# FY2023/3 Results Briefing

2023.05.10

**KaKaKu**.com

Kakaku.com, Inc. Securities Code: 2371

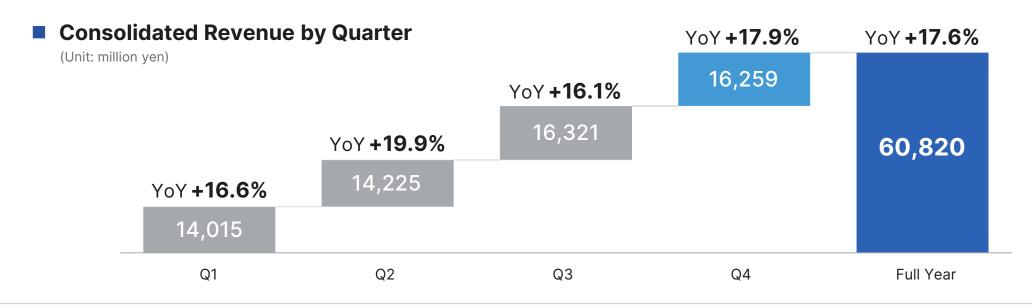
## 1. Operating Results

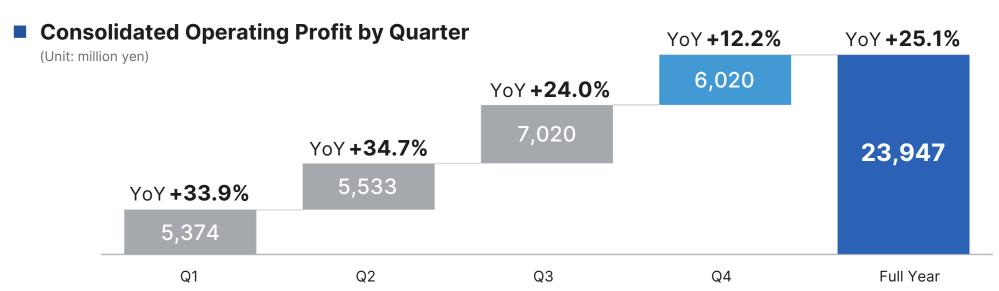
- 2. Operating Results and Progress by Business
- 3. New Initiatives
- 4. Earnings Forecast
- Appendix

## Operating Results

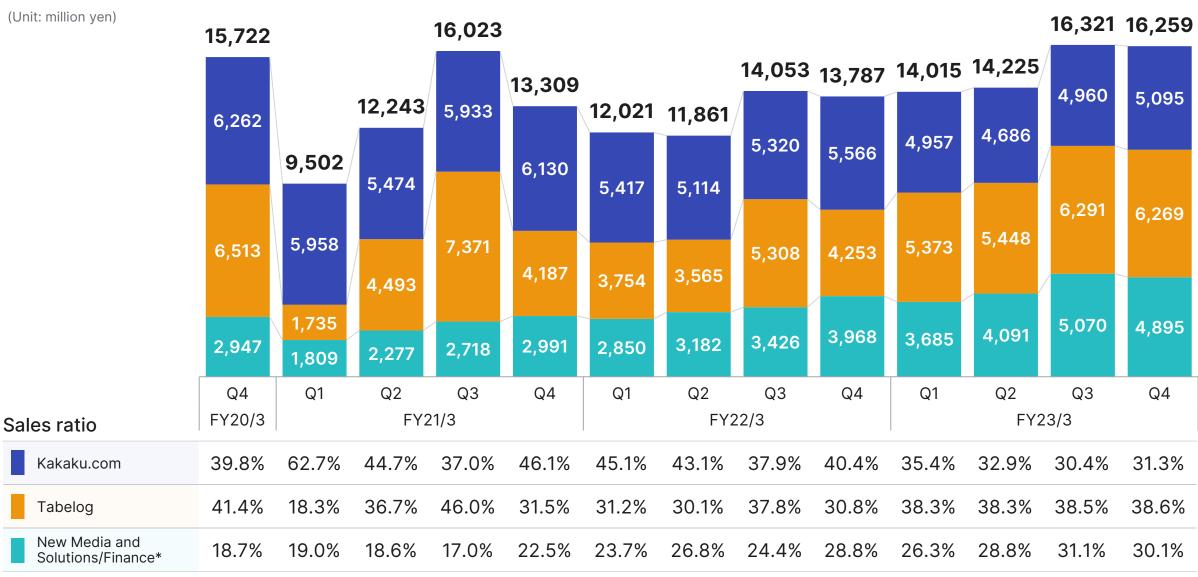
	FY2	22/3	FY23/3					Achievement
(Unit: million yen)	Q4	full year	Q4	YoY	full year	YoY	Forecast	Ratio
Revenue	13,787	51,723	16,259	+17.9%	60,820	+17.6%	64,500	94.3%
Operating Profit	5,364	19,147	6,020	+12.2%	23,947	+25.1%	25,900	92.5%
OP Margin	38.9%	37.0%	37.0%	-1.9pt	39.4%	+2.4pt	40.2%	-
Profit Before Income Taxes	6,084	20,897	4,878	-19.8%	23,253	+11.3%	25,800	90.1%
Profit Attributable to Owners of the Parent Company	3,846	14,294	3,294	-14.4%	16,132	+12.9%	17,600	91.7%

#### Consolidated Revenue and Operating Profit by Quarter



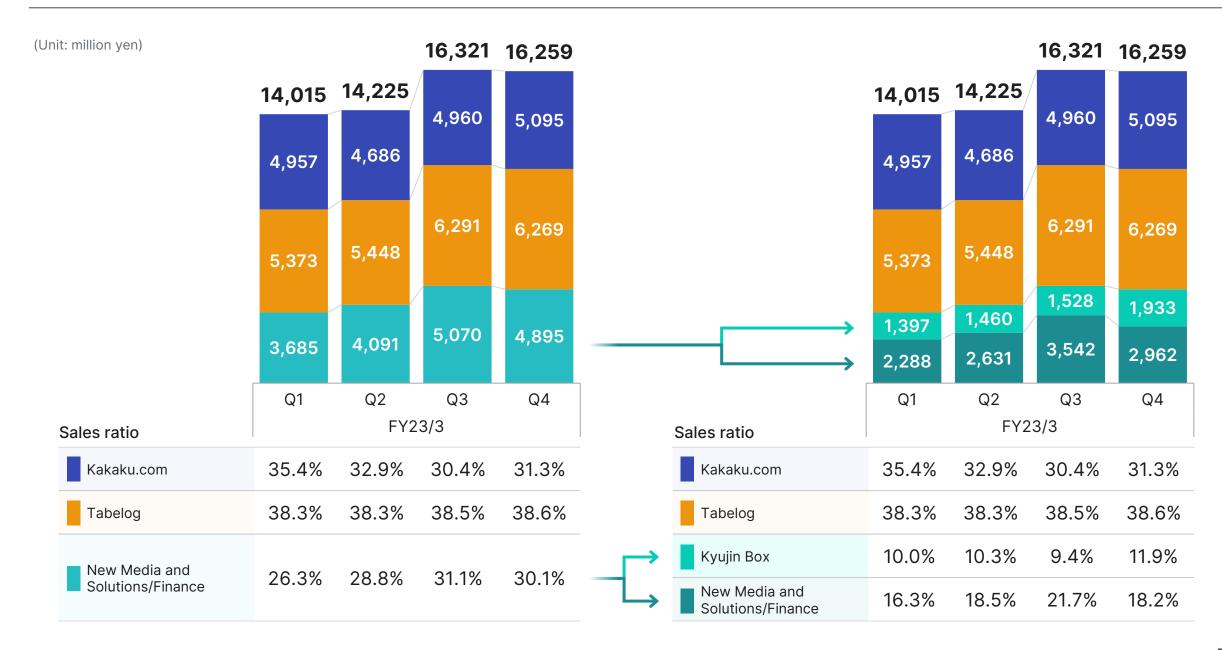


#### **Operating Results by Business**

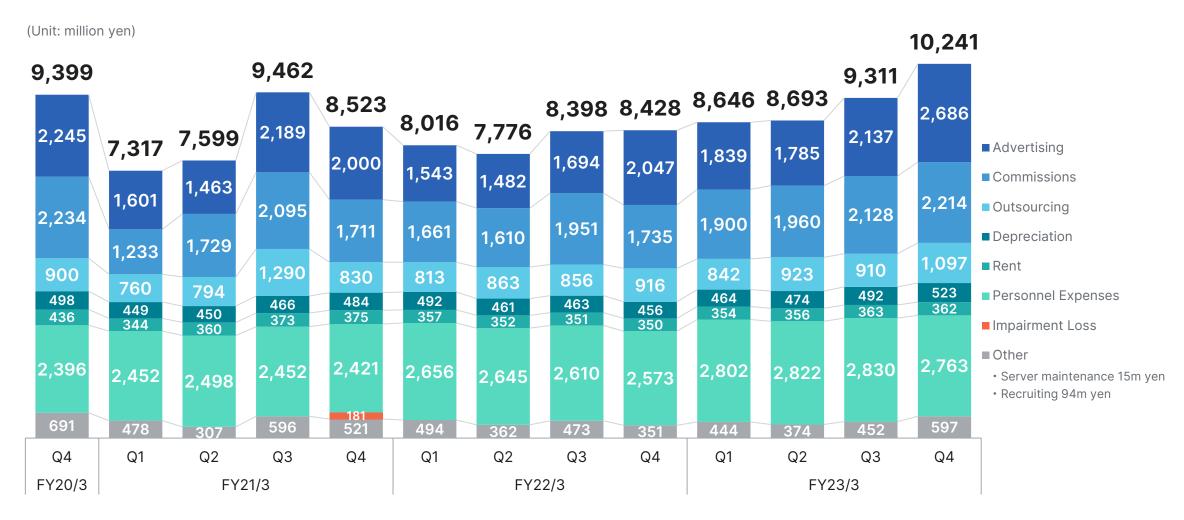


<sup>\*</sup> In October 2022, there was a change in estimates related to revenue recognition for certain life insurance agency commissions in the finance business. Please refer to page 23 of the Results Briefing for the Third Quarter of the Fiscal Year ending March 31, 2023.

