

# Overview of Q4 2006

February 15, 2007 Rakuten, Inc

This presentation includes forward-looking statements relating to our future plans, targets, objectives, expectations and intentions. The forward-looking statements reflect management's current assumptions and expectations of future events, and accordingly, they are inherently susceptible to uncertainties and changes in circumstances and are not guarantees of future performance. Actual results may differ materially, for a wide range of possible reasons, including general industry and market conditions and general international economic conditions. In light of the many risks and uncertainties, you are advised not to put undue reliance on these statements. The management targets included in this presentation are not projections, and do not represent management's current estimates of future performance. Rather, they represent targets that management strive to achieve through the successful implementation of the Company's business strategies. The Company may be unsuccessful in implementing its business strategies, and management may fail to achieve its targets. The Company is under no obligation – and expressly disclaims any such obligation – to update or alter its forward-looking statements.

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  - 4. Travel Business
  - 5. Securities Business
  - 6. Infoseek Business
  - 7. Professional Sports Business

#### **Review of 2006 and Outlook**



Steady Recovery in Group Financial Performance

- Issues related to business diversification and expansion identified; Rakuten KC business restructured (November)
- ■EBITDA (excluding Rakuten KC) up +34.7% (YoY); high growth rate maintained
- Substantial improvement in group profitability since bottom in 3Q

Further expand Rakuten eco-system (Rakuten's economic zone)

- ■Improve services for Rakuten members to enhance "gravitational pull" of Rakuten eco-system
- Promote cross-use

Create new management structure

- ■Introduction and enforcement of Growth Management Program (GMP)
- Establish standards for investment in new businesses

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# Rakuten Group Strategy

- 1. Expand Rakuten eco-system (Rakuten's economic zone)
- 2. Promote group synergies
- 3. Policy for new business investments under Growth Management Program (GMP)



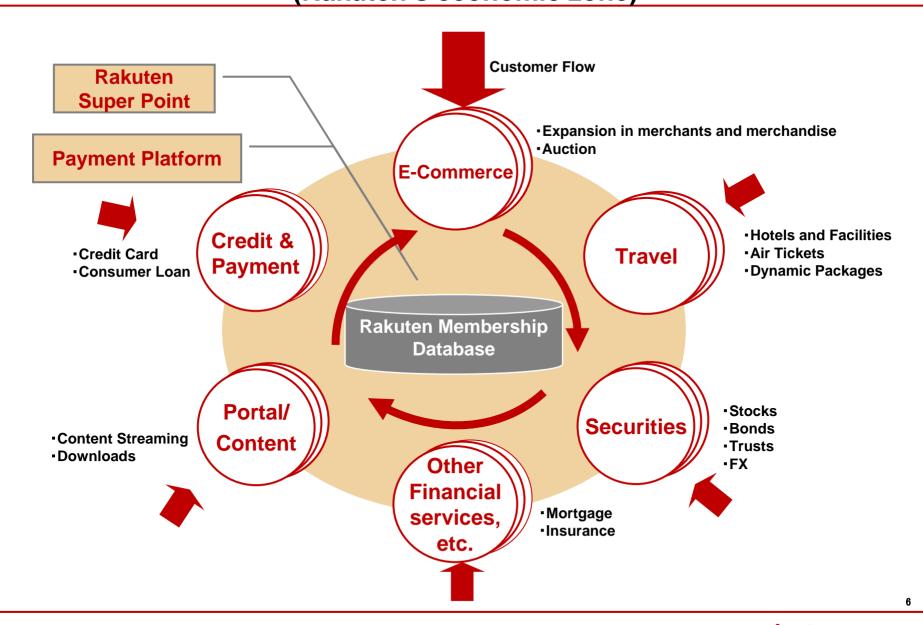
-1 Expand Rakuten eco-system (Rakuten's economic zone)



# More Than Web

# Expand Rakuten eco-system (Rakuten's economic zone)





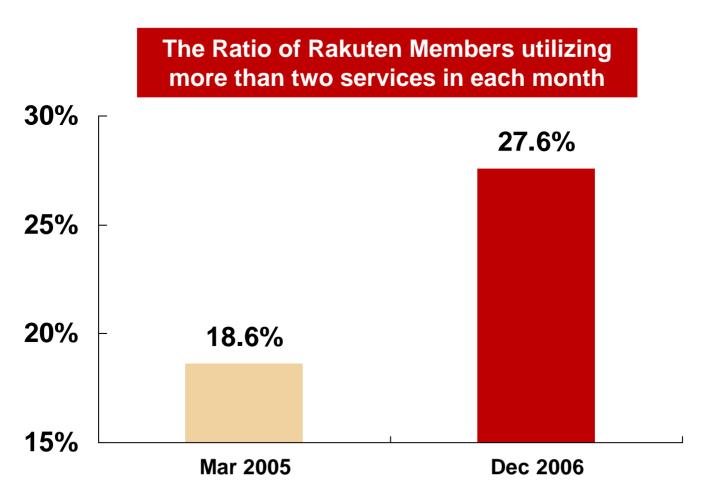


1 -2 Promote group synergies

#### **Progress in Cross-Use**



Cross-use has been positively impacted through the Point Program



<sup>\*</sup> The ratio of users utilizing a service which earned Rakuten Super Point in said month and utilizing the other services during the trailing twelve months

<sup>\*</sup> Limited to the services which can earn Rakuten Super Points (excluding online brokerage service, etc.)

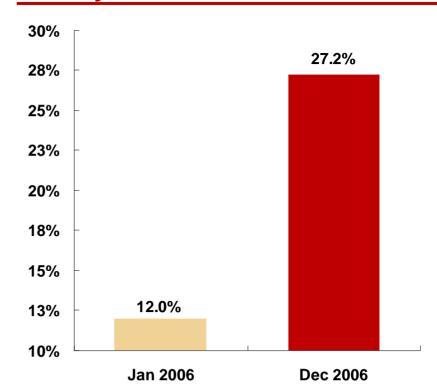
#### **Progress in Cross-Use (Rakuten Travel)**



- Large increase in use of Rakuten Travel by Rakuten Ichiba users
- Cross-use improved



# Dual Use of Rakuten Travel by Rakuten Ichiba Users

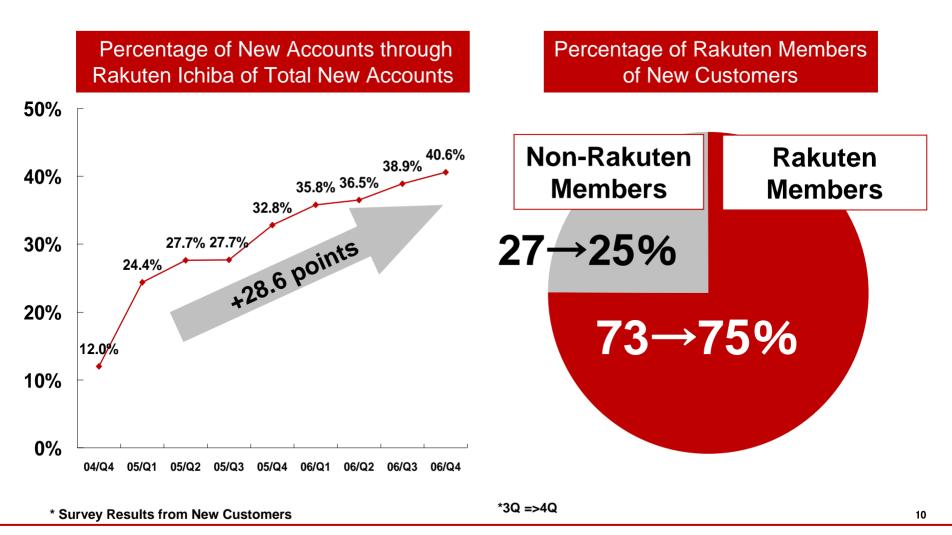


<sup>\*</sup> The ratio of use of Rakuten Travel during the trailing twelve months by the users who utilize Rakuten Ichiba shopping services in given month.

### **Progress in Cross-Use (Rakuten Securities)**



#### Accelerating Customer Flow from Rakuten Ichiba to Rakuten Securities



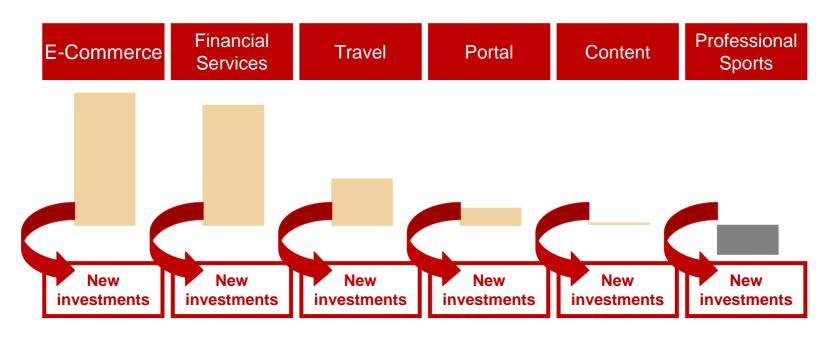


 -3 Policy for new business investments under Growth Management Program (GMP)

#### **New Business Investments Prior to GMP**



#### New investments conducted ad hoc from earnings of individual companies



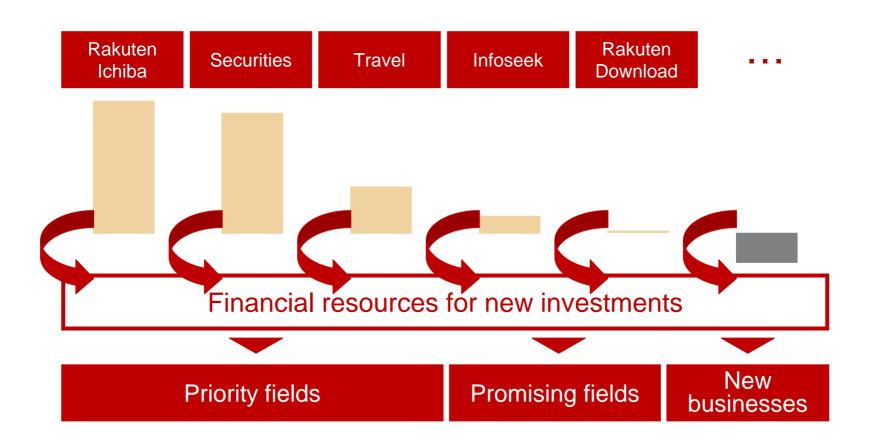
#### I. Issues

- 1. Limits companies having opportunities for major new investment
- 2. Strategic investment on a groupwide basis is hard

#### **New Business Investment From 2007**



#### Pool financial resources to make strategically allocated new investments





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2006 Full Year: Consolidated Operating Results

### 2006 Full Year Financial Highlights



- Laid foundation during the year
- Restructured financial services; core businesses grew steadily
- Incurred losses in Rakuten KC due to business restructuring and changes in operating environment

Improvement in balance sheet

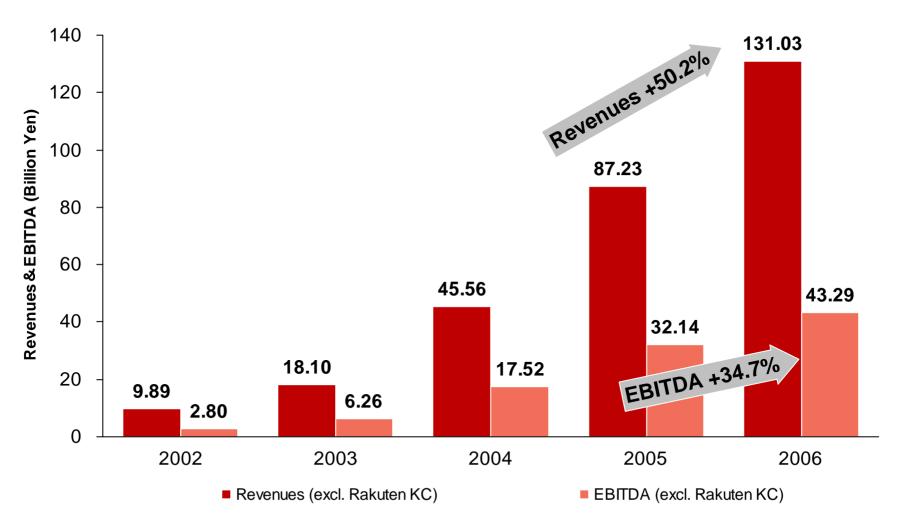
- Revenues were ¥203.2 billion (+56.6% YoY)
- Revenues excluding Rakuten KC were ¥131.0 billion (+50.2% YoY)
- EBITDA excluding Rakuten KC was ¥43.29 billion (+34.7% YoY)
- Loss incurred due to transfer of non-core business; reserve established to provide for the impact of new regulations in the money-lending industry
- Increased capital by ¥106.3 billion through public stock offering; streamlined and improved balance sheet by restructuring Rakuten KC
- Total assets were ¥1,296.0 billion (down ¥361.6 billion from Dec. 31, 2005)
- Equity ratio was 14.6% (4.6% at Dec. 31, 2005)

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### Yearly Consolidated Revenues (excl. Rakuten KC) Rokuten



EBITDA excluding Rakuten KC keeping high growth: +34.7% YoY

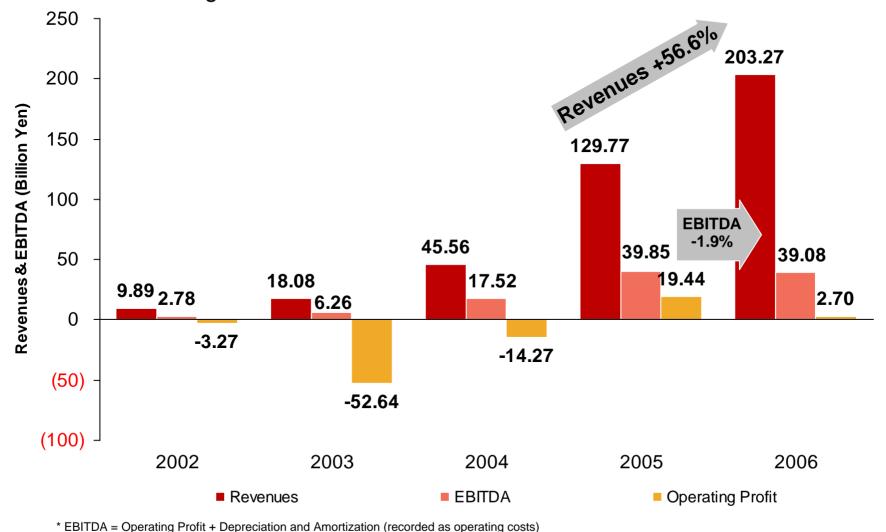


<sup>\*</sup> EBITDA = Operating Profit + Depreciation and Amortization (recorded as operating costs)

#### **Yearly Consolidated Revenues**



Steady growth in revenues; slight decrease in EBITDA due to Rakuten KC restructuring

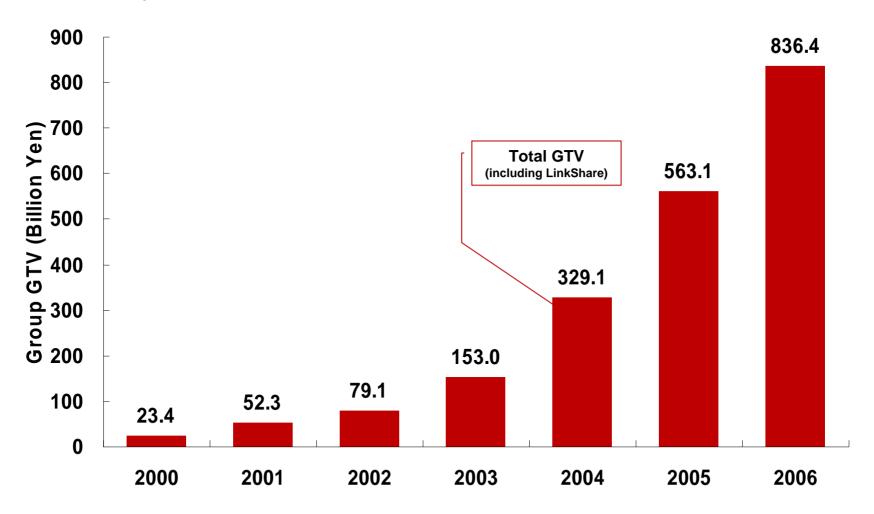


Rakuten, Inc.

