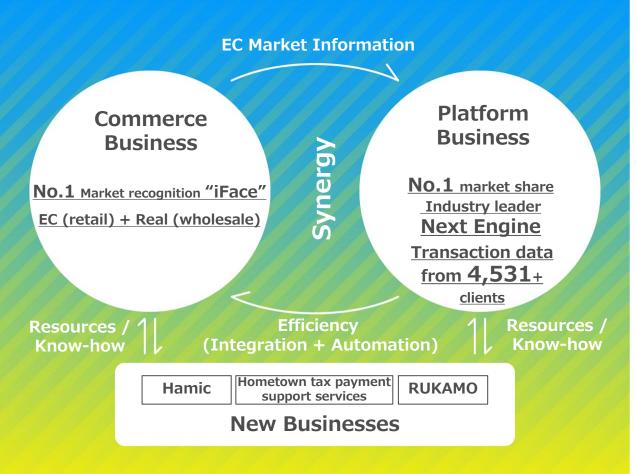


Q3 FY 04/21 Financial results briefing materials

Reference only

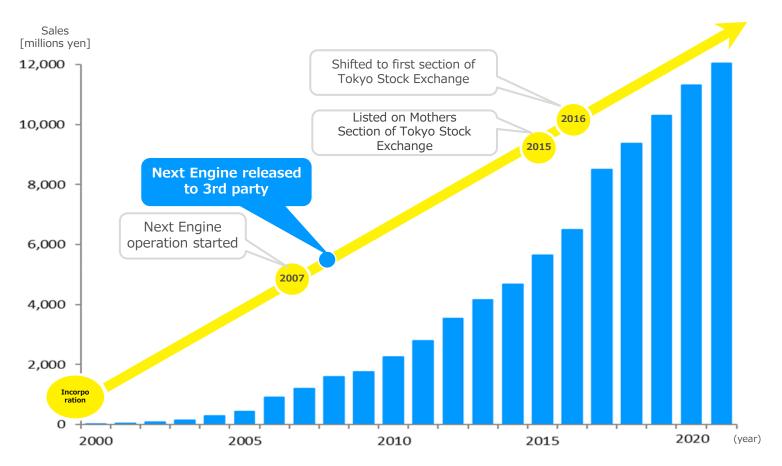
In case of any discrepancies between Japanese version and English version, Japanese Language version shall prevail.



To aim ignite client's creative soul, we continue to evolve and grow the 2 main businesses and create innovative new businesses in peripheral areas with burning our creative soul.

History







Platform stands at a record high, both quarter sales and profit!

Platform Business

- <Next Engine>
- Quarter GMV (Transaction amount processed) increased by 137% YoY due to COVID-19.
- The number of clients also increased steadily,
 +162 Q on Q.
- Churn rate remained stable at a low level. Aim for further improvement to enhance Customer success activity.
- <Hamee Consulting>
- Changing internal organization improve both the turnover rate of consultant and client acquisition rate. Total number of client is expanding because of EC shift by COVID-19.
- Sales increased significantly due to acquisition of a big client.

Commerce Business

- Winning the Rakuten SHOP OF THE YEAR Award,
 iFace brand is enhanced further.
- The Sales remained steady due to the strong new iPhone related product despite the impact of consolidation adjustments.
- Boosting profits from growth in EC sales, which have relatively high margins.
- Continuously improve the supply chain efficiency.

New Businesses

- Hometown Tax Payment Support Service increased by 12% YoY.
- Hamic POCKET launched on February 26, 2021.
 Advertising investment is also planed in Q4.

RUKAMO launches "Up-Cycle" as a new initiative

Contents of explanation

- I. Financial Results
- II. Business Overview
- III. Mid-Term Plan

I. Financial Results

Q3 FY04/21 Segment



(Millions of yen)		2020/4	2021/4			[For reference] 2021/4	
		Q3 Results (Accounting Period)	Q3 Results (Accounting Period)	Increase /Decrease	% YoY	Q3 Results (Cumulative Period)	% YoY
	Net sales	2,629	2,669	40	1.5%	7,095	0.3%
Commerce Business	Operating income	597	651	54	9.2%	1,875	12.6%
Dusiness	Profit ratio	22.7%	24.4%	1.7%	_	26.4%	_
	Net sales	465	602	137	29.5%	1,690	24.0%
Platform Business	Operating income	144	258	113	78.5%	711	71.7%
	Profit ratio	31.2%	42.9%	11.8%	_	42.1%	_
	Net sales	152	161	8	5.8%	271	17.1%
Other *1	Operating income	△8	△6	2	_	△174	_
	Profit ratio	△5.3%	△3.7%	_	_	_	_
	Net sales	3,246	3,433	181	5.8%	9,055	4.5%
Total	Segment profit	734	904	170	23.2%	2,412	21.2%
	Adjusted amount*2	△ 216	△ 242	△ 26	_	△757	_
	Operating income	517	661	144	27.9%	1,654	21.6%
	Profit ratio	15.9%	19.3%	3.3%	_	18.3%	_

[:] New services that cannot be clearly classified into either the Commerce Business or the Platform Business are described as "Others." %1 Others

^{※2} Adjustments: Back office administrative expenses

II. Business Overview

II. Business Overview

Platform Business



Q3 Financial Results - Platform Business Segment



Next Engine: Operating income ratio hit 42.9%, a record high due to GMV jump up. Hamee Consulting: Sales increased significantly due to acquisition of a large customer and client acquisition rate improved. Consultant turnover also improved due to organizational improvements.