#### FYI: Separating Kyujin Box from New Media and Solutions/Finance



Advertising expenses increased, mainly due to expenses related to T-Points for Tabelog, as well as expenses related to Kyujin Box and Kakaku.com advertising. The increase in commissions is due mainly to an increase in sales agency fees for the Tabelog business.



- 1. Operating Results
- 2. Operating Results and Progress by Business
- 3. New Initiatives
- 4. Earnings Forecast
- 5. Appendix

#### **Operating Results by Business**

(Unit: million yen)	Q4	YoY	full year	YoY
Kakaku.com	5,095	-8.5%	19,697	-8.0%
Shopping	2,008	-10.3%	8,054	-8.9%
Service	2,296	+1.3%	8,017	-2.9%
Advertising	791	-25.5%	3,626	-16.0%
Tabelog	6,269	+47.4%	23,381	+38.5%
Restaurant Promotion	5,461	+58.8%	20,179	+49.1%
Premium User Memberships	390	+5.4%	1,496	-1.0%
Advertising	420	-0.5%	1,672	+4.4%
Income from Commissioned Operations*1	0	-	35	-
New Media and Solutions/Finance	4,895	+23.4%	17,742	+32.1%
New Media and Solutions	4,163	+26.6%	13,882	+29.2%
Finance*2	732	+7.6%	3,860	+44.0%

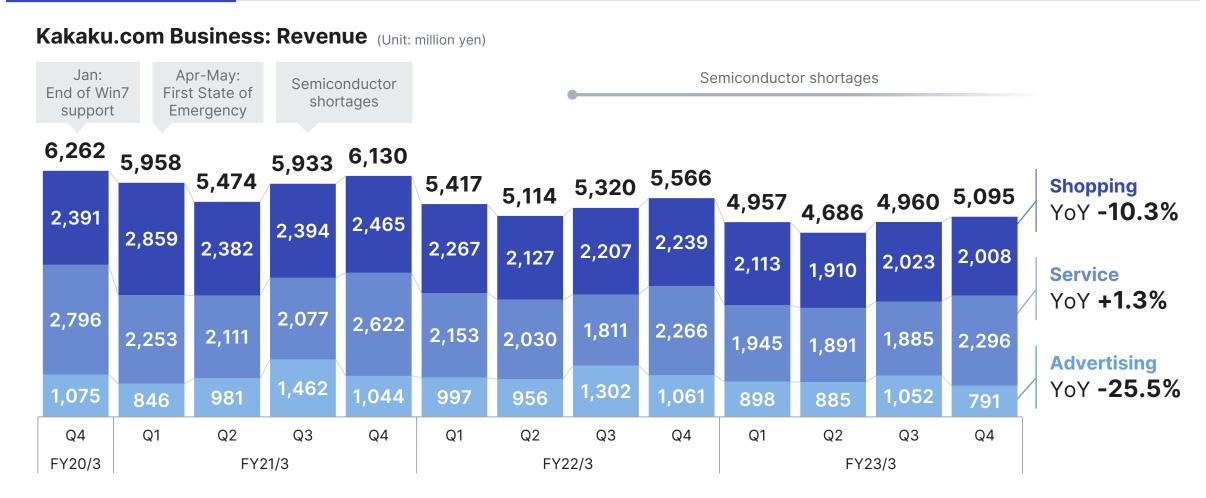
<sup>\*1</sup> Income from Commissioned Operations refers to revenue from Go To Eat Campaign related operations commissioned by the Ministry of Agriculture, Forestry and Fisheries.

It does not, however, include advertising income (booked in the Tabelog's advertising business) related to these commissioned operations. An adjustment of (- 1.6m yen), which occurred in the process of settlement procedures, due to the termination of the Go To Eat Campaign in January 2023, is not included in the results for Q4.

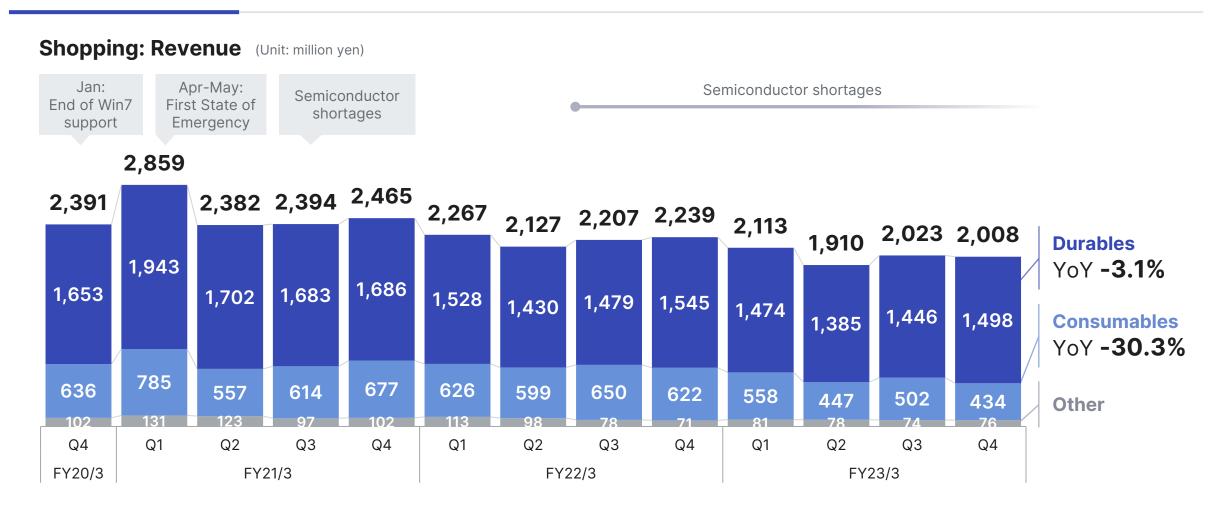
<sup>\*2</sup> In October 2022, there was a change in estimates related to revenue recognition for certain life insurance agency commissions in the finance business. Please refer to page 23 of the Results Briefing for the Third Quarter of the Fiscal Year ending March 31, 2023.



In the Kakaku.com business, revenue in both the Shopping Business and the Advertising Business declined year on year, while Service Business revenue increased for the second quarter in a row.

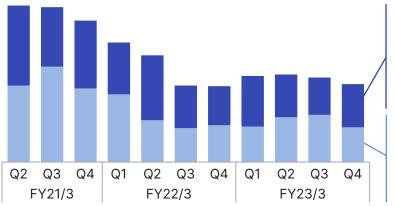


Shopping business revenue declined. Durable goods continued to be affected by the decline in the number of new product registrations and product price increases due to higher manufacturing costs. Consumer goods continued to be affected by fluctuations in search results rankings that occurred in Q2.



#### Durables Goods: New Product Registrations

The number of new product registrations for digital/home appliances and PCs remain at nearly half of the levels of two years ago.



## Digital/Home Appliances

YoY **+10.6%**Fans and refrigerators increased.

#### **PCs**

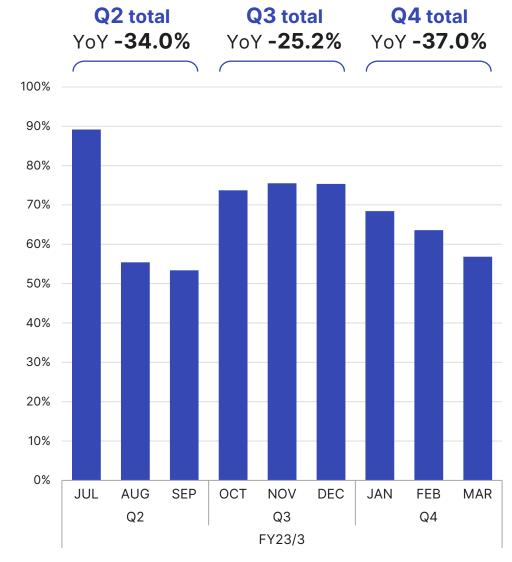
YoY **-5.3%**Tablet PCs and PC monitors decreased

#### Improvement of Mobile Site and Smartphone App





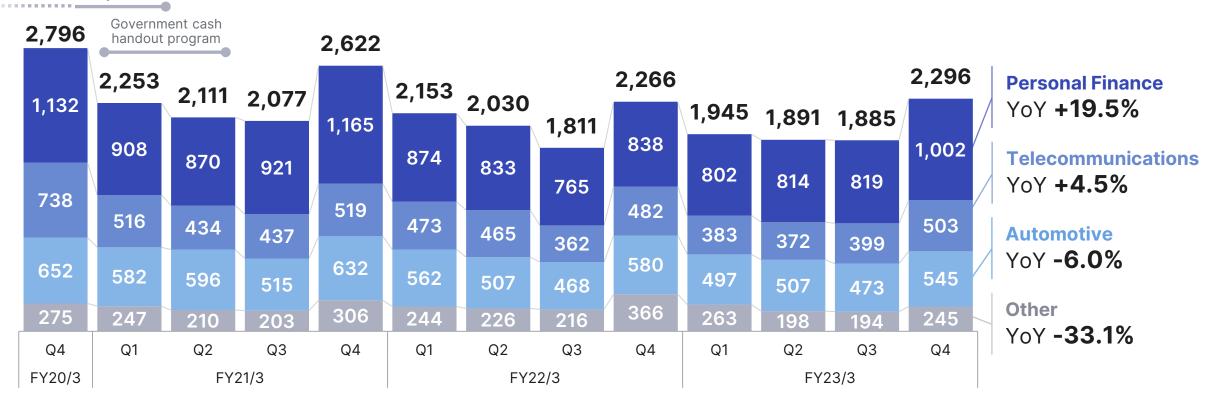
#### Consumables: Organic Traffic (YoY)



Revenue in the Service Business increased mainly in the Personal Finance and Telecommunications domains in line with the recovery in people's activity. Revenue in the Automotive domain continued to be affected by supply-side issues. In the "Other" category, revenue decreased mainly in the comparisons of electricity and gas service rates.

