and its employees are committed to delivering the highest quality of services to its customers.

\*All figures contained in this material are preliminary POS figures for the purpose of providing a progress report in a timely manner. Please be aware that these figures will differ from the final financial results.

## PC DEPOT CORPORATION-Monthly Report for the Term Ending March 31, 2017

## 1. Net sales compared to the same month of the previous year (directly managed stores and subsidiary stores)

	April	May	June	First quarter	July	August	September	Second quarter	First half total	October	November	December	Third quarter	January	February	March	Fourth quarter	Second half total	Full year
All stores	100.2	104.5	106.4	103.6	106.9	89.5	76.6	90.9	97.2	80.9	82.3	81.2	81.5					81.5	91.6
Existing stores	100.6	104.6	106.6	103.8	107.4	90.1	78.5	91.9	97.8	82.1	83.1	82.3	82.5					82.5	92.3
(Reference: Previous year)																			
All stores	88.9	102.8	104.4	97.9	103.0	102.3	103.8	103.0	100.4	103.9	95.7	99.1	99.4	104.3	107.6	98.5	103.2	101.3	100.9
Existing stores	86.4	100.4	100.8	95.2	100.4	100.3	99.8	100.2	97.6	103.4	96.0	98.7	99.2	103.7	106.6	99.3	103.1	101.1	99.5

## 2. Net sales compared to the same month of the previous year by segment (directly managed stores and subsidiary stores)

	April	May	June	First quarter	July	August	September	Second quarter	First half total	October	November	December	Third quarter	January	February	March	Fourth quarter	Second half total	Full year
Before correction																			
Products	85.6	88.7	88.4	87.5															
Services	116.8	121.9	125.1	121.2															
(Reference: Final financial results)																			
After correction																			
Products	87.2	90.5	90.2	89.2	92.7	71.8	56.3	73.8	81.6	66.6	72.7	76.6	72.5					72.5	78.4
Services	115.0	119.9	123.2	119.3	121.8	107.6	96.2	108.3	113.6	94.6	91.4	86.7	90.7					90.7	105.4

Products				87.9				71.7	80.0										80.0
Services				120.0				110.5	115.1										115.1

(Reference: Previous year)

Products	76.7	93.4	93.5	86.6	91.0	89.0	89.6	89.9	88.2	89.2	82.3	88.8	86.9	94.6	93.5	86.9	91.6	89.2	88.7
Services	112.9	118.2	120.2	117.0	122.1	123.9	124.0	123.4	120.2	124.1	112.3	114.4	116.5	118.7	123.2	113.1	118.1	117.3	118.6

## 3. Changes in the number of stores (including directly managed stores, subsidiary stores, and PC Clinics)

Beginning of the year	April	May	June	July	August	September	October	November	December	January	February	March	Full year
123	123	123	125	125	125	125	125	125	125				125
including PC DEPOT Smart Life	25	25	28	28	28	29	29	29	29				29
Renovated Store			1			1	1						3
NEW			3										3
memo			Fujimino Toyosu Mito Kamisu *			Matsudo	Minato Mirai (Relocated)						

\* PC Clinic in K's Denki Kamisu Store

\* Net sales compared to the same month of the previous year in Section 1 are calculated using POS data from PC DEPOT and PC DEPOT Smart Life stores directly run by PC DEPOT or its subsidiary as well as from PC DEPOT PC Clinic stores.

\* Net sales from services are the sum of the preliminary figures for technical service fees, various commissions, and communication charges, etc. The data transmission charges for MVNO business are included in the net sales from services.

\* All figures contained in this material are preliminary POS figures. Net sales from services are approximate and include anticipated rebates, etc. It should be noted that these figures will differ from the final financial results.

\* Subsidiary stores are the ones managed by PC DEPOT STORES CORPORATION.

## ■ Announcement

The monthly report for January will be published around February 9.

## ■ For inquiries regarding this material contact:

IR officer at 045-472-9838 or ir@pcdepot.co.jp

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Please be aware that these figures will differ from the final financial results.