#### **Group Gross Transaction Value**



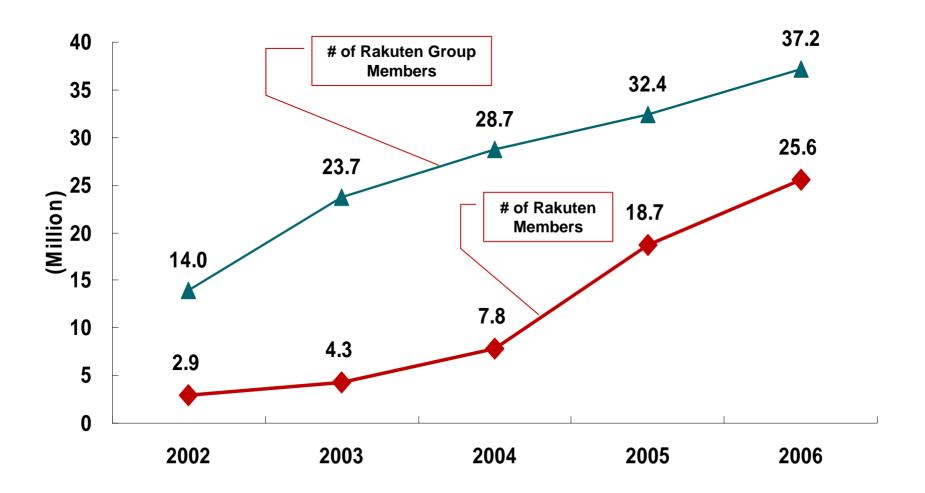
Group Gross Transaction Value achieved 800 billion



#### **Increase in Membership**



Substantial increase in Rakuten Membership and Rakuten Group Membership



# 2006 Consolidated Financial Results (YoY) Rokuten



(Billion Yen)

|                                 |          |        |                     |        |                               |                     |        | illion renj                  |
|---------------------------------|----------|--------|---------------------|--------|-------------------------------|---------------------|--------|------------------------------|
|                                 | Revenues | YoY    | Operating<br>Profit | YoY    | Operating<br>Profit<br>Margin | Ordinary<br>Profit* | YoY    | Ordinary<br>Profit<br>Margin |
| E-Commerce<br>Business          | 59.15    | +68.7% | 17.65               | +51.3% | 29.9%                         | 20.26               | +63.3% | 34.3%                        |
| Credit and Payment Business     | 79.60    | +68.9% | -6.14               | -      | -7.7%                         | -5.41               | -      | -6.8%                        |
| Portal and Media<br>Business    | 13.07    | +38.6% | 0.39                | -79.6% | 3.0%                          | 0.50                | -76.0% | 3.8%                         |
| Travel Business                 | 10.72    | +45.6% | 4.65                | +56.2% | 43.4%                         | 5.40                | +47.3% | 50.4%                        |
| Securities Business             | 40.55    | +53.0% | 15.35               | +20.0% | 37.9%                         | 17.41               | +33.7% | 42.9%                        |
| Professional Sports<br>Business | 7.26     | -1.6%  | -1.39               | 1      | -19.2%                        | -1.34               | -      | -18.6%                       |
| Internal Elimination            | -7.10    | -      | -1.37               | -      | -                             | -3.40               | -      | -                            |
| Consolidated                    | 203.27   | +56.6% | 29.14               | -16.4% | 14.3%                         | 33.41               | -9.0%  | 16.4%                        |

<sup>\*</sup> Excluding amortization of consolidation adjustment account from SG&A expenses



# 2006 Fourth Quarter: Consolidated Operating Results

## 2006 Fourth-Quarter Consolidated Financial Highlights (R) Rokuten

- Profitability recovered, particularly in Rakuten Ichiba Business
- Consolidated EBITDA margin recovered to 28.5%, on a par with 2005 4Q
  - Recovery in operating profit ratio: E-Commerce segment 33.8%; Rakuten Ichiba 54.7%

- Achieved gross transaction value of ¥1 trillion (on annualized basis)
- Achieved quarterly gross transaction value of ¥255.1 billion for the Group (including LinkShare)

- Rakuten KC advanced toward recovery
- Results improved due to transfer of credit business
- Business restructuring progressed
- Returned to profit-making operations due to temporary effects of change of estimation method for allowance for bad debt, etc.

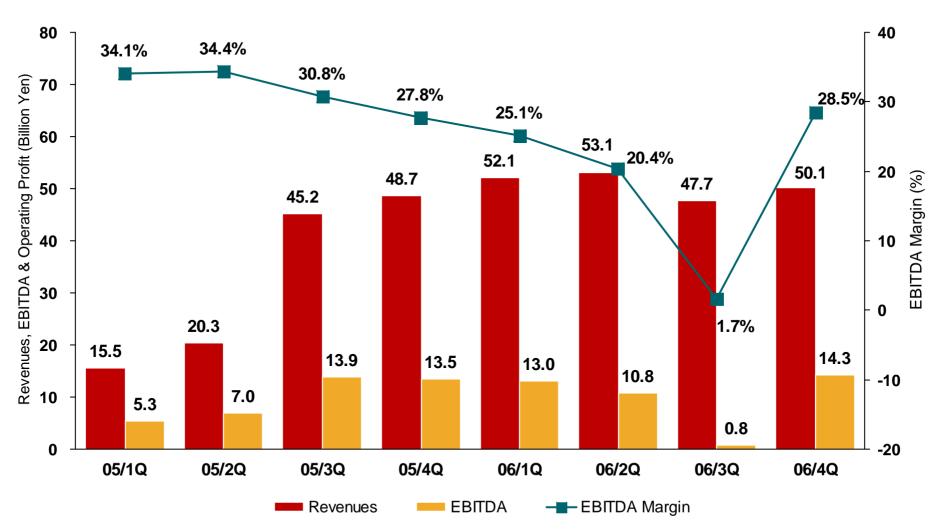
Posted strong growth in key businesses

- Travel Business maintained high growth and high profitability
- Securities Business achieved ordinary profit on a par with 3Q
- Infoseek Business returned to the black

#### **Quarterly Consolidated Revenues and EBITDA**



Recovering in Consolidated EBITDA Margin on a par with 05/4Q



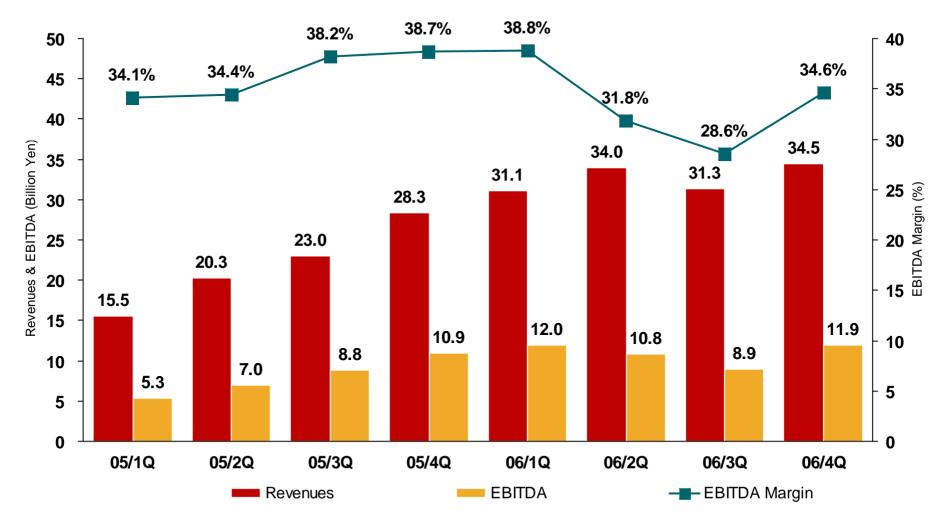
<sup>\*</sup> EBITDA = Operating Profit + Depreciation and Amortization (recorded as operating costs)

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## Quarterly Consolidated Revenues and EBITDA (excl. Rakuten KC) Rokuten



Consolidated revenues and EBITDA excluding Rakuten KC recovered

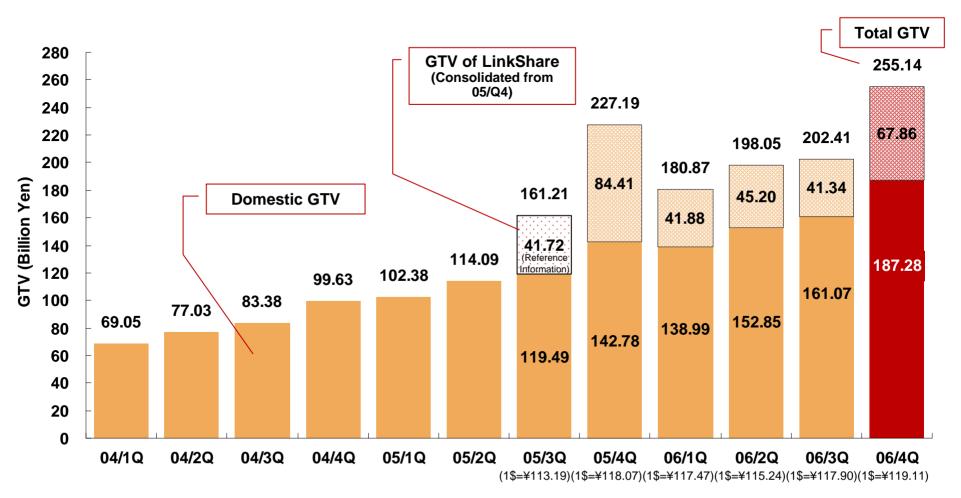


<sup>\*</sup> EBITDA = Operating Profit + Depreciation and Amortization (recorded as operating costs)

## **Group Gross Transaction Value**



# Continuous growth in E-Commerce and Travel Businesses Achieved 1 trillion Yen on an annualized Basis



## **Q4/06 Consolidated Financial Results (YoY)**



(Billion Yen)

|                                 |          |        |                     |        |                               |                     |        | (Billion Yen)                |
|---------------------------------|----------|--------|---------------------|--------|-------------------------------|---------------------|--------|------------------------------|
|                                 | Revenues | YoY    | Operating<br>Profit | YoY    | Operating<br>Profit<br>Margin | Ordinary<br>Profit* | YoY    | Ordinary<br>Profit<br>Margin |
| E-Commerce<br>Business          | 18.45    | +51.7% | 6.24                | +51.7% | 33.8%                         | 6.98                | +47.0% | 37.9%                        |
| Credit and Payment Business     | 17.78    | -18.6% | 2.57                | +25.8% | 14.5%                         | 2.81                | +28.2% | 15.8%                        |
| Portal and Media<br>Business    | 3.48     | +20.6% | 0.17                | -65.3% | 5.0%                          | 0.20                | -59.8% | 6.0%                         |
| Travel Business                 | 2.90     | +28.4% | 1.32                | +48.4% | 45.5%                         | 1.52                | +28.4% | 52.4%                        |
| Securities Business             | 8.47     | -13.7% | 2.25                | -59.5% | 26.6%                         | 2.56                | -53.5% | 30.3%                        |
| Professional Sports<br>Business | 1.12     | +12.5% | -0.75               | -      | -67.5%                        | -0.74               | -      | -66.5%                       |
| Internal Elimination            | -2.06    | -      | -0.31               | -      | -                             | -0.76               | -      | -                            |
| Consolidated                    | 50.15    | +2.9%  | 11.49               | +0.1%  | 22.9%                         | 12.58               | +4.6%  | 25.1%                        |

<sup>\*</sup> Excluding amortization of consolidation adjustment account from SG&A expenses

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# Q4/06 Consolidated Financial Results (QoQ) Rakuten



(Billion Yen)

|                                 | (Dii     |        |                     |        |                               |                     | (Dillion Tell) |                              |
|---------------------------------|----------|--------|---------------------|--------|-------------------------------|---------------------|----------------|------------------------------|
|                                 | Revenues | QoQ    | Operating<br>Profit | QoQ    | Operating<br>Profit<br>Margin | Ordinary<br>Profit* | QoQ            | Ordinary<br>Profit<br>Margin |
| E-Commerce<br>Business          | 18.45    | +30.0% | 6.24                | +80.6% | 33.8%                         | 6.98                | +69.1%         | 37.9%                        |
| Credit and Payment Business     | 17.78    | -3.4%  | 2.57                | -      | 14.5%                         | 2.81                | -              | 15.8%                        |
| Portal and Media<br>Business    | 3.48     | +10.5% | 0.17                | -      | 5.0%                          | 0.20                | -              | 6.0%                         |
| Travel Business                 | 2.90     | -4.0%  | 1.32                | -0.7%  | 45.5%                         | 1.52                | -0.0%          | 52.4%                        |
| Securities<br>Business          | 8.47     | +2.5%  | 2.25                | +0.7%  | 26.6%                         | 2.56                | +42.0%         | 30.3%                        |
| Professional<br>Sports Business | 1.12     | -57.7% | -0.75               | -      | -67.5%                        | -0.74               | -              | -66.5%                       |
| Internal<br>Elimination         | -2.06    | -      | -0.31               | -      | -                             | -0.76               | -              | -                            |
| Consolidated                    | 50.15    | +5.0%  | 11.49               | -      | 22.9%                         | 12.58               | -              | 25.1%                        |

<sup>\*</sup> Excluding amortization of consolidation adjustment account from SG&A expenses



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# **Main Business Unit Topics**

- 1. Rakuten Ichiba Business
- 2. KC Business
- 3. Personal Finance Business
- 4. Travel Business
- 5. Securities Business
- 6. Infoseek Business
- 7. Professional Sports Business

