



Q2 FY23 RESULTS

## HELPING FAMILIES GET MORE OUT OF LIFE

Results for the 26 weeks ended 31 December 2022  
23 February 2023

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Due to rounding, numbers presented throughout this and other documents may not add up precisely to the totals provided and percentages may not precisely reflect the absolute figures.

# AGENDA

1.

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Performance overview

2.

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Financial  
review

3.

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Forward  
view

4.

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Q&A

**Presenter**

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**Ben Fletcher**  
Chief Finance and  
Transformation Officer

Q2 FY23 RESULTS

# PERFORMANCE OVERVIEW



# OVERVIEW

Resilient performance and growing market share against a challenging retail environment and compared with Omicron benefits in Q2 FY22

- 1 Very delivered revenue of £1,029.8m, which is a decline of 0.9% and increases our market share. The UK online non-food retail market declined 3.1% over the same period<sup>1</sup>. Compared with pre-pandemic performance (Q2 FY20 YTD), Very grew 20.1%
- 2 Very Finance revenue continued to grow, increasing by 8.3% in Q2 FY23 YTD to £210.7m (Q2 FY22 YTD: £194.6m) as we attracted new customers and payment behaviour continued to normalise post-pandemic
- 3 Our resilient revenue performance and our effective cost control – which saw us keep costs flat despite the inflationary environment – helped us deliver a strong £131.1m adjusted EBITDA<sup>2</sup> (Restated<sup>3</sup> Q2 FY22 YTD: £153.2m) after strategic investment in pricing
- 4 Robust liquidity position with positive adjusted free cashflow of £97.6m (Q2 FY22 YTD: £86.0m) and full repayment of £150m RCF drawings at the end of the quarter
- 5 Our decision to front load the buying of stock before peak and to strategically invest in pricing led to a strong festive season, where customers bought in to key categories such as Toys, Gifts and Beauty
- 6 We continue to make progress with the planned tech investment roadmap and improvements in our customer experience, achieving our best-ever Net Promoter Score<sup>4</sup> in December

1 – Based on British Retail Consortium data for the total online non-food market

2 – To align with reporting best practice, with effect from Q1 FY23 Underlying EBITDA as a term we will be replaced by Adjusted EBITDA

3 – Prior year figures have been restated to reflect the impact of the SaaS accounting policy change which was implemented in Q4 FY22

4 – Net promoter score is a measure of customer satisfaction of a business



Q2 FY23 RESULTS

# FINANCIAL REVIEW





# ECONOMIC VALUE MODEL

We have a consistent focus on the drivers of earnings, earnings quality and liquidity



# REVENUE

Our strong festive season and growing Very Finance business delivered a robust performance against a challenging market



Q2 FY23 YTD vs Q2 FY22 YTD performance<sup>1</sup>

Revenue

**(0.9)%** to £1,029.8m

- As anticipated, challenging trading conditions continued in to Q2 as the cost-of-living crisis and other macro-economic factors persisted
- Our strong Christmas trading delivered a robust performance for the first half of the year, achieving revenue of £1,029.8m compared with FY22 (Restated<sup>2</sup> Q2 FY22 YTD: £1,039.2), when Omicron drove an improved performance among UK online retailers
- Increased Very interest income supported 8.3% growth in Group Very Finance revenue to £210.7m (Q2 FY22 YTD: £194.6m)



Q2 FY23 YTD vs Q2 FY22 YTD performance<sup>1</sup>

Revenue

**(1.0)%** to £1,219.1m

- Group revenue declined by (1.0)% in a market which fell (3.1)%<sup>3</sup>, demonstrating the inherent resilience of our business model and the benefits of our strategic pricing investments
- Littlewoods achieved revenue of £147.3m (Restated<sup>2</sup> Q2 FY22 YTD: £142.2m). The business continues to be in managed decline
- Very Ireland continued to be impacted by a decline in consumer confidence, with revenue down (15.3)% year on year

<sup>1</sup> – In July 2022, Littlewoods Ireland was rebranded as Very.ie. Unless otherwise stated, references to 'Very' relate to Very UK. only. Where included, prior year brand comparators have been restated

<sup>2</sup> – The comparative split of revenue between Very and Littlewoods has been restated for a reallocation of the returns provision between the two key brands

<sup>3</sup> – Based on British Retail Consortium data for the total online non-food market







# RETAIL

Our retail performance was underpinned by strong Christmas trading, achieving growth of 21.6% compared with pre-pandemic

