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困っている人を  
助ける。 WE HELP  
PEOPLE IN NEED.

JAPAN BEST RESCUE SYSTEM

JBR

JAPAN BEST RESCUE SYSTEM

## Business Results Summary < FY2023/Q1 >

February 10, 2023  
Japan Best Rescue System Co., Ltd.

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Briefing  
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## Recorded the continued increase of sales in all business segments and made good start for our initial plan.

The operating profit has virtually increased, although the burden for policy reserves has increased in strong insurance business segment.

	FY21/Q1	22/Q1	23/Q1	Compared with previous 1Q	
Sales	3,156	4,330	4,469	+139 +32%	<b>Record high</b> Driven by increase of sales in core business segments, especially strong insurance business
Operating Profit (% salesratio)	375 (11.9%)	403 (9.3%)	375 (8.4%)	-28	<b>Increase of burden for policy reserves</b> Progress in line with earnings forecast
Ordinary Profit	432	369	345	-24	<b>Steady progress in line with earnings forecast</b>
1Q Net Profit attributable to the owners of the Parent	302	317	131	-186	<b>Recorded one-time corporate tax deferred amount</b>
Operating Profit Excluding policy reserve	360	411	447	+36 +8%	<b>Operating profit has virtually continued to increase.</b> Policy reserves JPY 7 million for previous 1Q → JPY 72 million for 1Q (impact of JPY 64 million increase)

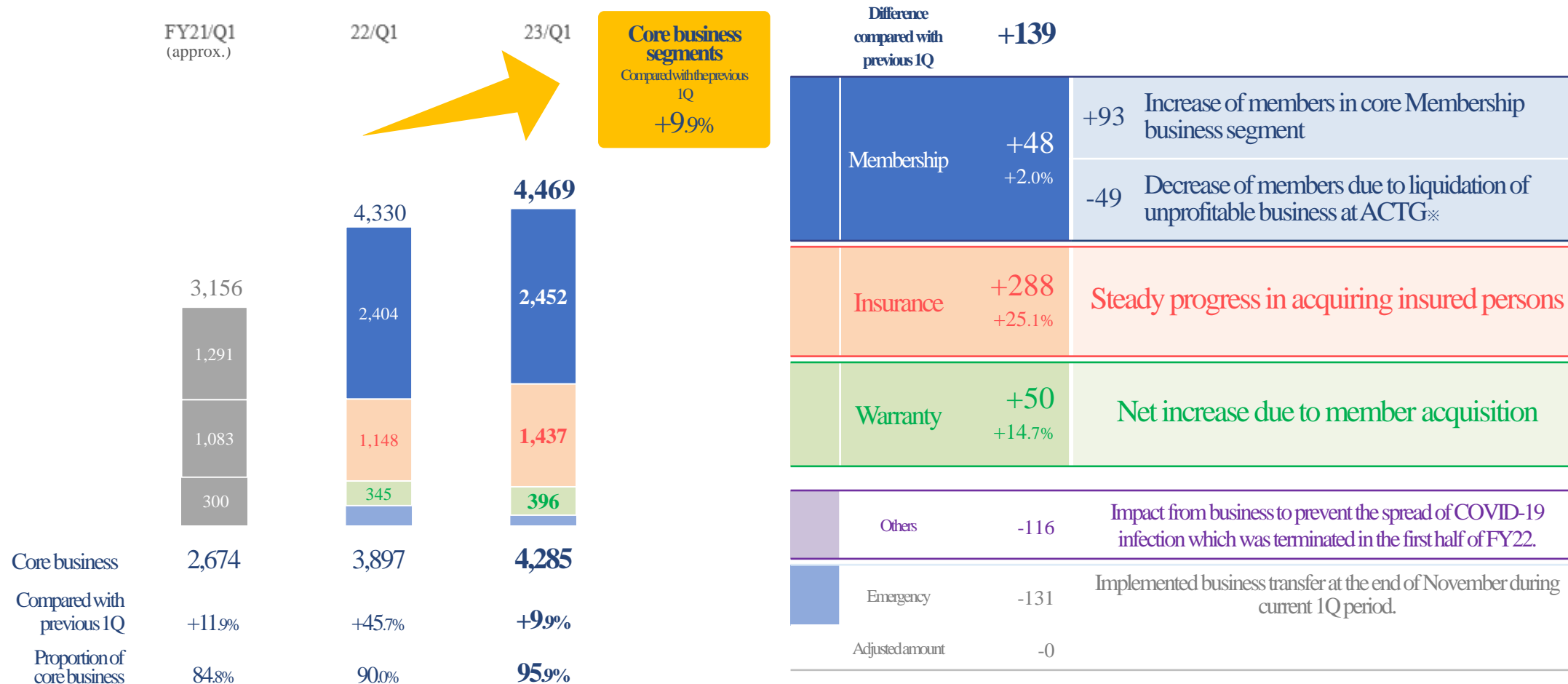
## Progress in line with earning forecast for the 1<sup>st</sup> half plan.