#### **Business Unit and Financial Segment**



| EC Business                      |
|----------------------------------|
| Rakuten Ichiba*2                 |
| Greeting Service *2              |
| Business Service *2              |
| Stuffed Animal Greeting Cards *2 |
| Golf *2                          |
| Auto *2                          |
| Delivery *2                      |
| Books & Media                    |
| Auction                          |
| Fine Wine                        |
| Dining                           |
| Tickets                          |
| LinkShare                        |

| Portal and Media Business |
|---------------------------|
| Infoseek                  |
| Advertising               |
| Blog                      |
| Research                  |
| Staffing Agency           |
| Target                    |
| Downloads                 |
| CS Television             |
| Internet Television       |
| Cross Media               |

# **Travel Business**

#### **Credit and Payment Business**

Personal Finance

KC

#### **Securities Business**

**Securities** 

**Capital Investments** 

**Asset Management** 

**Property Management** 

**Travel** 

#### **Pro Sports Business**

**Pro Sports** 

<sup>\*1</sup> Excluding Incubation Businesses

<sup>\*2</sup> E-Commerce businesses operated by Rakuten, Inc in 4Q/2006



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-1 Rakuten Ichiba Business

## Rakuten Ichiba Business: 4Q Highlights



Operating profit ratio recovered; maintained high growth rate Operating profit ratio recovered substantially to 54.7%

■ High growth maintained; posted YoY increases in revenues and operating profit of +46.7% and +59.1%, respectively

Services became more attractive to users; increased "gravitational pull" of Rakuten Ichiba

- Number of unique buyers surpassed 4.71 million per quarter (up +32.3% YoY)
- Average amount spent per customer up +1.6% YoY

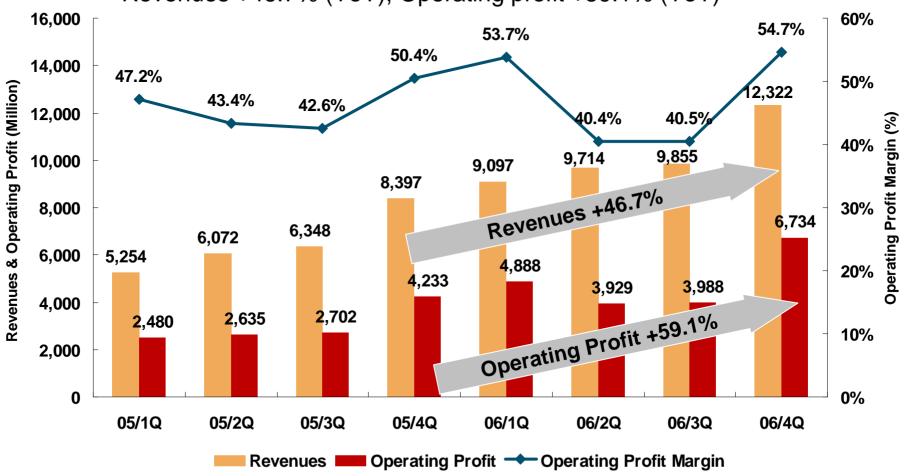
Support for merchants was effective; steady increase in both gross merchandise sales and number of stores

- Rakuten Ichiba remained on growth track with gross merchandise sales up +34.6% YoY
- Healthy growth in advertisement sales
- Steady growth in number of stores, with 18,637 stores opened (+23.0% YoY)

### **Rakuten Ichiba Revenues and Operating Profit**



- High operating profit ratio recovered: operating profit recorded high score of 6.73 billion yen
- Revenues +46.7% (YoY), Operating profit +59.1% (YoY)

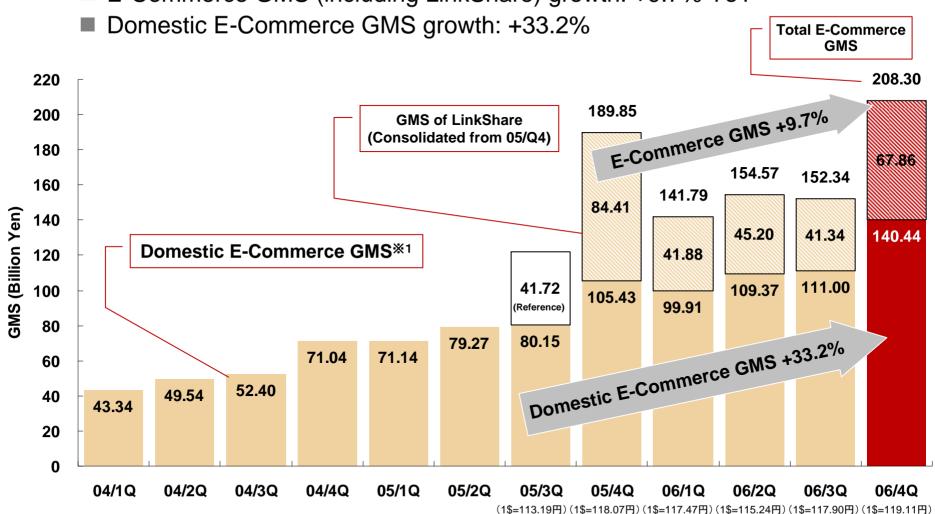


<sup>\*</sup> Gaps between "Rakuten Business", 82 page and above are E-commerce businesses operated by Rakuten, Inc for Golf, Finewine, Auto and Dining.

### **Gross Merchandise Sales (E-Commerce Business)**



■ E-Commerce GMS (including LinkShare) growth: +9.7% YoY



<sup>\*</sup> GMS = Mall (Fixed Price, Super Auction, Group Buy), Flea Market, Mobile, Business Service, Golf, Books. From Sept 03 GORA included, From 04/Q1 Rakuten Download included

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<sup>\*</sup> Change made in business segment, Entertainment Business included form 05/1Q

#### Rakuten Ichiba Buyer Metrics





- Increase in "gravitational pull" of Rakuten Ichiba,
- Unique buyers up +32% YoY, Quarterly GMS per buyer +1.6% YoY

|   | 2005/2Q | 2005/3Q | 2005/4Q | 2006/1Q | 2006/2Q | 2006/3Q | 2006/4Q |
|---|---------|---------|---------|---------|---------|---------|---------|
| Unique<br>Buyers<br>('000)                | 2,920   | 2,970   | 3,560   | 3,680   | 3,970   | 4,070   | 4,710   |
| # of<br>Transactions<br>('000)            | 7,920   | 7,940   | 10,060  | 10,260  | 11,790  | 11,650  | 14,290  |
| Average # of<br>Transactions<br>per Buyer | 2.7     | 2.7     | 2.8     | 2.8     | 3.0     | 2.9     | 3.0     |
| Average<br>Basket Price                   | ¥8,800  | ¥8,800  | ¥9,400  | ¥8,800  | ¥8,300  | ¥8,500  | ¥8,900  |
| Quarterly GMS<br>Per Buyer                | ¥23,849 | ¥23,543 | ¥26,512 | ¥24,479 | ¥24,650 | ¥24,249 | ¥26,942 |

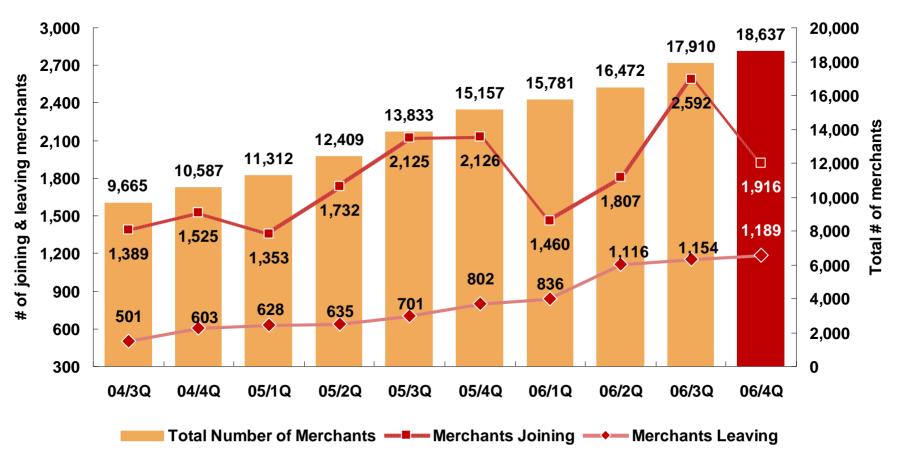
Based on E-mail address

<sup>\*</sup> Fixed-Price and Group Buy Purchase made at Rakuten Ichiba and mobile

#### Merchants Joining vs. Merchants Leaving



"Rakuten Tenth-Anniversary GANBARE! Plan" contributes to increase in Total number of the merchants



#### **Merchants Joining vs. Merchants Leaving**



|                                     | Jul/06 | Aug/06 | Sep/06 | Oct/06 | Nov/06 | Dec/06 |
|-------------------------------------|--------|--------|--------|--------|--------|--------|
| Merchants Joining                   | 1,001  | 806    | 785    | 654    | 725    | 537    |
| Light, Premium light                | 109    | 50     | 58     | 54     | 69     | 54     |
| GANBARE                             | 795    | 696    | 647    | 532    | 582    | 439    |
| Transition (from Others to GANBARE) | 42     | 54     | 23     | 38     | 58     | 45     |
| Merchants Leaving                   | 385    | 369    | 400    | 441    | 352    | 396    |
| Light, Premium light                | 312    | 299    | 281    | 348    | 264    | 286    |
| GANBARE                             | -      | -      | -      | -      | -      | -      |
| Total # of Merchants in Mall        | 17,088 | 17,525 | 17,910 | 18,123 | 18,496 | 18,637 |
| Light, Premium light                | 6,209  | 5,960  | 5,737  | 5,443  | 5,248  | 5,016  |
| GANBARE                             | 1,128  | 1,878  | 2,548  | 3,118  | 3,758  | 4,242  |

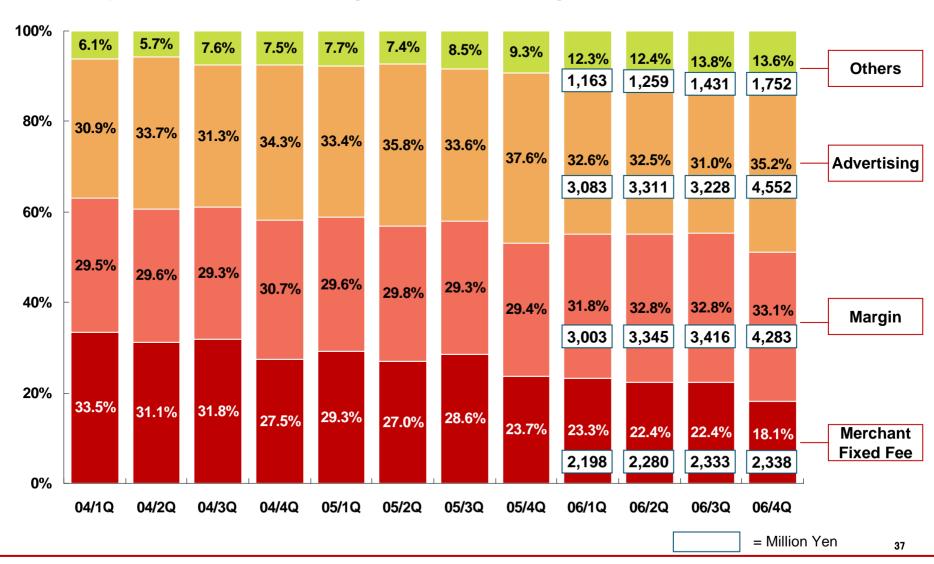
<sup>\*</sup> Stores paying fixed monthly fee

#### Non-Consolidated Revenue Breakdown



(Excluding Portal and Media Business Results)

Healthy increase in advertising revenue and margin revenue at Rakuten Ichiba



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#### -2 KC Business

- (1) Rakuten KC: 2006 review
- (2) Rakuten KC: Operating results for the quarter ended
  - December 31, 2006
- (3) Rakuten KC: Policies for growth



4 -2-(1) Rakuten KC: 2006 review

#### Rakuten KC: 2006 Review (January to December 2006)



Concentrated on Core
Businesses

Responded to Changes in Operating Environment

Transfer of credit business

November 2006

(completed)

Implement rationalization measures (promote early retirement, close offices, etc.)

July 2006 (early retirement)

(office closures, etc.)

(completed)

Enforce management team; improve operational efficiency

Commenced September 2006 (under way)

Change of estimation method for allowance for interest repayment



End of December 2006



Change of estimation method for allowance for bad debt

End of December 2006



Respond to regulations in moneylending industry

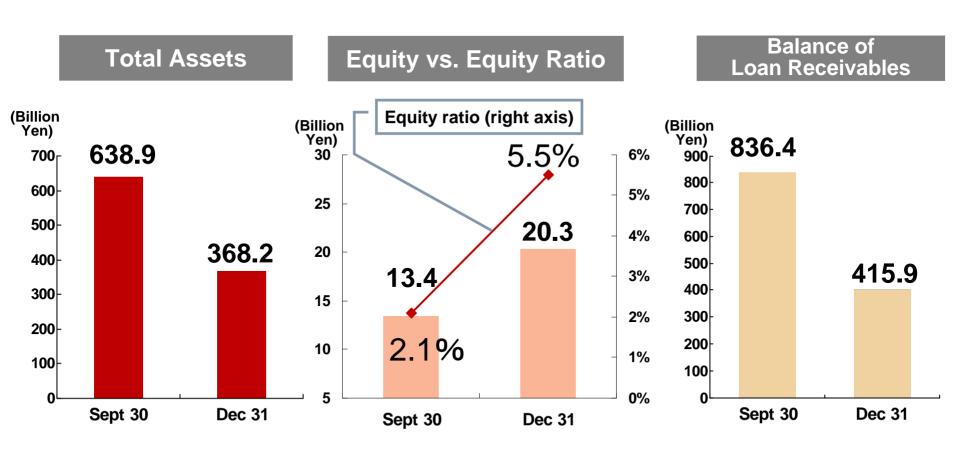
Launch internal project in February 2007

Cut in maximum interest rate for new loans from fall 2007 currently under consideration

#### **Rakuten KC: After Divesting Credit Business**



- Total assets decreased from ¥638.9 billion to ¥368.2 billion
- Loan receivables decreased from ¥836.4 billion to ¥415.9 billion





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-2-(2) Rakuten KC:

Operating results for the quarter ended December 31, 2006

#### **Rakuten KC Balance Sheet**



#### Balance Sheet (Dec 31, 2006)

(Billion Yen; Amounts Less Than ¥0.1 Billion Omitted)

| CURRENT ASSETS                            | 321.1 | CURRENT LIABILITIES             | 219.9 |
|---|-------|---------------------------------|-------|
| Cash and cash equivalents                 | 57.5  | Accounts payable; guarantee     |       |
| Installment accounts receivable           | 167.2 | contracts                       | 5.0   |
| Installment accounts receivable,          |       | Short-term borrowings           | 154.4 |
| guarantee contracts                       | 5.0   | Other current liabilities       | 60.4  |
| Beneficial interest in securitized assets | 73.2  | FIXED LIABILITIES               | 127.9 |
| Other current assets                      | 48.1  | Long-term borrowing             | 123.7 |
| Allowances for bad debt                   | -29.9 | Other current fixed liabilities | 4.1   |
|   |       | TOTAL LIABILITIES               | 347.9 |
| FIXED ASSETS                              | 47.0  | EQUITY                          | 20.4  |
| Tangible fixed assets                     | 16.3  | Common capital stock            | 3.0   |
| Land and buildings                        | 15.0  | Common capital stock surplus    | 51.3  |
| Other intangible fixed assets             | 1.3   | Retained earnings               | -17.9 |
|   |       | Treasury stock                  | -16.0 |
| Intangible fixed assets                   | 2.8   | Valuation and                   |       |
| Investment and other assets               | 27.7  | translation adjustments         | 0.0   |
|   |       |                                 |       |
|   |       | TOTAL NET ASSET                 | 20.3  |
|   |       | TOTAL LIABILITIES AND           |       |
| TOTAL ASSETS                              | 368.2 | NET ASSETS                      | 368.2 |