Service: Revenue (Unit: million yen)

Point Reward Program for Cashless Payments



#### Personal Finance

- The number of credit card issuances and applications for card loans increased year-on-year. Mortgage applications decreased.
- Following previous improvements to the smartphone site in Q1 and Q3, in Q4 we made changes to the display method of popularity rankings of credit cards.

Card Loans

Main points to consider when selecting a loan (e.g., effective annual interest rate, etc.) are briefly described. Features of each service are displayed as icons to enable users to recognize them at first glance.

Q3 Investments and Asset Management
Content and examples of products in each category are displayed on the top page of the smartphone version.

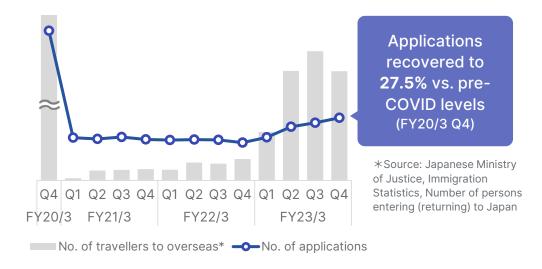
Credit Cards
Use tabs to switch
between rankings without
having to go to a separate

page.



#### Telecommunications

Applications for fiber optic and mobile lines decreased. Applications for overseas Wi-Fi rentals increased.



#### Automotive

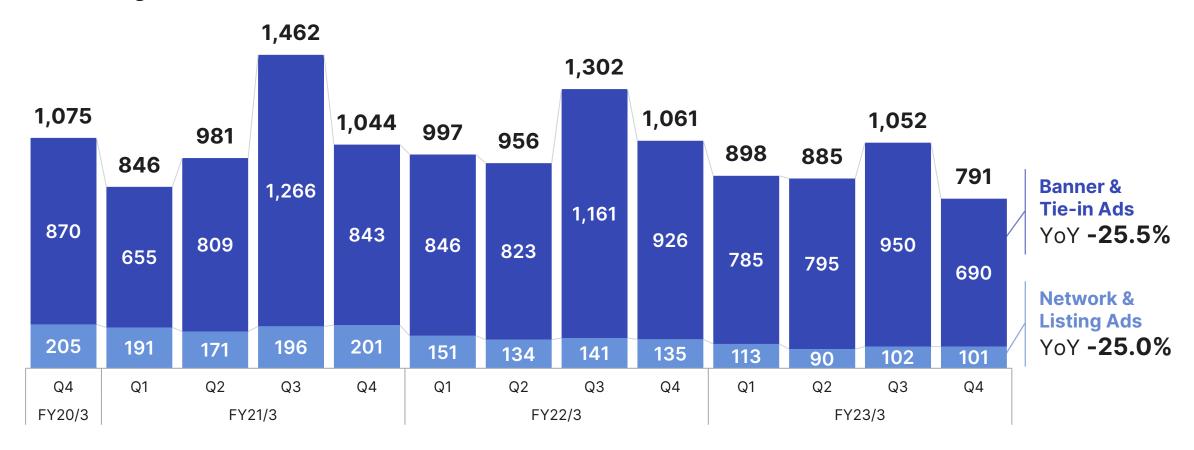
Applications for used car availability and car insurance quotes decreased.

#### Other

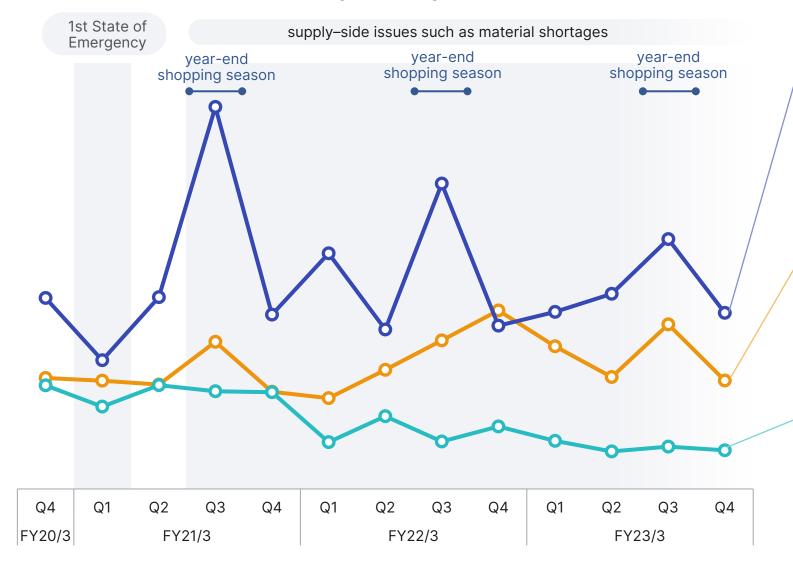
Applications for changing electricity and gas providers decreased compared to the previous year, when a withdrawal of providers from the market resulted in a sharp increase in applications.

Advertising revenue declined. While ad placements by PC manufacturers decreased, ad placements by manufacturers of digital/home appliances increased. The impact from a lack of new products and rising manufacturing costs continues.





#### Banner& Tie-in Ads: Revenue by Industry



#### Digital/Home appliances

YoY **+7.7%** 

Although the effects of rising production costs continued, the number of ad clients increased.

#### **PCs**

YoY -39.2%

Ad placements decreased due to lack of new products.

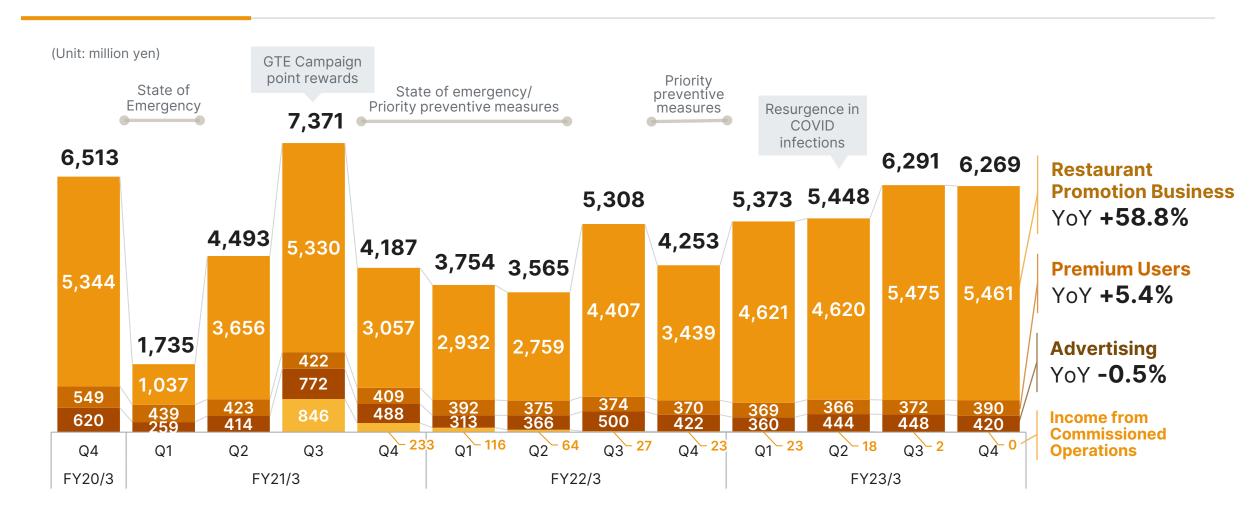
#### Cars

YoY -38.3%

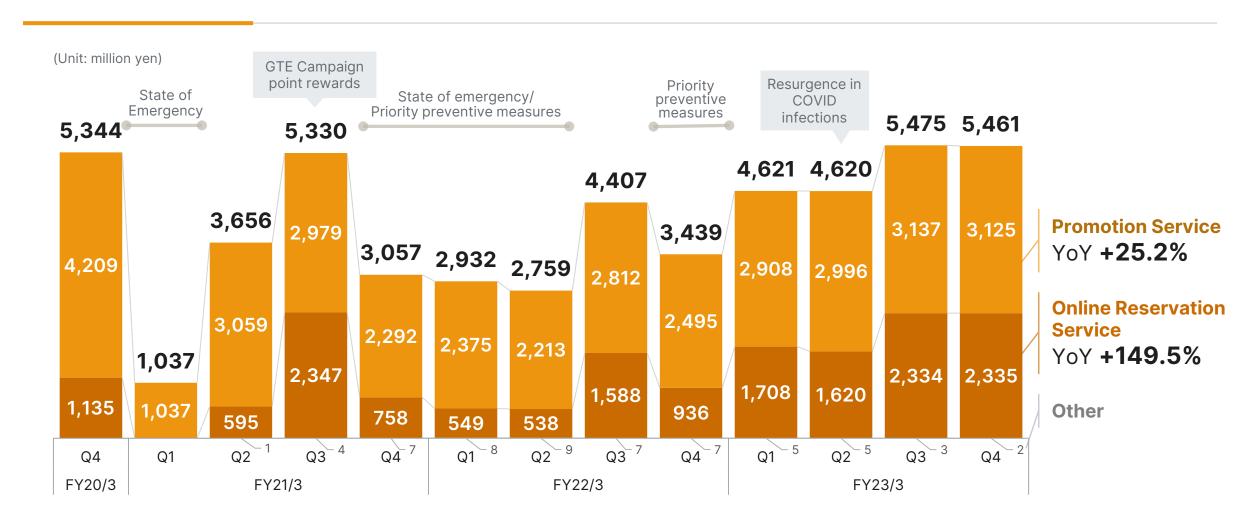
Supply-side issues, such as production cuts and delivery delays, continued.



Revenue for Tablog increased mainly for the Restaurant Promotion Business, in line with strong demand for eating out.

