



Second Quarter Fiscal 2021 Earnings

May 6, 2021

Preliminary Statements

Forward Looking Statements

This document contains certain forward-looking statements. These statements are based on the company's current expectations as to the outcome and timing of future events. All statements, other than statements of historical facts, that address activities or results that the company plans, expects, believes, projects, estimates or anticipates will, should or may occur in the future are forward-looking statements. Actual results for future periods may differ materially from those expressed or implied by these forward-looking statements due to a number of uncertainties and other factors, including operating risks, liquidity risks, legislative or regulatory developments, market factors and current or future litigation. For a discussion of these and other factors affecting the company's business and prospects, see the company's annual, quarterly and other reports filed with the Securities and Exchange Commission. The company undertakes no obligation to update or revise forward-looking statements to reflect changed assumptions, the occurrence of unanticipated events or changes to future operating results over time.

Other Available Information

This information should be read in conjunction with, and not in lieu of, the company's annual, quarterly and other reports filed with the Securities and Exchange Commission. Those reports contain important information about the company's business and performance, including financial statements prepared in accordance with U.S. generally accepted accounting principles (GAAP), as well as a description of the important risk factors that may materially and adversely affect our business, financial condition or results of operations.

Adjusted Information

Unless otherwise specified, all amounts in this presentation reflect certain non-GAAP adjustments for various discrete items and constant currency. For a discussion of the comparable GAAP amounts, see "EZCORP GAAP Results" and "GAAP to Non-GAAP Reconciliation" in the Appendix.

Market Comparisons

All market comparisons are based on available information from similar publicly traded companies.

Defined Terms

See Appendix for definition of terms and acronyms used in this presentation.

Company Overview

Formed in 1989, EZCORP has grown into a leading provider of pawn loans in the United States and Latin America. We also sell pre-owned merchandise through a broad network of retail locations. We are dedicated to building shareholder value by satisfying the short-term cash needs of our customers, focusing on an industry-leading experience that is fueled by continuous innovation.

1,024 Pawn Stores



Passion for Pawn and People

- Health and safety in our stores is paramount
- Continual focus on a customer centric culture with an increased passion for pawnbroking

Ready to Meet Our Customers' Needs

- Cash on hand to fund loan demand
- Provider of affordable pre-owned general merchandise and jewelry

Scale-Enabled

- 1,024 stores and 5,800 team members in 6 countries providing essential service
- Strong and differentiated POS system

Diversified

- U.S. - 516 stores
- Latin America - 508 stores

Positioned for Core Pawn Growth

- Strong balance sheet and liquidity
- Able to operate successfully through economic cycles
- Differentiated digital and IT platform

Our Path To Strengthen And Grow The Core

Continuing Progress Toward Our Strategic Goals

- Declining attrition
- Diversity and Inclusion programs
- New recognition programs



Team Members

The most passionate and tenured team in the industry



Customer Focus

A passion for pawnbroking and solving customer needs

- Store traffic counters implemented in the U.S. allowing us to better understand customer behaviors

- Merchandise sales gross profit up with higher margins
- Increased inventory turnover
- Declining Aged GM inventory



Strengthen the Core

Renewed focus on the unique and essential elements of our pawn business



Cost Reduction and Simplification

Significant and sustained adjustment of cost base through ongoing simplification



Innovate and Grow

Broaden customer engagement to service more customers, more frequently in more locations

- Acquired 11 stores in the Houston, TX area in May 2021
- Opened 4 new stores in LatAm in Q2FY21 and 2 additional stores since March 2021



Financial Performance

Realize operational efficiency, bottom line growth and strong return on capital

- Increased the targeted annual cost savings to \$14M+

- Q2FY21 Adjusted EPS of \$0.17 consistent with Q2FY20
- ROEA improved Y/Y to 199% vs. 137%

2021 Q2 Key Financial Themes

Positioning EZCORP for Positive Operating Leverage as Demand for Pawn Loans Returns

Earnings

- Adjusted EPS of \$0.17 consistent with Q2FY20, as lower net revenue was offset by reduced expenses
- Net revenue down 11% Y/Y driven by lower PSC partially offset by higher merchandise gross profit
- Adjusted EBITDA of \$20.0M down 23% from \$26.0M due to reduced PSC

PLO Down on Stimulus & Seasonality

- PLO balance of \$122.5M at 3/31/21, down 24% consistent with the Y/Y variance despite additional stimulus in the quarter leading to a 21% reduction in PSC
- Demand for pawn loans negatively impacted by stimulus payments
- Ongoing pressure in April related to delayed tax season and lingering stimulus impact

Higher Merchandise Sales Gross Profit

- Merchandise sales gross profit up 12% Y/Y due to higher margins of 43% driven by ongoing focus on inventory turnover (inventory turnover of 3.1x improving from 2.1x)
- Aged GM inventory improved to \$0.7M (2% of GM inventory) from \$7.4M (8%)
- Lower inventory/merchandise sales tied to lower pawn loans/forfeitures

Ongoing Expense Reductions

- On track to achieve more than \$14M of annual expense reductions (up from \$13M announced last quarter) mostly related to G&A
- G&A expenses decreased 11% Y/Y due to lower professional fees, licenses and T&E
- Store expenses decreased 7% Y/Y primarily due to lower labor costs attributable to a reduced labor force compared to last year

Strong Balance Sheet

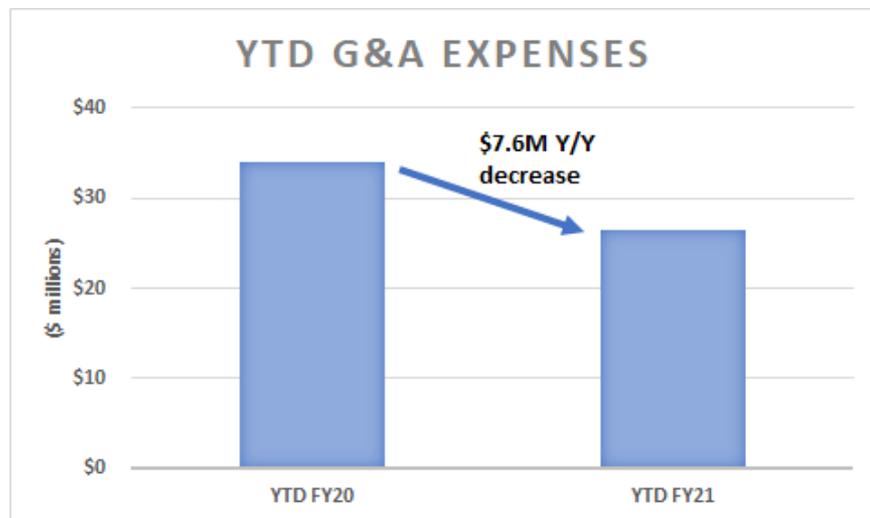
- \$335.6M cash balance at 3/31/21 (\$290.5M at 12/31/20) primarily due to higher loan redemptions and merchandise sales
- No near-term debt maturities or restrictive debt covenants
- Ample liquidity to fund PLO, de novo stores and inorganic growth opportunities

Accomplishments in 2021 Q2 on this slide unless otherwise stated. Amounts in this presentation are continuing operations only and comparisons are relative to same period in prior year unless otherwise stated. Amounts in this presentation are adjusted for discrete items and constant currency unless otherwise identified and reflect the correction of immaterial errors in prior periods, as discussed in the footnotes to the annual report on Form 10-K. EZCORP Same Store amounts in this presentation exclude pawn stores acquired unless outstanding for the entire periods presented. See "EZCORP GAAP Results" in "Additional Information" and "GAAP to Non-GAAP Reconciliation."

