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JAPAN BEST RESCUE SYSTEM

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JAPAN BEST RESCUE SYSTEM

## Business Results Summary < FY2023 >

Nov 13, 2023

Japan Best Rescue System Co., Ltd.

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## Record high sales, all profit items increased with double-digit growth

We have promoted restructuring of business portfolio and focused on growth of core businesses

FY21/Q4

22/Q4

23/Q4

Compared with the corresponding period of the previous FY

Sales	13,460	17,810	18,158	+348 +2.0%	<b>Increased</b> ※ Record High Main businesses has grown with the focus on insurance business.
Operating Profit (% sales ratio)	1,408 (11.0%)	1,459 (8.8%)	1,629 (9.0%)	+169 +11.6%	<b>Increased</b> We have improved profitability through strong core businesses and liquidation of some unprofitable businesses.
Ordinary Profit	1,740	1,173	1,533	+360 +30.7%	<b>Increased</b> Recorded a loss due to cancellation of “Transaction to Acquire Own Shares at the Forward Price” in the previous fiscal year — no impact in the current fiscal year.
Net Profit attributable to the owners of the Parent	56	437	679	+241 +55.2%	<b>Increased</b> A loss was recorded in the previous fiscal year due to the suspension of system development for ACTG* integration — no impact in the current fiscal year.
Operating Profit in essence excluding policy reserve.	1,493	1,735	1,943	+207 +12.0%	ca. 12% growth, excluding the impact of policy reserve burden. ※ Record High Policy reserve: JPY 275 million → JPY 313 million (increased by JPY 38 million) previous FY current FY

Sales, operating profit, and ordinary income were generally in line with the plan.

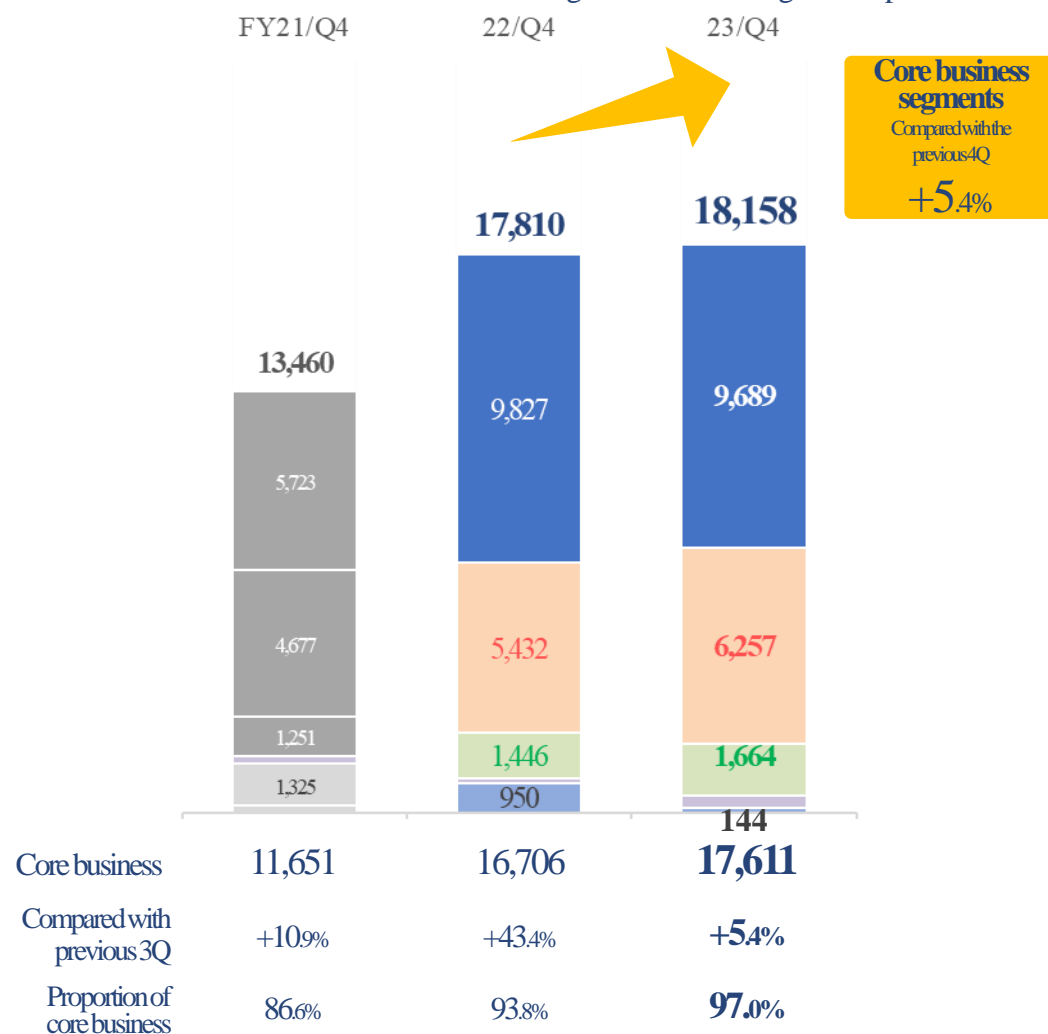
The net income fell short of target due to recording of unplanned income tax adjustments.