#### Rakuten KC: Overview of Profit & Loss



#### **Income Statement**

(Billion Yen)

|                              |         | (Dillion Ten) |         |  |  |  |
|------------------------------|---------|---------------|---------|--|--|--|
|                              | 2006    | 2006          | 2005    |  |  |  |
|                              | (10-12) | (7-9)         | (10-12) |  |  |  |
|                              | 4Q      | 3Q            | 4Q      |  |  |  |
| Revenues                     | 15.6    | 16.4          | 20.3    |  |  |  |
| Operating Expense            | 13.8    | 25.0          | 18.2    |  |  |  |
| SG & A                       | 12.0    | 22.9          | 16.0    |  |  |  |
| Interest Expense             | 1.7     | 2.1           | 2.2     |  |  |  |
| Operating Profit (Loss)      | 1.7     | -8.6          | 2.1     |  |  |  |
| Non-Operating Profit         | 0.0     | 0.0           | 0.0     |  |  |  |
| Ordinary Profit (Loss)       | 1.7     | -8.6          | 2.1     |  |  |  |
| Extraordinary Loss           | -0.2    | -29.1         | -0.8    |  |  |  |
| Earnings (Losses) Before Tax | 1.5     | -37.7         | 1.3     |  |  |  |
| Provision for income taxes   | -5.3    | -5.0          | 1.0     |  |  |  |
| Net Income (Loss)            | 6.9     | -32.7         | 0.3     |  |  |  |

#### **Effect of Securitizing Loan Receivables**

| <u> </u>                 |      |      |      |  |  |  |  |  |
|--------------------------|------|------|------|--|--|--|--|--|
| New loans                | -    |      | 3.2  |  |  |  |  |  |
| Existing loans           | -1.6 | -1.8 | -1.0 |  |  |  |  |  |
| Effect of securitization | -1.6 | -1.8 | 2.2  |  |  |  |  |  |

#### **Overview and Temporary Factors**

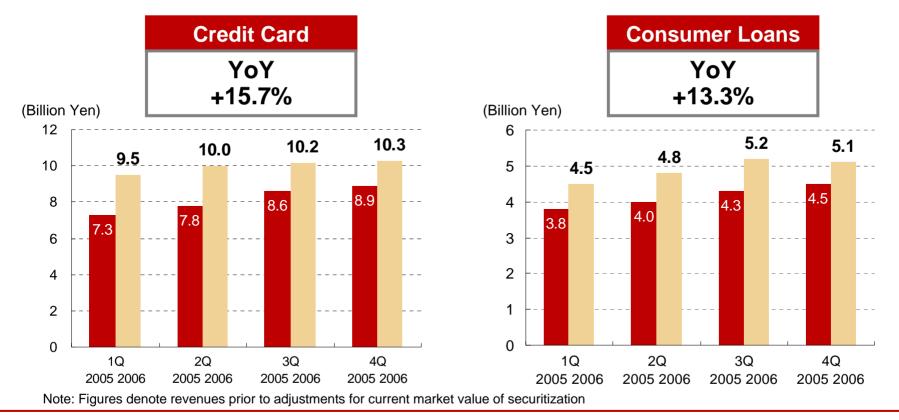
- Revenues decreased due to transfer of credit business
- Temporary freeze on loan receivable securitization
  - → due to recommence from 2007 1Q
- Changes in accounting method in accordance with the accounting standards for financial products
  - Reversal of allowance for bad debt following establishment of new standards for the allowance → profitability restored on ordinary profit basis
  - 2. Effect on earnings from non-recognition of accrued interest
    - → however, related portion is also reversed in the allowance for bad debt
- Effect of deferred tax accounting
  - →2006 4Q return to net income following 3Q net loss

#### Rakuten KC Revenues Breakdown



#### **Breakdown by Business**

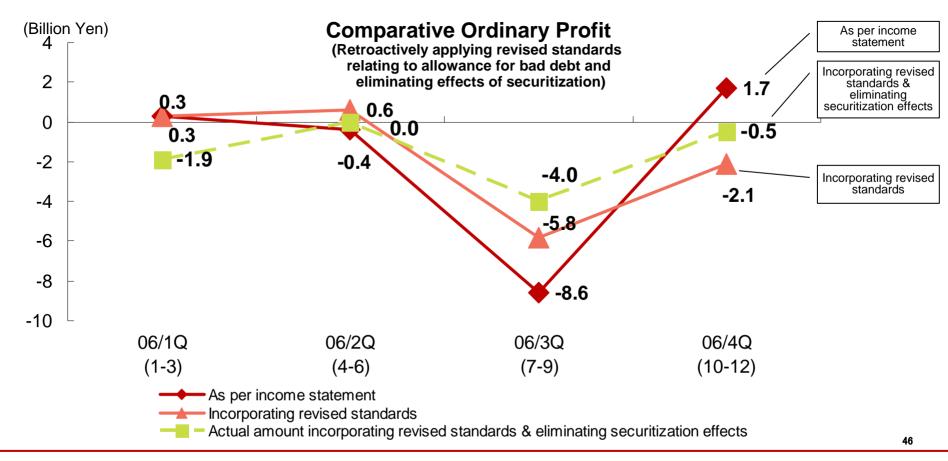
- Revenues grew strongly as Rakuten KC continued to tighten credit control and improve collection of loans
- In line with the accounting standards for financial products, accrued interest is not recognized from 2006 4Q Negative effect on revenues for 2006 4Q: Credit Card Business ¥360 million reduction; Consumer Loans Business ¥270 million reduction



#### Rakuten KC: Profit and Loss During 2006 (for reference)



- Due to effect of revised standards relating to allowance for bad debt, 4Q operating profit was ¥1.7 billion
- Assuming the new standards relating to allowance for bad debt were applied retroactively from April 2006 and the effect of securitization was eliminated, actual operating profit amounted to negative ¥0.5 billion
- Actual operating profit bottomed out during 2006 3Q, and is set to recover from 2007 onwards





4 -2-(3) Rakuten KC: Policies for growth

#### **Strategies for Growth**



# Secure the customer base, revenue base and loan management and collection platform necessary for an Internet-based credit card company

#### **Attract Customers**

- Attract creditworthy customers:

  Premium Card; Rakuten Bank Card
- Enhance customer services through ID integration (e-NAVI)
- **■**Issue IC card

#### **Increase Revenues**

- Generate revenues through settlement services (including acquiring)
- Promote use of revolving payment for purchases: currently used by 6% of active members
- Secure 2 million active members (of a total 4.5 million members)

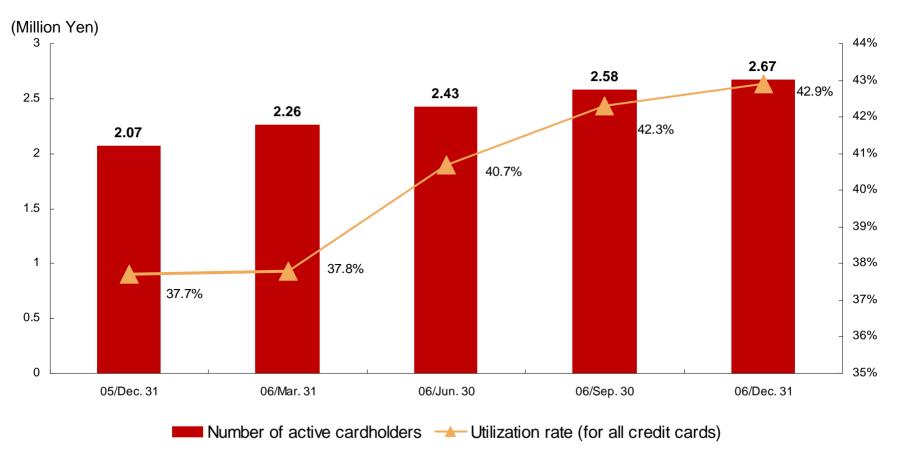
# Bolster Loan Management and Collection

- Improve system for loan management and collection Reduce bad loan-related costs
- Initial screening/monitoring
  Revise credit control system

#### **Number of Credit Card Users and Utilization Rates**



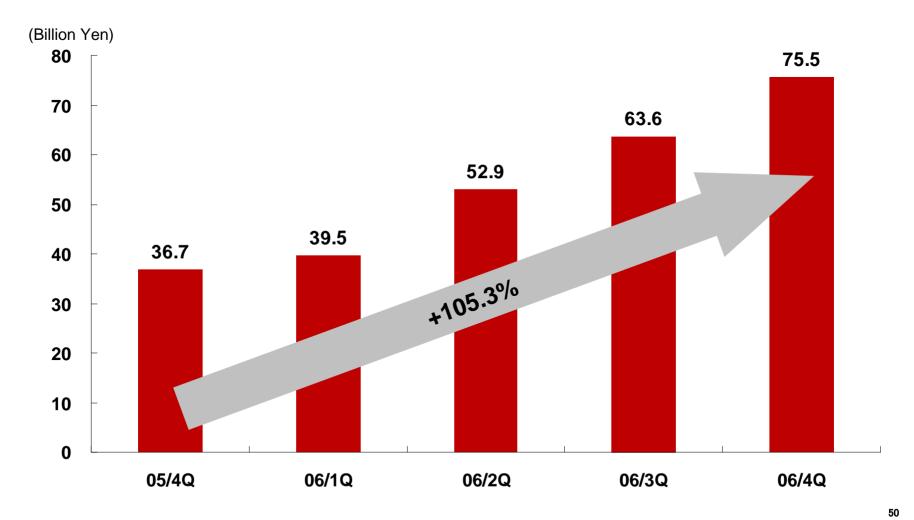
- Approximately 187,000 new credit card users acquired during 4Q
- Number of active cardholders increased by approximately 90,000 on a net basis quarter on quarter



#### **Credit Card Shopping Gross Sales (Turnover)**



 Increases in the value of Rakuten Card-based payments have supported significant gains in overall shopping turnover



#### The Rakuten Card



Evolution of the Rakuten Card

#### I. Rakuten Premium Card Issued

Rakuten's "Gold Card"

Unique benefits offered according to Rakuten Ichiba membership level\*



Retain creditworthy customers—gross merchandise sales increases



Higher revenues

#### II. Rakuten Bank Card Issued

A Rakuten card that can be used as a cash card at Tokyo Tomin Bank

<sup>\*</sup>For example: Free annual membership for platinum members; half-price annual membership for gold members; full-price annual membership (¥10,500) for silver members



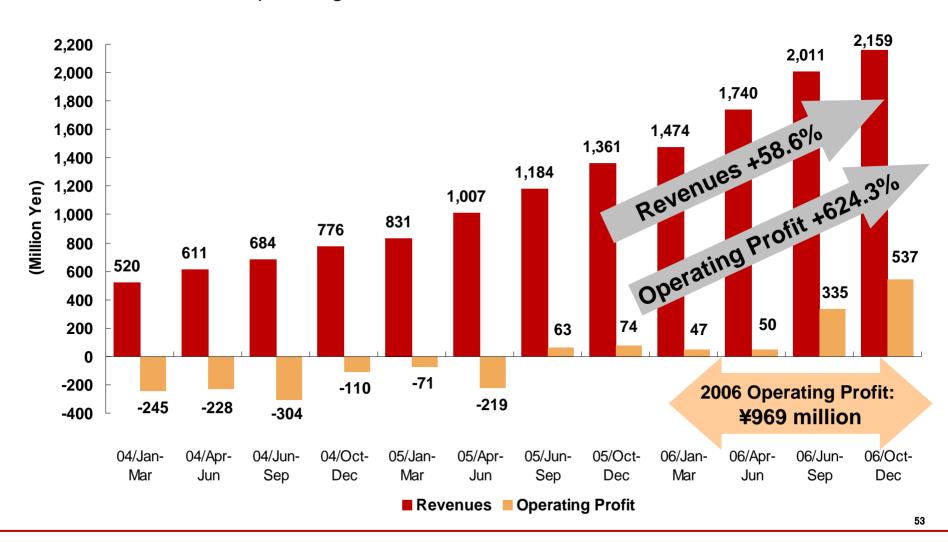
4

### -3 Personal Finance Business (Rakuten Credit)

#### Rakuten Credit: Revenues and Operating Profit Rokuten



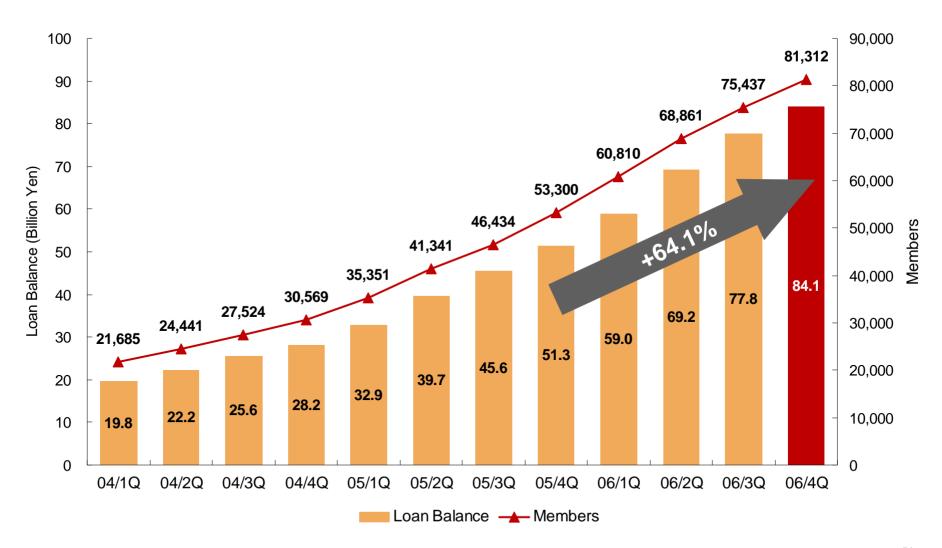
Revenue Growth +58.6% YoY. +7.3% QoQ Operating Profit +624.3% YoY, +60.0% QoQ