Cost Reduction and Simplification

Continuous Process

- We continue to execute on the strategic initiatives implemented since Q4FY20 and have increased the targeted annual cost savings from \$13M+ to \$14M+, mostly related to G&A expenses
- We continue to focus on cost reduction and improving productivity. Store expenses decreased by 7% in the quarter resulting in a decrease of 9% YTD. G&A decreased by 11% in the quarter resulting in a decrease of 22% YTD.
- On a sequential basis, store expenses increased 2% (\$1.3M) while Net Revenue increased by 4% (\$4.6M). We anticipate continuing to add back store expenses in a cost effective manner as transactional demand increases.



2 Strengthen the Core

Strategic Focus on Operating Disciplines and Modernization of Critical IT Systems

People, Pawn & Passion

- Ongoing focus on identification and development of store Team Members through meticulous talent and succession identification programs, release of new certification programs and career pathing tools
- Continued efforts to simplify approach to business to ensure a rapid recovery of our loan portfolio
- Online recruitment and employment reviews used as a tool to reinforce our employee value proposition and to attract new Team Members
- Continued progress in decreasing attrition with improvement in Wage Team Member and Store Manager turnover
- Progression of our Diversity and Inclusion initiatives to ensure we remain diligent in furthering our goals in this area
- Continued focus on developing and implementing new recognition programs designed to celebrate, motivate, and engage Team Members

Technology, Process Efficiency

- POS2 converted to a flexible modern microservices based architecture for all sales transactions allowing us to decrease cost of additional functionality and improve scalability for increased store count
- EZROAM tablets are processing layaway and extension payments as well as sales, allowing greater engagement with our customers
- Store traffic counters rolled out in the U.S. with a successful pilot in Mexico and planned rollout in Q3
- Continued digitization of pawn customer interactions
- Enhancing BI and customer analytics for improved performance measurement

Innovate and Grow

Broaden Customer Engagement to Service More Customers, More Frequently

Lana

- Online extensions through lana.com grew more than 70% in transaction count and doubled in the amount of PSC collected when compared to Q1FY21
- Layaway payments now available in all U.S. stores, with over 1,000 payments made during the quarter

Improving the Customer Experience

- Continued development of online account management to save customers time
- Over 25,000 Google reviews in Q2, with an average rating of 4.8 stars. More than 14,000 5-star reviews in the U.S. during the quarter.
- Store focus on creating enduring customer relationships
- Enhancing central customer support capability

Leverage Digital to Capture New Customers

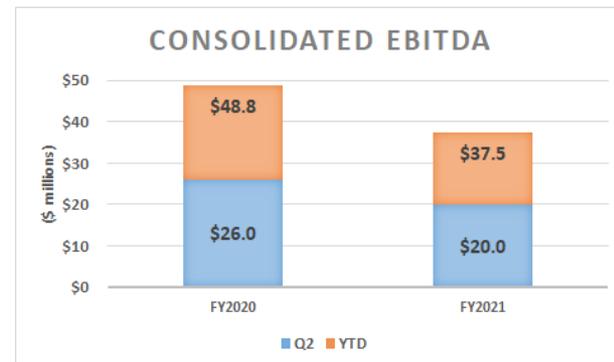
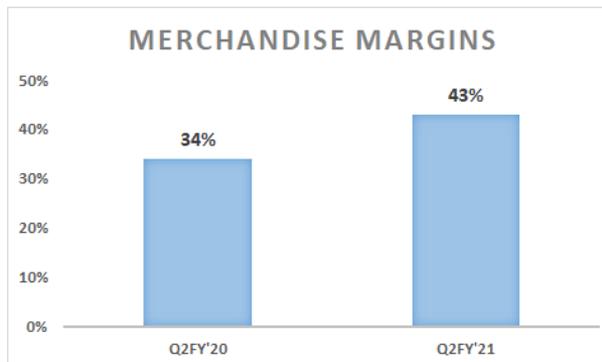
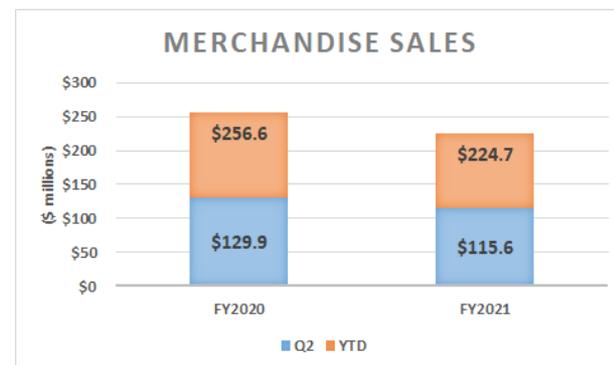
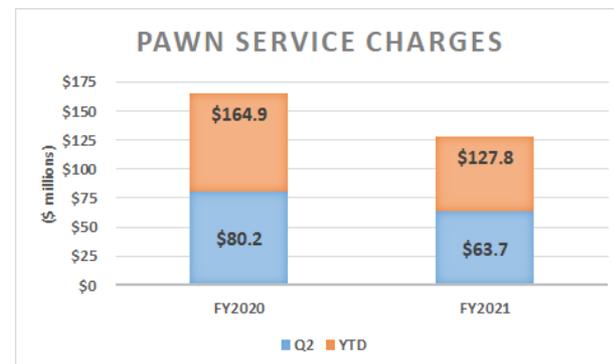
- Developing complete digital marketing strategy, beginning with SEO and social media marketing
- Traffic count technology deployed to all U.S. stores by the end of March will enhance campaign measurement
- Rapid prototyping with a disciplined test and learn approach to control marketing spend and drive maximum ROI

Store Growth

- Acquired 11 stores in the Houston, TX area in May 2021. Provides immediate market-leading position in South Houston area, and enhances already strong position in strategically important Houston metro market
- Opened 4 new stores in LatAm in Q2FY21, 2 additional stores since March 2021 and see opportunity for further expansion through both acquisitions and de novo openings
- Continuous discipline in market scanning for store acquisition opportunities in core markets