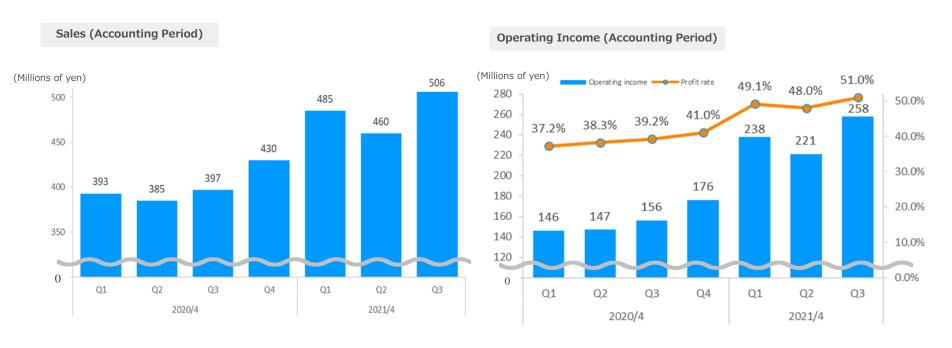
(Millions of yen) 2020/4			2021/4	[Reference] 2021/4		
Platform Business	Q3 results (Accounting Period)	Q3 results (Accounting Period)	Increase /Decrease	% YoY	Q3 Results (Cumulative Period)	% YoY
Net sales	465	602	137	29.5%	1,690	24.0%
Next Engine	Next Engine 397		108	27.3%	1,452	2 23.4%
Hamee Consulting 67		96	28	42.7%	237	7 27.7%
Operating income 144		258	113	78.5%	711	71.7%
Next Engine	156	258	102	65.6%	718	59.5%
Hamee Consulting	△11	0	11	_		5 –
Operating income %	31.2%	42.9%	11.8%	_	42.1%	_
Next Engine	39.2%	51.0%	11.8%	_	49.4%	_
Hamee Consulting	△16.5%	0.3%	16.7%	_	△2.8%	<u> </u>
(Reference)						
Hamee Consulting Amortization of goodwil	ı* 14	14	_	_		14 _

^{**} Amortization of goodwill recorded at the time of the stock acquisition of JS Consulting Co., Ltd. (currently Hamee Consulting Co., Ltd.) on April 1, 2018.

Financial results - Next Engine



In addition to seasonal trends(Christmas and New Year) and Declaration of Emergencies, the EC market became active and the GMV*1 and transactions processed on Next Engine were increased, resulting in an increase in ARPU *2. The high marginal profit ratio boosted operating income.



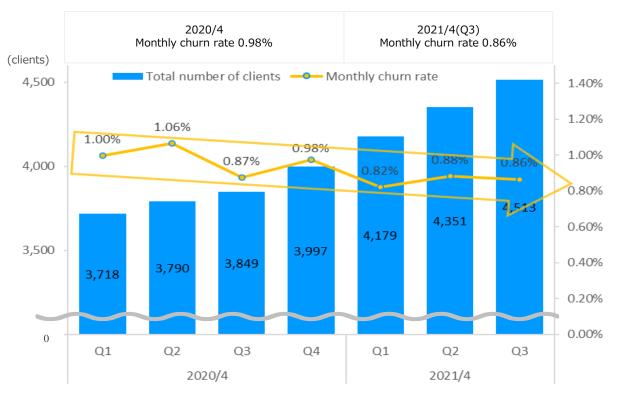
^{※1} GMV · · · Gross Merchandise Value = transaction amount processed through Next Engine.

^{※2} ARPU · · · Average Revenew Per User = the averages of sales per Next Engine clients.

Next Engine - Number of clients and churn rate



- Steady acquisition of clients toward the mid-term plan target, more than 5,500 clients (+162 clients Q on Q)
- · Churn rate remained stable at a low level. Aim for further improvement to enhance Customer success.