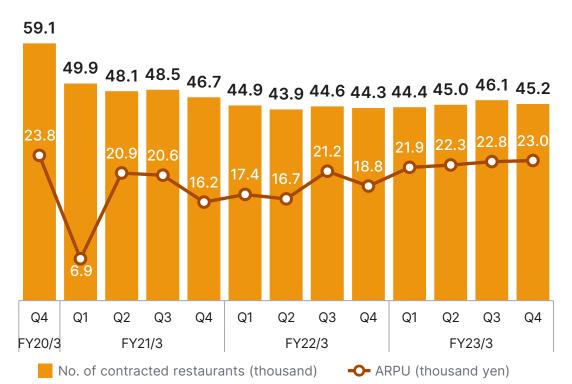


#### Revenue from both the Promotion Service and Online Reservation Service are on the rise.



In the Promotion Service, the number of contracted restaurants decreased QoQ. Cancellation increased as restaurants continued to face difficult conditions, including soaring raw material costs and labor shortages. In the Online Reservation Service, the number of contracted restaurants increased.

#### Promotion Service: No. of Restaurants (end-of quarter) and ARPU

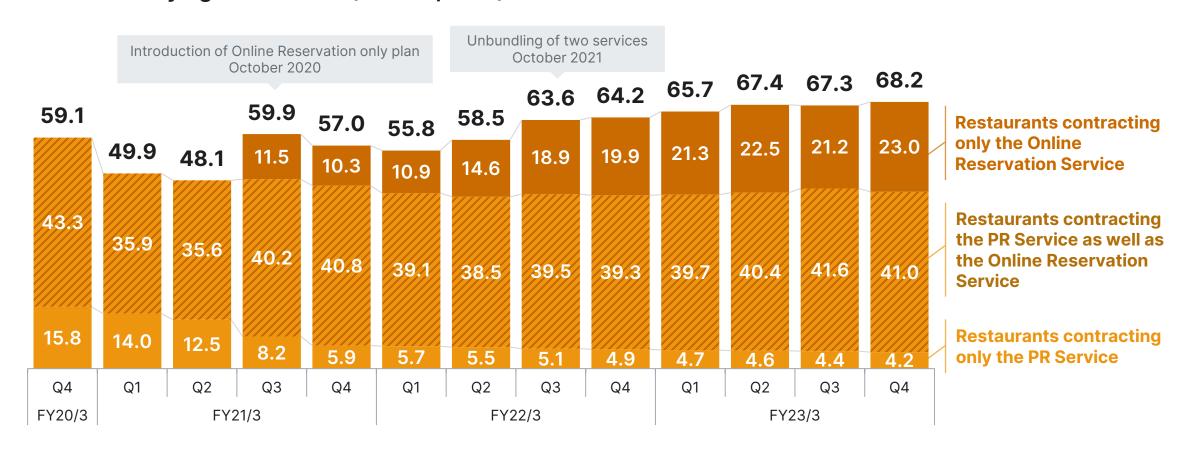


\*Promotion Service ARPU = 3 months average of [Monthly Promotion Service revenue ÷ Monthly number of contracted restaurants (incl. restaurants that have suspended their contract)]

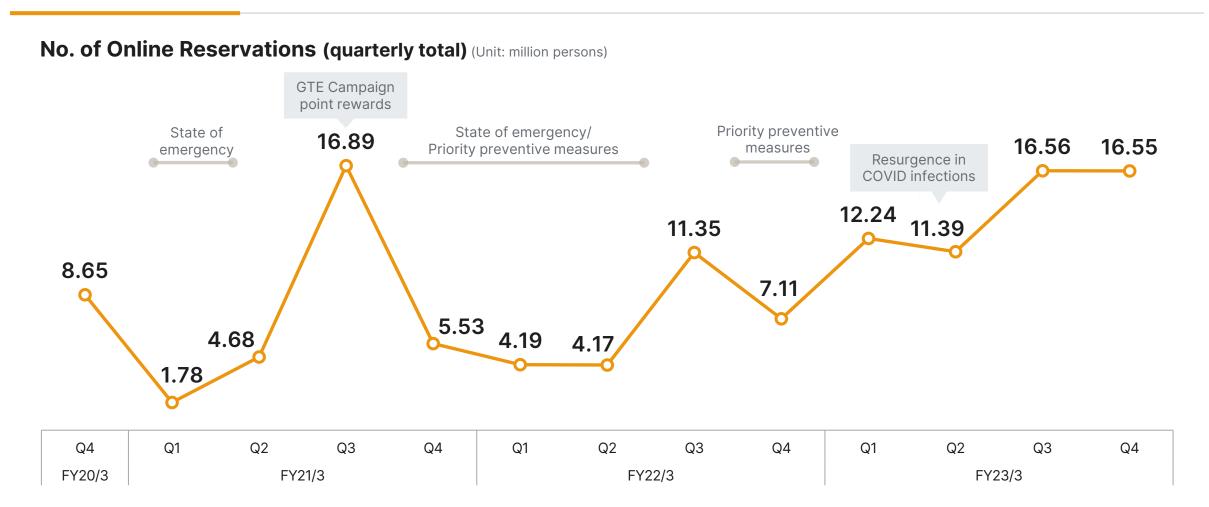
#### **Online Reservation Service:** No. of Restaurants (end-of-quarter) and ARPU 58.4 59.3 61.0 62.9 62.8 64.0 51.8 51.1 <sub>50.0</sub> 43.3 35.9 35.6 16.8 Q3 Q4 Q2 Q4 Q1 Q2 Q4 FY20/3 FY21/3 FY22/3 FY23/3 No. of contracted restaurants (thousand) - ARPU (thousand yen) \*Online Reservation Service ARPU = 3 months average of [Monthly Online Reservation Service revenue ÷

The total number of fee-paying restaurants continued to increase. However, the number of restaurants contracting both the Promotion Service and the Online **Reservation Service decreased slightly.** 

#### No. of Fee-Paying Restaurants (end-of-quarter) (Unit: thousand restaurants)



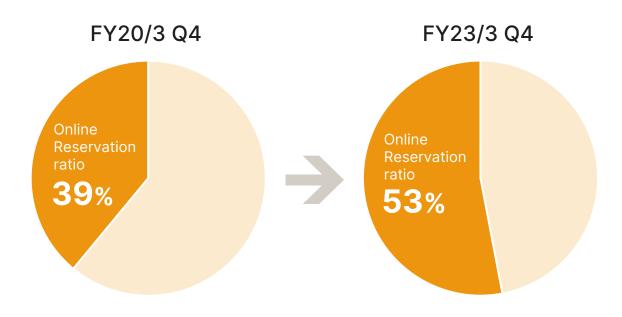
#### Due to strong demand for eating out, the number of online reservations remains high.



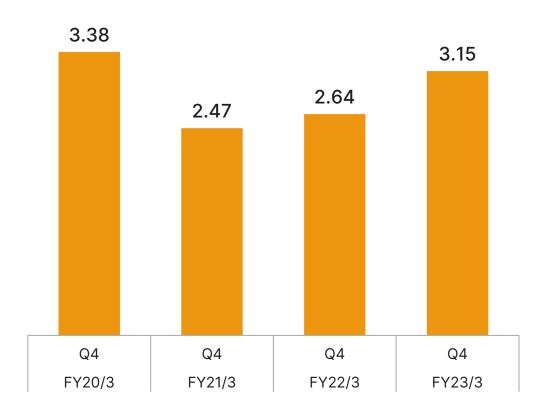
The ratio of online reservations has increased significantly over the past three years. The number of people per online reservation is lower than the pre-COVID level.

#### **Ratio of Online Reservations (quarterly average)**

Due to changes in consumer behavior and restaurants' digital transformation progressing, the ratio of online reservations at Tabelog is expanding.



# Number of People per Online Reservation (quarterly average)



In New Media and Solutions/Finance, sales continued to increase, particularly in the Recruitment, **Real Estate and Travel/Transportation domains.** 



<sup>\*</sup> For Revenue in "Others" and internal offsets, please refer to our Data Book.

<sup>\*</sup> In October 2022, there was a change in estimates related to revenue recognition for certain life insurance agency commissions in the finance business. Please refer to page 23 of the Results Briefing for the Third Quarter of the Fiscal Year ending March 31, 2023.



Kyujin Box revenue increased. The number of both advertisers and paid job listings continued to increase.

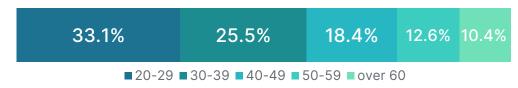
#### **Kyujin Box: Revenue and Number of Users**

(Unit: million yen)

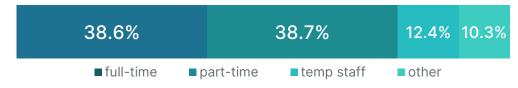


#### **Characteristics of Kyujin Box Users**

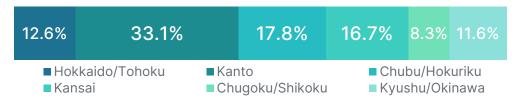
Breakdown by age group



#### Ratio of job listings viewed by employment type



#### Ratio of job listings viewed by region





Revenue increased in each of the Travel/Transportation domain's businesses. Demand for domestic travel remains high and demand for international travel is gradually recovering.

#### **Travel/Transportation: Revenue by Business** (Unit: million yen) 883 819 734 LCL 608 555 YoY **+64.1%** 488 498 424 **Time Design** 288 297 YoY **+59.6%** 236 4travel YoY +123.5% Q1 Q2 Q3 Q4 Q2 Q3 Q2 Q3 Q4 Q4 Q1 Q4 Q1 FY20/3 FY21/3 FY22/3 FY23/3

#### LCL

The number of highway bus users continued to increase. Partnering with travel agencies to expand lineup of airline tickets and tours that can be compared.

#### **Time Design**

The number of hotels using the Domestic DP and Global DP solutions increased. Demand for domestic travel is high and, and travelers using Domestic DP increased significantly. The number of travelers using Global DP is rebounding gradually.