2Q is the peak period for acquiring customers in both Membership and Insurance business segments, the increase of commission payments relating to customer acquisition has been incorporated into earnings forecast.

	FY22 Full Fiscal Year Actual Result	FY23 Full Fiscal Year Forecast	FY23 1 <sup>st</sup> Half Forecast	FY23 1Q Actual Result	Progress for 1 <sup>st</sup> Half Plan	Remarks on Progress
Sales	17,810	18,300	9,075	4,469	49.3%	Steady progress in each business segment. The recorded sales of insurance business will increase in 2Q.
Operating Profit	1,459	1,650	620	375	60.5%	Steady progress in each business segment. The commission payment for sales partner will increase in 2Q in line with the increase of customer acquisition
Ordinary Profit	1,173	1,500	530	345	65.1%	Roughly progressed in line with earnings forecast.
Net Profit Attributable to the owners of the Parent	437	950	310	131	42.3%	Slightly behind business plan due to recording one-time corporate tax deferred amount in 1Q. The impact is not expected to occur in 2Q onward.

# Insurance business segment steadily progressed, sales of every stock-type core business segment has increased

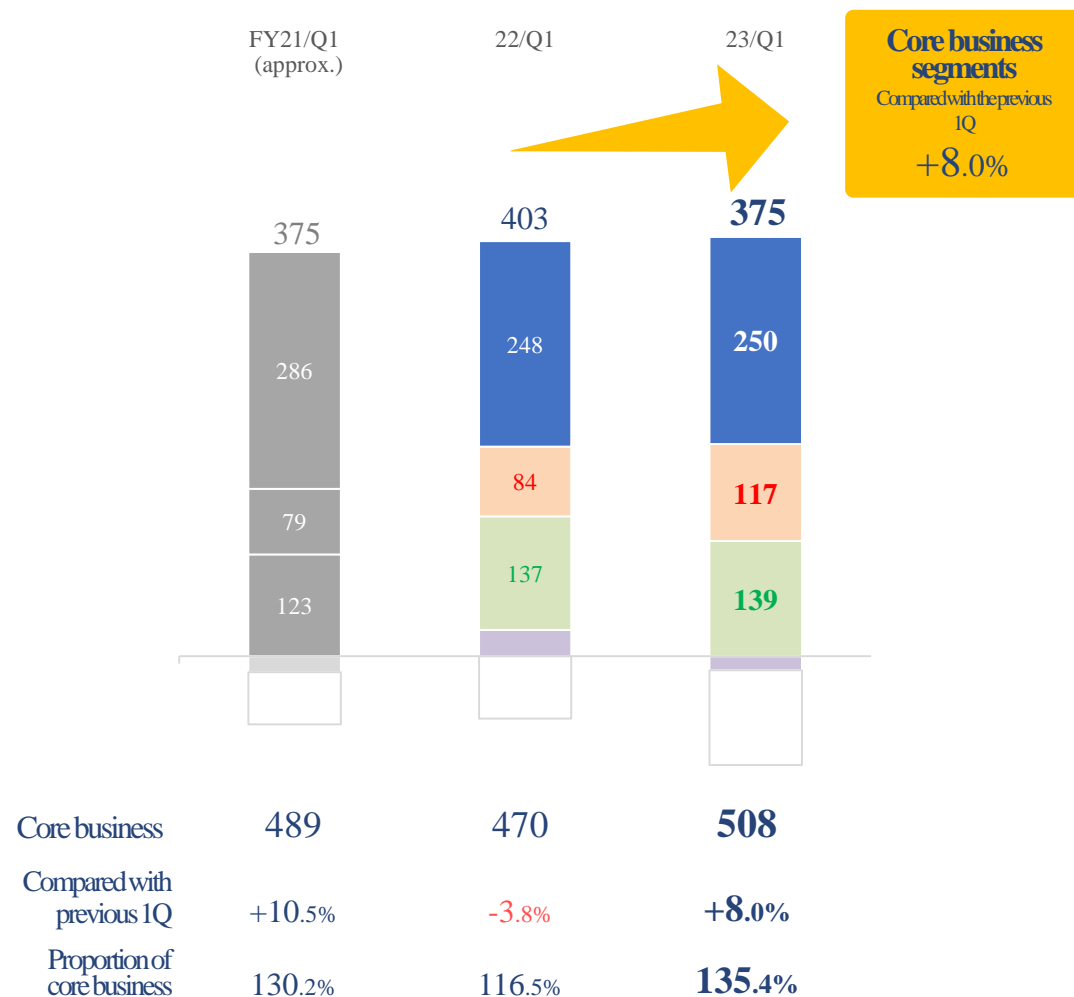
Recorded increase of sales due to the growth of core business segments more than make up for decrease of sales in emergency and other business segments



※ACTCALL・TSUNAGU

# Operating profit of core 3 business segments has increased, while policy reserves and other business segments had some negative impact.

Common expenses recorded under adjusted amount will be decreased by stages due to the realization of merger effect.