#### **Rakuten Credit Loan Balance**



#### Loans Balance Growth +64.1% YoY, Maintaining Rapid Growth



#### **Rakuten Credit: Balance Sheet**



#### **Balance Sheet (Dec 31, 2006)**

(Billion Yen; Amounts Less Than ¥0.1 Billion Omitted)

| CURRENT ASSETS              | 86.5 | CURRENT LIABILITIES             | 37.4 |
|-----------------------------|------|---------------------------------|------|
| Cash and cash equivalents   | 3.5  | Short-term borrowings           | 37.0 |
| Loan receivables            | 82.9 | Other current liabilities       | 0.4  |
| Other current assets        | 0.6  |                                 |      |
| Allowances for bad debt     | -0.5 | FIXED LIABILITIES               | 45.7 |
|                             |      | Long-term borrowing             | 45.7 |
|                             |      | Other current fixed liabilities | 0.0  |
|                             |      | TOTAL LIABILITIES               | 83.2 |
|                             |      | EQUITY                          | 5.2  |
| FIXED ASSETS                | 2.0  | Common capital stock            | 4.4  |
| Tangible fixed assets       | 0.0  | Common capital stock surplus    | 3.4  |
| Intangible fixed assets     | 0.4  | Retained earnings               | -2.6 |
| Investment and other assets | 1.5  | Treasury stock                  | 0.0  |
|                             |      | Valuation and                   |      |
|                             |      | translation adjustments         | 0.1  |
|                             |      |                                 |      |
|                             |      | TOTA NET ASSETS                 | 5.3  |
|                             |      | TOTAL LIABILITIES AND           |      |
| TOTAL ASSETS                | 88.6 | NET ASSETS                      | 88.6 |



4 -4 Travel Business

#### **Travel Business: Highlights**



Maintained high growth rate and profitability Operating profit reached ¥1.32 billion (up +48.4% YoY)

■ Operating profit ratio was 45.5%; high level of profitability maintained

Support for hotels and enhanced convenience for users rewarded by steady gains in gross transaction value

- Gross booking value from reservations up +25.4% YoY
- Steady increase in number of contracted hotels and facilities

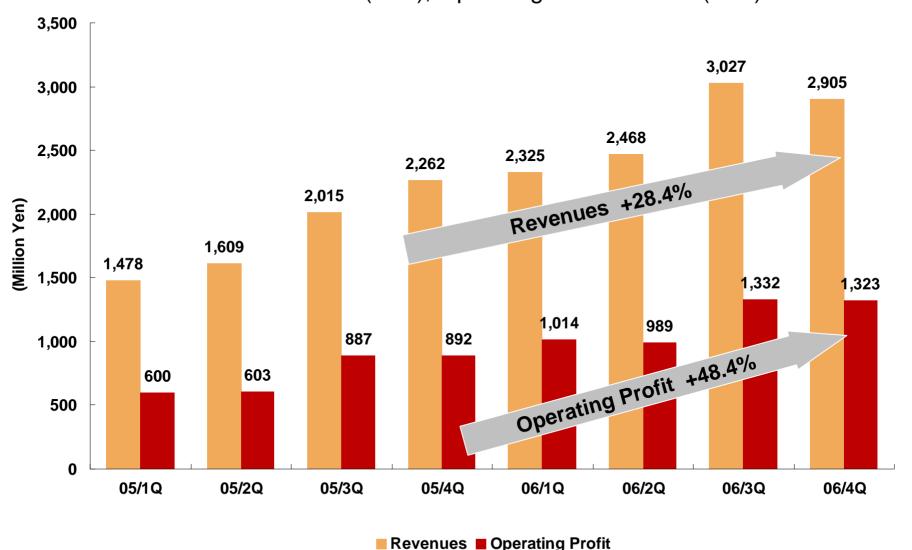
Number of hotel guests on a par with major travel agencies; increased contracts with top-tier exclusive hotels

- Number of hotel guests in Japan booked through Rakuten Travel exceeded 75% of number booked through JTB Corporation, Japan's largest travel agency
- Conducted more than twice as many guest questionnaires as JTB
- Launched PLATINUM COLLECTION

#### Travel Business Revenues & Operating Profit Rokuten



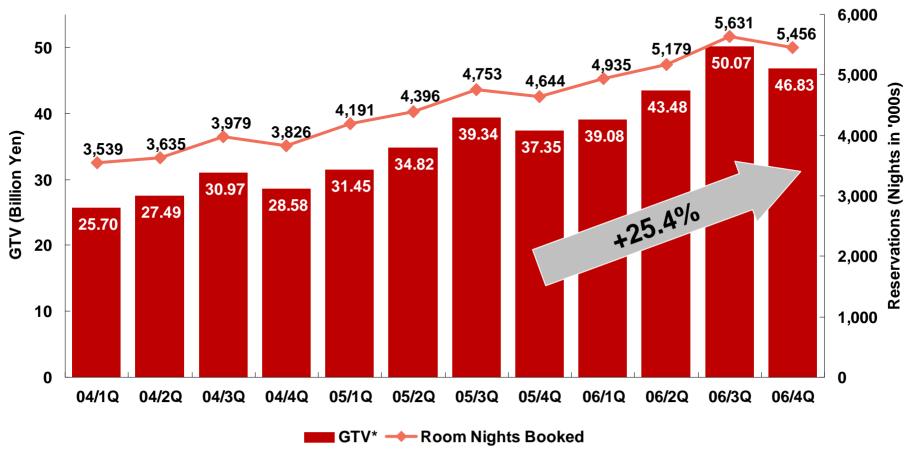




#### **Travel Business Reservations**



New contracts promoted gross booking value, up +25.4% YoY



<sup>\*</sup> Gross Transaction Volume at Time of Reservation (Before Cancellation, Tax Calculated)

<sup>\*</sup> Travel Business: MvTrip.net and Rakuten Travel combined

<sup>\*</sup> From 05/1Q, Overseas Hotels Gross Bookings, Overseas Air Travel Gross Bookings, and Overseas Hotel Reservations included

<sup>\*</sup> From 05/4Q, Rakuten Bus Services Inc. included

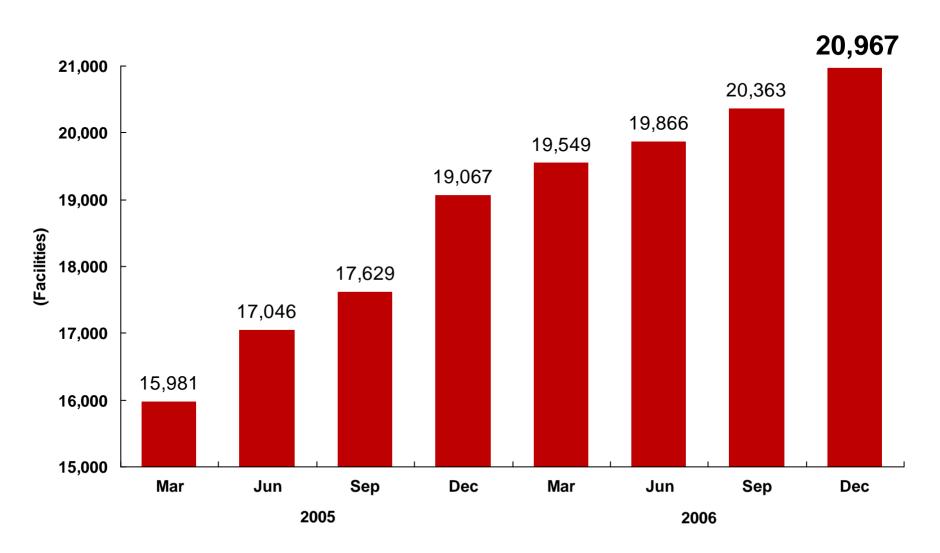
<sup>\*</sup> From 06/1Q, International dynamic packaging included

<sup>\*</sup> From 06/4Q, Domestic dynamic packaging included

#### **Number of Hotels and Facilities**



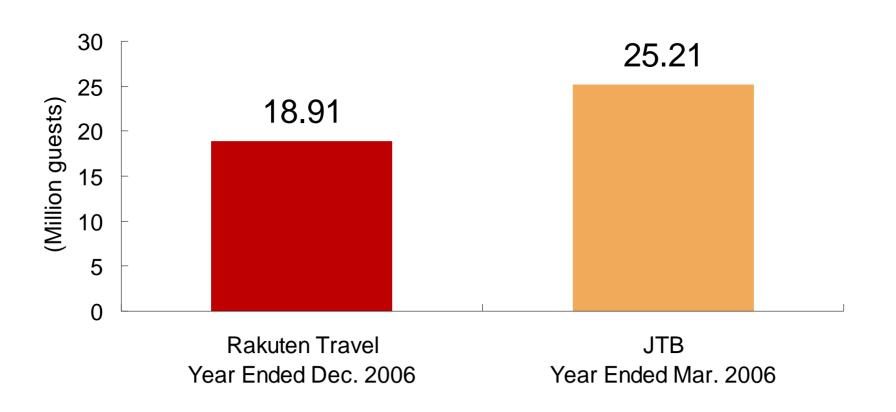
Number of Contracted Domestic Hotels and Facilities Achieved 21,000



#### Rakuten Travel's Growth Potential



Number of hotel guests has increased rapidly to more than 75% that of JTB

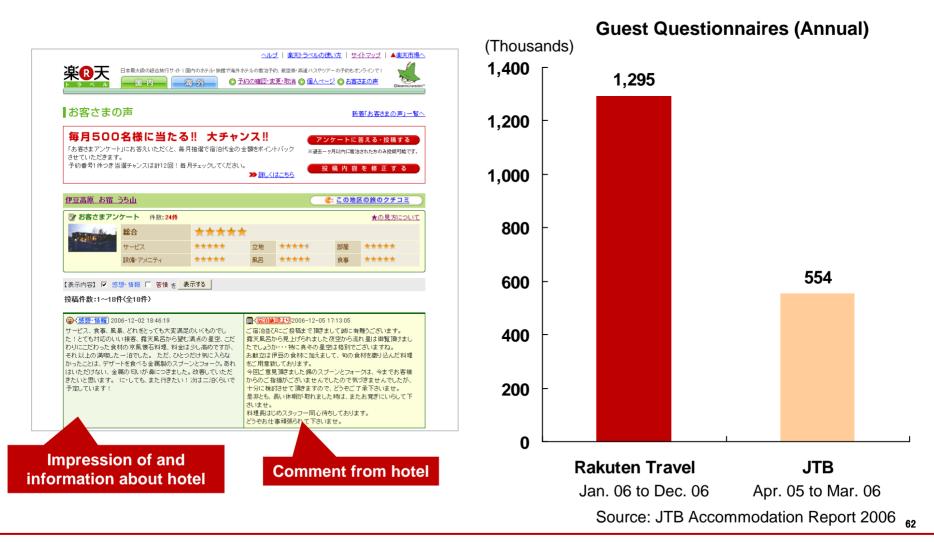


Note: Projected number of hotel guests based on number of accommodation vouchers issued by JTB (Source: JTB Accommodation Report 2006)

#### **Guest Questionnaires**



Approx. 1.3 million guest questionnaires received; more than double the number at JTB



#### **Exclusive Services**



#### PLATINUM COLLECTION—For Celebrities launched January 2007





~For Celebrities~

- Established selection committee made up of prominent figures from a variety of fields
- Only carefully selected exclusive hotels and ryokan are promoted







(18 hotels to be offered initially)

- Unique, brand-focused website design
- Offers three special functions
- The existing PREMIUM website featuring high-quality hotels and ryokan will be changed to GOLD PREMIUM

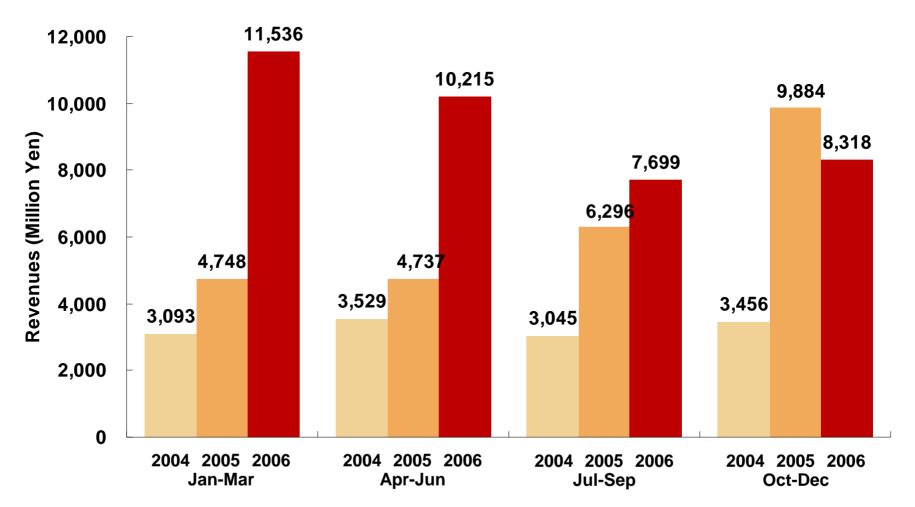


4 -5 Securities Business

#### Rakuten Securities (Consolidated): Revenues



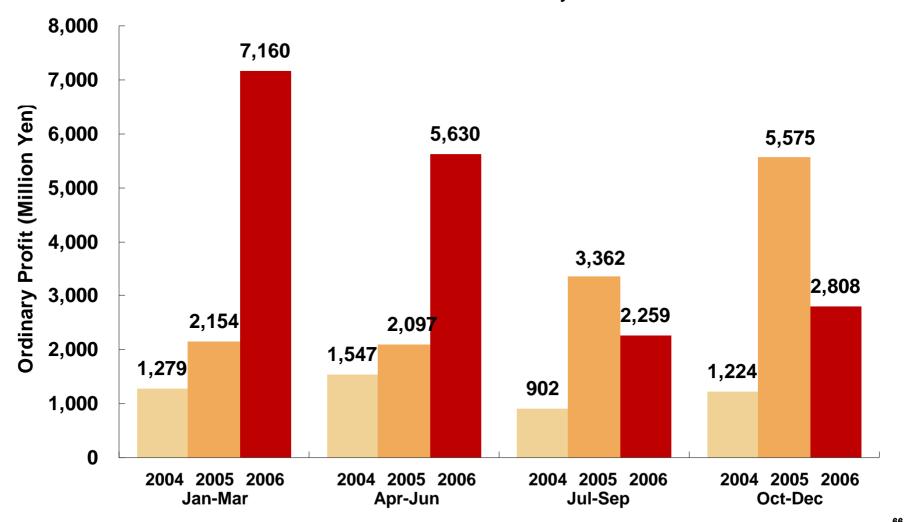
Revenues decrease due to slowing Japanese stock market -15.8% YoY, However, moderate recovery +8.0% QoQ



#### **Rakuten Securities Holdings Ordinary Profit**



Ordinary Profit Down -49.6% YoY +24.3% QoQ due to the recovery in revenues



#### **Rakuten Securities Industry Comparisons**



#### Financial Overview for Oct-Dec 2006 (YoY)

(Million Yen)