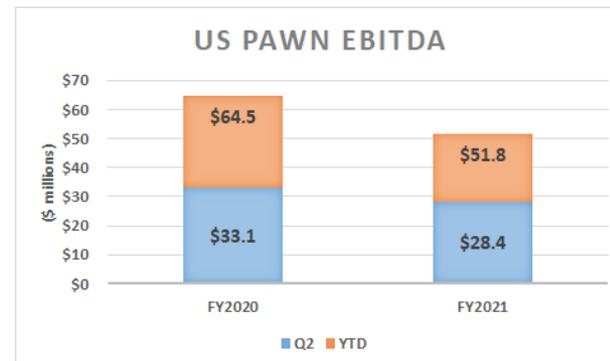
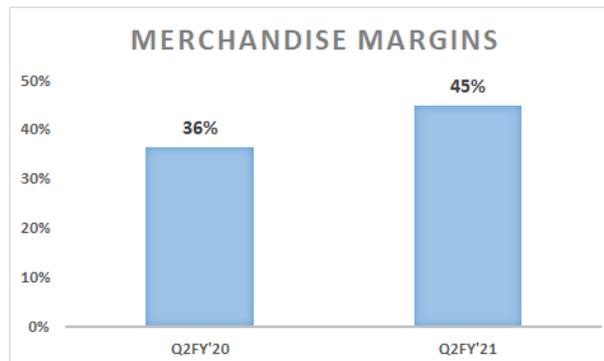
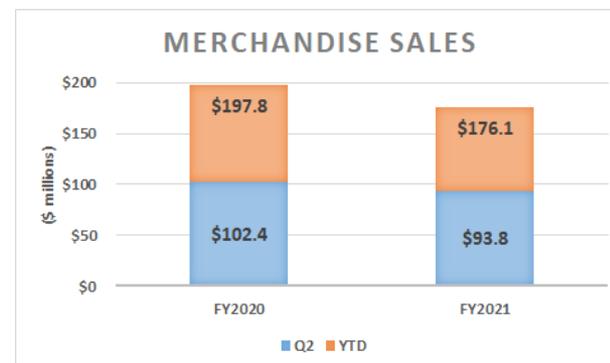
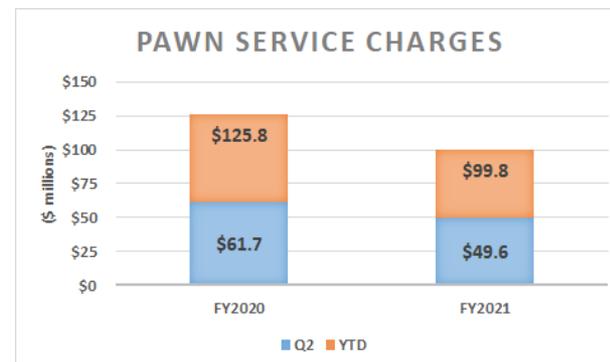
Financial Results - Consolidated

- PLO balance of \$122.5M, down 24% Y/Y largely related to impact of recent stimulus payments
- Merchandise sales down 11% Y/Y
 - Same store sales down 11%
 - Merchandise sales gross profit up 12% due to higher margins expanded to 892 bps Y/Y related to improved inventory turnover particularly in the 0-90 day aged bucket
- Total inventory decreased \$88.8M reflecting a 48% increase in inventory turnover to 3.1x Y/Y
 - Aged GM inventory improved to \$0.7M (2% of GM inventory) from \$7.4M (8% of GM inventory)
- ROEA improved Y/Y to 199% vs. 137%
- EBITDA down 23% for quarter reflecting lower PSC due to reduced PLO partially offset by lower expenses and higher merchandise gross profit



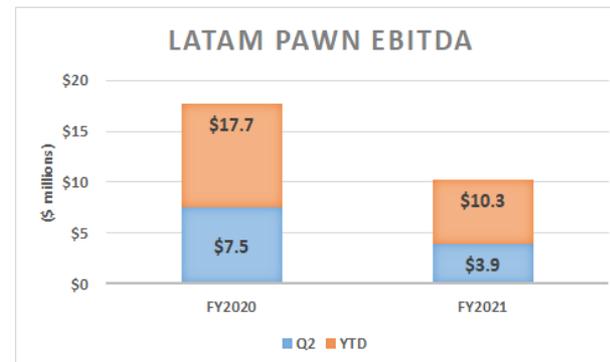
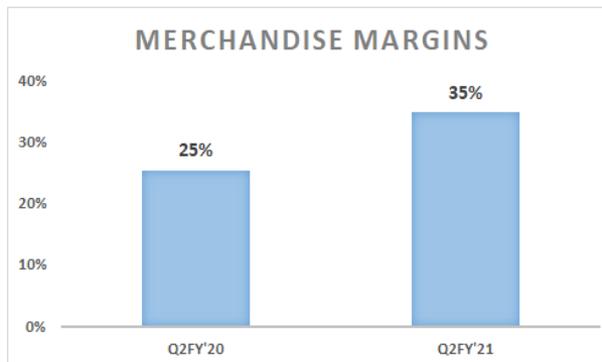
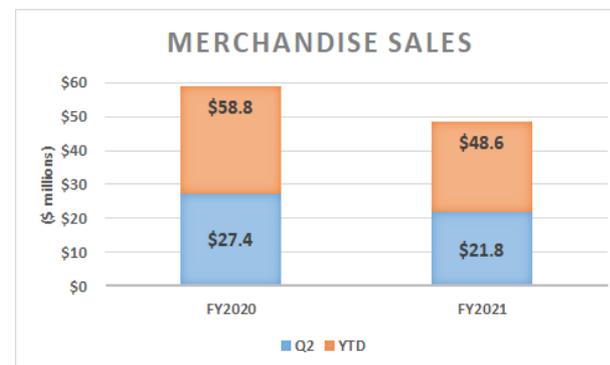
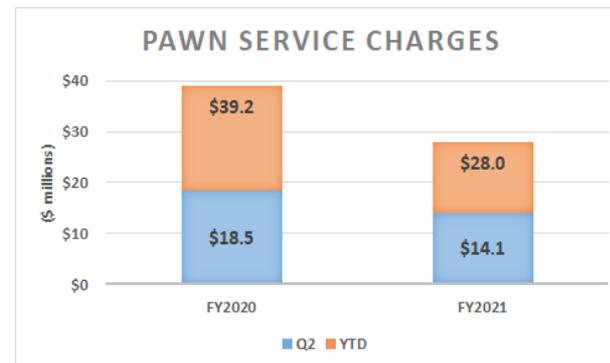
Financial Results – U.S. Pawn

- PLO down 22% Y/Y reflecting lower demand related to stimulus payments
- PSC down 20% driven by lower average PLO for the quarter partially offset by Y/Y improvement in PLO yield due to a higher redemption rate
- Merchandise sales decreased 8% Y/Y for the quarter
 - Same store sales decline of 8%
- Merchandise sales gross profit up 13% and related margins up 851 bps driven by effective inventory management
 - Aged GM inventory improved to \$0.4M (2% of GM inventory) from \$4.0M (6% of GM inventory)
 - Inventory turnover up 45% Y/Y to 2.9x
- Store expenses down 6% Y/Y due to reduced labor expenses
- EBITDA down 14% Y/Y primarily due to lower PSC partially offset by lower expenses and higher merchandise gross profit