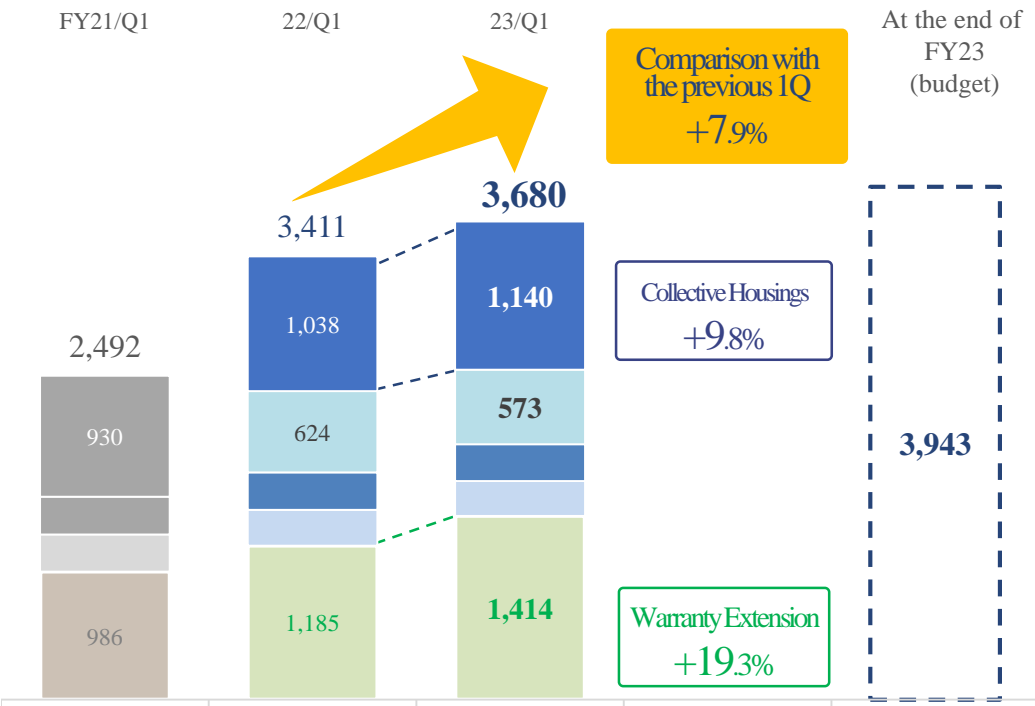
Difference compared with previous 1Q		-28
Membership	+2 +0.9%	+48 The sales of core service has increased
		-46 Increase of expense and allocated cost in line with the increase of members.
Insurance	+33 +39.3%	+98 The revenue has increased due to the acquisition of insured persons.
		-64 The transfer of policy reserves has increased in line with accelerating pace of acquiring insured persons. <FY22> ▲JPY 7 million → <FY23> ▲JPY 72 million
Warranty	+2 +1.5%	The profit increase due to member acquisition SA&A has increased due to recruitment of DX staffs and investment.
Others	-50	Impact from business to prevent the spread of COVID-19 infection which was terminated in the first half of FY22.
Emergency	+22	Realization of effects of profitability improvement and of business transfer.
Adjusted amount	-38	Common expense has increased at the early stage of merger and split and aim at promoting efficiency.

Continued Growth with the focus on Collective Housings and Warranty Extension.

Liquidated unprofitable business at ACTG in which some cancellation have progressed resulting in the decrease of members.

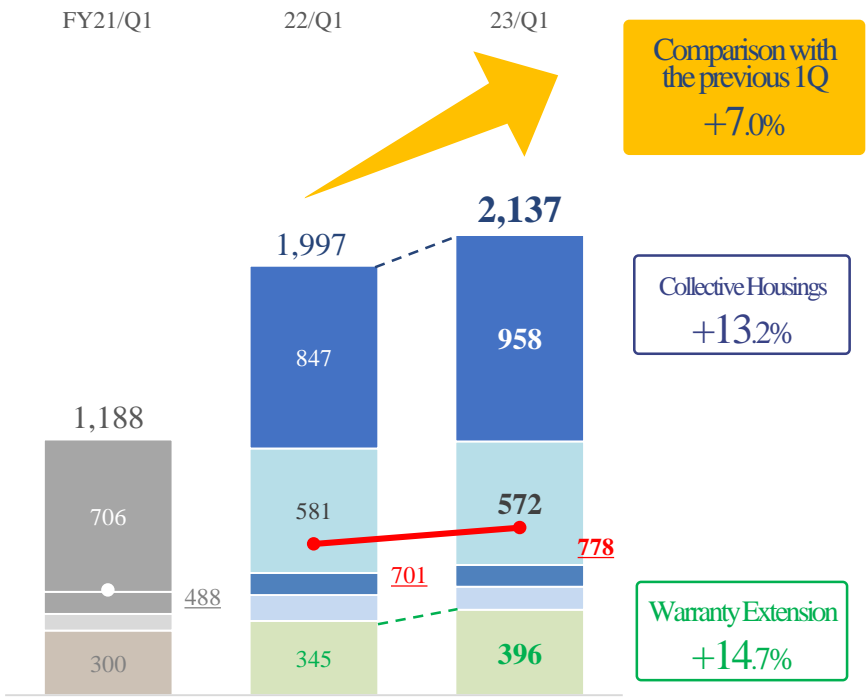
Number of Members (unit: thousand people)

Piled up the number of members in line with the plan



Revenue of membership fees and expense for dispatching service staffs (JPY million)

The revenue of membership fees has increased in line with the increase of members.



