News Release Dated: September 30, 2020

To whom it may concern:

Company Name:ASKUL Corporation
(Code No.: 2678, Tokyo Stock Exchange First Section)Representative:Akira Yoshioka
President and Chief Executive OfficerContact Person:Tsuguhiro Tamai
Director and Chief Financial Officer
Phone: (03) 4330-5130

September 2020 Operating Results

The Company released data today on results for September 2020. For details on total logistics amounts of the B-to-C business, non-consolidated net sales, and year-on-year growth in sales per customer and the number of customers of the B-to-B business, see the Supplementary Information.

Net sales

The total logistics amounts of the B-to-C business for September this year (from August 21, 2020 to September 20, 2020) increased 8.4% on a year-on-year basis.

Non-consolidated net sales for September declined 3.4% year-on-year. Those of the mainstay B-to-B business fell 5.4% due to the pullback from the rush demand before the consumption tax hike in the previous fiscal year, but they performed favorably when compared with the plan. The rate is expected to be down 3.1% when adjusted considering the number of business days (one fewer business day and one extra Saturday compared with the same month a year earlier).

Non-consolidated net sales of LOHACO, which were also affected by the absence of the rush demand before the consumption tax hike, grew 9.3% reflecting the strong tail wind of E-commerce expansion triggered by the changes in the social environment.

FY ending/ended							
May 20	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total
2021	4	4	4	4	5	5	26
2020	3	4	5	5	5	4	26
Difference	1	0	-1	-1	0	1	0

(Reference) B-to-B business: Business days in September

Notes:

1. There were errors in the results of the total logistics amounts of the B-to-C business and LOHACO net sales for August 2020. The corrected figures are underlined.

2. The total of non-consolidated net sales includes net sales of the Logistics business.

3. For monthly operating results for this fiscal year, accounts are settled as of the 20th of each month on a provisional basis.

4. The monthly operating results will be disclosed on or around the sixth business day after the 20th of each month.

5. For the schedule of the release of our monthly operating results, please see the following page of our Investor Relations website:<u>https://www.askul.co.jp/kaisya/english/ir/calendar.html</u>

6. The operating results disclosed herein have not been audited by certified public accountants or auditing firms. Therefore, figures June differ from those in our quarterly and full-year financial statements.

 The results data include total logistics amounts of the B-to-C business in addition to net sales of LOHACO. Total logistics amounts of the B-to-C business is calculated by adding net sales of Charm Co., Ltd. and transactions via LOHACO Market Place (excluding the Charm Co., Ltd. portion) to net sales of LOHACO.

(1) Total logistics amounts	of the B-to-	C busines	S				(million yen))
FY ending/ ended May 20	June.	July.	Aug.	Sept.	Oct.	Nov.	1st half	
2021	5,949	5,600	<u>5,676</u>	6,106				
2020	5,615	5,274	5,552	5,631	5,379	5,097	32,551	
YoY change (%)	6.0	6.2	<u>2.2</u>	8.4				
FY ending/ ended May 20	Dec.	Jan.	Feb.	Mar.	Apr.	May.	2nd half	Full year
2021								
2020	5,304	4,553	5,450	5,355	5,691	6,108	32,465	65,016
YoY change (%)								

(1) Total logistics amounts of the B-to-C business

(2) Non-consolidated net sales

	ended May 20	June.	July.	Aug.	Sept.	Oct.	Nov.	1st half	
	2021	29,714	29,440	28,346	31,086				
Total	2020	31,090	27,881	26,544	32,189	27,930	29,238	174,874	
	YoY change (%)	-4.4	5.6	6.8	-3.4				
	2021	25,171	25,245	24,147	26,465				
B-to-B	2020	26,792	23,991	22,429	27,968	24,041	25,597	150,821	
business	YoY change (%)	-6.0	5.2	7.7	-5.4				
	YoY change adjusting for the number of business days (%)	-3.4	2.5	12.9	-3.1				
	2021	4,540	4,187	4,201	4,614				
LOHACO business	2020	4,298	3,890	4,114	4,220	3,889	3,640	24,053	
	YoY change (%)	5.6	7.7	<u>2.1</u>	9.3				
FY ending/	ended May 20	Dec.	Jan.	Feb.	Mar.	Apr.	May.	2nd half	Full year
	2021								
Total	2020	30,696	23,301	32,525	30,946	32,449	24,310	174,230	349,105
	YoY change (%)								
	2021								
	2020	26,997	19,902	28,289	26,871	28,061	19,510	149,631	300,453
DUSINESS YoY change adjus	YoY change (%)								
	YoY change adjusting for the number of business days (%)								
	the number of business								
LOHACO business	the number of business days (%)	3,700	3,390	4,229	4,068	4,380	4,799	24,567	48,620

(3) Growth in sales per customer

(non-consolidated B-to-B business; YoY change %)

FY ending/ ended May 20	June.	July.	Aug.	Sept.	Oct.	Nov.	1st half	
2021	-11.1	-2.8	-0.8	-7.9				
2020	2.0	-2.1	2.2	7.0	1.0	0.1	1.7	
FY ending/ ended May 20	Dec.	Jan.	Feb.	Mar.	Apr.	May	2nd half	Full year
2021								
2020	1.4	1.4	2.5	-1.5	-9.4	-8.1	-2.3	-0.3

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convenience. All readers are recommended to refer to the original version in Japanese of the release for complete information.

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FY ending/ ended May 20	June.	July.	Aug.	Sept.	Oct.	Nov.	1st half	
2021	5.7	8.3	8.6	2.8				
2020	4.0	3.0	3.9	5.1	2.3	1.9	3.4	
FY ending/ ended May 20	Dec.	Jan.	Feb.	Mar.	Apr.	May	2nd half	Full year
2021								
2020	3.5	4.5	4.8	5.5	9.1	2.3	5.0	4.2

(4) Growth in the number of customers (non-consolidated B-to-B business; YoY change %)