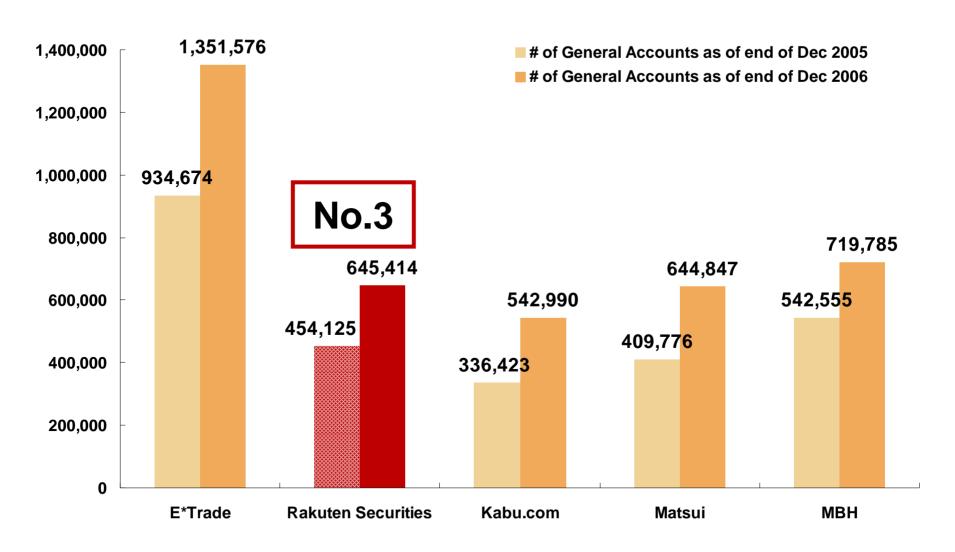
|                     | Rakı  | uten   |        |        |               |        |       | om MBH |       |        |
|---------------------|-------|--------|--------|--------|---------------|--------|-------|--------|-------|--------|
|                     | Secu  |        | E*Tr   | ade    | Matsui kabu.c |        | .com  |        |       |        |
| Revenues            | 8,318 | -15.8% | 13,713 | -29.9% | 10,000        | -38.9% | 4,608 | -20.9% | 7,755 | -35.5% |
| (Net Interest)      | 1,481 | +1.4%  | 3,402  | -4.1%  | 3,789         | +17.5% | 1,119 | +37.0% | 1,195 | -18.3% |
| Net<br>Revenues     | 7,700 | -17.1% | 12,642 | -32.1% | 9,311         | -40.3% | 4,337 | -22.0% | 7,086 | -39.1% |
| SG&A                | 5,097 | +40.4% | 6,839  | -15.4% | 4,547         | +5.5%  | 2,270 | +31.6% | 3,548 | +6.8%  |
| Operating<br>Profit | 2,603 | -54.0% | 5,803  | -44.8% | 4,764         | -57.7% | 2,067 | -46.1% | 3,537 | -57.5% |
| Ordinary<br>Profit  | 2,808 | -49.6% | 5,744  | -45.4% | 4,770         | -57.3% | 2,070 | -45.9% | 3,525 | -57.6% |
| Net Profit          | 1,089 | -72.2% | 3,191  | -48.9% | 2,864         | -54.8% | 1,176 | -45.6% | 2,125 | -55.0% |

<sup>\*</sup> Source: Individual company financial reports on a consolidated basis (excluding kabu.com)

<sup>\*</sup> Comparison of consolidated results

## Rakuten Securities Number of General Accounts





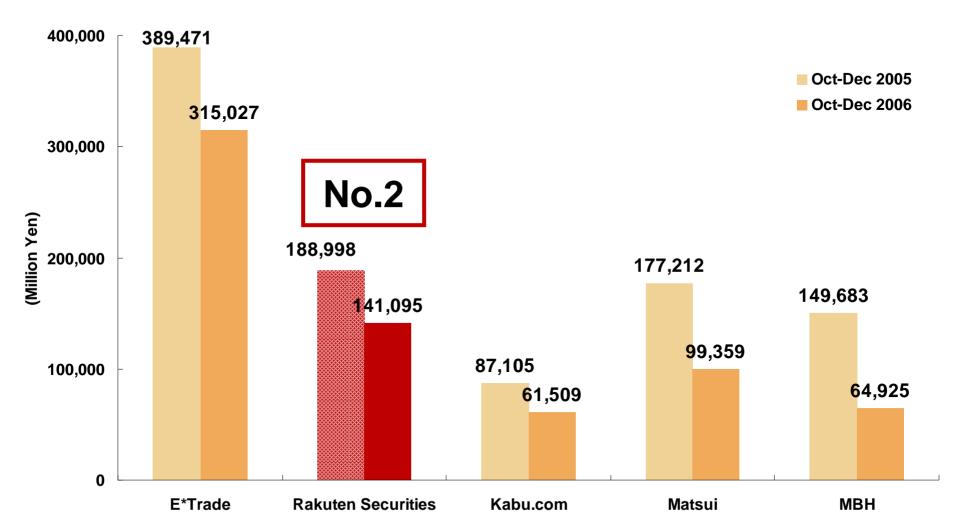
<sup>\*</sup> Source: based on information on companies' websites

<sup>\*</sup> Kabu.com consolidated MeNet

## Rakuten Securities Daily Trading Volume of Japanese Equity







<sup>\*</sup> Source: based on information on companies' websites

#### Number of Margin Accounts and Balance for Margin Tradings Rokuten

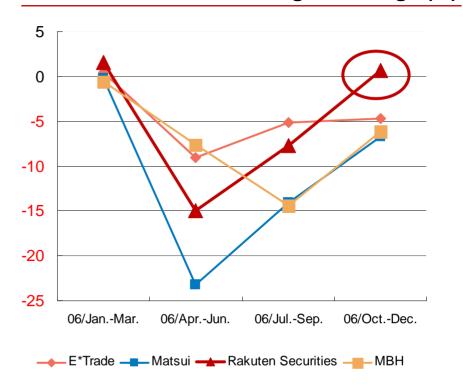


Campaign offering zero-interest to new margin-account holders instrumental in gaining advantage over other companies

#### **Growth in No. of Margin Accounts (%)**

#### 25 20 15 10 5 0 -5 06/Apr.-Jun. 06/Jul.-Sep. 06/Jan.-Mar. 06/Oct.-Dec. — E\*Trade — Matsui — Rakuten Securities — MBH

#### **Growth in Balance for Margin Tradings (%)**



#### **Details of Current Initiatives**



# Restructure earnings base

Expand investor base to incorporate not only active investors, but all investors

(Improve savingsbased products)

- Sale of South African rand-denominated bonds
   (bonds to value of ¥0.8 billion sold in 2007)
- Japanese Government Bonds to be offered to individual investors
- Expand investment trust lineup
   (50 trusts to be added during first half of 2007)

Expand customer base

**Cut Costs** 

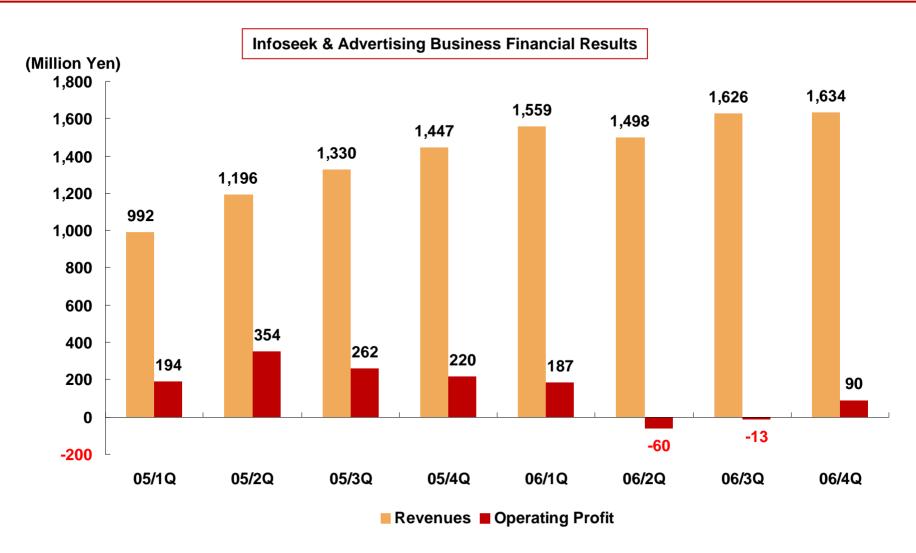
- Increase inflow of new Rakuten members (in conjunction with "Rakuten Money Service" website)
- Distribute Rakuten Super Points directly
- Consolidate data centers (annual saving of ¥0.7 billion)
- Restructure network (annual saving of ¥0.1 billion)



4 -6 Infoseek Business

## Infoseek & Advertising Revenues and Operating Profit R Rakuten

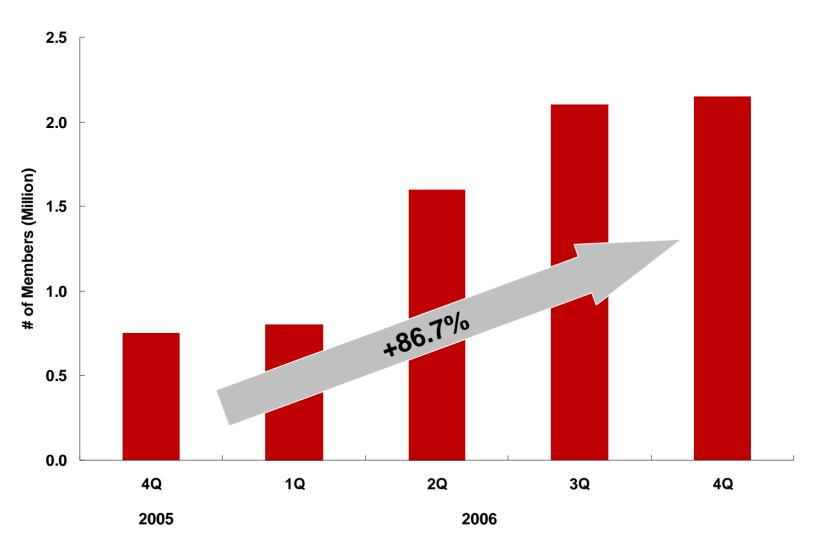




Gap in results between Infoseek & Advertising Business and Portal & Media Segment in Consolidated Financial Statements is Target., Inc, College Students' Portal Community., Inc, Rakuten Research, Inc, as well as Blog Business, Internet TV Business, and Publishing Business in Rakuten., Inc



## Rapid increase in number of members





4 -7 Professional Sports Business

## Professional Sports Business: The Year's Highlights



#### Revenues

The two key businesses performed solidly
Broadcasting rights impacted by lower ratings for Yomiuri
Giants' games



- ■Ticket sales (up 2% YoY)
  - ■Broadcasting rights (down 27% YoY)

### **■**Capital investment

Upgraded facilities necessary to improve team competitiveness

- ■Increased number of seats for fans (3,000 seats)
- Built new large-scale indoor practice area (50m x 50m)
- Built new farm team facilities (two practice grounds, indoor practice area, bullpen, dormitory, etc.)
- Added royal boxes, a premium lounge and refreshment facilities

■Bolstered the team's roster

Successful in securing targeted players in corporate, collegiate and the high school draft

## **Overview of Professional Sports Business**



Revenues continued strong growth supported by advertising and sponsorship and ticket sales. However, upgrades to the ballpark, new practice facilities and other construction projects resulted in an operating loss due to increased depreciation costs.

(Million Yen)

| <b>Non-consolidated</b><br>(Rakuten Baseball, Inc.) | 2006<br>Results |
|---|-----------------|
| Revenues  | 6,669           |
| Operating expenses                                  | 8,011           |
| Operating loss                                      | -1,342          |

| Consolidated (including Rakuten Sports Properties, Inc.) | 2006<br>Results |
|--|-----------------|
| Revenues   | 7,489           |
| Operating expenses                                       | 8,869           |
| Operating loss   | -1,380          |

| Revenue source                 | Amount |
|--------------------------------|--------|
| Advertising and Sponsorship    | 2,708  |
| Ticket Sales                   | 2,407  |
| Broadcasting Rights            | 593    |
| Stadium                        | 479    |
| Fan Club                       | 173    |
| Team Goods/Image Rights        | 153    |
| Regional Tours/Farm Team, etc. | 136    |
| Others                         | 20     |
| Total                          | 6,669  |

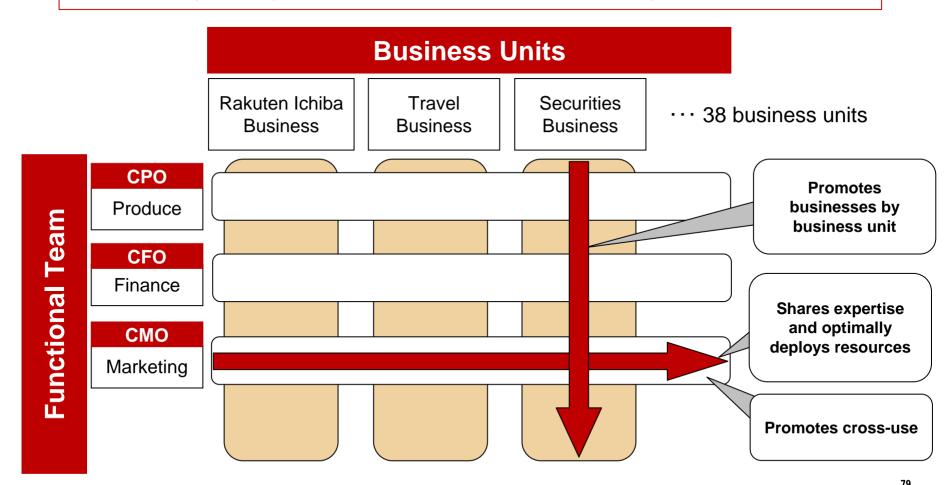




# **Growth Management Program (GMP) Realization of Matrix Management**



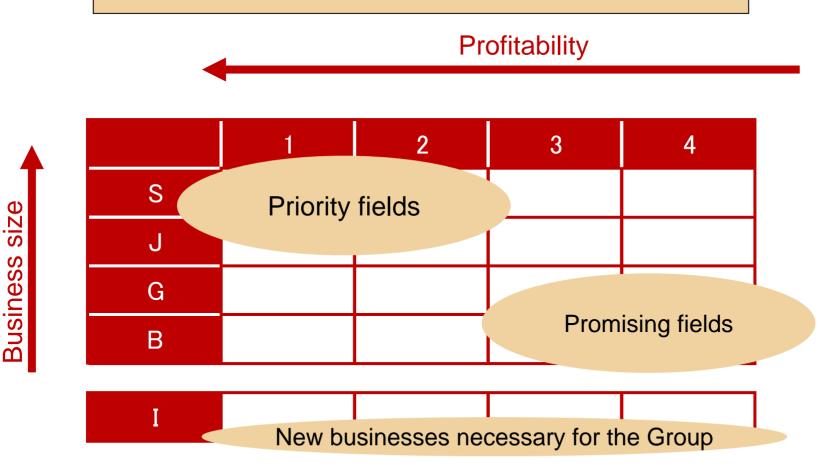
- Appoint chief officers by function and establish a functional team
- Share best practices and develop horizontally
- Optimally deploy resources and improve productivity