※ Acquisition effect of ACTG will be realized from FY22

< Explanatory  
note >

Collective Housings	ACTG	University	Others
Daily Life Troubles			

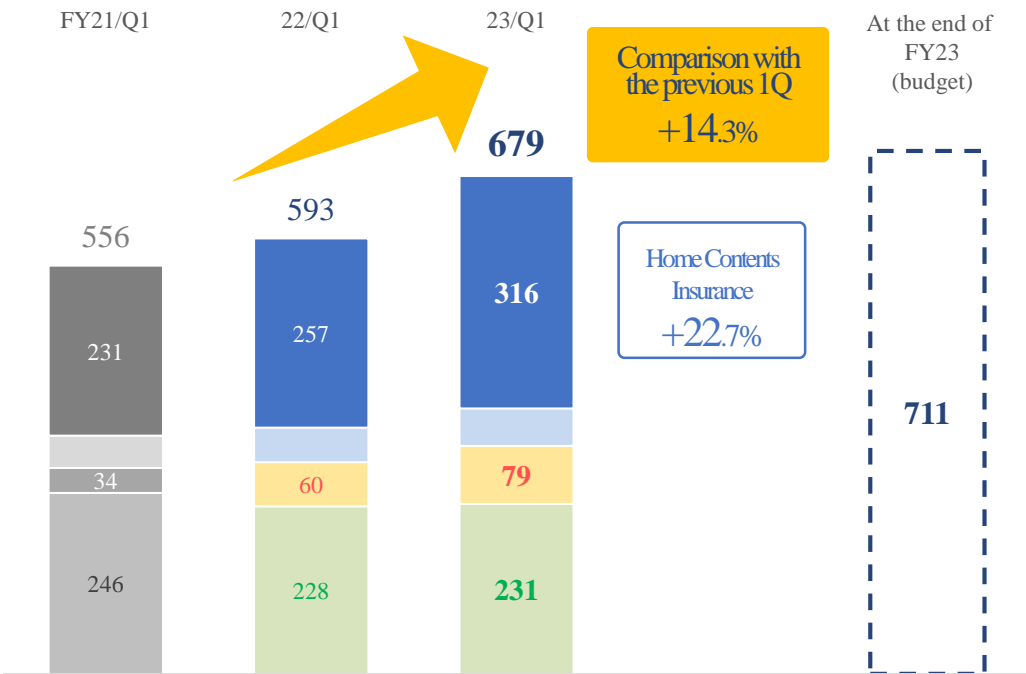
Expense for  
dispatching  
service staffs

Steady growth for acquiring customers, the home contents insurance has grown by 20% YOY.

The high pace of acquiring new customers will continue in 2Q. The impact of policy reserves is expected to be reduced in the 2<sup>nd</sup> half of FY.

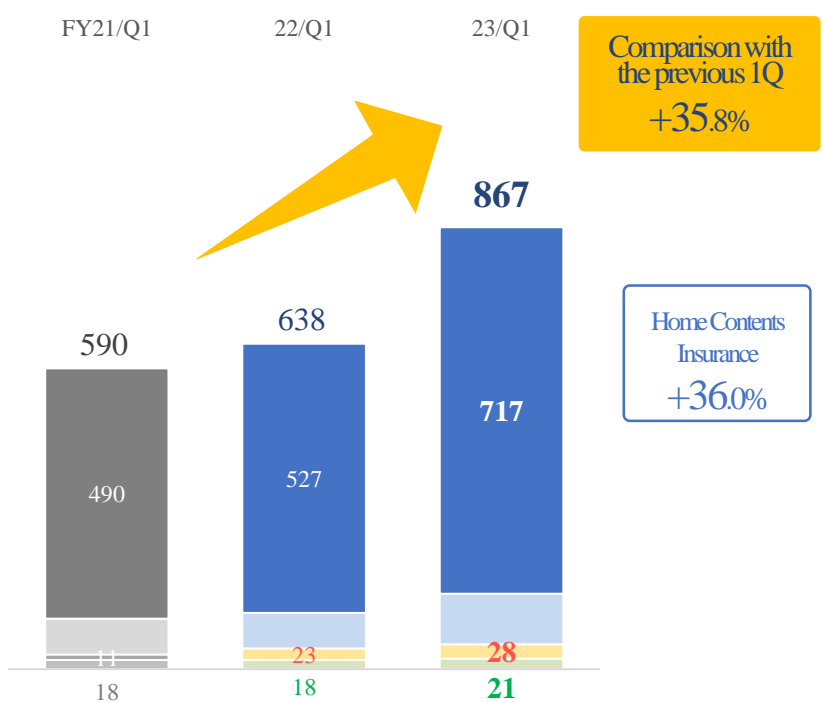
Number of Insured Persons (unit: thousand people)

Steady Increase of smartphones and sports club insurance.