	FY22 Full Fiscal Year Actual Result	FY23 Full Fiscal Year Forecast	FY23 Actual	Achievement rate	Remarks
Sales	17,810	18,300	18,158	99.2%	The insurance business has exceeded the plan and was generally in line with the plan, although there was some cancellation of ACTG in the membership business.
Operating Profit	1,459	1,650	1,629	98.7%	Although there was some impact such as an accumulation of policy reserves greater than expected and partial cancellation of ACTG in membership business, etc., the business has been generally progressing as planned.
Ordinary Profit	1,173	1,500	1,533	102.2%	Non-operating income increased compared to plan due to gain on sale of investment securities.
Net Profit attributable to parent company	437	950	679	71.5%	Recorded adjustment amount of unplanned corporate tax adjustments due to post-merger tax effect accounting.

※former ACTCALL and former TSUNAGU

## We have achieved record high sales driven by insurance and warranty business.

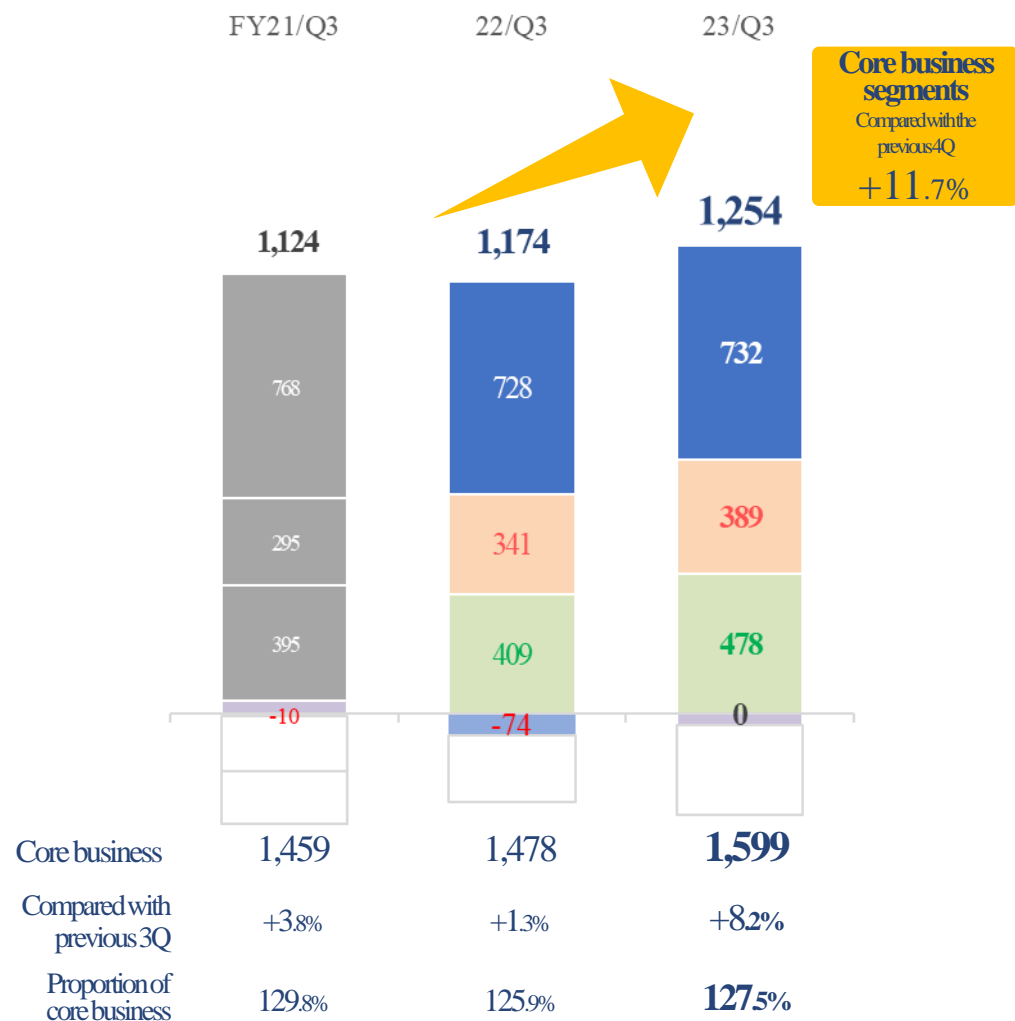
Revenue increased due to growth exceeding the impact from the transfer of emergency business and the partial cancellations of ACTG