Operational Progress: New Media and Solutions/Finance (Real Estate, Entertainment/Hobbies)

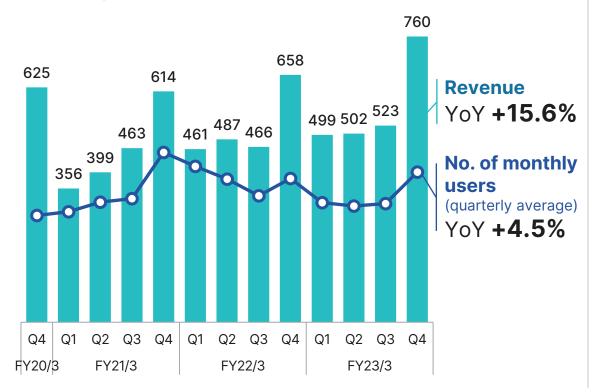


Revenue for Sumaity increased.

Monthly users increased in line with heightened demand before the start of the new fiscal year.

#### **Sumaity: Revenue and Number of Users**

(Unit: million yen)

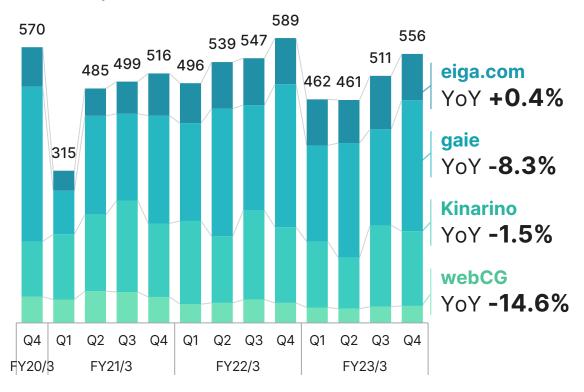




eiga.com and gaie were affected by fewer Hollywood blockbusters. webCG revenue remained low, as delays in car deliveries and production cuts led to fewer ad placements.

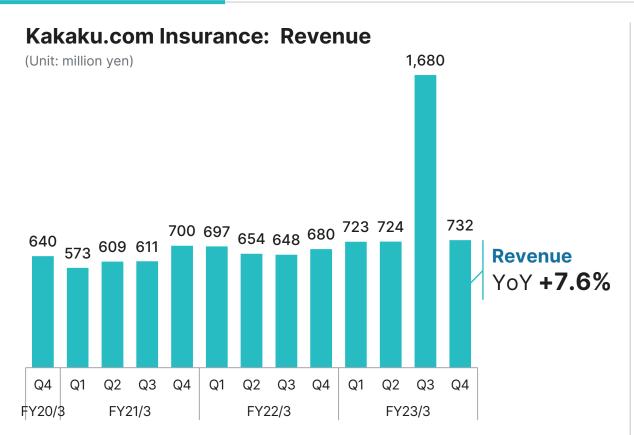
#### **Entertainment/Hobbies: Revenue by Business**

(Unit: million yen)





#### Kakaku.com Insurance saw an increase in revenue.



\*In October 2022, there was a change in estimates related to revenue recognition for certain life insurance agency commissions in the finance business. Please refer to page 23 of the Results Briefing for the Third Quarter of the Fiscal Year ending March 31, 2023.

Product	y Insurance Product  Details
Life Insurance	Applications for medical insurance, which had increased as a result of the spread of COVID-19, returned to normal levels.
Fire Insurance	New applications decreased year-on-year relative to the surge in demand that occurred prior to a revision of fire insurance premiums in October.
Pet Insurance	Pet insurance policies are gradually increasing.
Overseas Travel Insurance	Overseas travel insurance policies rebounded to about 30% of the pre-COVID level.

Cituation by Incurance Draduct

- 1. Operating Results
- 2. Operating Results and Progress by Business
- 3. New Initiatives
- 4. Earnings Forecast
- 5. Appendix

## 価格.com

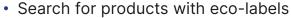
# **Next-Generation Solution for EC Businesses Jointly Developed with Digital Garage Group**

Using the latest technology to provide a secure and safe environment for a smoother shopping experience



The Company has reached an agreement with Digital Garage, which provides a group of services in the areas of DX and FinTech integrating payment and data, to jointly develop a smart commerce business and establish a joint venture for the purpose of planning this business.

# **Expand Information and Services that are Useful for Environmentally Conscious Purchasing Decisions**



 See how much CO2 was emitted during the manufacturing of a product

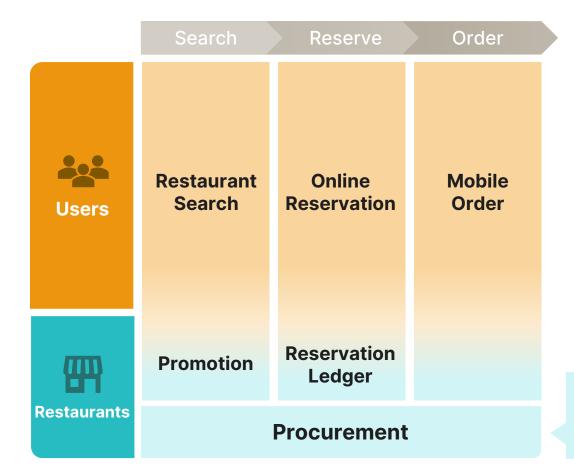
for instance

- Search for second-hand, rentals, subscriptions
- Get a quotes on the purchase price of used products
- Find out how best to care for products
- Find out how to recycle a product





## Provide a broad range of services to connect people and restaurants.



	FY23/3 results	FY24/3 plan	ТАМ
No. of restaurants contracting Promotion Service	45,200	approx. 48,000	80,000~ 100,000*1
No. of restaurants contracting Online Reservation Service	64,000	approx. 70,000	100,000∼ approx. 300,000*²
No. of online reservations (quarterly total)	16.55M	approx. 22M	-
App MAU	7.45M	10M	-

<sup>\*1</sup> Restaurants using sales promotion services including other sites.

#### **Support DX of restaurants**

Roll-out of Tabelog Order, Tablog Note (Reservation Ledger), Tabelog Shiire (Procurement)

<sup>\*2 100,000=</sup> No. of restaurants using online reservations, including other services, 300,000= No. of restaurants (registered on Tabelog as) taking reservations or reservation only (including by telephone, online, etc.)

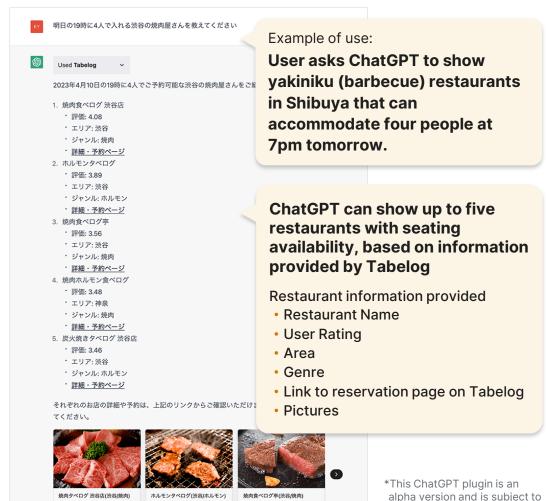
Initiatives: Tabelog

Newly launched Tabelog plugin for ChatGPT allows users to search for available seats at restaurants accepting online reservations through Tabelog, using ChatGPT

# Tabelog provides an extension tool (ChatGPT plug-in) to enable a wide range of actions for searches using ChatGPT

- With this plugin, the online reservation inventory information of restaurants listed on Tabelog is linked to ChatGPT, enabling users to search for seating availability using ChatGPT.
- By activating this plug-in, users can use ChatGPT to search for restaurants that match their preferences by specifying their desired area, food genre, the date and time they wish to make a reservation, and the number of people they wish to book for.
- In addition, using links provided in ChatGPT's response, users can complete their online reservations in Tabelog.

#### Example of a search using Tabelog's ChatGPT plugin



performance

changes in user interface and



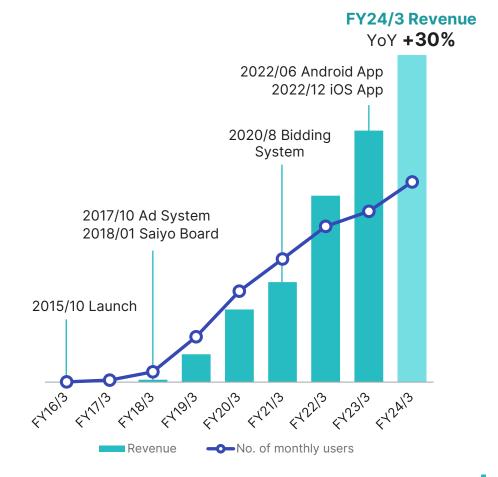
### Find the job that best fits your needs from a greater number of job listings

#### **Enhance information and improve functionality**

- Continue to improve searchability by expanding search criteria and improving accuracy for fuzzy searches.
- Expand job application functions, such as direct application from the site.
- Expand original content, such as information on the latest trends and advice on career changes and jobs.
- Continued efforts to ensure that job listings are accurate and up-to-date, including putting in place a screening system and reacquiring and updating job information at regular intervals.

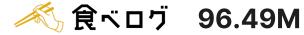
#### **Expand partnerships and increase options for job seekers**

- Expand functions and mechanisms to make it easier for clients to manage their paid listings, such as being able to make detailed settings.
- Expand functions for "Saiyo Board" (Hiring Board) to make it easier to post and manage multiple listings (improved batch posting functions, etc.).



In Tabelog and Kakaku.com, joint development of businesses in the area of FinTech, as well as the creation of a smart commerce business integrating next-generation technologies suited for the age of GenAl and web3.