# **Growth Management Program (GMP) Business Mapping**



Invest in priority fields, promising fields and new businesses, based on GMP



# **Breakdown of Amortization of Consolidation Adjustment Account**



#### Included in SG&A

(Million Yen)

|                                 | 05/3Q | 05/4Q | 06/1Q | 06/2Q | 06/3Q | 06/4Q | Companies  |
|---------------------------------|-------|-------|-------|-------|-------|-------|--|
| E-Commerce<br>Business          | -     | 528   | 527   | 527   | 527   | 527   | LinkShare  |
| Credit & Payment Business       | 164   | 171   | 168   | 168   | 168   | 234   | Rakuten KC   |
| Portal & Media<br>Business      | 10    | 12    | 16    | 16    | 17    | 17    | Rakuten Research                                     |
| Travel Business                 | -     | 0     | 7     | 7     | 7     | 10    | Rakuten Bus Service                                  |
| Securities<br>Business          | 1     | 1     | 1     | 1     | 1     | 56    | Rakuten Realty Management Rakuten Strategic Partners |
| Professional<br>Sports Business | -     | I     | -     | -     | -     | -     |  |
| Consolidated                    | 176   | 714   | 722   | 721   | 721   | 845   |  |

#### **Rakuten Business Results**



### (Million Yen)

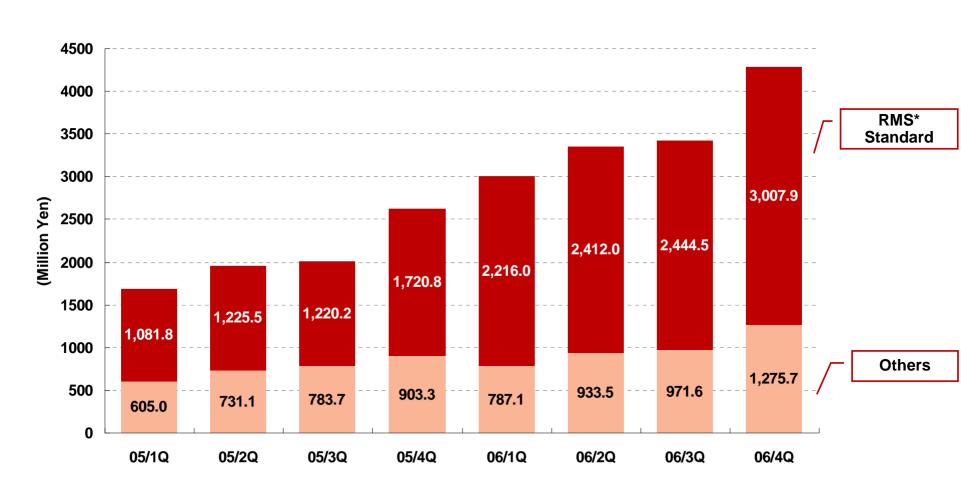
|                     |       | 20    | 05    |       | 2006  |        |        |        |  |
|---------------------|-------|-------|-------|-------|-------|--------|--------|--------|--|
|                     | 1Q    | 2Q    | 3Q    | 4Q    | 1Q    | 2Q     | 3Q     | 4Q     |  |
| Revenues            | 5,685 | 6,565 | 6,837 | 8,918 | 9,441 | 10,187 | 10,400 | 12,918 |  |
| Operating Expenses  | 3,208 | 3,950 | 4,236 | 4,569 | 4,835 | 6,126  | 6,507  | 6,341  |  |
| Operating Profit    | 2,477 | 2,615 | 2,600 | 4,349 | 4,605 | 4,061  | 3,892  | 6,577  |  |
| Operating<br>Margin | 43.6% | 39.8% | 38.0% | 48.8% | 48.8% | 39.9%  | 37.4%  | 50.9%  |  |

<sup>\*</sup> Rakuten Inc, excludes Portal & Media Business Company

<sup>\*</sup>Gaps between "Rakuten Ichiba Business", page 32 and above are E-commerce businesses operated by Rakuten, Inc for Golf, Finewine, Auto and Dining.

## Sales Margin Breakdown (Non-consolidated)





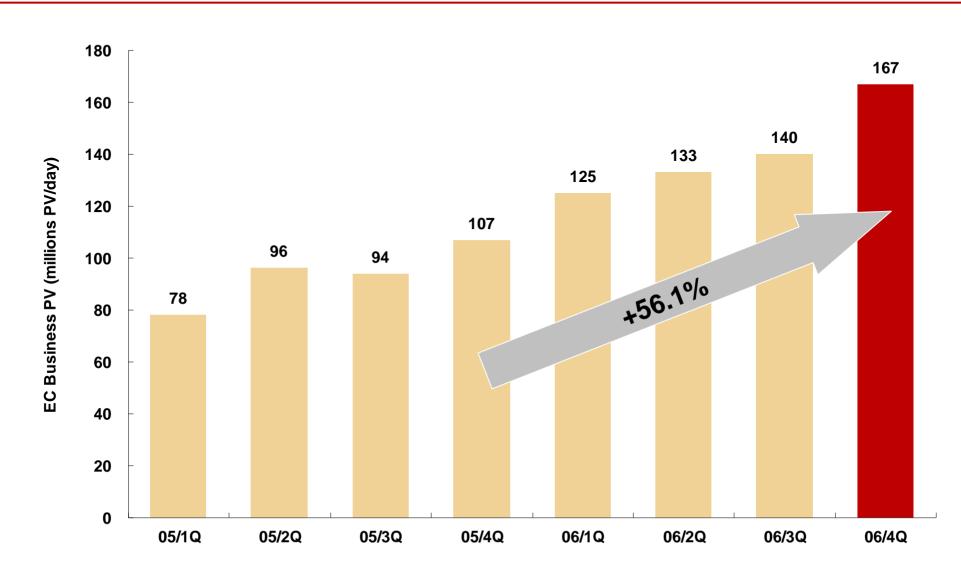
<sup>\*</sup> From February 2005, charge to GMS below than 1 million sales per merchant started only for newly opened merchants since February 2005

B3

<sup>\*</sup> From January 2006, charge to GMS below then 1million sales per merchant started for all merchants

#### **PVs of E-Commerce Business**





## **LinkShare Corporation: 4Q Results**



Pro forma (Excluding cost related to acquisition and retention bonus)

|                       | 05/3Q<br>(reference)<br>Million<br>US\$ | 05/4Q<br>Million<br>US\$ | 06/1Q<br>Million<br>US\$ | 06/2Q<br>Million<br>US\$ | 06/3Q<br>Million<br>US\$ | 06/<br>Million<br>US\$ | 4Q<br>Million<br>Yen |
|-----------------------|---|--------------------------|--------------------------|--------------------------|--------------------------|------------------------|----------------------|
| Net Sales             | 10.3                                    | 14.1                     | 12.1                     | 12.0                     | 11.4                     | 15.6                   | 1,864                |
| Operating<br>Profit   | 2.4                                     | 5.9                      | 4.0                      | 3.7                      | 3.1                      | 7.1                    | 846                  |
| Exchange Rate (1US\$) | ¥113.19                                 | ¥118.07                  | ¥117.47                  | ¥117.47                  | ¥117.90                  | ¥11                    | 9.11                 |

<sup>\*</sup>Consolidation from 4Q 2005

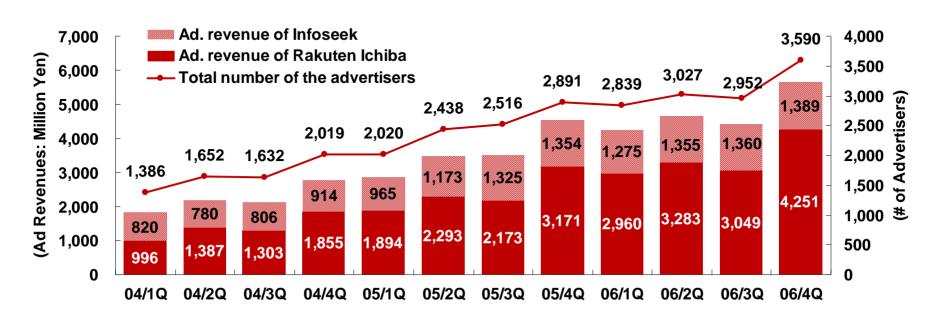
<sup>\*</sup>Pro forma (Excluding cost related to acquisition and retention bonus)

<sup>\*</sup>Excluding LinkShare Japan

## **Group Advertising Revenues**



#### 06/4Q Group Advertising Revenues 5.6 Billion Yen, Growth +24.6% YoY



| Rakuten Ichiba               | 996   | 1,387 | 1,303 | 1,855 | 1,894 | 2,293 | 2,173 | 3,171 | 2,960 | 3,283 | 3,049 | 4,251 |
|------------------------------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| Rakuten Ichiba Infoseek etc. | 820   | 780   | 806   | 914   | 965   | 1,173 | 1,325 | 1,354 | 1,275 | 1,355 | 1,360 | 1,389 |
| Total                        | 1,816 | 2,167 | 2,110 | 2,770 | 2,859 | 3,467 | 3,498 | 4,525 | 4,236 | 4,638 | 4,410 | 5,640 |
| Rakuten Ichiba               | 1,001 | 1,246 | 1,213 | 1,569 | 1,593 | 1,992 | 1,993 | 2,355 | 2,264 | 2,482 | 2,439 | 3,052 |
| Infoseek etc.                | 385   | 406   | 419   | 450   | 427   | 446   | 523   | 536   | 575   | 545   | 513   | 538   |
| Total                        | 1,386 | 1,652 | 1,632 | 2,019 | 2,020 | 2,438 | 2,516 | 2,891 | 2,839 | 3,027 | 2,952 | 3,590 |

<sup>\*1</sup> Excludes internal group sales \*2 Monthly average within each guarter

<sup>\*3</sup> Until 06/1Q, the sum of Revenues from Infoseek and Ynot, from 06/2Q, including revenues of other Rakuten group advertising

# **Capital Expenditures**



(Billion Yen)

|                  |          | 2005 | 2006 |      |      |      |  |  |
|------------------|----------|------|------|------|------|------|--|--|
|                  |          | Year | 1Q   | 2Q   | 3Q   | 4Q   |  |  |
| dated            | Hardware | 1.95 | 0.22 | 0.59 | 1.01 | 1.41 |  |  |
| Non-consolidated | Software | 1.71 | 0.40 | 0.54 | 0.58 | 2.34 |  |  |
| Non-c            | Total    | 3.67 | 0.62 | 1.13 | 1.60 | 3.75 |  |  |
| ated             | Hardware | 3.52 | 0.97 | 0.69 | 1.51 | 1.95 |  |  |
| Consolidated     | Software | 3.12 | 0.94 | 1.08 | 0.93 | 3.32 |  |  |
| ဝ၁               | Total    | 6.64 | 1.92 | 1.78 | 2.45 | 5.28 |  |  |

<sup>\*</sup>Operating Base

<sup>\*</sup>Excluding Professional Sports and Realty funds

## Rakuten Group Reach



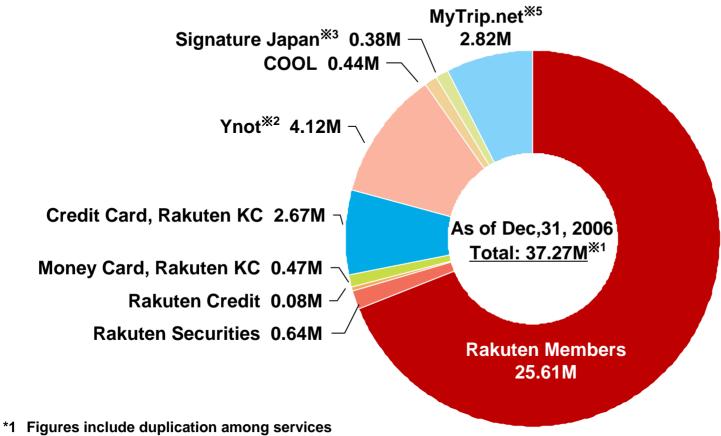
| Property  | Sep, 2006 |
|-----------|-----------|
| Yahoo!    | 87.9      |
| Rakuten   | 58.7      |
| Microsoft | 58.3      |
| NTT       | 55.2      |
| GMO       | 53.2      |
| Nifty     | 49.1      |
| NEC       | 45.0      |
|           |           |

| Property  | Dec, 2006 |
|-----------|-----------|
| Yahoo!    | 87.3      |
| Rakuten   | 57.7      |
| Microsoft | 55.9      |
| NTT       | 51.3      |
| GMO       | 49.7      |
| Nifty     | 45.7      |
| Google    | 45.2      |
|           |           |

Source: NetRatings Home Panel

### **Group Membership**



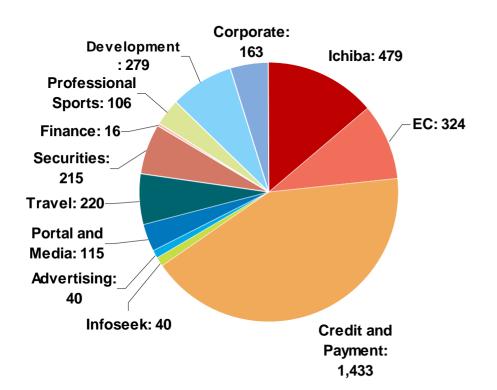


- \*2 Includes members from co-branded services
- \*3 Includes automatic registration to service
- \*4 GORA members and Rakuten members merge
- \*5 MyTrip.net excludes members converted to Rakuten ID
- \*6 Ynot excluded members converted to Rakuten ID
- \*7 Infoseek members and Rakuten members merge
- Financial related business added from 2006/3Q

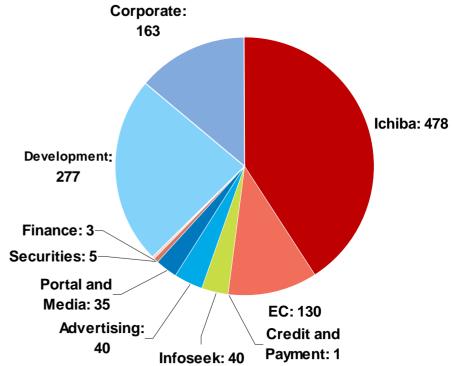
## **Group Employees**



### Rakuten Group: 3,430



#### Rakuten, Inc.: 1,172



<sup>\*</sup> As of Dec 31, 2006

<sup>\*</sup> Excluding directors, auditors and part-time workers





Appendix: Rakuten KC

# Responding to Changes in Operating Environment



Change estimation method for allowance for bad debt in compliance with Financial Services Agency manual and the accounting standards for financial products

Previous basis for estimation of allowance for bad debt: allowance equivalent to at least 7 months of arrears

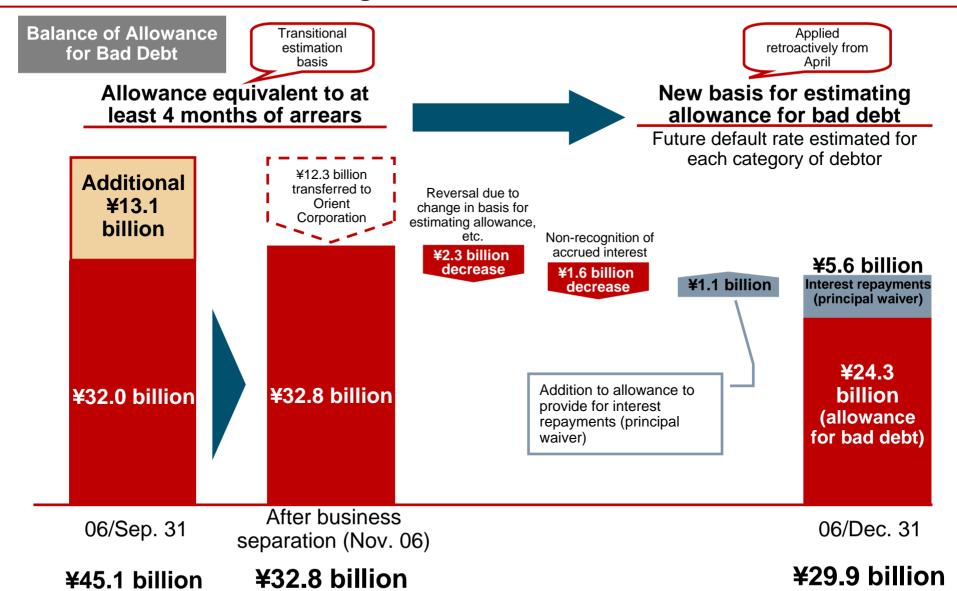
For 2006 3Q: allowance equivalent to at least 4 months of arrears



- Portion of allowance for bad debt corresponding to provision for interest repayments (principal waiver) clearly identified
- Separate allowance necessary for interest repayments (cash out)
- The change from the allowance estimation method implemented in 2006 3Q to the latest method has resulted in a temporary impact, primarily in the form of reversal of the allowance for bad debt and increase for interest repayments, etc.