Revenue of Insurance Premium (JPY million)

Revenue has increased in line with acquisition pace of home contents insurance.



< Explanatory  
note >

Home Contents  
Insurance

Others

Smart Phones

Sports Club



Our “Best Rescue System” provides reassurance for 4.3 million+ subscribers.  
We will keep expanding both sales channels & service lineup to leave no one behind.

Mission

Vision

Value

We help people in need

We create the Best Rescue System

The best framework and services  
for reassuring people by getting close to their daily lives

Be fair: Stay loyal to customers, colleagues, and yourselves  
Be generous: Respect others, don't be conceited, be humble  
Be a challenger: To cherish advancing ahead, not to be afraid of failure

Service example

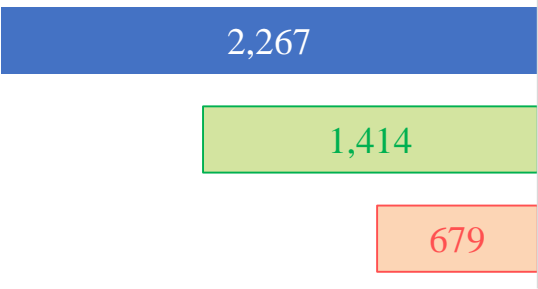


- ▶ Troubleshooting service for daily life (doorkeys, plumbing, windowpane, etc.)
- ▶ Warranty extension service for home appliances
- ▶ Insurance service offering a variety of unique products

Subscribers

4,361k

(As of the end of December 2022)



QR service

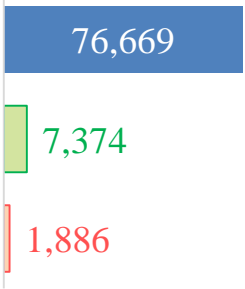
Warranty

Insurance

People we helped

85,929cases

(For the three months ended December 2022)



Rolling out our existing service to new market; the penetration into owned house market has accelerated.

Progressing more than 20 new projects under the negotiation with ITOCHU Corporation.

New Business Alliance

Direction of developing new projects

Timing of announcement	Business Partner/ Industry	Type of service	Size
Already announced	JAF	Daily Life Troubles	21 million cases
	Century 21	Daily Life Troubles	229,000 cases
	Housedo	Daily Life Troubles	-
	Tohoku Electric Power	Daily Life Troubles	7.9 million cases
In the near future	Furniture interior	Daily Life Troubles	-
	Large firm on social infrastructure	Daily Life Troubles	-
	ITOCHU Group	Daily Life Troubles	-

Service	Direction
Daily Life Troubles	Penetration to rental market and roll-out to owned house market. To improve operation efficiency by establishing reception route via Website and SNS in addition to call center.
Warranty Extension	To focus on marketing activity towards housing and facility manufacturers. To seek for efficient sales expansion with the focus on upstream of commercial flow.
Insurance	New product development by making use of alliance partnership. Developed large-lot sales channel through ITOCHU Corporation, Mini-Mini, etc.
Last Mile	New service development by making use of existing infrastructure. Backup for food home delivery service, patrol of restaurant premises, service for watching over elderly persons, bicycle aftercare service, collection of used mobile phones, etc.

Business Alliance for Owned House Market

To roll out Membership Service for solving daily life trouble with the focus on tenants in the form of BtoBtoC model.

September: Business alliance with Century 21  
December: Business alliance with Housedo

Basic package: 10-year long-term membership service  
Daily Life Trouble + Repair + House Cleaning