Financial Results – Latin America Pawn

- PLO down 29% Y/Y to \$27.1M as a result of the impact of constrained traffic, limited operating hours and increased remittances from the U.S.
- PSC down 24% Y/Y driven by lower average PLO for the quarter partially offset by Y/Y improvement in PLO yield due to a higher redemption rate
- Merchandise sales decreased 20% Y/Y for the quarter
 - Same store sales decline of 21%
- Merchandise sales gross profit up 10% and related margins up 939 bps driven by increased sales velocity
 - Inventory turnover up 60% Y/Y to 4.0x
 - Aged GM inventory decreased to \$0.3M (3% of GM inventory) from \$3.3M (11% of GM inventory)
- Store expenses down 4% Y/Y due to reduced labor expenses
- EBITDA down 48% due to lower PSC partially offset by increased merchandise sales gross profit and reduced expenses



Appendix

Lower PLO Balance Pressures Net Revenue

EZCORP GAAP Results

\$ Millions	Q2			YTD		
	FY21	FY20	%Δ B/(W)	FY21	FY20	%Δ B/(W)
Pawn Loans Outstanding	\$ 125.3	\$ 160.2	(22)%	\$ 125.3	\$ 160.2	(22)%
Total Revenue	\$ 184.9	\$ 223.3	(17)%	\$ 363.0	\$ 445.7	(19)%
Net Revenue	\$ 113.7	\$ 127.4	(11)%	\$ 222.1	\$ 257.4	(14)%
Equity in Net (Income) Loss of Investments	\$ (1.3)	\$ (1.2)	6%	\$ (1.8)	\$ 4.6	138%
Store Expenses	\$ 81.1	\$ 87.7	(8)%	\$ 160.4	\$ 176.9	9%
General and Administrative Expenses	\$ 13.8	\$ 15.4	(10)%	\$ 26.2	\$ 34.2	23%
Impairment of Goodwill, Intangible and Other Assets	\$ —	\$ 47.1	NM	\$ —	\$ 47.1	NM
Other (Income)/Expense	\$ 0.3	\$ (0.1)	NM	\$ (0.4)	\$ 0.8	NM
EBITDA	\$ 19.8	\$ (21.4)	192%	\$ 37.5	\$ (6.2)	703%
Depreciation/Amortization	\$ 8.1	\$ 7.8	(4)%	\$ 15.7	\$ 15.5	(1)%
Interest Expense, Net	\$ 4.9	\$ 4.9	—%	\$ 9.5	\$ 9.4	(1)%
Profit Before Tax	\$ 6.8	\$ (34.1)	120%	\$ 12.3	\$ (31.1)	140%
Income Taxes	\$ 1.5	\$ 6.7	78%	\$ 2.7	\$ 8.5	69%
Net Income	\$ 5.3	\$ (40.9)	113%	\$ 9.6	\$ (39.6)	124%
Diluted EPS	\$ 0.10	\$ (0.74)	112%	\$ 0.17	\$ (0.71)	125%

FY21 YTD net revenue down, primarily driven by lower PLO/PSC reflecting ongoing COVID-19 impacts offset by improved merchandise sales gross profit.

FY21 YTD store and general administrative expenses reduced as a result of ongoing cost cutting initiatives.

Q2FY20 EPS impacted by \$47.1m Goodwill and Trade name impairments.

Lower PLO Balance Weighs on EBITDA/EPS

EZCORP Adjusted Results

\$ Millions	Q2			YTD		
	FY21	FY20	% Δ B/(W)	FY21	FY20	% Δ B/(W)
Pawn Loans Outstanding	\$ 122.5	\$ 160.2	(24)%	\$ 122.5	\$ 160.2	(24)%
Total Revenue	\$ 185.5	\$ 223.3	(17)%	\$ 365.7	\$ 445.8	(18)%
Net Revenue	\$ 114.1	\$ 127.4	(11)%	\$ 223.6	\$ 257.5	(13)%
Equity in Net (Income) Loss of Investments	\$ (1.3)	\$ (1.2)	(8)%	\$ (1.8)	\$ (2.4)	25%
Store Expenses	\$ 81.5	\$ 87.7	7%	\$ 161.6	\$ 176.9	9%
General and Administrative Expenses	\$ 13.6	\$ 15.2	11%	\$ 26.5	\$ 34.1	22%
Impairment of Goodwill, Intangible and Other Assets	\$ —	\$ —	NM	\$ —	\$ —	NM
Other (Income)/Expenses	\$ 0.2	\$ (0.3)	NM	\$ (0.2)	\$ 0.2	NM
EBITDA	\$ 20.0	\$ 26.0	(23)%	\$ 37.5	\$ 48.8	(23)%
Depreciation/Amortization	\$ 8.1	\$ 7.8	(5)%	\$ 15.8	\$ 15.5	(2)%
Interest Expense, Net	\$ 1.5	\$ 1.6	6%	\$ 2.7	\$ 3.1	13%
Profit Before Tax	\$ 10.4	\$ 16.6	(37)%	\$ 19.0	\$ 30.2	(37)%
Income Taxes	\$ 0.9	\$ 7.2	89%	\$ 2.1	\$ 11.6	82%
Net Income	\$ 9.5	\$ 9.4	1%	\$ 16.8	\$ 18.6	(10)%
Diluted EPS	\$ 0.17	\$ 0.17	—%	\$ 0.30	\$ 0.34	(12)%

FY21 YTD net revenue down, primarily driven by lower PLO/PSC reflecting COVID-19 impacts offset by improved Merchandise sales gross profit.

FY21 YTD store and general administrative expenses reduced as a result of ongoing cost cutting initiatives.

FY21 YTD Adjusted EBITDA down due to lower net revenue, largely related to stimulus payments depressing pawn loan demand. Net revenue decline partially offset by expense reductions and optimization.

Q2FY21 income taxes down due to lower PBT and forecasted loss for FY21 causing a lower projected tax rate for the year.

FY21 YTD Adjusted EPS decline primarily driven by reduction in net revenue, largely from PSC drop due to COVID-19 impacted loan demand.

Definition of Terms

PLO	Pawn loans outstanding
PSC	Pawn service charges
LatAm	Latin America, including Mexico, Central America and South America
POS2	Second generation point-of-sale system
SSLG	Same store loan growth (stores open the entirety of comparable periods)
SSSG	Same store sales growth (stores open the entirety of comparable periods)
CAGR	Compound annual growth rate
GM	General merchandise (non-jewelry)
Net Debt	Par value of debt less cash and cash equivalents
Leverage Ratio	Net debt divided by adjusted EBITDA for the trailing twelve months
CCV	Cash Converters International Limited, a publicly-traded company based in Australia, in which EZCorp holds a minority interest

$$\text{Monthly PLO Yield} = \frac{\left(\frac{\text{pawn service charges}}{\text{days in period}} \right) \times 365}{\text{average PLO}} / 12$$

$$\text{Inventory Yield} = \frac{\left(\frac{\text{sales gross profit}}{\text{days in period}} \right) \times 365}{\text{average net inventory}}$$