# Changes in Allowance for Bad Debt in Line With Changes in Estimation Methods

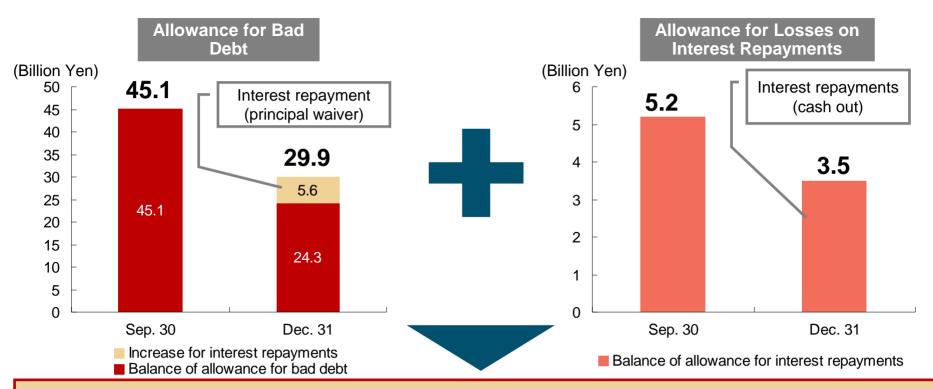




# Allowance for Bad Debt and Allowance for Losses on Interest Repayments



- Reversed allowance for bad debt following changes to the allowance estimation method (for details, refer to next page)
- When estimation method was changed, portion of allowance for bad debt corresponding to allowance for interest repayments (principal) was clearly identified
- Separate from an allowance for losses on interest repayments in the allowance for bad debt, an allowance was established for cash out



Allowance for bad debts: ¥24.3 billion

Allowances relating to interest repayments: ¥5.6 billion (principal) + ¥3.5 billion (cash out) = ¥9.1 billion

## **Non-performing Loans and Allowances**



#### Outstanding loans and allowances by category of debtor

(Billion Yen)

| Debtor category           | Dec. 31, 2006 |
|---------------------------|---------------|
| Bankrupt                  | 0.1           |
| Bankruptcy likely         | 19.3          |
| Bankruptcy possible       | 10.3          |
| Caution required          | 7.0           |
| No credit risk identified | 330.0         |

|   | 100% |                    |
|---|------|--------------------|
| X | 1%   | Allowance<br>ratio |

| Allowance for bad debt                      | 29.9  |
|---|-------|
| Bad debt allowance ratio <sup>1</sup>       | 8.03% |
| Bad debt write-off ratio <sup>2</sup>       | 0.94% |
| Allowance for Losses on Interest Repayments | 3.5   |

Allowance estimated in accordance with level of risk for specific debtor category

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<sup>1.</sup> Bad debt allowance ratio = Allowance for bad debt/Loan receivables

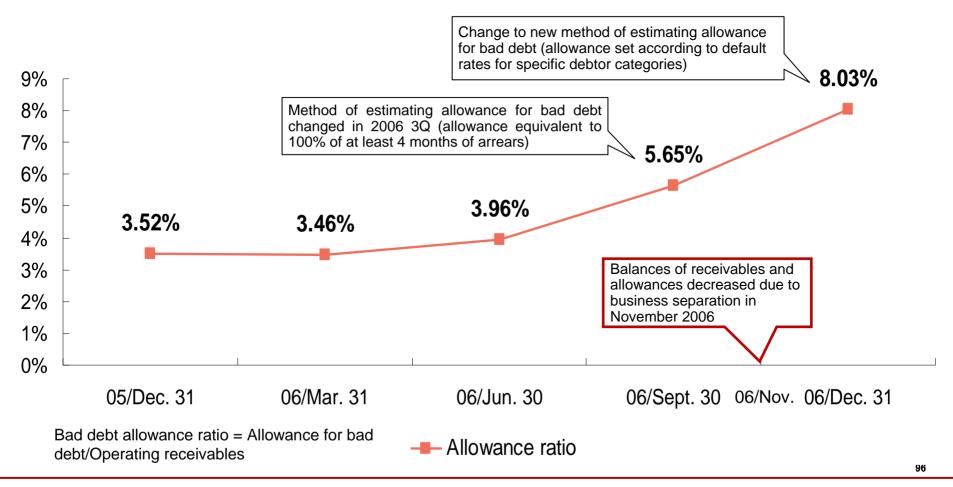
<sup>2.</sup> Bad debt write-off ratio = Bad debt written off for the quarter/Loan receivables

## **Expenses Related to Bad Debts**



#### Bad debt allowance ratio

Although the allowance for bad debt has decreased as a result of the new estimation method, the ratio relative to operating receivables is higher than at other companies in the same business



### Rakuten KC: Transaction Volume and Revenues



Composition of Transaction Volume

(Million Yen)

|      |                       |         |         |         |               | 06/4Q   |            |            |
|------|-----------------------|---------|---------|---------|---------------|---------|------------|------------|
|      |                       | 05/4Q   | 06/1Q   | 06/2Q   | 06/3 <b>Q</b> | Results | % of total | YoY change |
| Ger  | neral services        | 41,283  | 43,509  | 56,971  | 67,406        | 79,731  | 57.0%      | 93.1%      |
|      | Card shopping         | 36,795  | 39,588  | 52,972  | 63,632        | 75,546  | 54.0%      | 105.3%     |
|      | Other                 | 4,488   | 3,921   | 3,999   | 3,774         | 4,185   | 3.0%       | - 6.8%     |
| Fina | ancing                | 46,651  | 44,902  | 50,922  | 52,357        | 44,586  | 31.9%      | - 4.4%     |
|      | Card cashing          | 29,168  | 30,234  | 28,894  | 28,913        | 26,318  | 18.8%      | - 9.8%     |
|      | Loan card             | 17,474  | 14,660  | 22,028  | 23,444        | 18,268  | 13.1%      | 4.5%       |
|      | Other financing       | 9       | 8       | 0       | 0             | 0       | 0.0%       | - 100.0%   |
| Spe  | ecific services       | 16,431  | 16,632  | 13,527  | 25,882        | 5,618   | 4.0%       | - 65.8%    |
| Cre  | dit guarantee         | 50,477  | 51,243  | 37,020  | 19,297        | 8,074   | 5.8%       | - 84.0%    |
| Oth  | er                    | 4,063   | 3,751   | 3,396   | 2,686         | 1,876   | 1.3%       | - 53.8%    |
| Tota | al transaction volume | 158,905 | 160,037 | 161,836 | 167,628       | 139,885 | 100.0%     | - 12.0%    |

#### Composition of Revenues

(Million Yen)

|                    |          |          |          |          | 06/4Q    |           | Q          |
|--------------------|----------|----------|----------|----------|----------|-----------|------------|
|                    | 05/4Q    | 06/1Q    | 06/2Q    | 06/3Q    | Results  | % of tota | YoY change |
| General services   | 1,528    | 1,560    | 1,837    | 2,051    | 2,349    | 13.6%     | 53.7%      |
| Card shopping      | 1,342    | 1,390    | 1,667    | 1,886    | 2,179    | 12.6%     | 62.4%      |
| Other              | 186      | 170      | 170      | 164      | 170      | 1.0%      | - 8.6%     |
| Financing          | 11,779   | 12,368   | 12,857   | 12,948   | 12,987   | 75.3%     | 10.3%      |
|                    | (14,070) | (14,743) | (13,540) | (11,158) | (11,398) |           | - 19.0%    |
| Card cash advance  | 7,453    | 8,005    | 8,234    | 7,995    | 8,032    | 46.5%     | 7.8%       |
|                    | (10,091) | (9,477)  | (8,744)  | (6,648)  | (6,835)  |           | - 32.3%    |
| Loan card          | 4,252    | 4,293    | 4,560    | 4,896    | 4,902    | 28.4%     | 15.3%      |
|                    | (3,905)  | (5,197)  | (4,733)  | (4,453)  | (4,509)  |           | 15.5%      |
| Other financing    | 74       | 70       | 64       | 57       | 53       | 0.3%      | - 28.4%    |
| Specific services  | 1,640    | 1,642    | 1,465    | 1,493    | 480      | 2.8%      | - 70.7%    |
|                    | (1,598)  | (1,606)  | (1,434)  | (1,467)  | (472)    |           | - 70.5%    |
| Credit guarantee   | 2,120    | 2,077    | 1,239    | 662      | 420      | 2.4%      | - 80.2%    |
| Other              | 900      | 888      | 829      | 842      | 846      | 4.9%      | - 6.0%     |
| Financing revenues | 163      | 163      | 215      | 264      | 173      | 1.0%      | 6.1%       |
| Total revenues     | 18,128   | 18,696   | 18,441   | 18,260   | 17,256   | 100.0%    | - 4.8%     |
|                    | (20,378) | (21,036) | (19,094) | (16,444) | (15,658) |           | - 23.2%    |

Note: Revenues include adjustments for current market value of securitization

## **Rakuten KC: Expenses, Loan Receivables & Membership**



(Million Yen)

|                             |        |        |        |        | 06/4Q   |            |            |
|-----------------------------|--------|--------|--------|--------|---------|------------|------------|
|                             | 05/4Q  | 06/1Q  | 06/2Q  | 06/3Q  | Results | % of total | YoY change |
| Personnel cost              | 3,372  | 3,320  | 3,381  | 3,069  | 2,379   | 17.2%      | - 29.4%    |
| General expenses            | 4,604  | 5,489  | 5,749  | 6,216  | 5,657   | 40.8%      | 22.9%      |
| Interest expenses           | 2,219  | 2,322  | 2,198  | 2,148  | 1,797   | 13.0%      | - 19.0%    |
| Bad debt-related expenses   | 8,038  | 8,928  | 7,595  | 12,962 | 3,887   | 28.0%      | - 51.6%    |
| Interest repayment expenses | 0      | 567    | 646    | 689    | 144     | 1.0%       | -          |
| Total operating expenses    | 18,233 | 20,626 | 19,569 | 25,084 | 13,864  | 100.0%     | - 24.0%    |

#### Balance of Loan Receivable

(Million Yen)

|                  |                             |           |           |           |           |          |            | (IVIIIIOIT TEIT) |
|------------------|-----------------------------|-----------|-----------|-----------|-----------|----------|------------|------------------|
|                  |                             |           |           |           | l L       | 06/4Q    |            |                  |
|                  |                             | 05/4Q     | 06/1Q     | 06/2Q     | 06/3Q     | Results  | % of total | YoY change       |
| General services |                             | 46,346    | 47,414    | 54,617    | 55,733    | 62,198   | 15.0%      | 34.2%            |
|                  | Card shopping               | 39,077    | 40,349    | 47,653    | 49,087    | 55,376   | 13.3%      | 41.7%            |
|                  | Other                       | 7,269     | 7,065     | 6,964     | 6,646     | 6,822    | 1.6%       | - 6.1%           |
| Fin              | ancing                      | 237,357   | 244,724   | 259,151   | 271,703   | 273,830  | 65.8%      | 15.4%            |
|                  | Card cash advance           | 114,636   | 121,410   | 125,924   | 129,015   | 128,451  | 30.9%      | 12.1%            |
|                  | (securitized)               | (64,056)  | (85,273)  | (98,091)  | (95,646)  | (90,589) | 21.8%      | 41.4%            |
|                  | Loan card                   | 89,006    | 90,759    | 99,781    | 108,487   | 110,941  | 26.7%      | 24.6%            |
|                  | (securitized)               | (55,878)  | (70,466)  | (81,464)  | (81,964)  | (79,371) | 19.1%      | 42.0%            |
|                  | Other financing             | 33,715    | 32,555    | 33,446    | 34,201    | 34,438   | 8.3%       | 2.1%             |
| Spe              | ecific services             | 118,825   | 115,366   | 112,808   | 121,471   | 1,158    | 0.3%       | - 99.0%          |
| (se              | curitized)                  | (21,347)  | (17,554)  | (14,495)  | (8,787)   | (0)      | 0.0%       | - 100.0%         |
| Cre              | dit guarantee               | 403,175   | 402,845   | 389,609   | 356,445   | 51,197   | 12.3%      | - 87.3%          |
| (off             | -balance guarantees)        | (100,928) | (214,343) | (217,724) | (196,450) | (46,144) | 11.1%      | - 54.3%          |
| Oth              | er                          | 40,027    | 37,303    | 34,342    | 31,134    | 27,530   | 6.6%       | - 31.2%          |
| Tot              | al operating receivables    | 845,730   | 847,652   | 850,527   | 836,486   | 415,913  | 100.0%     | - 50.8%          |
| (as              | presented on balance sheet) | 563,494   | 422,713   | 404,411   | 422,505   | 172,279  | 41.4%      | - 69.4%          |

#### Number of Current Cardholders

(Million Yen)

|                |       |       |       |               |         | 06/4Q      |
|----------------|-------|-------|-------|---------------|---------|------------|
|                | 05/4Q | 06/1Q | 06/2Q | 06/3 <b>Q</b> | Results | YoY change |
| Credit Card    | 2.07  | 2.25  | 2.43  | 2.58          | 2.67    | 29.0%      |
| (Rakuten Card) | 0.08  | 0.21  | 0.31  | 0.39          | 0.48    | 500.0%     |
| Loan Card      | 0.47  | 0.49  | 0.50  | 0.50          | 0.47    | 0.0%       |