Difference compared with previous 3Q		
Membership	+138 +1.4%	+228 Increase of members in major Membership Service business segment.
		-367 The number of members in membership business decreased due to restructuring of ACTG unprofitable business and partial cancellation.
Insurance	+825 +15.2%	The acquisition of the insured persons has steadily progressed.
Warranty	+217 +15.1%	The acquisition of new members has progressed well.
Others	+248	Sales has increased due to selling materials to handyman partners and alliance with JAF.
Emergency	-805	Implemented business transfer at the end of November 2022.
Adjusted amount	+0	

## Profits increased in all three main businesses

We have achieved profit increase due to growth in core services



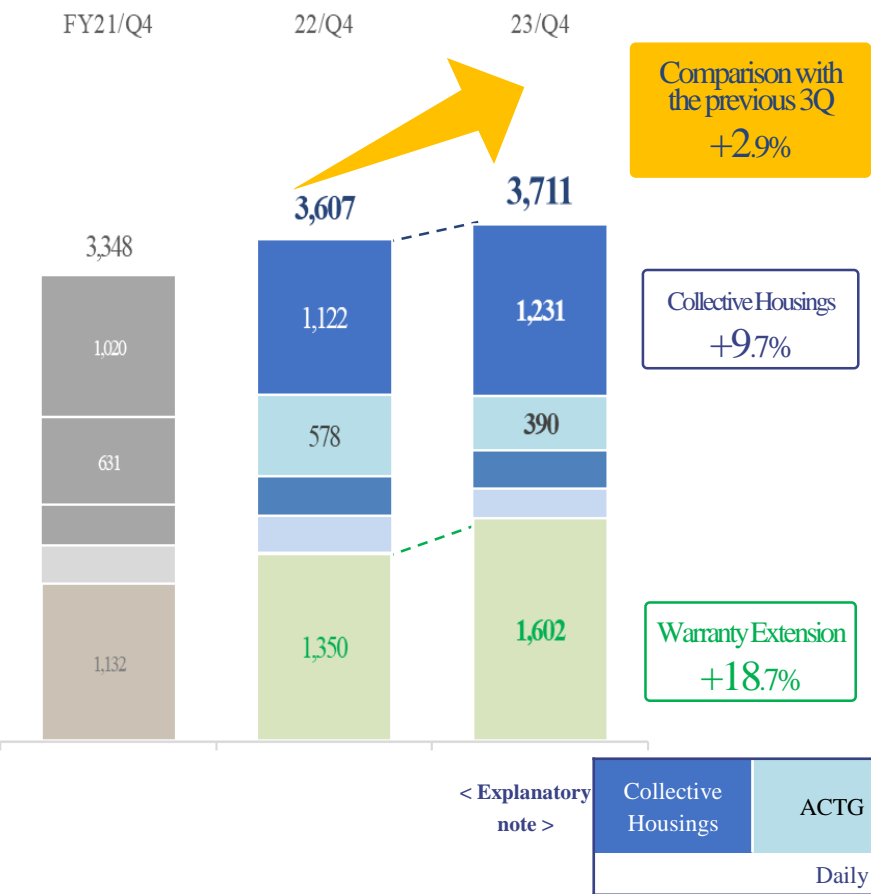
Difference compared with previous 3Q		
Membership	+19 +2.0%	+248 Growth of core services.
		-229 Recorded expenses for strengthening the platform to receive in-coming calls such as adding the function to receive in-coming calls and messages with LINE application and increased the allocation burden.
Insurance	+129 +34.0%	+167 Profit has increased through acquiring the insured persons.
		-38 The provisions for reserves has increased as the pace for acquiring the insured persons has accelerated. <FY22>-JPY275million→<FY23>-JPY313million
Warranty	+61 +11.1%	Net increase due to acquiring new members.
Others		-31 Recorded upfront cost relating to new business.
Emergency	+80	No occurrence of sales, cost of goods sold and allocation due to business transfer.
Adjusted amount	-90	Increase in common expenses at the initial stage of mergers and splits.