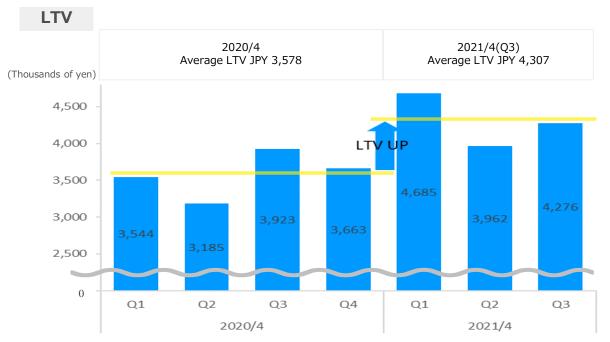


Next Engine-LTV Trends



• In addition to the EC shift, LTV* grew significantly due to enhance Customer success activity to strengthen the acquisition of new clients (inbound, contract conversion), and an improvement in the churn rate.

· Aim to further improve ARPU and churn rate by enhance Customer success. It also aims to continuously increase LTV by launching marketing solutions (e.g. manekine) and other upsell measures.





GMV (order amount processed on Next Engine)

Q3 YTD

Full-year forecast

JPY 699 billion

1 trillion

Reference: 2019 Domestic EC Market scale (Product Sales)

JPY10 trillion

Source: Ministry of Economy, International Economic Survey Project for Establishing Integrated Economic Growth Strategies at Home and Abroad in first year of Reiwa(Market research of Electronic commerce)

Number of orders processed
Q3 YTD

96 million

Year End Estimate

Over 100 million

^{**}Please refer to "Appendix" for the numbers of stores.



SaaS type EC platform to support the efficiency of EC operations

Difficulties by EC merchants in Japan:

- Difficult to manage stores operation at multiple EC malls.
- · A lot of operational work and hard to focus on front side activity.
- $\boldsymbol{\cdot}$ Lack of HR and time for store operation.

Main functions of Next Engine

SaaS type EC platform to support to integrate operations of multi stores operation and automate operational work



· Automate inventory data synchronization

- Automate order management
- Automate synchronization of item master
- · Data interface with warehouse

Automation of EC store operation

Etc.

- Automation of delivery instructions and Email to consumer
- Automation of order quantity calculation and creation of purchase order
- Automation to send email for orders received, shipments, etc.
- Automation of payment confirmation by interface outside payment services

 Etc.

Basic fees (400 transactions included)

JPY 10 thousand per month



transactio n number	401 entries ~	1001 entries ~	3001 entries ~	5001 entries ~	7001 entries ~
Unit price	JPY25	JPY20	JPY15	JPY10	JPY5

•

Next Engine help

Integration stores at multi EC malls

- By making EC operation efficient, generate time for front activities such as sales and marketing
- · Cost reduction
- · Reduction of human error





Open API

Platformer at backyard

Work together with various services through API. Flexible customization according to clients' needs.

Born though EC business

High level services to update from opinions by EC operators (Commerce Business)

Growth of clients' EC businesses

The introduction of Next Engine has increased the sales of many clients.





















****Partial posting**



Neversey Never Inc. https://neversaynever.jp/

Product: Women's Fashion and Apparel



MADE IN EARTH https://madeinearth-store.jp/

Product : Organic cotton products, Soap, furniture



International Swan Group https://swan-group.net/

Product: Clothing, fashion accessories, etc.



THE BODY SHOP JAPAN http://www.the-body-shop.co.jp/shop/

Product: Natural cosmetics



WARAI MIRAI http://waraimirai.com/

Product: Suites, Fruits, Gifts

Upsell Measures: Marketing Solutions





Transaction data with market share No.1



Insert advertisement in e-mails automatically!



Al Auto Recommendation

Posting personalized product recommendations based on AI analyses in the emails distributed to consumers from Next Engine automatically





Automated mail magazine maker!

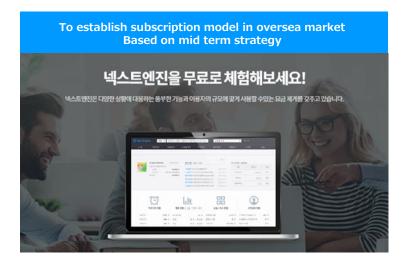


AI analyzes Next Engine order data and product data, automatically generates mail magazines with advertisement according to customer attributes, and sends them to times when the opening rate is predicted to be high





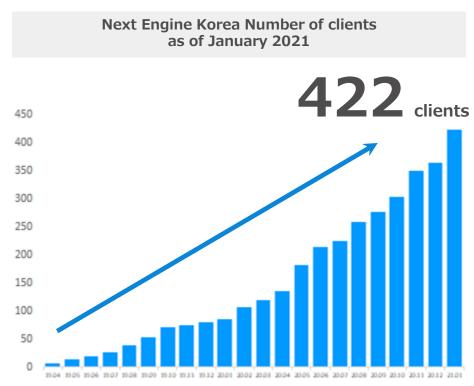
Service in Korea market API with prenty of EC malls



"Next Engine Korea" compatible EC malls

SmartStore	coupang	Gmarket	AUCTION.	11.>	*INTERPARK
emart	SHINSICAE	LOTTE-COM	MakeShop*	CGFe24	0 10X10

(As of the end of April 2020/Partial excerpt)



II. Business Overview

Commerce Business





EC (retail) sales expanded significantly due in part to the strong new iPhone sales although real (wholesale) sales fell due to the Declaration of Emergencies.