$$\text{Return on Earning Assets} = \frac{\left(\frac{\text{sales gross profit} + \text{PSC}}{\text{days in period}} \right) \times 365}{\text{average net inventory} + \text{average PLO}}$$

$$\text{Inventory Turnover} = \frac{\left(\frac{\text{total cost of sales}}{\text{days in period}} \right) \times 365}{\text{average net inventory}}$$

$$\text{EBITDA Margin} = \frac{\text{EBITDA}}{\text{net revenue}}$$

GAAP to Non-GAAP Reconciliation

In addition to the financial information prepared in conformity with generally accepted accounting principles in the United States of America ("GAAP"), we provide certain other financial information that is adjusted to exclude the impact of restructuring and restatement charges and other discrete items and to reflect the results of our Latin America Pawn operations on a constant currency basis. We believe that presentation of the non-GAAP financial information is meaningful and useful in evaluating and comparing our operating results across accounting periods and understanding the operating and financial performance of our business. We believe that the non-GAAP financial information reflects an additional way of viewing aspects of our business that, *when viewed with our GAAP results*, provides a more complete understanding of factors and trends affecting our business. We provide non-GAAP financial information for informational purposes and to enhance understanding of our GAAP consolidated financial statements.

You should consider the non-GAAP information in addition to, but not instead of or superior to, our results prepared in accordance with GAAP. Non-GAAP financial information may be determined or calculated differently by other companies, limiting the usefulness of that information for comparative purposes.

GAAP to Non-GAAP Reconciliation Q2 – Consolidated*

\$ Millions								
	Base FY21	Item Adjustments FY21	Adjusted Base FY21	Constant Currency Impact FY21	Adjusted Constant Currency FY21	Base FY20	Item Adjustments FY20	Adjusted Base FY20
Revenues	184.9	—	184.9	0.6	185.5	223.3	—	223.3
PSC Revenue	63.4	—	63.4	0.2	63.7	80.2	—	80.2
Merchandise Gross Profit	49.4	—	49.4	0.1	49.6	44.1	—	44.1
<i>Merchandise Margin</i>	43 %		43 %		43 %	34 %	—	34 %
Scrap Gross Profit	0.7	—	0.7	—	0.7	2.3	—	2.3
<i>Scrap Gross Margin</i>	12 %		12 %		12 %	19 %	—	19 %
Net Revenue	113.7	—	113.7	0.4	114.1	127.4	—	127.4
Store Expenses	81.1	—	81.1	0.4	81.5	87.7	—	87.7
General and Administrative Expenses	13.8	(0.2) (A)	13.6	—	13.6	15.3	(0.1) (D)	15.2
Impairment of Goodwill, Intangibles and Other Assets	—	—	—	—	—	47.1	(47.1) (E)	—
Other Expenses	(1.0)	—	(1.0)	—	(1.0)	(1.3)	(0.1) (F)	(1.4)
EBITDA	19.8	0.2	20.0	—	20.0	(21.4)	47.4	26.0
Depreciation and Amortization	8.1	—	8.1	—	8.1	7.8	—	7.8
EBIT	11.7	0.2	11.9	—	11.9	(29.2)	47.4	18.2
Interest	4.9	(3.4) (B)	1.5	—	1.5	4.9	(3.4) (G)	1.6
Profit (Loss) Before Tax	6.8	3.6	10.4	—	10.4	(34.1)	50.7	16.6
Income Tax Expense	1.5	(0.5) (C)	1.0	(0.1)	0.9	6.7	0.5 (H)	7.2
Net Income (Loss)	5.3	4.1	9.5	0.1	9.5	(40.9)	50.3	9.4
Diluted EPS	0.10	0.07	0.17	—	0.17	(0.74)	0.91	0.17
Diluted Shares Outstanding	55.7	55.7	55.7	55.7	55.7	55.5	55.5	55.5
Pawn Loans Outstanding	125.3	—	125.3	(2.8)	122.5	160.2	—	160.2
Inventory, Net	86.2	—	86.2	(1.7)	84.5	173.3	—	173.3
Net Earning Assets	211.5	—	211.5	(4.5)	207.0	333.4	—	333.4

Footnote * - Includes immaterial presentation reclassifications. Numbers may not foot or cross foot due to rounding.

Footnote (A) Amount includes \$0.2 million adjustment for acquisition expenses

Footnote (B) Amount includes \$3.4 million of non-cash interest

Footnote (C) Amount includes FY21 tax impact of items listed above

Footnote (D) Amount includes \$0.1 million of Covid-19 Lobbying expenses

Footnote (E) Amount includes \$47.1 million of Goodwill and Trade name impairments

Footnote (F) Amount includes \$0.3 million FX gain impact offset by \$0.4 million remittances asset write-off

Footnote (G) Amount includes \$3.4 million of non-cash interest

Footnote (H) Amount includes FY20 tax impact of items listed above

GAAP to Non-GAAP Reconciliation Q2 – U.S. Pawn*

\$ Millions	Base	Item	Adjusted	Constant	Adjusted	Base	Item	Adjusted
	FY21	Adjustments	Base	Currency	Constant	FY20	Adjustments	Base
	FY21	FY21	FY21	Impact	Currency	FY20	FY20	FY20
				FY21	FY21			
Revenues	147.0	—	147.0	—	147.0	173.8	—	173.8
PSC Revenue	49.6	—	49.6	—	49.6	61.7	—	61.7
Merchandise Gross Profit	42.0	—	42.0	—	42.0	37.2	—	37.2
<i>Merchandise Margin</i>	45 %		45 %		45 %	36 %		36 %
Scrap Gross Profit	0.4	—	0.4	—	0.4	1.9	—	1.9
<i>Scrap Gross Margin</i>	12 %		12 %		12 %	19 %		19 %
Net Revenue	92.1	—	92.1	—	92.1	100.7	—	100.7
Expenses	63.7	—	63.7	—	63.7	67.6	—	67.6
Impairment of Goodwill, Intangibles and Other Assets	—	—	—	—	—	10.0	(10.0) (A)	—
EBITDA	28.4	—	28.4	—	28.4	23.1	10.0	33.1
Depreciation and Amortization	2.6	—	2.6	—	2.6	2.7	—	2.7
EBIT	25.7	—	25.7	—	25.7	20.4	10.0	30.4
Interest	—	—	—	—	—	—	—	—
Profit Before Tax	25.7	—	25.7	—	25.7	20.4	10.0	30.4
Pawn Loans Outstanding	95.4	—	95.4	—	95.4	122.0	—	122.0
Inventory, Net	69.8	—	69.8	—	69.8	141.1	—	141.1
Net Earning Assets	165.2	—	165.2	—	165.2	263.1	—	263.1

Footnote * - Includes immaterial presentation reclassifications. Numbers may not foot or cross foot due to rounding.
Footnote (A) Amount includes \$10 million of Goodwill impairment