## Retail sales

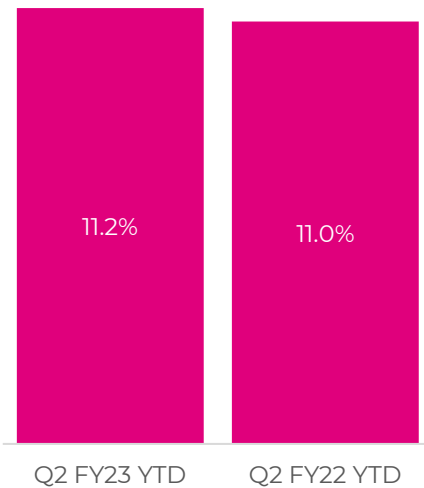
- Very retail sales declined 1.0% in Q2 FY23 YTD compared with Q2 FY22 YTD, when Omicron drove strong performance among UK online retailers
- Whilst Fashion and Sports reduced in the period, Fashion grew by 1%, with our Everyday range performing well
- This was offset by softening in Sports clothing and footwear
- Electrical was broadly flat year on year, with games consoles and air fryers being a particular draw for our customers
- Home categories fell slightly by (1.2)%, with increases in textiles and pet care offset by declines in larger furniture purchases
- Toys, Gifts and Beauty (previously known as developing categories) performed strongly with growth of 12.1% compared to Q2 FY22 YTD
- This was driven by our toy offering (+24% YoY) as well as personal care (+14%) and beauty (+12%). Toys' performance, in particular, highlights the benefits of our decision to buy the right stock early and invest in price

	Fashion and Sports	Electrical	Home	Toys, Gifts and Beauty
				
Very YoY	(7.3)%	(0.1)%	(1.2)%	+12.1%
Very PY-2	+6.0%	+36.6%	+12.5%	+23.5%
TVG YoY	(8.8)%	(2.9)%	(2.8)%	+7.5%
TVG Q2 FY23 mix	30.9%	43.7%	11.7%	13.7%
TVG Q2 FY22 mix	32.7%	43.4%	11.6%	12.3%

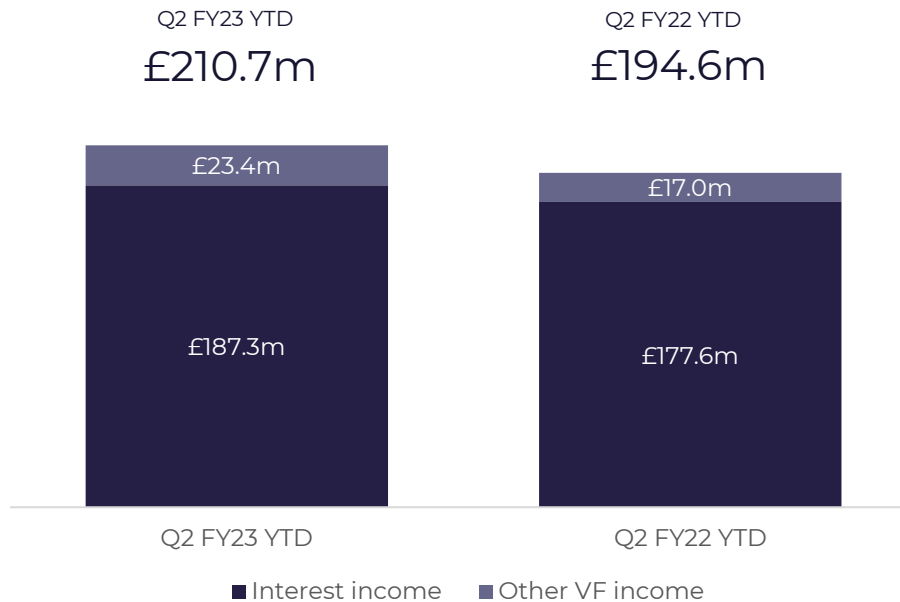
# VERY FINANCE

A growing debtor book and normalisation of customer payment rates contributed to growth in Very Finance revenue of 8.3%

Interest income as % of average debtor book



Very Finance revenue



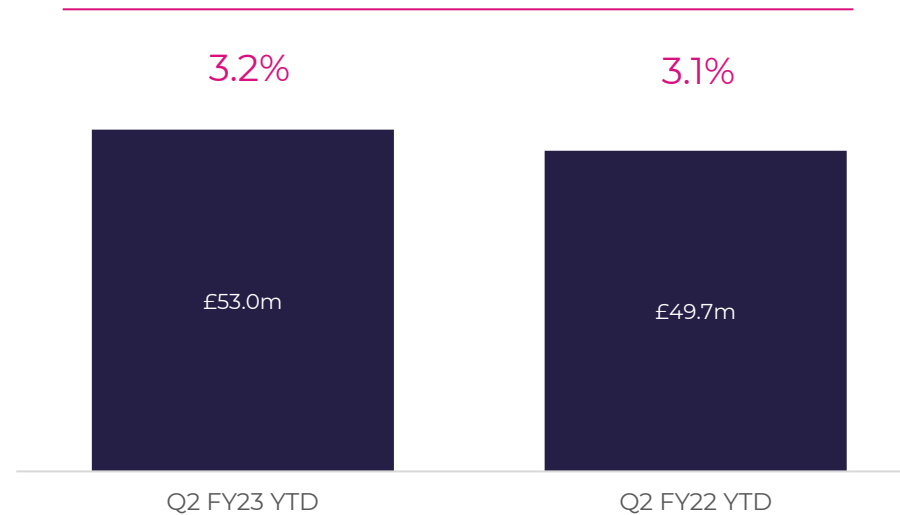
- As previously guided, we have continued to see a normalisation of customer payment rates which were unusually elevated during Covid-19 and still remain higher than pre-pandemic levels
- This, alongside growth in the debtor book, has contributed to Very Finance revenue increasing by 8.3% in Q2 FY23 YTD to £210.7m (Q2 FY22 YTD: £194.6m)
- Interest income remained stable as a percentage of the average debtor book, with a slight increase of 0.2%pts, and increased in absolute terms by 5.5%
- The overall TVG average debtor book grew 3.7% to £1,675.8m (Q2 FY22 YTD: £1,616.6m), with Very's growing 7.0% to £1,394.9m (Q2 FY22 YTD: £1,304.1m)
- As expected, payment rates have continued to slow slightly during Q2 and we expect further normalisation to pre-pandemic levels to continue throughout FY23