(Millions of yen)	2020/4	2021/4			[Reference] 2021/4	
Commerce Business	Q3 results (Accounting Period)	Q3 results (Accounting Period)	Increase /Decrease	% YoY	Q3 Results (Cumulative Period)	% YoY
Net sales	2,629	2,669	40	1.5%	7,095	0.3%
EC (retail)	1,329	1,721	392	29.5%	4,033	22.0%
Real (wholesale)	1,188	1,034	△154	△13.0%	2,873	△19.6%
Consolidation adjustments*1		△86	△197	_	187	_
Operating income	597	651	54	9.2%	1,875	12.6%
Amortization of goodwill %2	34	35	0	1.5%	101	_
(before amortization of goodwill) Operating income	631	687	55	8.8%	1,977	_
Operating income % 22.7%		24.4%	1.7%	_	26.4%	_
Before amortization of goodwill 24.0%		25.7%	1.7%		27.9%	

^{**1} Consolidation adjustments: Amounts in the real (wholesale) of the Commerce business that arise from differences of losing month between HQ and subsidiaries at the time of consolidation are presented.

^{**2} Amortization of goodwill: Amortization of goodwill recorded when the manufacturing business was acquired is presented from JEI DESIGN WORKS Inc on October 1, 2019.

In addition, as this amortization of goodwill is recorded at a subsidiary in South Korea, it is affected by exchange rate fluctuations.

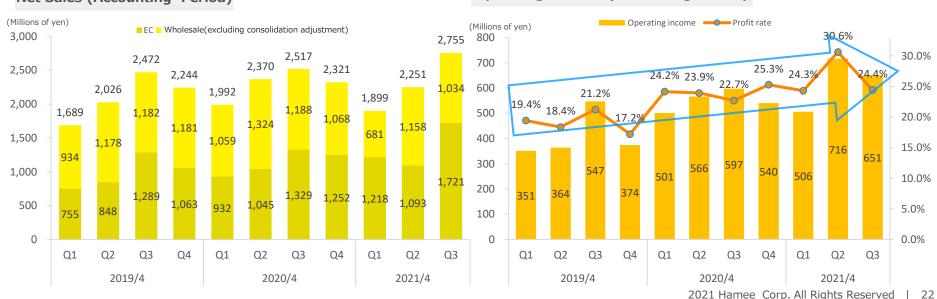
Q3 FY04/21 Commerce Business Sales and Operating Income



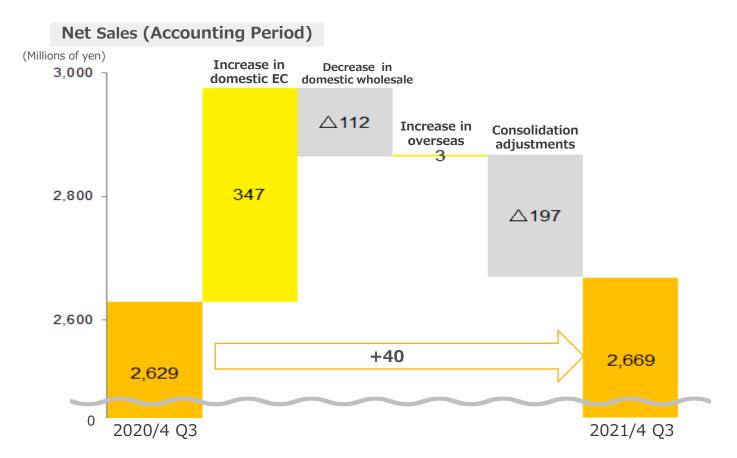
Operating income is improving due to an increase in EC sales due to the EC shift and a review of the Group's supply chain. The operating income margin is expected to rise further after amortization of goodwill * in acquiring iFace manufacturing functions is completed.



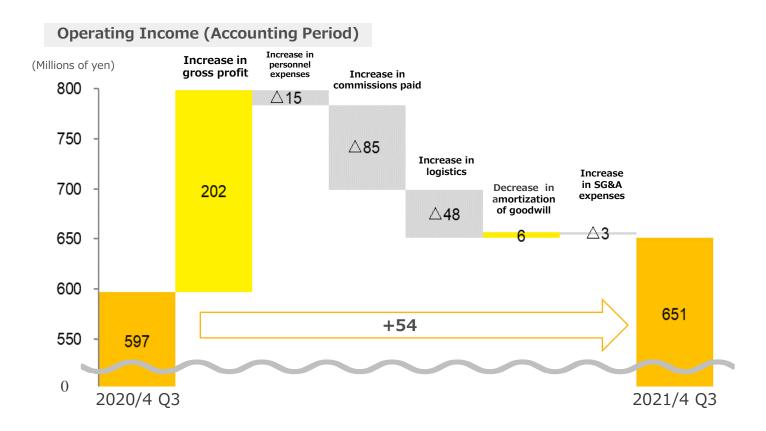
Net Sales (Accounting Period)