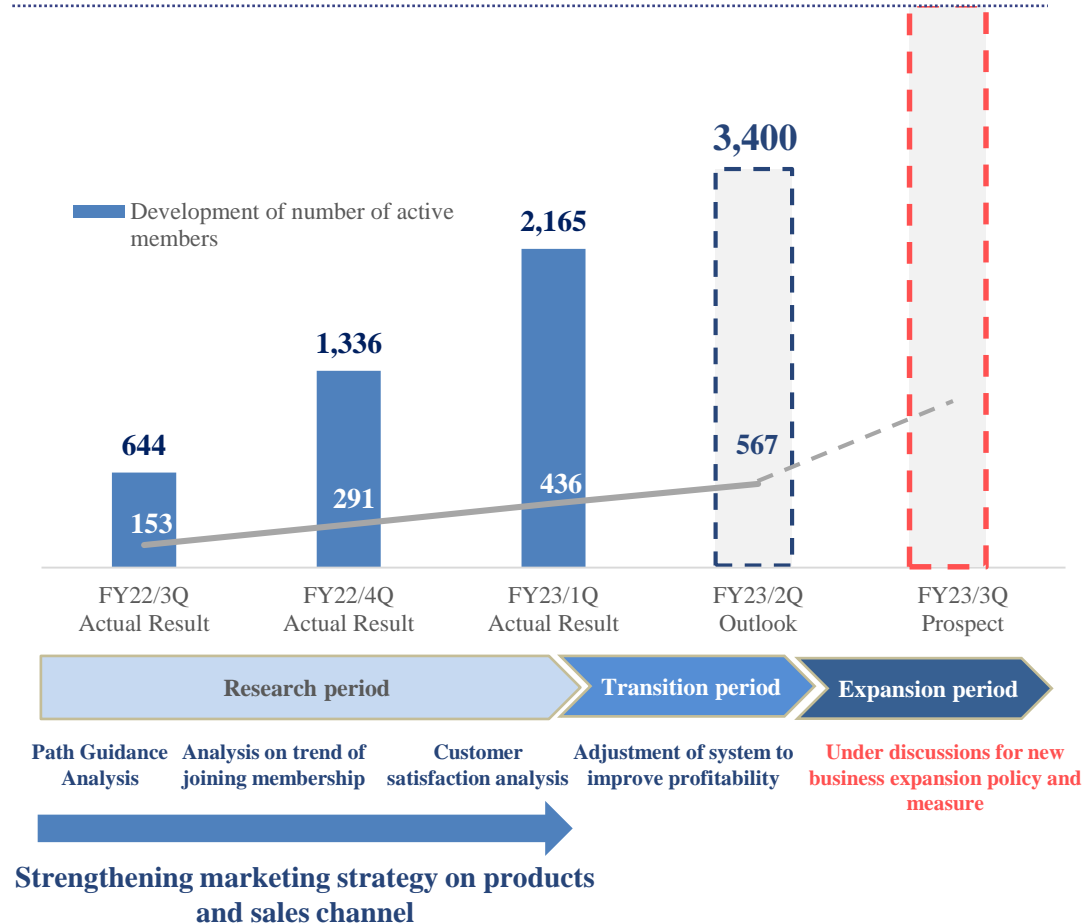
<What is JAF? >

Japan Automobile Federation (JAF) is a generally incorporated association affiliated with FIA (Fédération Internationale de l'Automobile). JAF is providing quality road service performance & extensive membership benefits to more than 21 million members with over 50 years in Japan.

# JBR shall Collaborate with JAF which has high affinity with solving troubles and aim at offering “reassurance by joining” for living life.

As JAF members have high house ownership ratio, JBR shall accelerate development of business newly targeting owned house market, which is different from rental market.

## Development of number of members, number of usage and business plan



## Age distribution of members and the aim of both JBR and JAF

**< Aim of JBR >**

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RESCUE SYSTEM

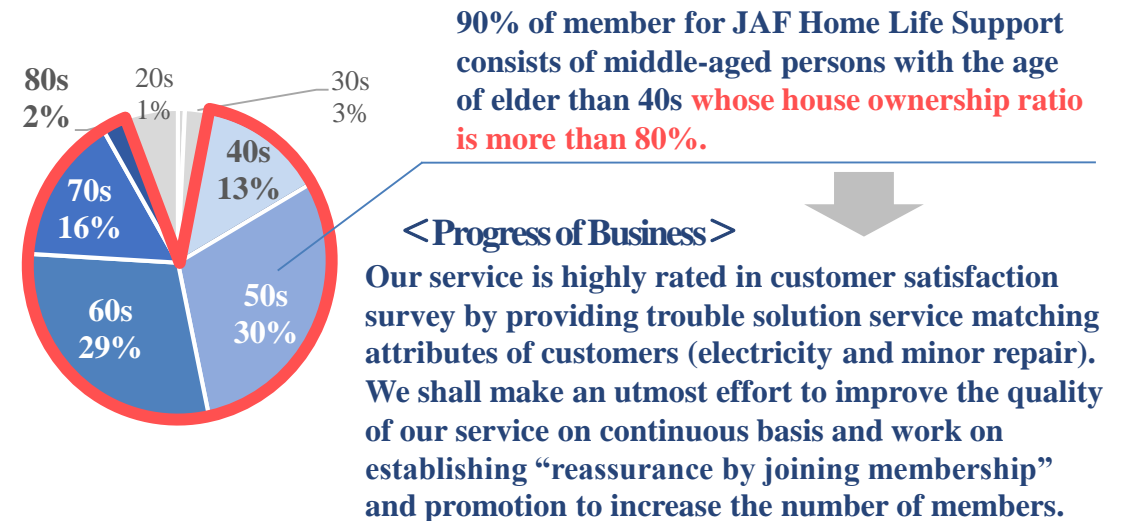
In addition to existing market with the focus on rental market, JBR shall aim at acquiring new members through new service and partnership targeting elderly persons and owned house market.

**< Aim of JAF >**

**JAF**

Under situation where aging of road service members, driver license surrender by elderly persons, and the trend that the young people get less interested in owning cars are accelerating, JAF shall aim at developing new service matching attributes of existing customers.