GAAP to Non-GAAP Reconciliation Q2 – Latin America Pawn*

\$ Millions	Base FY21	Item Adjustments FY21	Adjusted Base FY21	Constant Currency Impact FY21	Adjusted Constant Currency FY21	Base FY20	Item Adjustments FY20	Adjusted Base FY20
Revenues	37.7	—	37.7	0.6	38.3	48.1	—	48.2
PSC Revenue	13.9	—	13.9	0.2	14.1	18.5	—	18.5
Merchandise Gross Profit	7.4	—	7.4	0.1	7.6	6.9	—	6.9
<i>Merchandise Margin</i>	35 %		35 %		35 %	25 %		25 %
Scrap Gross Profit	0.3	—	0.3	—	0.3	0.4	—	0.4
<i>Scrap Gross Margin</i>	11 %		11 %		11 %	18 %		18 %
Net Revenue	21.5	—	21.5	0.4	21.9	25.8	—	25.9
Store Expenses	17.5	—	17.5	0.3	17.8	18.5	—	18.5
Impairment of Goodwill, Intangibles and Other Assets	—	—	—	—	—	35.9	(35.9) (A)	—
Other Expenses (Income)	0.2	—	0.2	—	0.2	(0.4)	0.3 (B)	(0.1)
EBITDA	3.9	—	3.9	—	3.9	(28.2)	35.7	7.5
Depreciation and Amortization	1.8	—	1.8	—	1.8	1.9	—	1.9
EBIT	2.1	—	2.1	—	2.1	(30.1)	35.7	5.6
Interest	(0.6)	—	(0.6)	—	(0.6)	—	(0.3) (C)	(0.3)
Profit (Loss) Before Tax	2.6	—	2.7	—	2.7	(30.1)	36.0	5.9
Pawn Loans Outstanding	29.9	—	29.9	(2.8)	27.1	38.1	—	38.1
Inventory, Net	16.4	—	16.4	(1.7)	14.7	32.1	—	32.1
Net Earning Assets	46.3	—	46.3	(4.5)	41.8	70.2	—	70.2

Footnote * - Includes immaterial presentation reclassifications. Numbers may not foot or cross foot due to rounding.

Footnote (A) Amount includes \$35.9 million of Goodwill and Trade name impairments

Footnote (B) Amount includes \$0.3 million FX gain impact

Footnote (C) Amount includes \$0.3 million of non-cash interest

GAAP to Non-GAAP Reconciliation YTD – Continuing Operations*

\$ Millions	Base	Item	Adjusted	Constant	Adjusted	Base	Item	Adjusted
	FY21	Adjustments	Base	Currency	Constant	FY20	Adjustments	Base
	FY21	FY21	FY21	Impact	Currency	FY20	FY20	FY20
				FY21	FY21			
Revenues	363.0	—	363.0	2.7	365.7	445.7	—	445.8
PSC Revenue	126.9	—	126.9	0.9	127.8	164.9	—	164.9
Merchandise Gross Profit	92.7	—	92.7	0.5	93.2	86.7	—	86.8
<i>Merchandise Margin</i>	42 %		42 %		42 %	34 %		34 %
Scrap Gross Profit	2.3	—	2.3	—	2.3	4.0	—	4.0
<i>Scrap Gross Margin</i>	18 %		18 %		18 %	19 %		19 %
Net Revenue	222.1	—	222.1	1.5	223.6	257.4	—	257.5
Store Expenses	160.4	—	160.4	1.2	161.6	176.9	—	176.9
General and Administrative Expenses	26.3	0.2 (A)	26.5	—	26.5	34.2	(0.2) (E)	34.1
Impairment of Goodwill, Intangibles and Other Assets	—	—	—	—	—	47.1	(47.1) (F)	—
Other (Income)/Expense	(2.1)	0.1 (B)	(1.9)	—	(2.0)	5.5	(7.8) (G)	(2.3)
EBITDA	37.5	(0.3)	37.2	0.3	37.5	(6.2)	55.1	48.8
Depreciation and Amortization	15.7	—	15.7	0.1	15.8	15.5	—	15.5
EBIT	21.8	(0.3)	21.5	0.2	21.7	(21.7)	55.1	33.3
Interest	9.5	(6.8) (C)	2.8	(0.1)	2.7	9.4	(6.3) (H)	3.1
Profit (Loss) Before Tax	12.3	6.5	18.8	0.2	19.0	(31.1)	61.4	30.2
Income Tax Expense	2.7	(0.6) (D)	2.1	0.1	2.1	8.5	3.1 (I)	11.6
Net Income (Loss)	9.6	7.1	16.7	0.2	16.8	(39.6)	58.3	18.6
Diluted EPS	0.17	0.13	0.30	—	0.30	(0.71)	1.05	0.34
Diluted Shares Outstanding	55.5	55.5	55.5	55.5	55.5	55.6	55.6	55.6
Pawn Loans Outstanding	125.3	—	125.3	(2.8)	122.5	160.2	—	160.2
Inventory, Net	86.2	—	86.2	(1.7)	84.5	173.3	—	173.3
Net Earning Assets	211.5	—	211.5	(4.5)	207.0	333.4	—	333.4

Footnote * - Includes immaterial presentation reclassifications. Numbers may not foot or cross foot due to rounding.

Footnote (A) Amount includes adjustment for \$0.4 million credit for contract write-off over-accrual, partially offset by \$0.2 million adjustment for acquisition expenses

Footnote (B) Amount includes \$0.1 million FX gain impact

Footnote (C) Amount includes \$6.8 million of non-cash interest

Footnote (D) Amount includes tax impact of items listed above

Footnote (E) \$0.2 million of Covid-19 Lobbying expenses

Footnote (F) Amount includes \$47.1 million of Goodwill and Trade name impairments

Footnote (G) Amount includes \$7.1 million CCV class action settlement costs, \$1.1 million software write-off expenses, offset by \$0.4 million FX gain impact

Footnote (H) Amount includes \$6.3 million of non-cash interest

Footnote (I) Amount includes tax impact of items listed above

GAAP to Non-GAAP Reconciliation YTD – U.S. Pawn*

\$ Millions	Base	Item	Adjusted	Constant	Adjusted	Base	Item	Adjusted
	FY21	Adjustments	Base	Currency	Constant	FY20	Adjustments	Base
	FY21	FY21	FY21	Impact	Currency	FY20	FY20	FY20
				FY21	FY21			
Revenues	283.5	—	283.5	—	283.5	339.4	—	339.4
PSC Revenue	99.8	—	99.8	—	99.8	125.8	—	125.8
Merchandise Gross Profit	76.2	—	76.2	—	76.2	71.2	—	71.2
<i>Merchandise Margin</i>	43 %		43 %		43 %	36 %		36 %
Scrap Gross Profit	1.6	—	1.6	—	1.6	3.2	—	3.2
<i>Scrap Gross Margin</i>	21 %		21 %		21 %	20 %		20 %
Net Revenue	177.6	—	177.6	—	177.6	200.2	—	200.2
Store Expenses	125.7	—	125.7	—	125.7	135.7	—	135.7
Impairment of Goodwill, Intangibles and Other Assets	—	—	—	—	—	10.0	(10.0) (A)	—
Other Expenses	0.1	—	0.1	—	0.1	—	—	—
EBITDA	51.9	—	51.9	—	51.9	54.5	10.0	64.5
Depreciation and Amortization	5.4	—	5.4	—	5.4	5.6	—	5.6
EBIT	46.5	—	46.5	—	46.5	49.0	10.0	59.0
Interest	—	—	—	—	—	—	—	—
Profit Before Tax	46.5	—	46.5	—	46.5	49.0	10.0	59.0
Pawn Loans Outstanding	95.4	—	95.4	—	95.4	122.0	—	122.0
Inventory, Net	69.8	—	69.8	—	69.8	141.1	—	141.1
Net Earning Assets	165.2	—	165.2	—	165.2	263.1	—	263.1