# BAD DEBT

Payment rates and bad debt continue to normalise, although still remain ahead of pre-pandemic levels

- As previously guided, bad debt has seen further normalisation in Q2 FY23 YTD and has remained stable as a % of average debtor book at 3.2% (Q2 FY22 YTD: 3.1%)
- This is in line with our expectations as customer behaviour reverts to historic trends, but we are yet to see bad debt reach pre-pandemic levels
- We are not seeing signs of distress in the debtor book, nevertheless, we continue to take a cautious, risk-informed view of bad debt whilst lending responsibly to customers

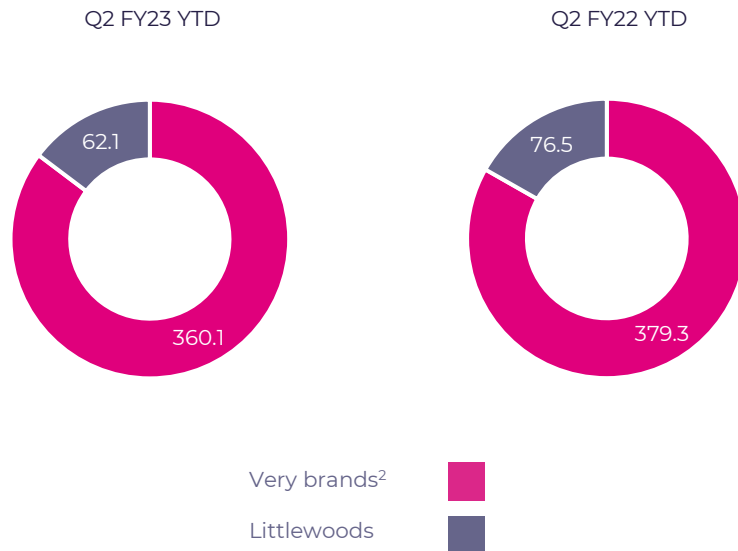
Bad debt as a % of average debtor book (£m)



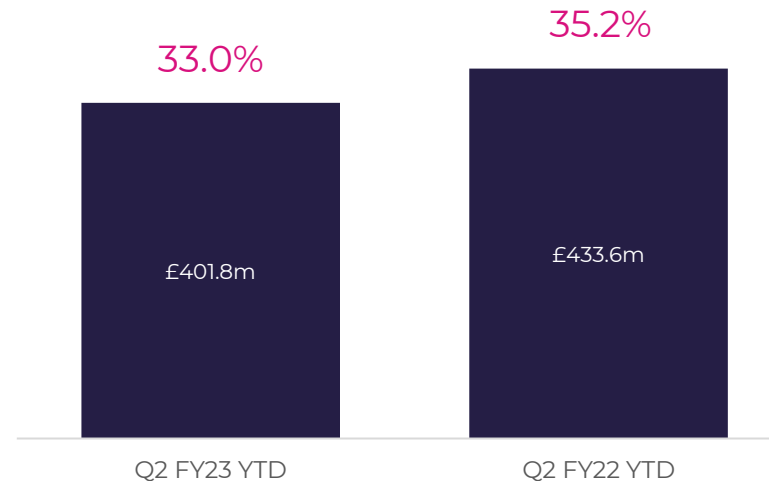
# GROSS MARGIN

Robust gross margin at 33.0% following pricing investment and changing sales mix

Gross margin by brand (£m)<sup>1</sup>



Gross margin (£m) and gross margin rate



- Gross margin reduced by 2.2% pts to 33.0% (FY22: 35.2%) driven by investment in pricing on key categories, changes in category mix, and response to market promotional dynamics
- Gross margin benefitted from growth in the Very Finance business despite the small increase in bad debt as payment rates normalise