No. of monthly users





42.35M

Deepen **Strategic Alliance** 



**Settlement Transaction Volume: 5.2 Trillion Yen** No. of settlement locations: Over 900k stores R&D using new technologies at DG Lab • DA Lab

#### Alliance/collaboration/joint venture with Digital Garage, a company with advanced technologies and provider of one of Japan's largest payment platforms

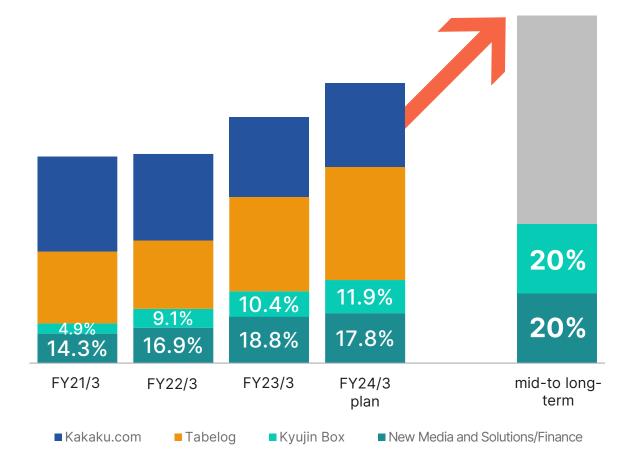
- Jointly develop FinTech/DX solutions for restaurants Following Tabelog Order, start of invoice card payment. Continuous development of FinTech related solutions for restaurants.
- Agreement to jointly develop and roll-out a next-generation business in the area of e-commerce and establish a joint planning company

Agreement to establish a joint venture to develop and roll-out a smart e-commerce business, utilizing next generation technology, password less authentication and one-click payment

Development and provision of Tabelog's ChatGPT plugin Utilize and promote new technologies for services, in cooperation with Digital Garage, a company with an extensive network and know-how

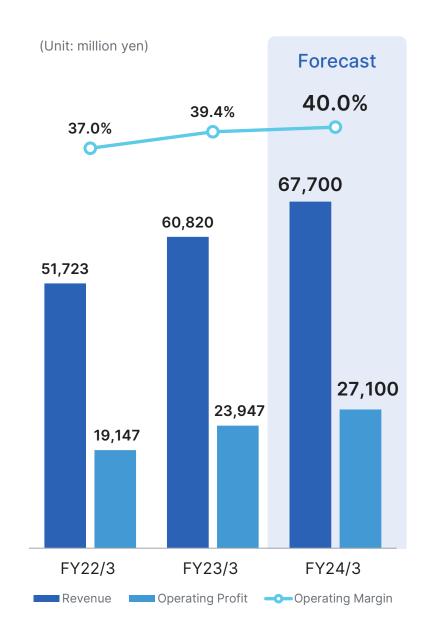
## We will continue to take on the challenge of transforming our existing businesses and creating new ones by identifying changes in society and lifestyles as well as uncovering new needs and business potential.

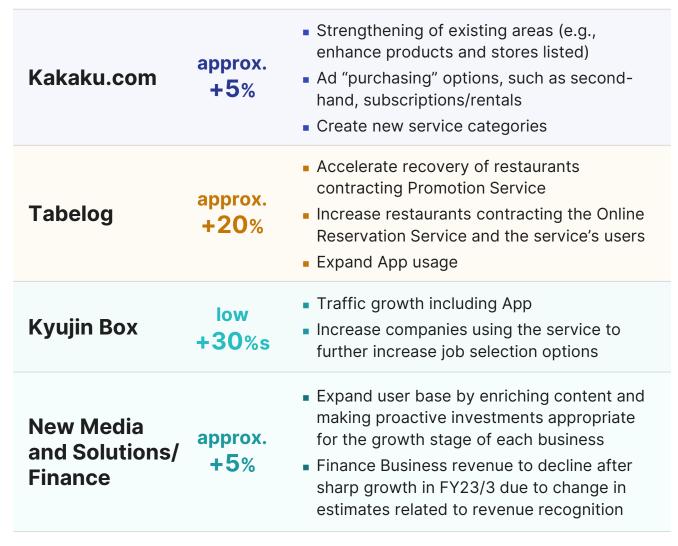
- Continue to expand service areas and business models of existing businesses and create new businesses while maintaining stable growth of the company as a whole.
- Raise the sales ratio of Kyujin Box and New Media and Solutions/Finance to more than 20% in the mid- to longterm.



- 1. Operating Results
- 2. Operating Results and Progress by Business
- 3. New Initiatives
- 4. Earnings Forecast
- 5. Appendix

#### Earnings Forecast for FY24/3





- 1. Operating Results
- 2. Operating Results and Progress by Business
- 3. New Initiatives
- 4. Earnings Forecast
- 5. Appendix

# As a company that strives to be a part of people's lives, we will address economic, social, and environmental issues through our corporate activities.

#### **Our main initiatives**

### **Economy:** Development of the Internet Industry

Provide safe and secure services

Support development of new technologies

## **Society:** Creating a vibrant society

Human resource development

Contribution to a worker-friendly society

Dissemination and provision of information on local communities and tourism

Support for disaster recovery

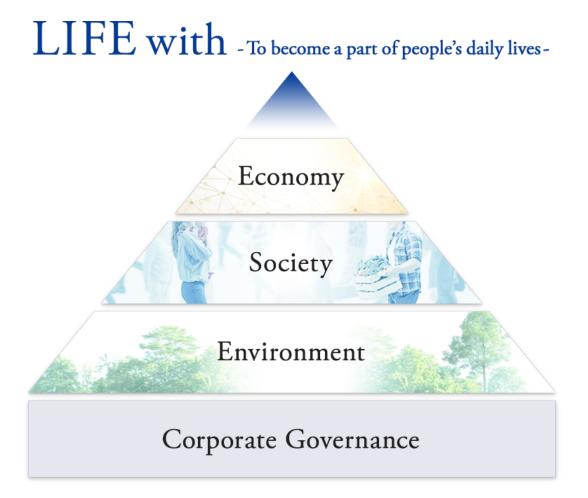
Supporting the development of music culture

# **Environment:** Protecting our planet's environment

Respond to Climate Change

Dissemination and provision of information on environmental protection

Protection of natural resources



#### Details of our initiatives in each area

# **Economy**

#### Provide safe and secure services

- Greater data security
- Measures to protect personal data
- Quality Management of Online Advertising

#### Support development of new technologies

- Reinforcement of engineer training system
- Train engineers using original curriculum
- Sponsor industry conferences
- Join security related industry bodies

# **Society**

#### **Human resource development**

Support career development to accelerate personal growth

#### Contribution to a worker-friendly society

- Support work-life balance
- Provide environment to promote flexible working styles

# Dissemination and provision of information on local communities and tourism

- Local information (disaster prevention, education, etc.)
- Sightseeing information

#### Support disaster relief efforts

Donations to disaster relief efforts

#### Supporting the development of music culture

Supporting the development of music culture

# **Environment**

#### **Respond to Climate Change**

- Reducing the Environmental Impact of Offices
- Identify and reduce GHG (greenhouse gas) emissions

#### Reduce environmental impact of offices

Support NPOs focusing on biodiversity and environmental conservation

#### **Provide information on environmental conservation**

- Information on products that have acquired eco-labels
- Information on saving energy and renewable energy
- Information on second-hand products (home appliances, smartphones, cars)

## **Management Index**

Targeting 40% ROE

#### **Approach to profit growth**

Achieve stable profit growth through business expansion and optimal resource allocation.

### **Approach to allocation of management resources**

#### **Growth investment**

- Investment in human resources to expand existing businesses and create new businesses
- Investment in research and development related to advanced technologies and their application to businesses
- M&A and investment for the purpose of expanding business portfolio and accelerating growth

#### Shareholder returns

- Retain necessary funds on hand for the operation of existing businesses and investments for growth, and return excess retained earnings to shareholders
- Continuously pay dividends (twice a year) and buy back shares (flexibly)

	FY19/3	FY20/3	FY21/3	FY22/3	FY23/3
Capital-to-Asset ratio *1	79.1%	67.8%	66.1%	68.0%	60.9%
<b>ROE</b> *2	45.1%	44.0%	26.2%	30.1%	33.7%
Dividend per share (yen)	36	40	40	40	40
Total dividend (billion yen)	75	83	82	82	81
Payout ratio	45.2%	45.3%	70.0%	57.4%	50.4%
Acquisition cost of treasury stock (billion yen)	30	80	0	50	80
Total return ratio *3	63.1%	88.8%	70.0%	92.3%	99.9%

<sup>\*1</sup> Capital-to-Asset Ratio = Equity attributable to owners of the parent company  $\div$  total assets  $\times$  100

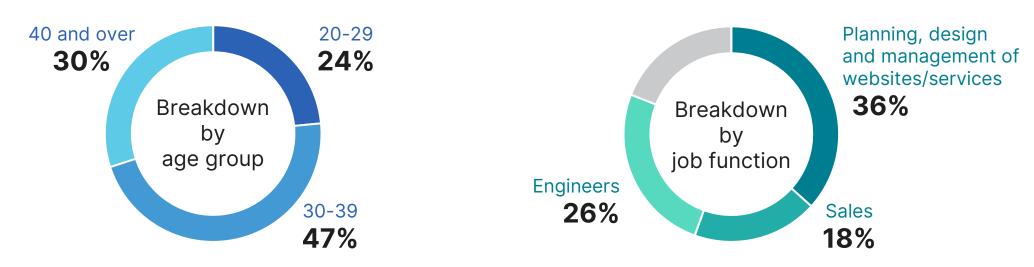
<sup>\*2</sup> ROE = Profit attributable to owners of the parent company  $\div$  (Equity attributable to owners of the parent company) x 100

<sup>\*3</sup> Total Return Ratio = (Total dividend + Acquisition cost of treasury stock) ÷ Profit attributable to owners of the parent company x 100 Acquisition cost of treasury cost does not include fees or other expenses paid to the Tender Order Agent.