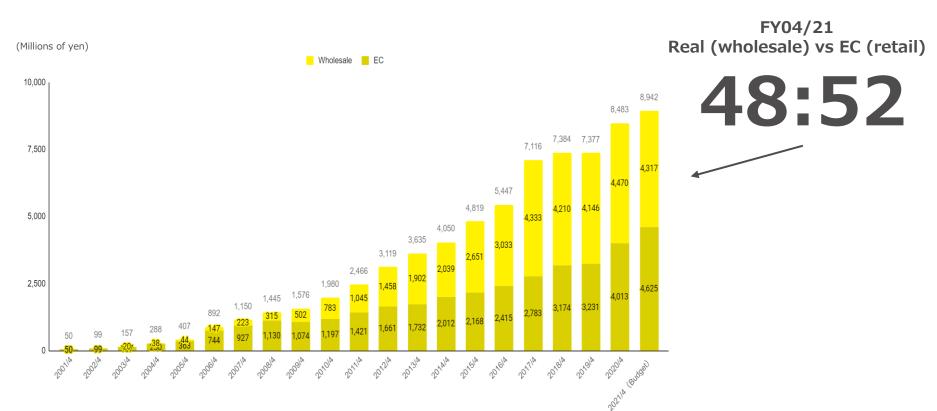




Commerce Business (Domestic) – Sales history



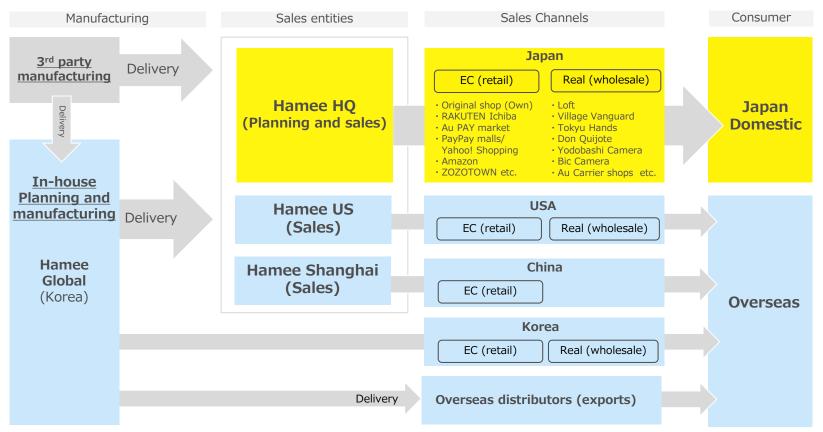
Keep to grow in sales for 20 years. Due to good portfolio, keep growth trend even under COVID-19.



Commerce Business Supply Chain



Established a system that can complete planning, manufacturing, and sales in-house.







Design

The design takes into account not only functionality such as impact resistance, but also the expressions of personality such as unique curve and abundant color valuations.

Brand

1 in 2 knows the brand* due to the strength and usability, as well as the high visibility.



40% of purchasers are young generation*, with a high level of loyalty, so succeed to keep special variety store such as LOFT as distribution channel. Young generation = women aged

Young generation = women aged 15 to 24. Base on in-house Internet research.



Approach to a wide range of consumers, particularly cases with nice designs





Variety of line up to cross sell









2020 Rakuten Annual Ranking

Smartphone/
Tablet section





Aggregation period: From Sep 25, 2019 to Sep 24, 2020

Rakuten Shop of the Year 2020

Smartphone, tablet, peripherals Genre Award, Double Year Award

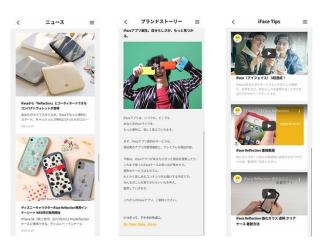


Commerce Business - Challenge to DX to recurring model



iFace Apps launched!





- Distribution of apps limited contents
- Develop new services
- Ensure continuous contact with customers
- Improve customer satisfaction
 - → Challenge to DX in the Commerce
 Business

II. Business Overview

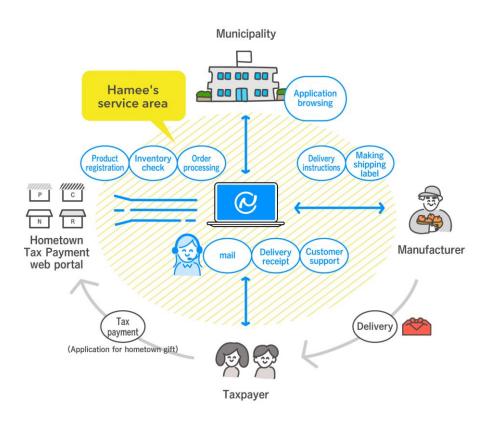
New Businesses

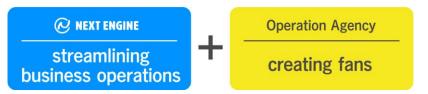
To utilize the capabilities of the 2 main businesses, create innovative new businesses. Same time, these support the evolution and growth of existing businesses

Hamee Hometown Tax Payment Support Service



Support for streamlining business operations by Next Engine, web sites designing and creating fans by e-commerce experiences.