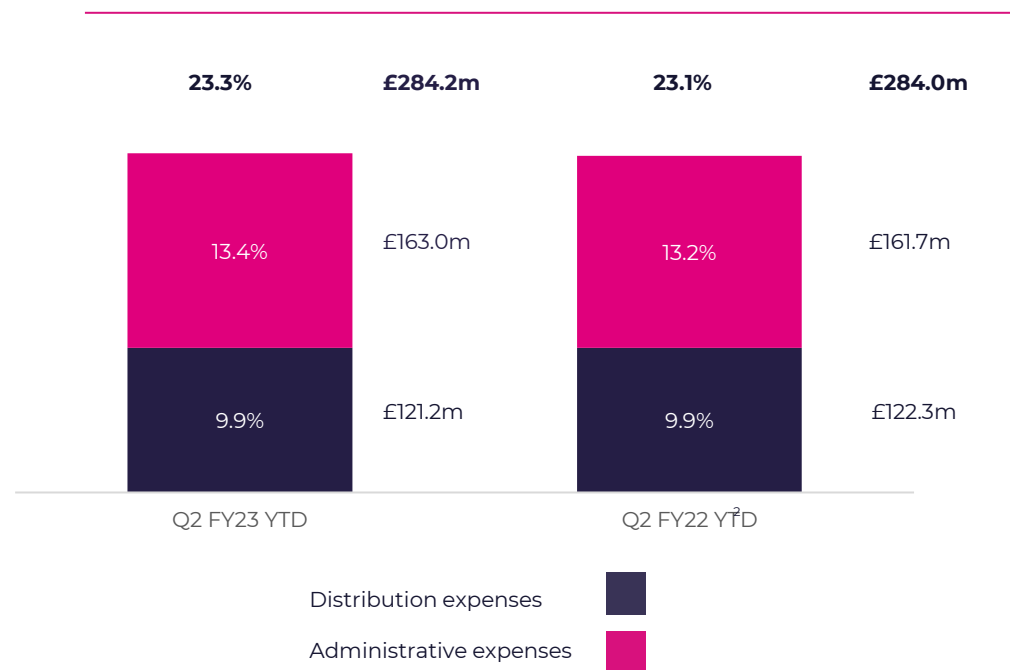
# COST CONTROL

Continued strong cost discipline supports earnings and liquidity



- Cost control has always been a key strength of our business
- Despite the current inflationary environment, we are pleased to have kept operating costs flat year on year
- As a percentage of revenue this is a slight increase of 0.2% pts to 23.3%
- Distribution costs reduced by 1.0% year on year and were flat at 9.9% of revenue
- Admin expenses experienced a small increase of 0.2% pts as a percentage of revenue, owing to adverse FX movements and additional technology spend but offset by savings in marketing spend
- Controlling costs will continue to be a key focus as we move through FY23

Operating costs<sup>1</sup> as % of revenue (£m)



1 – Operating costs are stated exclusive of depreciation and amortisation

2 – Q2 FY22 comparators have been restated to reflect the impact of the SaaS accounting policy change which was effective from Q4 FY22

# ADJUSTED EBITDA<sup>1</sup>

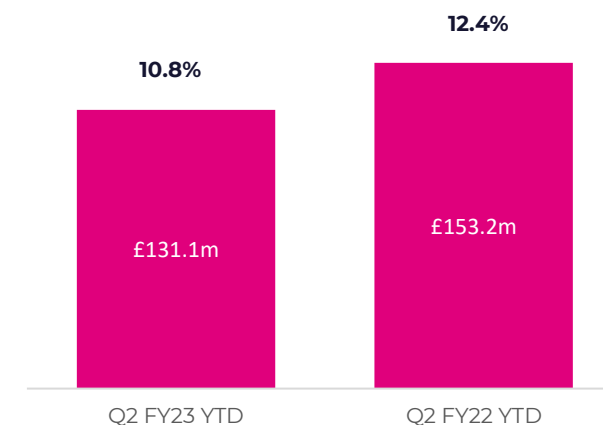
Strong earnings despite a challenging retail market

- Despite a challenging trading environment, our combination of retail and flexible payments means we continue to deliver strong positive earnings in FY23
- Pre-exceptional EBITDA for Q2 YTD comes to £118.7m (Q2 FY22 YTD: £151.0m). This reflects the top line performance as we compare against a period in which the current economic headwinds were not yet fully felt and in which Omicron drove benefits for UK online retailers
- At an adjusted EBITDA<sup>1</sup> level, we saw £131.2m, a decline from £153.2m last year
- Adjusted EBITDA margin fell 1.7%pts owing to changes in sales mix and our decision to invest in pricing

## Adjusted EBITDA<sup>1</sup> reconciliation

(£ millions)	Q2 FY23 YTD £m	Q2 FY22 YTD Restated <sup>2</sup> £m	Var %
<b>Pre-exceptional EBITDA</b>	118.7	151.0	(21.4)%
<i>Adjusted for</i>			
Fair value adjustments to financial instruments	1.8	(2.9)	
FX translation movements on trade creditors	3.2	(2.2)	
SaaS accounting change	7.4	7.3	
<b>Adjusted EBITDA</b>	131.1	153.2	(14.4)%