## Expanding “JAF Home Life Support” contributing to solving issues of both JBR and JAF



### 1. How do you review 1Q?

JBR has realized the increase of sales and profit in core business segments for FY23 1Q and recorded good result in other business segments in line with an initial plan.

We have reorganized our business portfolio with the focus on stock business by transferring emergency business. Since Aqualine shall focus on business growth for transferred emergency business, we believe that it shall contribute to solving more troubles.

### 2. Why the forecast of the 1<sup>st</sup> half of FY 23 is lower than the previous corresponding period?

Mainly because that the burden of policy reserves in insurance business segment has exceeded that of previous fiscal year.

The more insurance policy is contracted, it has the characteristics of increasing reserves for policy. As we have succeeded insurance policy from others which withdrew from insurance business since April 2022 and the pace for acquiring contracts has rapidly accelerated, the burden of policy reserves increased.

### 3. Outlook for FY 23 2Q and after that?

The burden of policy reserves is expected to continue in FY 23 2Q as well. On the other hands, the effect of succeeding insurance policy from others withdrew from insurance business will be diminishing in the 2<sup>nd</sup> half of FY and we have already piled up high policy reserves, we expect that the burden of policy reserves will be normalized.

In addition, as 2Q shall become peak period for acquiring new members as seasonal factor, we expect that the commission payment in connection with member acquisition shall increase.

### 4. What is the reason for decline of sale and profit of other business segments?

Since we had commissioned business to prevent the spread of COVID-19 in 1Q of the previous fiscal year, it increased sales and profit on a temporary basis.

<Recorded amount>

FY22 1Q Sales JPY 158 million Operating Profit JPY 35 million

### 5. Progress on collection of used mobile phones?

Although it took more time than we initially expected for establishing operation construction at the time of launching service, we aim at achieving the goal of our annual plan by strengthening development of collection channel at each shop and by enhancing the customer traffic at each shop on a continuous basis.

### 6. Will the change of social landscape have impact on the business result of JBR?

Our business model is stock-type which is less susceptible to an influence of external environment and thus we do not expect large impact from Corona disease disaster, the situation in Ukraine and price fluctuation.

We have piled up deferred income and long-term deferred income exceeding JPY 10 billion in total which will be future sales of Membership and Warranty Business segments. We shall aim at accelerating further growth of business in the future by making use of stability of stock-type business.

## Continued business growth together with number of contracts for core business

	FY18				FY19				FY20				FY21				FY22				FY23
(thousand)	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Number of service contracts	2,506	2,575	2,521	2,522	2,531	2,583	2,428	2,482	2,508	2,605	2,867	2,950	3,049	3,176	3,243	3,940	4,005	4,175	4,271	4,292	4,361
(JPY million)																					
Sales	2,795	3,112	2,957	2,901	2,945	3,166	3,074	2,824	2,871	3,124	3,027	3,033	3,156	3,481	3,584	3,238	4,330	4,476	4,570	4,432	4,469
Operating Profit	267	383	345	433	352	386	385	513	307	343	398	318	375	296	452	283	403	334	436	285	375
Ordinary Profit	347	382	475	438	396	481	374	714	323	342	437	695	432	382	492	433	369	326	203	273	345
Net Profit	281	282	335	292	257	754	105	521	143	116	250	487	302	238	335	-820	317	201	-144	64	131
EBITDA	308	423	385	472	395	429	428	559	352	391	456	378	430	354	518	349	546	478	587	434	519
(JPY million)																					
Total Assets	13,281	13,556	14,243	14,865	14,728	14,865	17,599	18,761	19,075	19,518	20,146	21,204	21,494	22,249	22,903	28,175	27,694	28,276	29,080	27,884	27,357
Liabilities	7,846	7,946	8,357	8,823	8,703	10,549	9,905	10,657	10,810	12,964	12,835	13,296	13,551	13,954	14,546	16,507	16,763	17,445	18,165	17,081	17,161
Deferred income total	4,704	5,019	5,381	5,661	5,803	6,095	6,332	6,710	6,807	6,985	7,442	7,640	7,806	8,054	8,616	9,266	9,843	9,992	10,548	10,576	10,595
Deferred income	1,347	1,494	1,594	1,658	1,655	1,751	1,770	1,824	1,815	1,846	1,976	1,982	1,982	2,034	2,173	2,698	3,048	3,089	3,121	3,064	3,018
Long-term deferred income	3,356	3,525	3,786	4,003	4,148	4,343	4,561	4,885	4,992	5,138	5,465	5,657	5,823	6,019	6,443	6,567	6,794	6,903	7,426	7,511	7,577
Net Assets	5,430	5,609	5,885	6,042	6,024	6,926	7,693	8,104	8,265	6,553	7,310	7,907	7,942	8,295	8,357	11,668	10,930	10,831	10,914	10,802	10,196
Equity Ratio	40.9%	41.4%	41.3%	40.6%	40.8%	39.5%	42.5%	42.1%	41.7%	32.0%	34.7%	35.8%	35.5%	35.8%	35.0%	40.2%	38.2%	36.5%	34.4%	35.4%	33.4%

The total of deferred income which will become future revenue has exceeded JPY 10 billion as stock.