It has continued to grow with the focus on collective housing and warranty extension business.

The number of ACTG's numbers has decreased due to restructuring unprofitable business and some cancellations of contracts.

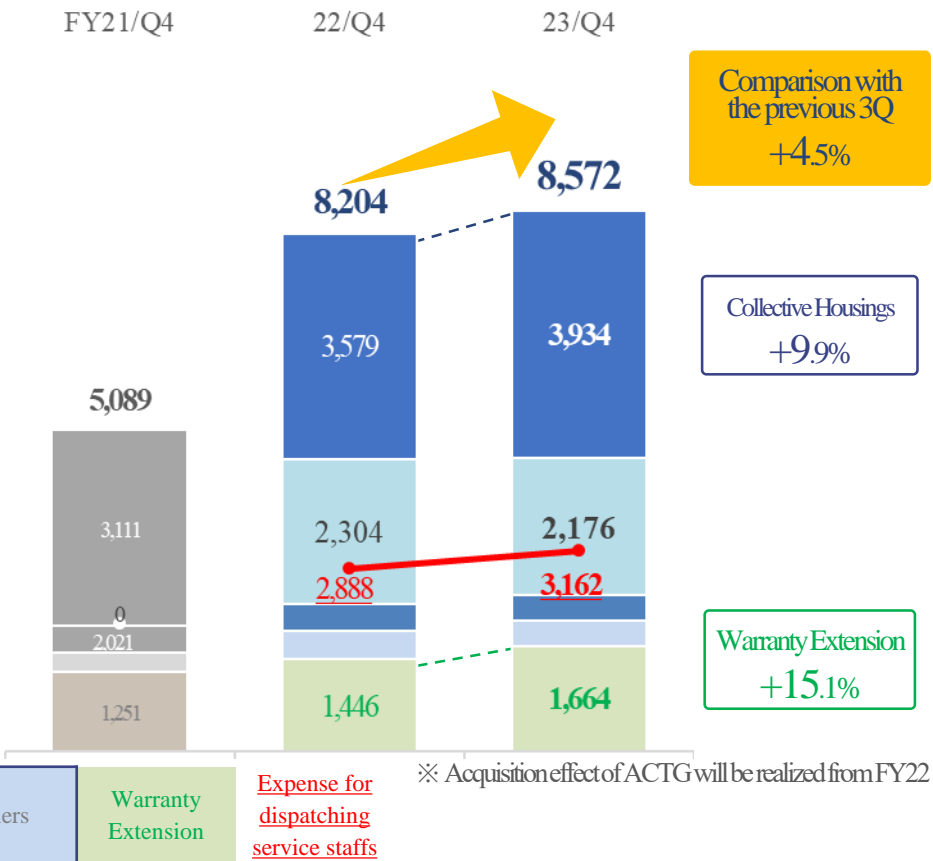
Number of Members (unit: thousand people)

Although the number of members steadily increased as a whole, that of ACTG decreased in the second half of fiscal year.