### Number of directly employed employees (on a consolidated basis, including temporary employees)

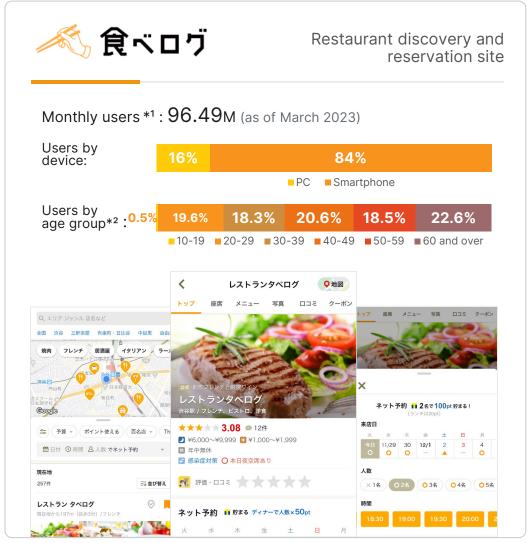


# Breakdown by age group and job function (employees of Kakaku.com, Inc. as of March 2023)



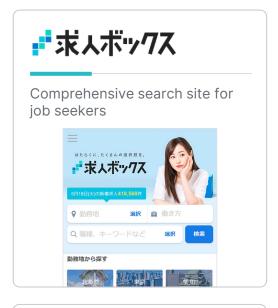
		Shopping	Service	Advertising	
	Kakaku.com	Commission income based on clicks and sales performance	Commission based on the number of contracts for personal finance and telecommunications etc.	Advertising revenue from banner and text ads, content and search-based advertising.	
	Clients: EC Malls and Shops, Electronics Retail Stores, etc.	Clients: Service Providers, etc.	Clients: Consumer Electronics Manufacturers, etc.		
Media		Restaurant Promotion	Premium Memberships	Advertising	
Internet M	Tabelog	Commission from sales promotion services (fixed monthly fee) and online reservation (performance-based fee)	User fees for access to premium content.	Advertising revenue from banner and text ads, content and search-based advertising.	
<u>=</u>	<del>i</del>	Clients: Restaurants	Clients: Users	Clients: Beverage companies, etc.	
			New Media and Solutions		
	New Media and	Revenue generated by sites and service, such as Kyujin-box, Sumaity, Kinarino, Bus Hikaku Navi operated by LCL, Inc or the dynamic package reservation system developed by Time Design Co., Ltd.			
Φ	Solutions/ Finance	Finance			
Einance Einance	Commission from general insurance business for life insurances and non-life insurance, etc. operated by Kakaku.com Insurance, Inc.				



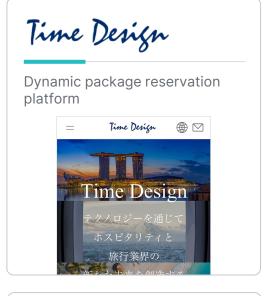


<sup>\*1</sup> Monthly unique users are counted as the number of browsers that visited the site (for certain browsers, operating systems, etc., there may be instances in which users who re-visited the site after a certain period are counted multiple times). Double-counting as a side effect of high-speed loading of mobile webpages and mechanical accesses by third parties' web-scraping bots etc. are eliminated to the fullest extent possible. Tabelog's support of AMP (Accelerated Mobile Pages) ended in February 2022..

<sup>\*2</sup> Users by age group are as of February 2023.