## Adjusted EBITDA<sup>1</sup>



# ADJUSTED FREE CASHFLOW<sup>1</sup>

Positive adjusted free cash inflow of £97.6m



## Cash flow

(£m)	Q2 FY23 YTD	Q2 FY22 YTD Restated <sup>2</sup>
<b>Adjusted EBITDA</b>	<b>131.1</b>	<b>153.2</b>
Securitisation interest, management fees and SaaS	(43.3)	(28.5)
<b>Adjusted EBITDA post securitisation interest, management fees and SaaS</b>	<b>87.8</b>	<b>124.7</b>
<i>Net working capital movement:</i>		
Movement in inventories	(14.5)	(16.5)
Movement in trade receivables	(183.0)	(193.9)
Movement in prepayments and other receivables (exc. refinancing costs)	(17.7)	(48.2)
Movement in trade and other payables (exc. refinancing costs)	135.8	129.9
Movement in securitisation facility	113.0	110.2
<b>Net working capital (post securitisation funding)</b>	<b>33.6</b>	<b>(18.6)</b>
Pension contributions	-	-
Capital expenditure	(23.8)	(20.1)
<b>Adjusted free cashflow</b>	<b>97.6</b>	<b>86.0</b>

£97.6m

Q2 FY23 YTD  
ADJUSTED FREE  
CASHFLOW

- The adjusted free cash inflow of £97.6m in Q2 FY23 YTD is a reflection of lower EBITDA in the period, offset by a positive net working capital inflow
- Movement in trade receivables reflects the growth in our debtor book, which grew at a slower rate compared with Q2 FY22 YTD and which is in part offset by the movement in the securitisation facility
- The movement in prepayments and other receivables reflects the timing of payments in the prior year and HMRC VAT repayments in FY23
- The movement in trade and other payables reflects the amounts owed to suppliers following the peak trading season, which will be paid down across the next quarter
- Capital expenditure reflects spend across a number of business-as-usual and strategic investments

A statutory net cash flow is presented on page 22 with detailed explanations of key movements





Q2 FY23 RESULTS

# FORWARD VIEW



# OUTLOOK

As we continue to deliver a robust performance in the face of economic headwinds, our decision to invest in the future is benefitting our business and our customers

1

Despite the wider economic and market conditions we operate in, we have delivered a resilient top line, controlled costs and managed our growing debtor book in a sustainable manner, resulting in robust earnings and liquidity

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2

During our Golden Quarter we benefitted from our decisions to invest in price and bring forward some of our stock purchases, which allowed us to avoid supply chain disruptions and have a strong supply of in-demand products for our customers at the most important time of year

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3

As we look to the second half of FY23, the macro-economic environment remains challenging and the outlook is uncertain. We are confident that our resilient business model will allow us to continue navigating the current headwinds facing our sector

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4

Our focus remains as ever on earnings, earnings quality and liquidity. We will continue to achieve this using the range of strategic levers at our disposal, including pricing, cost, and working capital management, alongside the expert risk management of our debtor book

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5

Investments in our core proposition have benefitted our customers over the festive period and we are continuing the upgrade of our tech platform to ensure we offer the range of products, flexible ways to pay, and services that our customers value

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Q2 FY23 RESULTS

Q&A



Q2 FY23 RESULTS

# APPENDICES



# INCOME STATEMENT

## Income statement

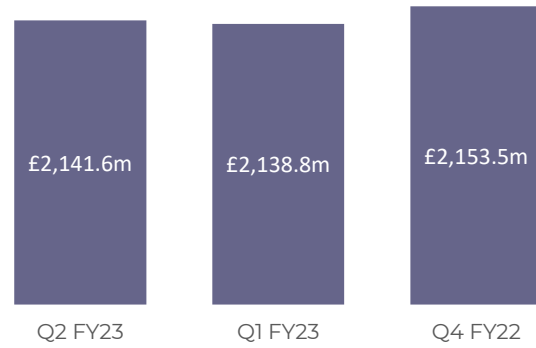
(£m)	Q2 FY23 YTD	Q2 FY22 YTD Re-stated <sup>1</sup>	Variance (%)
Very.co.uk	1,029.8	1,039.2	(0.9)%
Very.ie <sup>2</sup>	42.0	49.6	(15.3)%
Littlewoods	147.3	142.2	3.6%
<b>Group revenue</b>	<b>1,219.1</b>	<b>1,231.0</b>	<b>(1.0)%</b>
Gross margin	401.8	433.6	(7.3)%
<i>% margin</i>	33.0%	35.2%	
Distribution expenses	(121.2)	(122.4)	(1.0)%
Administrative expenses	(163.0)	(161.6)	0.9%
Other operating income	1.1	1.4	(21.4)%
<b>Pre-exceptional reported EBITDA</b>	<b>118.7</b>	<b>151.0</b>	<b>(21.4)%</b>
<i>% reported EBITDA margin</i>	9.7%	12.3%	
<i>Operating costs as % of revenue</i>	23.3%	23.1%	
<b>Adjusted EBITDA</b>	<b>131.1</b>	<b>153.2</b>	<b>(14.4)%</b>
<i>% adjusted EBITDA</i>	10.8%	12.4%	