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

Both membership income and expense for dispatching handymen have increased. We have promoted cost reduction of dispatching handymen.

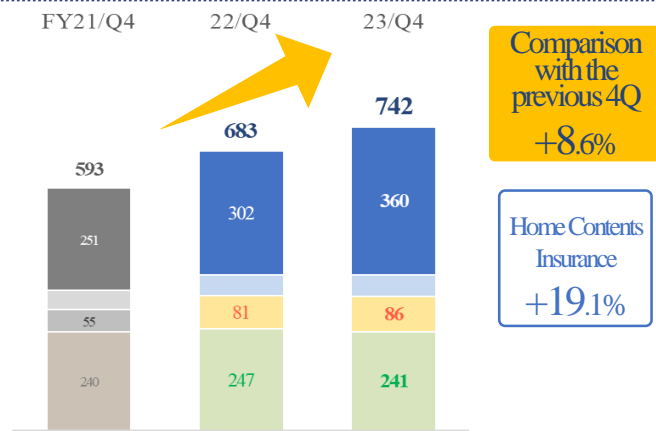




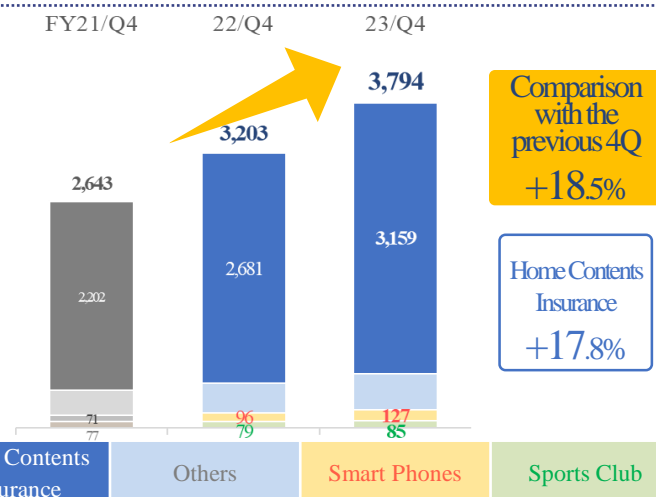
# Steadily acquiring the insured persons. High growth of insurance premium income with more than 18% increase comparing with the previous corresponding period.

Special demand has come full circle and has tuned to an increasing trend since the impact on policy reserves was reduced.

Number of Insured Persons (unit: thousand people)



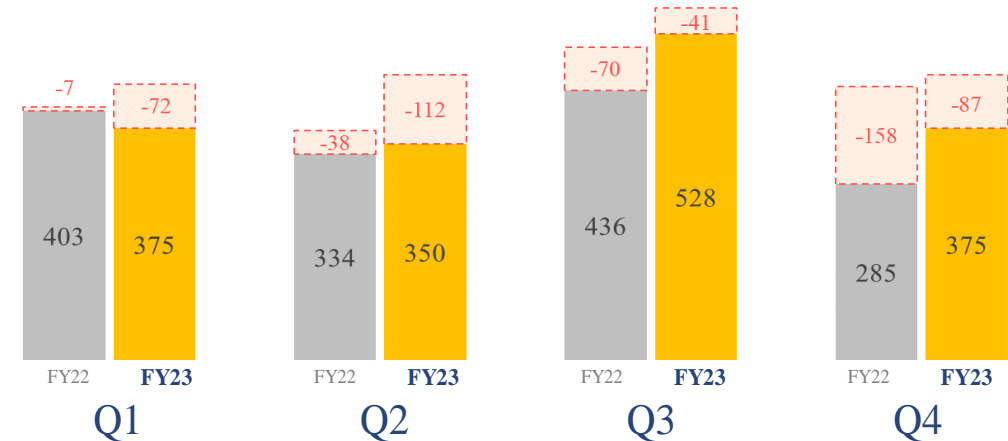
Revenue of Insurance Premium (JPY million)