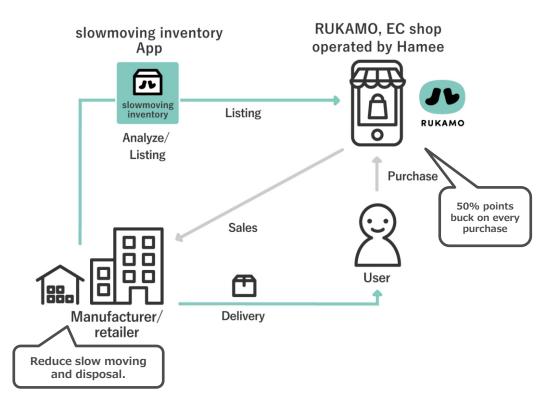


Next Engine has prenty of experiences in improving business flow through "integration" and "automation."

With the expertise gained through more than 20 years of experience in e-commerce operations, we will help "create fans and regular consumers."



∼ For Sustainable Society ∼



"RUKAMO" offers a solution that reduces the amount of slow-moving inventory and mass-discarded products, allowing manufacturers and retailers to list products, and allowing users to receive points at a 50% rate of return when purchasing products.

We will deliver sustainable services that fulfill SDGs goal of 12, "Responsibilities to make products and services."

RUKAMO also opened its official website in an up-cycle to create new value.

Hamic POCKET



When children take a smartphone...

Wish of Parents

- Functional designs children's use safety (Smartphones with functional restrictions)
- Functions that help ensure the safety of children
- Free from parent's mobile contract (In Japan "SIM LOCK" is common, see next slide)



- Variety of apps such as video functions
 (Smartphones with functions similar to parents)
- · Designs children want to brag to friends

Main functions of Hamic POCKET

- Secure communication functions with dedicated apps
- Check usage and history by kids
- · Checking GPS data
- · Burglar alarm function
- · Can be purchased without regard to parent's career

- · Apps can be downloaded from Google Play
- Use highly designed iFace

Etc.

Started sales on February 26, 2021 at Hamic <u>website</u>









Parent-child "Safety"

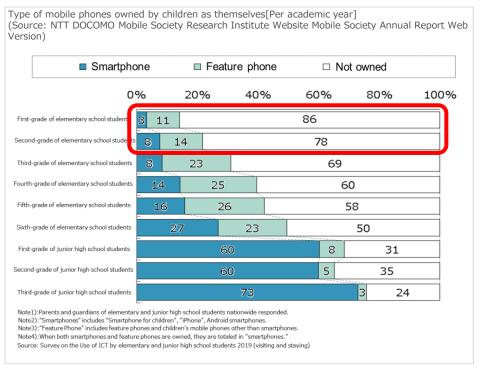
Elementary school students "Enjoyable"

Educate smartphone and IT "Literacy"

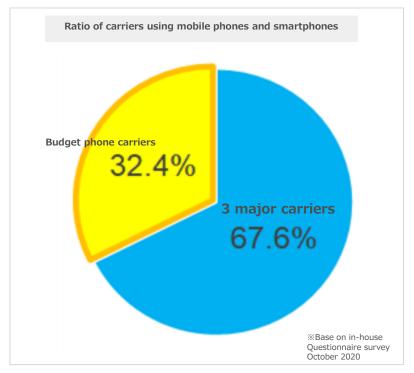
Hamic POCKET markets

<mark>⊩</mark> Hamee

- Approximately 90% of elementary school low-grade children don't have smartphones.
- ※ Population of elementary school students in Japan is 6.3 million (Source: Statistics Bureau, Ministry of Internal Affairs and Communications, May 4,2019)



· Approximately 30% users make mobile contract with Budget phone carriers that don't handle kids's cell phones. Hamic POCKET is not tied to carriers, so there is a great potential.