1 – FY22 comparators have been restated to reflect the impact of the SaaS accounting policy change which was effective from Q4 FY22

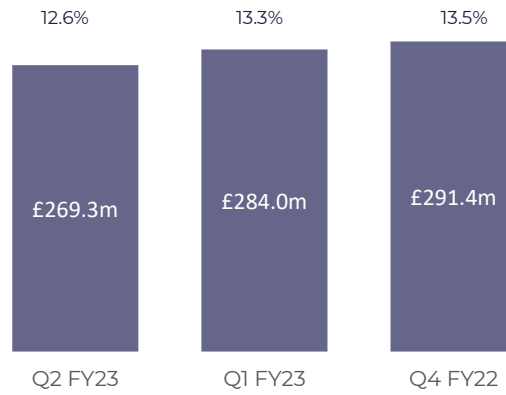
2 – In July 2022, Littlewoods Ireland was rebranded as Very.ie. Where relevant, prior year brand comparators have been restated

# LTM KPIs

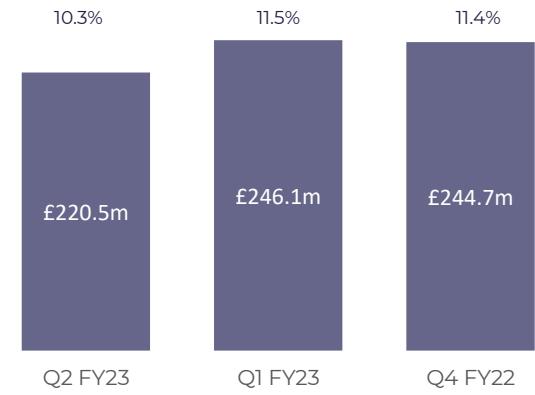
LTM revenue (£m)



LTM adjusted EBITDA (£m)



LTM consolidated EBITDA (Leverage) (£m)



As agreed with our auditors, adjusted EBITDA as an alternative performance measure does not include the impact of IAS 38 SaaS.

# CASHFLOW STATEMENT

(£m)	Q2 FY23 YTD	Q2 FY22 YTD Restated <sup>1</sup>
<b>Adjusted EBITDA (post securitisation interest, management fees and SaaS)<sup>1</sup></b>	<b>87.8</b>	<b>124.7</b>
<i>Net working capital movement:</i>		
Movement in inventories	(14.5)	(16.5)
Movement in trade receivables	(183.0)	(193.9)
Movement in prepayments and other receivables	(17.7)	(48.2)
Movement in trade and other payables	135.8	129.9
Movement in securitisation facility	113.0	110.2
<b>Net working capital (post securitisation funding)</b>	<b>33.6</b>	<b>(18.6)</b>
Pensions contributions	-	-
Fair value adjustments	-	-
Capital expenditure	(23.9)	(20.1)
<b>Underlying free cashflow</b>	<b>97.6</b>	<b>86.0</b>
Increase in bond amounts	-	25.0
Bond refinancing costs	-	(20.9)
Dividend paid	(3.8)	(25.0)
<b>Free cashflow (post refinancing and dividend)</b>	<b>93.8</b>	<b>65.1</b>
Interest paid (excluding securitisation interest)	(23.3)	(10.2)
Income taxes (paid) / received	-	(1.4)
Cash impact of exceptional items (including customer redress)	(19.5)	(21.2)
Management fees	(3.8)	(3.5)
Parental expenses	(2.5)	(2.5)
(Repayments of) / draw downs from finance leases	(5.5)	(8.8)
Repayment of bank loans	(3.6)	-
Movement in revolving credit facility	(75.0)	(90.0)
<b>Net decrease in cash and cash equivalents</b>	<b>(39.4)</b>	<b>(72.5)</b>

- On a statutory basis, the cash outflow for the period was (£39.4)m, which is a lower year on year cash outflow compared with Q2 FY22
- Movement in trade receivables reflects the growth in our debtor book, which grew at a slower rate compared with Q2 FY22 and which is in part offset by the movement in the securitisation facility
- Capital expenditure relates to business-as-usual and strategic investments
- Cash impact of exceptional items includes spend on our tech transformation project and the release of a previously recognised restructuring provision in relation to the closure of our customer care centre in Aintree in 2021 as a result of the shift to home-working
- The Revolving Credit Facility was fully repaid at the end of the quarter, in line with our seasonal use of the facility

<sup>1</sup> – FY22 comparators have been restated to reflect the impact of the SaaS accounting policy change which was effective from Q4 FY22