## Increasing Trend of Members with the focus on Core Services

	FY18				FY19				FY20				FY21				FY22				FY23
(thousand)	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Number of members	2,233	2,305	2,247	2,247	2,259	2,310	2,168	2,222	2,245	2,347	2,338	2,399	2,492	2,601	2,657	3,348	3,411	3,569	3,620	3,607	3,680
Daily Life Troubles	1,755	1,786	1,699	1,664	1,636	1,646	1,464	1,464	1,441	1,500	1,454	1,465	1,506	1,565	1,575	2,216	2,226	2,330	2,310	2,256	2,265
Collective Housings	811	840	822	830	840	865	854	870	864	909	897	913	930	964	1,009	1,020	1,038	1,100	1,106	1,122	1,140
ACTG	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	631	624	640	645	578	573
University Students	252	286	271	273	273	300	285	286	286	314	289	290	290	318	288	288	288	316	282	282	282
d Living	251	241	214	189	166	145	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Others	439	417	391	371	356	335	323	308	290	275	267	261	285	282	277	275	275	272	276	273	268
Warranty Extension	477	519	547	583	622	663	704	758	804	846	883	934	986	1,036	1,082	1,132	1,185	1,239	1,310	1,350	1,414

(JPY million)

Membership fee income	988	1,130	1,156	1,081	1,109	1,214	1,215	1,108	1,088	1,184	1,169	1,146	1,188	1,280	1,324	1,296	1,997	2,036	2,100	2,069	2,137
Daily Life Troubles	819	948	965	884	893	987	985	857	832	919	904	874	887	972	1,008	969	1,652	1,682	1,736	1,687	1,741
Collective Housings	506	631	660	601	626	729	729	669	652	735	727	696	706	786	828	790	847	876	917	937	958
ACTG	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	581	586	600	535	572
University Students	91	96	96	97	97	101	100	101	100	104	100	102	103	108	102	102	103	105	102	101	101
d Living	112	111	101	89	78	68	66	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Others	109	109	105	96	90	87	88	85	80	79	76	76	77	78	77	76	120	113	115	111	108
Warranty Extension	168	182	191	197	215	226	230	250	255	265	265	271	300	308	315	326	345	354	364	382	396
Expense for dispatching service staffs	538	498	532	554	573	520	536	397	392	396	376	443	488	519	489	524	701	734	712	740	778



JBR shall aim at growing business through new products with top level development capability in addition to growth potential of home contents insurance.

	FY18				FY19				FY20				FY21				FY22				FY23
(number)	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Number of products*1	9	9	9	9	9	9	9	11	12	14	14	14	17	17	17	17	17	18	18	18	18
Small Amount Short-term insurance	9	9	9	9	9	9	9	9	9	10	10	10	11	11	11	11	11	12	12	12	12
Casualty insurance	-	-	-	-	-	-	-	2	3	4	4	4	6	6	6	6	6	6	6	6	6
(thousand)																					
Number of insured persons	272	269	274	274	272	272	259	259	262	258	529	550	556	574	585	593	593	606	650	683	679
Home contents insurance	175	180	184	187	182	194	197	201	207	215	221	226	231	240	246	251	257	272	289	302	316
Sports Club	-	-	-	-	-	-	-	-	-	-	264	264	246	242	241	240	228	222	239	247	231
Smart Phones	-	-	-	-	-	-	-	-	-	-	-	15	34	46	52	55	60	63	70	81	79
Others	97	89	89	87	89	78	61	58	55	42	43	43	44	44	45	46	47	48	51	51	51
(JPY million)																					
Insurance premium revenue	450	581	534	463	484	629	570	493	509	654	597	561	590	734	701	616	638	822	914	827	867
Home contents insurance	345	484	419	366	389	533	471	404	422	574	504	465	490	630	579	502	527	713	759	681	717
Sports Club	-	-	-	-	-	-	-	-	-	-	12	17	18	18	19	20	18	18	20	22	21
Smart Phones	-	-	-	-	-	-	-	-	-	-	-	4	11	17	20	21	23	23	23	25	28
Others	104	97	115	96	94	96	99	89	86	80	81	73	70	67	81	72	69	66	110	98	99
Policy reserves*2	-3	35	-3	1	0	-8	-13	-127	15	-18	28	-38	15	-7	-39	-52	-7	-38	-73	-161	-72

\*1 Number of general insurance policy at the end of each financial period

\*2 Due to accounting treatment based on Insurance Business Act, the operating profit of each quarterly period tends to fluctuate.



## JAPAN BEST RESCUE SYSTEM

Forecasts and estimates described in this presentation material are based on JBR's judgment supported by the information currently available and contain risks and uncertain factors. Therefore, please bear in mind that actual results and business performance may differ from those forecasts and estimates.

Inquiry on this presentation material and IR: Corporate Planning Department,  
E-mail: [ir@jbr.co.jp](mailto:ir@jbr.co.jp)