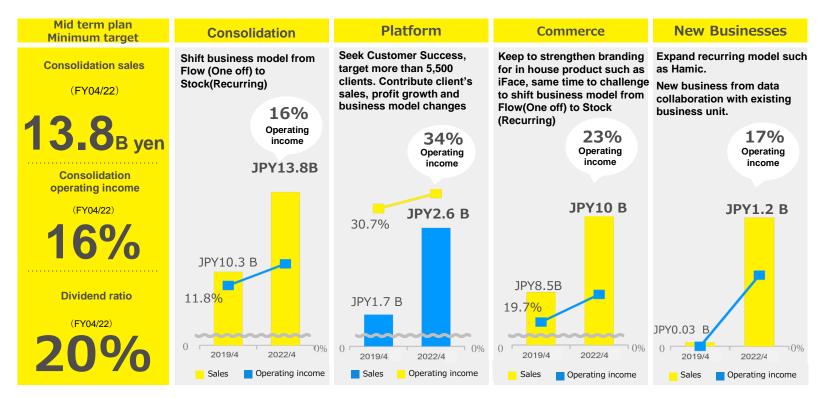


III. Mid-Term Plan

Summary of Medium-Term Plan



Target to achieve minimum 13.8B yen of Sales, minimum 16% of Operating profit ratio by Apr 2022, Hamee challenges to shift business model from Flow (One off model) to Stock (Recurring mode) to maximize Customer Experience based on capability (management resources)



APPENDIX Reference

Forecast by Segment for Fiscal year ended April 2021



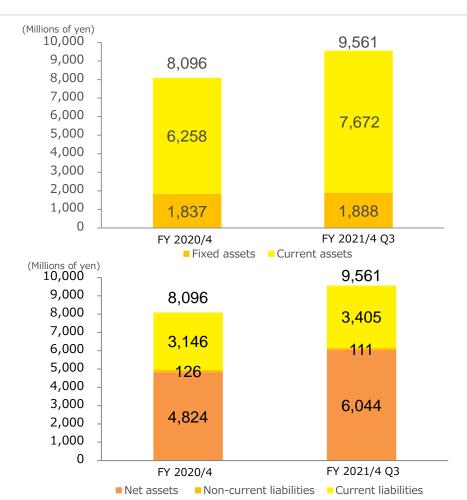
(Millions of yen)		2020/4	2021/4							
		Results	Forcast	Increase /Decrease	% YoY	Composition ratio				
	Net sales		9,990	781	8.5%	77.9%				
Commerce Business	Segment profit	2,198	2,561	363	16.5%	90.9%				
	Profit ratio	23.9%	25.6%	1.8%	_	_				
	Net sales	1,855	2,059	203	11.0%	16.0%				
Platform Business	Segment profit	585	661	76	13.0%	23.5%				
	Profit ratio	31.6%	32.1%	0.6%	_	_				
	Net sales	268	782	514	191.8%	6.1%				
Other *1	Segment profit	△179	△405	△226	126.4%	△14.4%				
	Profit ratio	△66.8%	△51.8%	15.0%	_	_				
	Net sales	11,325	12,832	1,507	13.3%	100.0%				
	Segment profit	2,604	2,817	212	8.2%	100.0%				
Total	Adjusted amount*2	△859	△1,038	△179	20.8%	△36.9%				
	Operating income	1,744	1,778	1,778 33		_				
	Profit ratio	15.4%	13.9%	△1.5%	_	_				

X1 Others: New services that cannot be clearly classified into either the Commerce Business or the Platform Business are classified as "Others." It is described.

X2 Adjustments: Company-wide administrative expenses are stated as "Adjustments."

Q3 04/21 Balance Sheet





		Millions of yen
Current assets	7,672	(+1,414)
■ Cash and deposits	4,237	(+784)
■ Notes and accounts receivable	1,507	(+277)
■Inventory	1,063	(8+
■ Others	870	(+346)
Fixed assets	1,888	(+51)
■ Property, plant and equipment	645	(+76)
■Intangible assets	614	(△146)
■ Investments and other assets	628	(+121)
Current liabilities	3,417	(+271)
■ Accounts payable	213	(+47)
■ Short-term loans	1,611	(+11)
■ Accounts payable-other	925	(+264)
Non-current liabilities	111	(△14)
■Long-term loan	55	(△36)
Net assets	6,032	(+1,207)
■ Retained earnings	5,201	(+1,034)