Footnote * - Includes immaterial presentation reclassifications. Numbers may not foot or cross foot due to rounding.
Footnote (A) Amount includes \$10 million of Goodwill impairment

GAAP to Non-GAAP Reconciliation YTD – Latin America Pawn*

\$ Millions	Base	Item	Adjusted	Constant	Adjusted	Base	Item	Adjusted
	FY21	Adjustments	Base	Currency	Constant	FY20	Adjustments	Base
	FY21	FY21	FY21	Impact	Currency	FY20	FY20	Base
				FY21	FY21			FY20
Revenues	79.3	—	79.3	2.7	81.9	103.6	—	103.6
PSC Revenue	27.1	—	27.1	0.9	28.0	39.2	—	39.2
Merchandise Gross Profit	16.5	—	16.5	0.5	17.0	15.6	—	15.6
<i>Merchandise Margin</i>	35 %		35 %		35 %	26 %		27 %
Scrap Gross Profit	0.7	—	0.7	—	0.7	0.8	—	0.8
<i>Scrap Gross Margin</i>	13 %		13 %		13 %	14 %		14 %
Net Revenue	44.2	—	44.2	1.5	45.7	55.5	—	55.6
Store Expenses	34.7	—	34.7	1.2	35.9	38.5	—	38.5
Impairment of Goodwill, Intangibles and Other Assets	—	—	—	—	—	35.9	(35.9) (B)	—
Other (Income)/Expenses	(0.4)	0.1 (A)	(0.2)	—	(0.3)	(1.0)	0.4 (C)	(0.6)
EBITDA	9.9	(0.1)	9.8	0.3	10.1	(17.9)	35.6	17.7
Depreciation and Amortization	3.7	—	3.7	0.1	3.8	3.8	—	3.8
EBIT	6.2	(0.1)	6.1	0.2	6.3	(21.7)	35.6	13.9
Interest	(1.3)	—	(1.3)	(0.1)	(1.4)	(0.3)	(0.3) (D)	(0.6)
Profit (Loss) Before Tax	7.6	(0.1)	7.5	0.2	7.7	(21.4)	35.9	14.5
Pawn Loans Outstanding	29.9	—	29.9	(2.8)	27.1	38.1	—	38.1
Inventory, Net	16.4	—	16.4	(1.7)	14.7	32.1	—	32.1
Net Earning Assets	46.3	—	46.3	(4.5)	41.8	70.2	—	70.2

Footnote * - Includes immaterial presentation reclassifications. Numbers may not foot or cross foot due to rounding.

Footnote (A) Amounts includes \$0.1 million FX gain impact

Footnote (B) Amounts includes \$35.9 million of Goodwill and Trade name impairments

Footnote (C) Amounts includes \$0.4 million FX gain impact

Footnote (D) Amount includes \$0.3 million of non-cash interest

Consolidated Growth FY19-FY21 Reconciliation*

\$ Millions	FY18	FY18	FY18	FY18	FY18	FY19	FY19	FY19	FY19	FY19
	Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3	Q4	FY
Continuing Ops PBT	19.7	17.5	15.5	2.9	55.5	(4.7)	5.0	3.1	0.3	3.7
Add Back Net Interest	1.6	1.6	3.0	4.6	10.8	5.5	5.5	6.7	4.0	21.6
Add Back Depreciation and Amortization	5.7	6.5	6.1	7.2	25.5	6.8	7.0	7.3	7.7	28.8
Continuing Ops EBITDA	27.0	25.5	24.7	14.7	91.8	7.6	17.5	17.1	12.0	54.1
Discrete Adjustments	0.4	(0.2)	(5.1)	12.0	7.1	20.7	5.3	4.7	7.3	38.1
Adjusted EBITDA	27.4	25.3	19.6	26.7	98.9	28.3	22.8	21.7	19.3	92.1
Constant Currency	(0.2)	(0.7)	(1.1)	(1.0)	(3.1)	0.2	(0.1)	(1.0)	(0.5)	(1.4)
Currency Adjusted Continuing Ops EBITDA	27.1	24.5	18.5	25.7	95.9	28.5	22.7	20.7	18.8	90.7
Continuing Ops Net Revenue	122.1	120.3	114.7	124.5	481.5	130.0	127.7	115.9	120.9	494.4
Discrete Adjustments	—	—	—	—	—	—	(1.1)	4.6	0.3	3.7
Adjusted Net Revenue	122.1	120.3	114.7	124.5	481.5	130.0	126.6	120.4	121.1	498.2
Constant Currency	(0.6)	(1.2)	(3.0)	(2.8)	(7.7)	0.6	(0.6)	(3.6)	(2.2)	(5.8)
Currency Adjusted Continuing Ops Net Revenue	121.5	119.0	111.7	121.6	473.8	130.7	126.0	116.8	118.9	492.3
EBITDA Margin	22 %	21 %	17 %	21 %	20 %	22 %	18 %	18 %	16 %	18 %

\$ Millions	FY20	FY20	FY20	FY20	FY20	FY21	FY21
	Q1	Q2	Q3	Q4	FY	Q1	Q2
PBT	3.0	(34.2)	(10.2)	(28.7)	(70.1)	5.5	6.8
Add Back Net Interest	4.5	4.9	4.8	5.1	19.3	4.6	4.9
Add Back Depreciation and Amortization	7.7	7.8	7.7	7.7	30.8	7.6	8.1
EBITDA	15.2	(21.5)	2.2	(16.0)	(20.0)	17.7	19.8
Discrete Adjustments	7.7	47.4	3.0	28.2	86.3	(0.5)	0.2
Adjusted EBITDA	22.9	25.9	5.2	12.3	66.3	17.2	20.0
Constant Currency	—	—	—	—	—	0.3	—
Currency Adjusted EBITDA	22.9	25.9	5.2	12.3	66.3	17.4	20.0
Net Revenue	130.1	127.4	102.2	89.6	449.2	108.4	113.7
Discrete Adjustments	—	—	2.2	—	2.2	—	—
Adjusted Net Revenue	130.1	127.4	104.4	89.6	451.5	108.4	113.7
Constant Currency	—	—	—	—	—	1.1	0.4
Currency Adjusted Net Revenue	130.1	127.4	104.4	89.6	451.5	109.5	114.1
EBITDA Margin	18 %	20 %	5 %	14 %	15 %	16 %	17 %