# RECONCILIATION TO CONSOLIDATED EBITDA (LEVERAGE)<sup>1</sup>

	LTM FY23 Q2
<b>Profit after tax</b>	<b>16.1</b>
Consolidated income taxes	3.6
<b>Profit before tax</b>	<b>19.7</b>
Consolidated non-securitisation interest	63.2
Consolidated depreciation/amortisation	61.7
<b>EBITDA (post-exceptional and securitisation interest)</b>	<b>144.6</b>
Expenses and charges for capital/debt transactions	5.2
Minority interest expenses	-
Management, monitoring, consulting, and advisory fees paid to Permitted Holders	7.2
Addbacks and adjustments as defined in the Offering Memorandum for Adjusted EBITDA (post-securitisation)	23.3
Other extraordinary, non-recurring and exceptional items	40.2
<b>Consolidated EBITDA (Leverage)</b>	<b>220.5</b>

<sup>1</sup> – Noting the adoption of Adjusted EBITDA in lieu of Underlying EBITDA, we have also adopted the term Consolidated EBITDA (Leverage) to replace the prior terminology for the purposes of leverage calculations to avoid confusion and to align to the terminology in the legal agreements. The above sets out Consolidated EBITDA (Leverage) as per the legal proforma

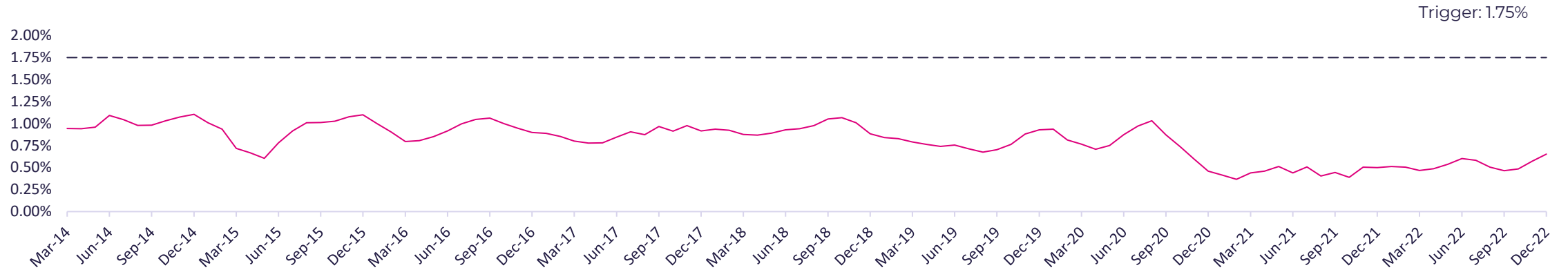
# NET LEVERAGE

Net leverage										
(£ millions)	Q2 FY23	Q1 FY23	Q4 FY22	Q3 FY22	Q2 FY22	Q1 FY22	Q4 FY21	Q3 FY21	Q2 FY21	Q1 FY21
<b>Cash and bank balances</b>	<b>4.0</b>	<b>26.9</b>	<b>43.4</b>	<b>41.7</b>	<b>5.6</b>	<b>22.0</b>	<b>78.1</b>	<b>92.5</b>	<b>55.7</b>	<b>120.5</b>
Fixed rate notes	(575.0)	(575.0)	(575.0)	(575.0)	(575.0)	(575.0)	(550.0)	(550.0)	(550.0)	(550.0)
Revolving credit facility	-	(150.0)	(75.0)	(150.0)	-	(90.0)	(90.0)	(150.0)	-	(150.0)
Other debt	(39.2)	(38.8)	(42.2)	(0.2)	(8.2)	(2.7)	(0.7)	(0.8)	(1.1)	(1.6)
Total gross debt (excluding securitisation)	(614.2)	(763.8)	(692.2)	(725.2)	(583.2)	(667.7)	(640.7)	(700.8)	(551.1)	(701.6)
<b>Total net debt (excluding securitisation)</b>	<b>(610.2)</b>	<b>(736.9)</b>	<b>(648.8)</b>	<b>(683.5)</b>	<b>(577.6)</b>	<b>(645.7)</b>	<b>(562.6)</b>	<b>(608.3)</b>	<b>(495.4)</b>	<b>(581.1)</b>
<b>LTM Consolidated EBITDA (Leverage)</b>	<b>220.5</b>	<b>246.1</b>	<b>244.7</b>	<b>266.2</b>	<b>274.4</b>	<b>262.2</b>	<b>256.5</b>	<b>262.5</b>	<b>247.3</b>	<b>239.4</b>
<b>Net leverage</b>	<b>2.77x</b>	<b>2.99x</b>	<b>2.65x</b>	<b>2.57x</b>	<b>2.10x</b>	<b>2.46x</b>	<b>2.19x</b>	<b>2.32x</b>	<b>2.00x</b>	<b>2.43x</b>