Next Engine Indicators



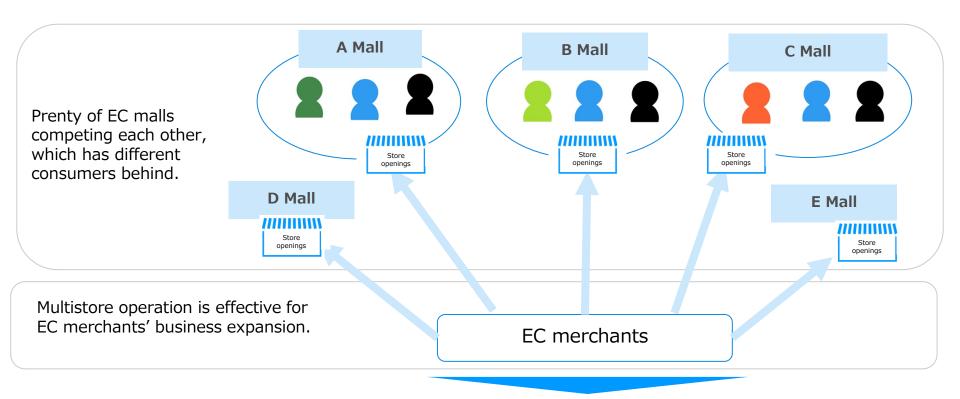
Fiscal Year	2015/4		201	6/4		2017/4				
i iscai Teai	2013/4	1Q	2Q	3Q	4Q	1Q	2Q	3Q	4Q	
Number of clients	1,816	1,928	2,065	2,119	2,228	2,374	2,457	2,548	2,642	
Number of stores	13,472	14,101	14,864	15,772	16,793	17,719	18,541	19,320	20,268	
GMV (Millions of yen)	244,100	68,956	81,977	84,107	80,022	84,650	87,614	103,830	99,915	
Transaction number processed (thousand)	33,000	9,736	10,547	11,265	11,051	12,340	12,525	14,488	14,331	

2018/4			2019/4				2020/4				2021/4			
1Q	2Q	3Q	4Q	1Q	2Q	3Q	4Q	1Q	2Q	3Q	4Q	1Q	2Q	3Q
2,768	2,896	3,010	3,095	3,259	3,440	3,511	3,622	3,718	3,790	3,849	3,997	4,179	4,351	4,513
21,505	21,893	22,898	23,852	25,025	26,064	27,006	28,006	28,814	29,376	30,034	30,835	31,771	33,114	34,461
119,654	108,515	132,479	131,778	152,579	132,685	161,840	151,413	158,568	169,333	184,819	209,220	237,157	208,428	253,487
16,265	15,739	18,102	18,503	23,894	19,085	21,688	21,050	22,481	21,328	23,024	28,643	33,942	28,764	33,639

%GMV and the transaction number processed are the cumulative figures for per each quarter.

Characteristics of Japan's EC Market





EC merchants in Japan face difficulties when start

• More complicated to manage orders, inventories, items at multistore in different EC malls who have original program each others.

CORPORATE DX & SDGs

 \sim DX and SDGs that set fire to their own creative spirits \sim





Work style DX



- Full telework has been introduced, and the personnel system also has been refurbished.
- · Both in-house meetings and brain storming succeeded in bringing almost all communications online.
- Started the express commuting system "Flexible commuting to HQ" to make it easier for telework employees to come offices.

Renovation of the personnel system

Remote work -Remote work Preparationallowances allowances "Allowances for "Flexible commuting Odawara living" to HQ"

Adoption of tools



Online conferencing tools



Online Whiteboard



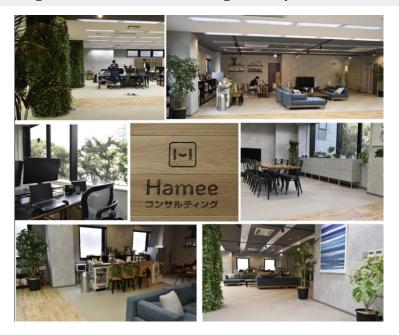
Media platform

Workplaces DX



- Introduction of telework at all bases of all employees was implemented in February 2020.
- 300 seats is reduced to half and redesigned to an office which is compatible with COVID-19 and after COVID-19.
- Head office will be full model changed as telework-compatible next spring.

Integrated Hamee Consulting & Tokyo Sales Office



Odawara Head Office Renovation



Sustainable management



- With the COVID-19 as an opportunity, global action on environmental protection is accelerating.
- Individuals and organisations are oriented toward SDGs conscious lifestyles and business models.
- Employment system and recruitment are also based on local Odawara, making the system more friendly and unique to colleagues.
- · Contributed to new business (RUKAMO, Hamic) and activities of Odawara, SDGs Future-Oriented City.

Visualization of employee engagement





The system and the recruitment are also based on Odawara.





Shifting to SDGs & ESG Management





Disclaimer



- This document includes the outlook for our company, future plans, and managerial goals. These forward-looking statements are based on current assumptions regarding future events and trends, and there is no quarantee that the assumptions are correct. There is a possibility that actual results will be different from those mentioned in this document for various reasons.
- Unless otherwise specified, the financial data in this document are indicated in accordance with the accounting principles that are generally recognized in Japan.
- Regardless of future events, the company will not necessarily revise our announcements about future outlooks, etc. unless required to do so in accordance with disclosure regulations.
- Information about other companies is based on publicly available data.
- This document is not intended for promoting the acquisition of securities, sale or purchase of securities (hereinafter "soliciting"). This document does not support soliciting, or serve as the grounds for any contract or obligation.
- All company names, system names, product names and trademark or registered trademark by other companies are basically trademark or registered trademark under other company. This document doesn't show 「™」 or 「ℝ」 to make clear.
- Wordings of any translated versions of this document, the meaning and wording of the Japanese Language version shall prevail.



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