Pawn Businesses FY18-FY21 Reconciliation*

	FY18	FY18	FY18	FY18	FY18	FY19	FY19	FY19	FY19	FY19	FY20	FY20	FY20	FY20	FY20	FY21	FY21
\$ Millions	Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3	Q4	FY	Q1	Q2
U.S. Pawn PBT	27.8	28.2	21.3	25.5	102.7	27.4	28.4	23.6	22.2	101.7	28.6	20.4	16.5	7.7	73.1	20.7	25.7
Add Back Net Interest	—	—	—	0.1	0.1	—	—	—	—	—	—	—	—	—	—	—	—
Add Back Depreciation and Amortization	2.8	3.5	3.0	3.5	12.9	3.0	3.0	2.9	2.9	11.9	2.9	2.7	2.7	2.7	11.0	2.7	2.6
U.S. Pawn EBITDA	30.6	31.7	24.3	29.1	115.7	30.5	31.4	26.6	25.1	113.6	31.4	23.1	19.2	10.4	84.1	23.5	28.4
Discrete Adjustments	0.3	(0.2)	—	—	0.1	2.9	—	—	0.8	3.7	—	10.0	2.9	3.0	15.9	—	—
Adjusted U.S. Pawn EBITDA	30.9	31.5	24.3	29.1	115.8	33.3	31.4	26.6	26.0	117.2	31.4	33.1	22.1	13.4	100.0	23.5	28.4
U.S. Pawn Net Revenue	96.8	97.0	89.6	95.6	379.0	101.3	98.9	92.0	93.8	386.0	99.5	100.7	85.8	73.2	359.2	85.6	92.1
Discrete Adjustments	—	—	—	—	—	—	—	—	0.3	0.3	—	—	2.2	—	2.2	—	—
Adjusted U.S. Pawn Net Revenue	96.8	97.0	89.6	95.6	379.0	101.3	98.9	92.0	94.1	386.3	99.5	100.7	88.0	73.2	361.4	85.6	92.1

	FY18	FY18	FY18	FY18	FY18	FY19	FY19	FY19	FY19	FY19	FY20	FY20	FY20	FY20	FY20	FY21	FY21
\$ Millions	Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3	Q4	FY	Q1	Q2
Latin America Pawn PBT	8.6	6.8	8.7	9.1	33.2	6.8	9.5	2.1	5.8	24.1	8.1	(30.1)	(0.7)	(3.9)	(26.7)	5.0	2.4
Add Back Net Interest	(0.6)	(0.8)	(0.7)	(0.5)	(2.6)	(0.4)	(0.4)	1.1	(0.3)	—	(0.4)	—	(0.5)	(0.1)	(0.9)	(0.8)	(0.6)
Add Back Depreciation and Amortization	0.8	0.9	1.0	1.4	4.1	1.4	1.5	1.6	1.7	6.3	1.9	1.9	1.6	1.8	7.3	1.9	1.8
Latin America Pawn EBITDA	8.8	7.0	8.9	9.9	34.6	7.8	10.6	4.8	7.2	30.4	9.7	(28.2)	0.4	(2.0)	(20.2)	6.1	3.7
Discrete Adjustments	—	—	—	—	—	1.7	(1.8)	4.6	0.6	5.2	(0.1)	35.7	(0.1)	2.8	38.3	(0.1)	0.2
Constant Currency Impact	(0.1)	(0.3)	(1.0)	(1.0)	(2.4)	0.2	(0.2)	(1.2)	(0.6)	(1.8)	—	—	—	—	—	0.3	—
Adjusted Latin America Pawn EBITDA	8.7	6.7	8.0	8.8	32.2	9.8	8.6	8.2	7.2	33.8	9.6	7.5	0.3	0.8	18.1	6.2	3.9
Latin America Pawn Net Revenue	23.8	22.0	23.9	26.6	96.2	27.5	28.0	23.2	26.6	105.2	29.7	25.8	15.4	16.1	87.0	22.7	21.5
Discrete Adjustments	—	—	—	—	—	—	(1.1)	4.6	—	3.5	—	—	—	—	—	—	—
Constant Currency Impact	(0.2)	(0.9)	(0.3)	(2.8)	(6.6)	0.6	(0.6)	(3.6)	(2.2)	(5.8)	—	—	—	—	—	1.1	0.4
Adjusted Latin America Pawn Net Revenue	23.6	21.1	23.6	23.8	89.6	28.1	27.4	19.6	24.4	99.4	29.7	25.8	15.4	16.1	87.0	23.8	21.9

Latin America Same Store PLO Growth

GAAP	16 %	11 %	(2)%	4 %	4 %	10 %	4 %	4 %	(6)%	(6)%	2 %	(12)%	(38)%	(41)%	(41)%	(36)%	(22)%
Constant Currency	11 %	9 %	8 %	7 %	7 %	11 %	9 %	2 %	(3)%	(3)%	(1)%	— %	(29)%	(35)%	(35)%	(34)%	(29)%

Constant Currency

In addition to the financial information prepared in conformity with generally accepted accounting principles in the United States ("GAAP"), we provide certain other non-GAAP financial information on a constant currency basis ("constant currency"). We use constant currency results to evaluate our Latin America Pawn operations, which are denominated primarily in Mexican pesos, Guatemalan quetzals and other Latin American currencies. We believe that presentation of constant currency results is meaningful and useful in understanding the activities and business metrics of our Latin America Pawn operations and reflect an additional way of viewing aspects of our business that, when viewed with GAAP results, provide a more complete understanding of factors and trends affecting our business. We provide non-GAAP financial information for informational purposes and to enhance understanding of our GAAP consolidated financial statements. We use this non-GAAP financial information to evaluate and compare operating results across accounting periods. Readers should consider the information in addition to, but not instead of or superior to, our financial statements prepared in accordance with GAAP. This non-GAAP financial information may be determined or calculated differently by other companies, limiting the usefulness of those measures for comparative purposes.

Constant currency results reported herein are calculated by translating consolidated balance sheet and consolidated statement of operations items denominated in local currency to U.S. dollars using the exchange rate from the prior-year comparable period, as opposed to the current period, in order to exclude the effects of foreign currency rate fluctuations. We used the end-of-period rate for balance sheet items and the average closing daily exchange rate on a monthly basis during the appropriate period for statement of operations items. Our statement of operations constant currency results reflect the monthly exchange rate fluctuations and so are not directly calculable from the above rates. Constant currency results, where presented, also exclude the foreign currency gain or loss. The end-of-period and approximate average exchange rates for each applicable currency as compared to U.S. dollars as of and for the three months and the six months ended March 31, 2021 and March 31, 2020 were as follows:

	March 31,		Three Months Ended March 31,		Six Months Ended March 31,	
	2021	2020	2021	2020	2021	2020
Mexican peso	20.5	23.8	20.3	20	20.4	19.6
Guatemalan quetzal	7.6	7.6	7.6	7.5	7.6	7.5
Honduran lempira	23.7	24.4	23.8	24.3	23.9	24.3
Peruvian sol	3.7	3.4	3.6	3.4	3.6	3.3