< Explanatory note >

Impact of policy reserve on consolidated operating profit (JPY million)

The growth pace accelerated driven by special demand\* and the policy reserves increased  
Special demand has come full circle and the impact of policy reserve has reduced



\*The pace for acquiring the insured persons has rapidly accelerated as we have succeeded agencies of other company which withdrew from the business in April 2022. The effect from such succession has continued for 1 year period.

< Explanatory note >

FY22 results

FY23 results

Insurance reserve Amount of effect

Operating profit (forecast)



## Record high for sales and operating profit.

The aggregate amount of deferred income which can be booked as sales in the future has exceeded JPY 11 billion as stock.

	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
Number of service contracts	2,531	2,583	2,428	<b>2,482</b>	2,508	2,605	2,867	<b>2,950</b>	3,049	3,176	3,243	<b>3,941</b>	4,005	4,175	4,271	<b>4,292</b>	4,361	4,545	4,562	<b>4,459</b>
(JPY million)																				
Sales	2,945	3,166	3,074	<b>2,824</b>	2,871	3,124	3,027	<b>3,033</b>	3,156	3,481	3,584	<b>3,238</b>	4,330	4,476	4,570	<b>4,432</b>	4,469	4,738	4,636	<b>4,313</b>
Operating Profit	352	386	385	<b>513</b>	307	343	398	<b>318</b>	375	296	452	<b>283</b>	403	334	436	<b>285</b>	375	350	528	<b>375</b>
Ordinary Profit	396	481	374	<b>714</b>	323	342	437	<b>695</b>	432	382	492	<b>433</b>	369	326	203	<b>273</b>	345	373	530	<b>283</b>
Net Profit	257	754	105	<b>521</b>	143	116	250	<b>487</b>	302	238	335	<b>-820</b>	317	201	-144	<b>64</b>	131	191	273	<b>83</b>
EBITDA	395	429	428	<b>559</b>	352	391	456	<b>378</b>	430	354	518	<b>349</b>	546	478	587	<b>434</b>	519	491	677	<b>523</b>
(JPY million)																				
Total Assets	14,728	14,865	17,599	<b>18,761</b>	19,075	19,518	20,146	<b>21,204</b>	21,494	22,249	22,903	<b>28,175</b>	27,694	28,276	29,080	<b>27,884</b>	27,357	28,201	28,641	<b>28,121</b>
Liabilities	8,703	10,549	9,905	<b>10,657</b>	10,810	12,964	12,835	<b>13,296</b>	13,551	13,954	14,546	<b>16,507</b>	16,763	17,445	18,165	<b>17,081</b>	17,161	17,781	17,908	<b>17,232</b>
Deferred income total	5,803	6,095	6,332	<b>6,710</b>	6,807	6,985	7,442	<b>7,640</b>	7,805	8,053	8,616	<b>9,265</b>	9,842	9,992	10,547	<b>10,575</b>	10,595	10,780	11,286	<b>11,253</b>
Deferred income	1,655	1,751	1,770	<b>1,824</b>	1,815	1,846	1,976	<b>1,982</b>	1,982	2,034	2,173	<b>2,698</b>	3,048	3,089	3,121	<b>3,064</b>	3,018	3,067	3,210	<b>3,157</b>
Long-term deferred income	4,148	4,343	4,561	<b>4,885</b>	4,992	5,138	5,465	<b>5,657</b>	5,823	6,019	6,443	<b>6,567</b>	6,794	6,903	7,426	<b>7,511</b>	7,577	7,713	8,076	<b>8,096</b>
Net Assets	6,024	6,926	7,693	<b>8,104</b>	8,265	6,553	7,310	<b>7,907</b>	7,942	8,295	8,357	<b>11,668</b>	10,930	10,831	10,914	<b>10,802</b>	10,196	10,419	10,733	<b>10,889</b>
Equity Ratio	40.8%	39.5%	42.5%	<b>42.1%</b>	41.7%	32.0%	34.7%	<b>35.8%</b>	35.5%	35.8%	35.0%	<b>40.2%</b>	38.2%	36.5%	34.4%	<b>35.4%</b>	33.4%	32.7%	33.1%	<b>34.0%</b>

Increasing tendency of number of members with the focus on major services.