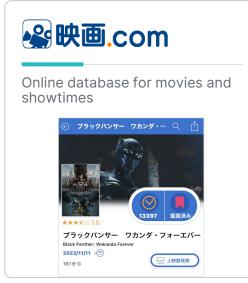










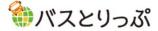








Price comparison site for domestic travel and overseas airline tickets



Online media on highway busses and bus tours



Horror movie streaming service

# gaie

Digital promotion agency, focusing on promotion of movies



Online media for car enthusiasts

# Pathee

Shopping spot information site

# STORECAST

Digital sales promotion tool for retail stores

# icotto

Online travel information media

# **TASCLAP**

Online media for men's fashion



FX and Exchange rate related information site



Cryptocurrency and Blockchain related information site



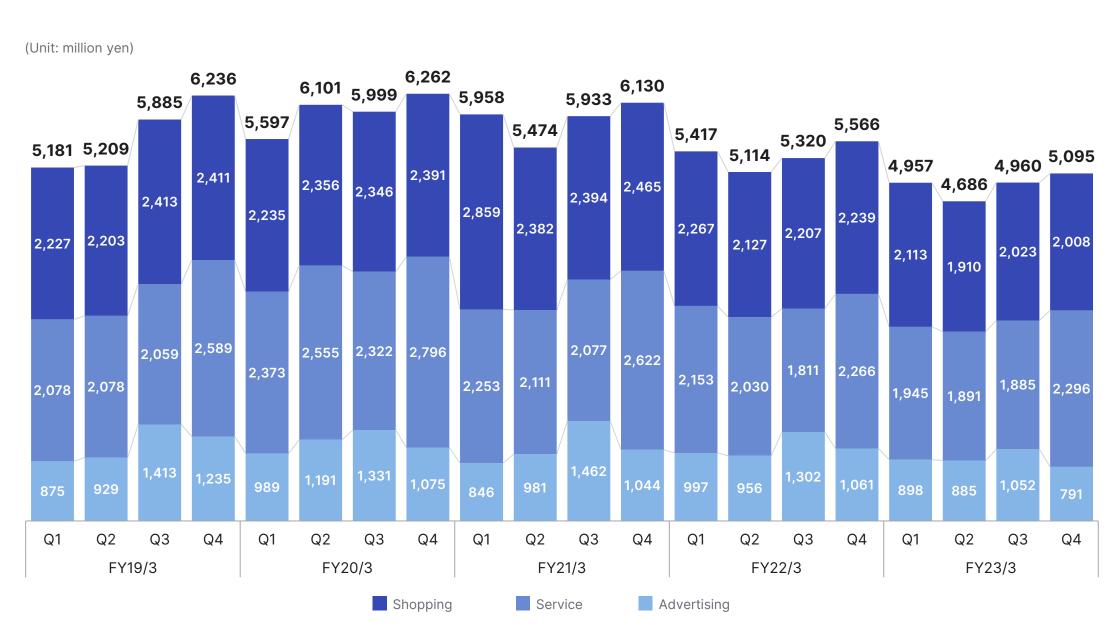
General information site for Anime



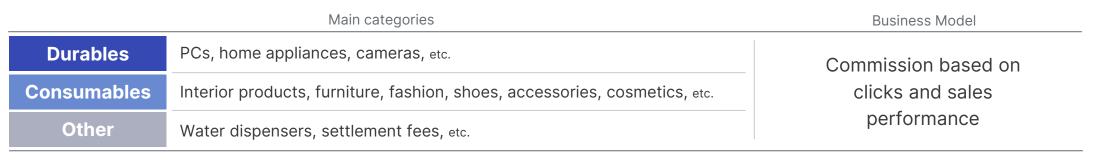
Online photo sharing community

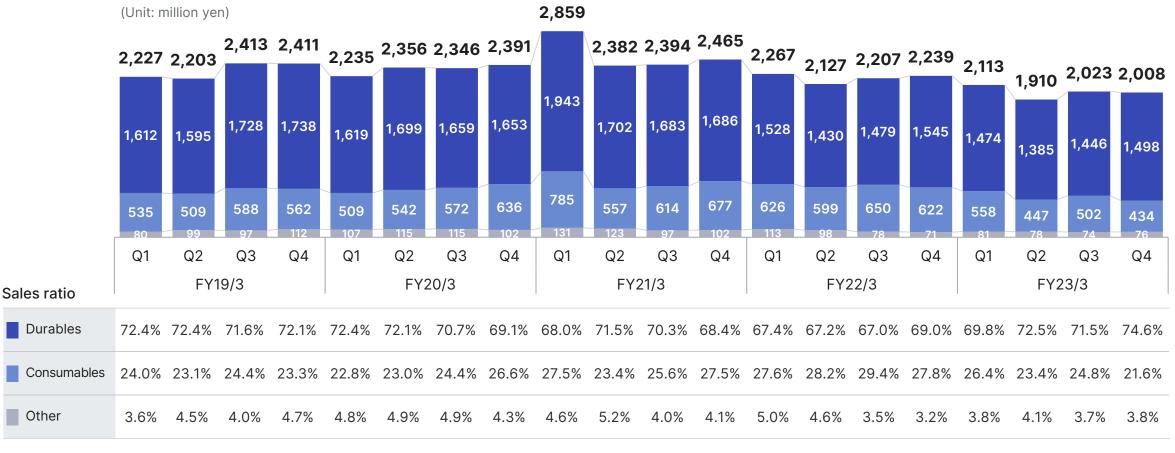
# アキバ総研

Anime and Akihabara culture information media



# Kakaku.com: Breakdown of Shopping Business Revenue



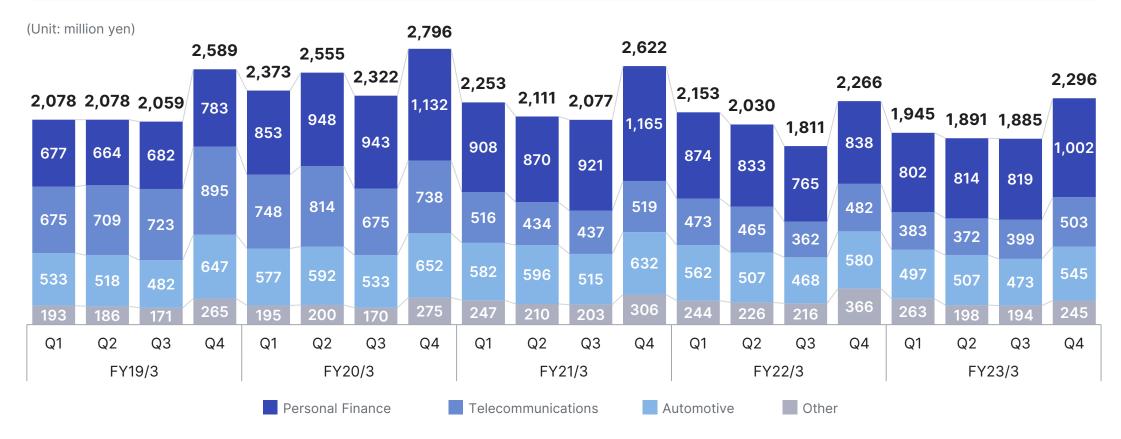


#### Kakaku.com: Breakdown of Service Business Revenue

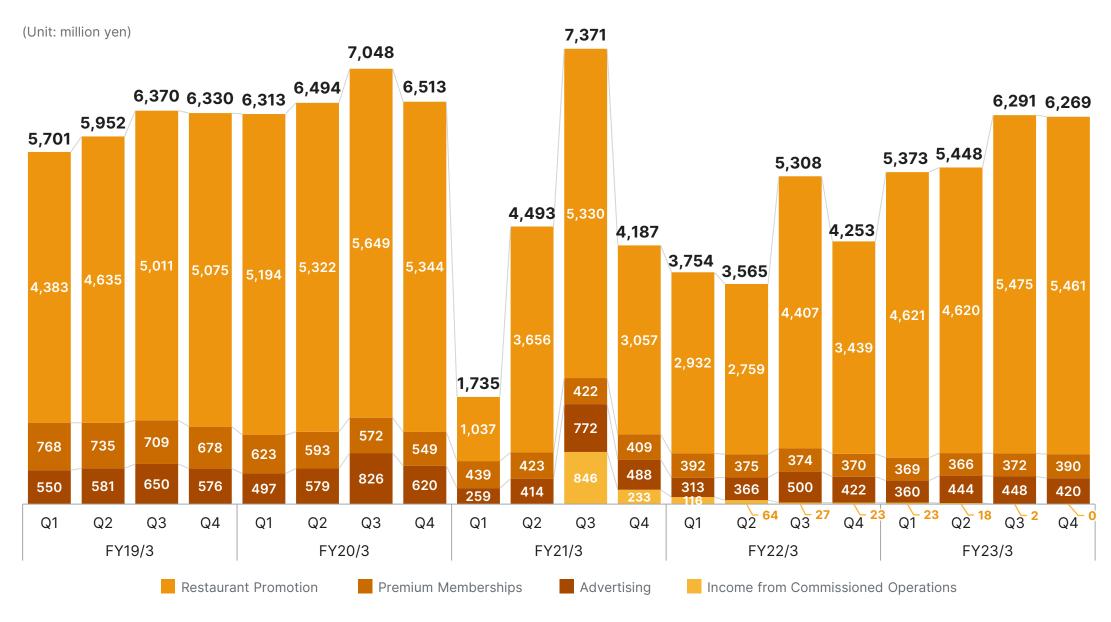
Main categories	Business Model
-----------------	----------------

Personal Finance	Credit cards, loans, investment and asset management, FX, etc.	
Telecommunications	Wi-Fi rentals, low-cost SIMs, internet providers, etc.	
Automotive	Car insurances, used cars, etc.	
Other	English lessons, energy providers (electricity, gas), etc.	

Commissions based on the number of inquiries or applications



# Tabelog: Breakdown of Revenue by Business



#### **Promotion Service**

#### **Service provided: Promotion on Tabelog**

- · Add large photos and information on restaurant's specialties and courses
- Priority display in standard search results

#### **Commissions:** fixed monthly fee

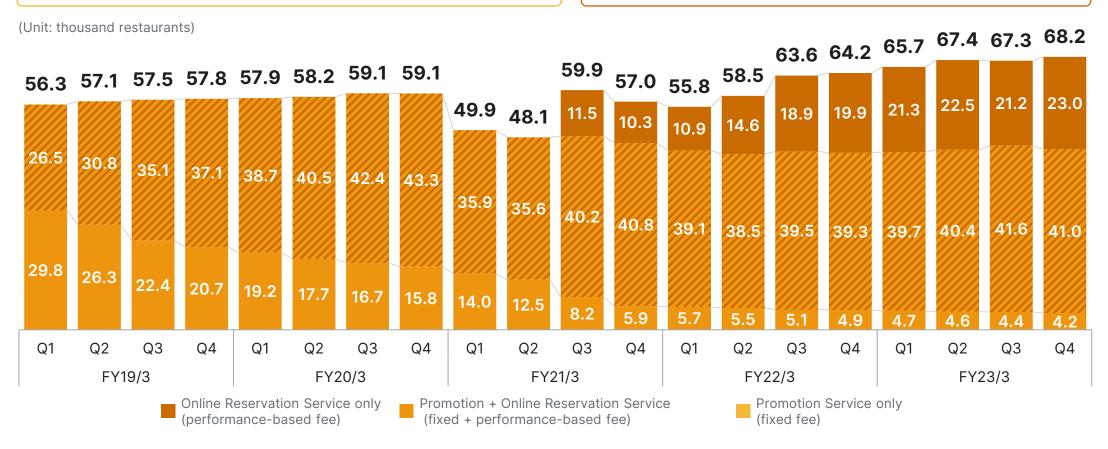
• 10,000yen, 25,000yen, 50,000yen, 100,000yen

#### **Online Reservation Service**

Service provided: Use of Tabelog's online reservation service

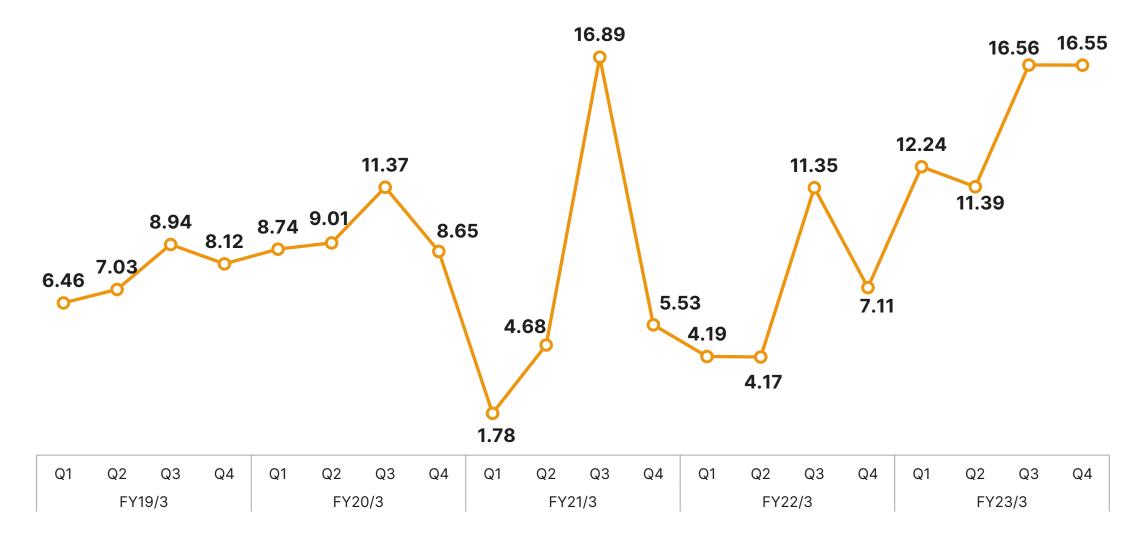
**Commissions: performance-based fee** 

Lunch: 100yen per customerDinner: 200yen per customer

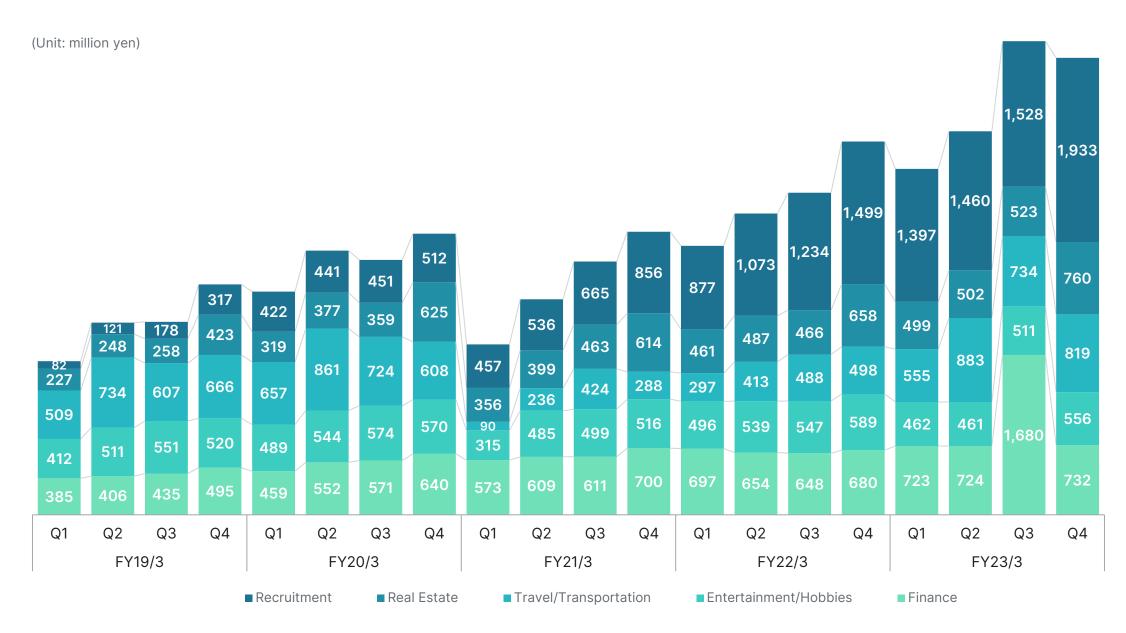


# Tabelog: Number of Online Reservations (quarterly total)

(Unit: million persons)



# New Media and Solutions/Finance: Revenue by Business



# **Company Profile**

Company Name	Kakaku.com, Inc.		
Address	3-5-7 Ebisu Minami, Shibuya-ku, Tokyo 150-0022		
Founded	December 1997		
URL	https://corporate.kakaku.com/		
Share Listing	Prime Market of Tokyo Stock Exchange		
Securities Code	2371		
Related Companies	Kakaku.com Insurance, Inc.	https://kakakucom-insurance.co.jp/	
	eiga.com, Inc.	https://eiga.com/	
	Time Design Co., Ltd.	https://www.timedesign.co.jp/	
	webCG, Inc.	https://www.webcg.net/	
	LCL, Inc.	https://www.lclco.com/	
	gaie, Inc.	https://gaie.jp/	
	Pathee, Inc.	https://corp.pathee.com	

Note: Information and projections of future performance contained in this document include the Company's judgments premised on information available at the time of preparation and assumptions concerning uncertainties. They may differ from actual business performance and results due to a variety of factors.