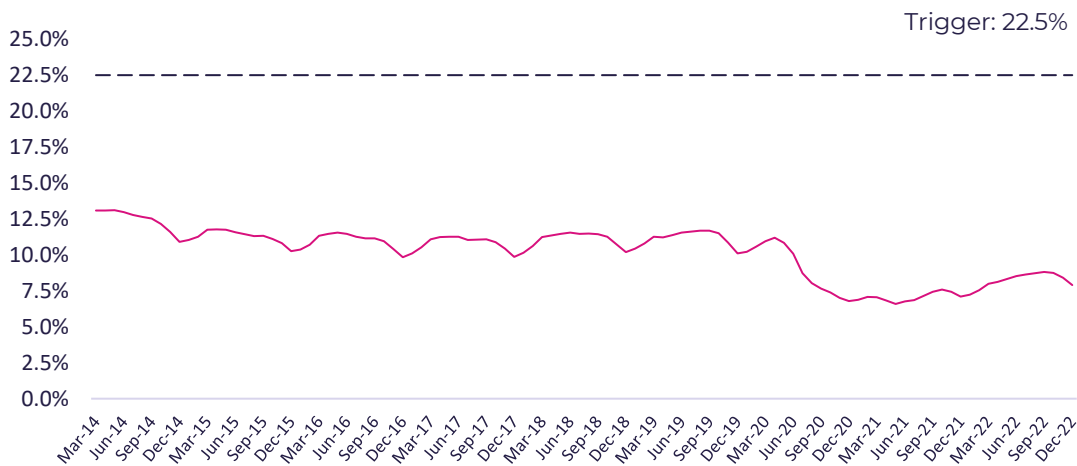
1 – LTM Consolidated EBITDA (Leverage) is updated terminology as Adjusted EBITDA is used elsewhere. The new terminology aligns with that used in the legal agreements and is reconciled as per the legal proforma on the prior page.

# SECURITISATION PERFORMANCE COVENANTS

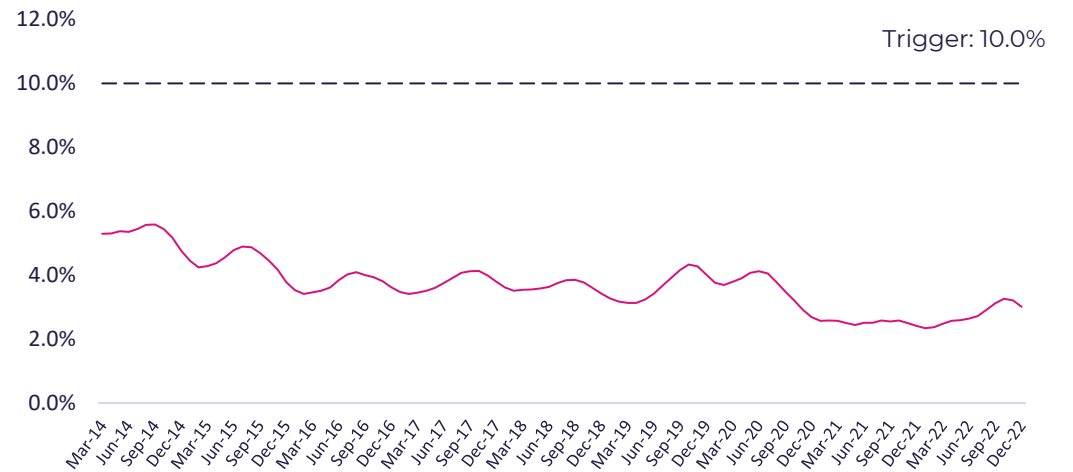
Default three month moving average



One to five month delinquency rates



Five-plus months delinquency rates



# BALANCE SHEET

(£ millions)	Q2 FY23	Q2 FY22 Restated <sup>1</sup>
<b>Non-current assets</b>	<b>1,225.3</b>	<b>753.5</b>
<b>Current assets</b>	<b>1,984.0</b>	<b>2,451.0</b>
<i>Of which:</i>		
<i>Inventories</i>	126.6	118.7
<i>Trade and other receivables</i>	1,846.8	2,324.4
<i>Cash and bank balances</i>	4.0	5.6
<b>Current liabilities</b>	<b>(764.8)</b>	<b>(760.7)</b>
<i>Of which:</i>		
<i>Trade and other payables</i>	(663.3)	(692.9)
<i>Provisions</i>	(3.2)	(9.3)
<i>Securitisation borrowings</i>	(50.0)	-
<i>Retirement benefit obligations</i>	-	-
<b>Non-current liabilities</b>	<b>(2,250.3)</b>	<b>(2,269.6)</b>
<i>Of which:</i>		
<i>Retirement benefit obligations</i>	(1.3)	(1.6)
<i>Securitisation borrowings</i>	(1,504.7)	(1,499.4)
<b>Total equity and liabilities</b>	<b>(3,209.3)</b>	<b>(3,204.5)</b>

<sup>1</sup> – FY22 comparators have been restated to reflect the impact of the SaaS accounting policy change which was effective from Q4 FY22