	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
Number of members	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	3,837	3,826	3,711
Daily Life Troubles	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	2,359	2,283	2,109
Collective Housings	840	865	854	870	864	909	897	913	930	964	1009	1,020	1,038	1,100	1106	1,122	1,140	1,215	1,224	1,231
ACTG	-	-	-	-	-	-	-	-	-	-	-	631	624	640	645	578	573	581	569	390
University Students	273	300	285	286	286	314	289	290	290	318	288	288	288	316	282	282	282	306	276	277
d Living	166	145	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Others	356	335	323	308	290	275	267	261	285	282	277	275	275	272	276	273	269	256	213	210
Warranty Extension	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	1,478	1,542	1,602

(JPY million)

Membership fee income	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	2,178	2,195	2,060
Daily Life Troubles	893	987	985	857	832	919	904	874	887	972	1,008	969	1,652	1,682	1,736	1,687	1,741	1,768	1,760	1,638
Collective Housings	626	729	729	669	652	735	727	696	706	786	828	790	847	876	917	937	958	981	990	1003
ACTG	-	-	-	-	-	-	-	-	-	-	-	-	581	586	600	535	572	580	576	447
University Students	97	101	100	101	100	104	100	102	103	108	102	102	103	105	102	101	101	103	100	100
d Living	78	68	66	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Others	90	87	88	85	80	79	76	76	77	78	77	76	120	113	115	111	108	103	93	86
Warranty Extension	215	226	230	250	255	265	265	271	300	308	315	326	345	354	364	382	396	409	435	422
Expense for dispatching service staffs	573	520	536	397	392	396	376	443	488	519	489	524	701	734	712	740	778	836	760	787

Number of the insured persons of our major products has increased in addition to home contents insurance in which we are steadily acquiring customers.

	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
Number of products*1	9	9	9	11	12	14	14	14	17	17	17	17	17	18	18	18	18	18	19	19
Small Amount Short-term insurance	9	9	9	9	9	10	10	10	11	11	11	11	11	12	12	12	12	12	12	12
Casualty insurance	-	-	-	2	3	4	4	4	6	6	6	6	6	6	6	6	6	6	7	7
(thousand)																				
Number of insured persons	272	272	259	259	262	258	529	550	556	574	585	593	593	606	650	683	679	704	732	742
Home contents insurance	182	194	197	201	207	215	221	226	231	240	246	251	257	272	289	302	316	336	349	360
Sports Club	-	-	-	-	-	-	264	264	246	242	241	240	228	222	239	247	231	232	242	241
Smart Phones	-	-	-	-	-	-	-	15	34	46	52	55	60	63	70	81	79	83	87	86
Others	89	78	61	58	55	42	43	43	44	44	45	46	47	48	51	51	51	52	52	53
(JPY million)																				
Insurance premium revenue	484	629	570	493	509	654	597	561	590	734	701	616	638	822	914	827	867	1053	1002	871
Home contents insurance	389	533	471	404	422	574	504	465	490	630	579	502	527	713	759	681	717	903	825	712
Sports Club	-	-	-	-	-	-	12	17	18	18	19	20	18	18	20	22	21	20	22	21
Smart Phones	-	-	-	-	-	-	-	4	11	17	20	21	23	23	23	25	28	30	33	34
Others	94	96	99	89	86	80	81	73	70	67	81	72	69	66	110	98	99	98	121	101
Policy reserves*2	0	-8	-13	-127	15	-18	28	-38	15	-7	-39	-52	-7	-38	-70	-158	-72	-112	-41	-87

\*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

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