

# *DATA BOOK*

*For The Fiscal Year Ended March,2002*

ACOM CO.,LTD.

April 2002  
Code No. 8572

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## Notes to DATA BOOK

### Notes:1. Forward Looking Statements

The figures contained in this DATA BOOK with respect to ACOM's plans and strategies and other statements that are not historical facts are forward-looking statements about the future performance of ACOM which are based on management's assumptions and belief in light of the information currently available to it and involve risks and uncertainties and actual results may differ from those in the forward-looking statements as a results of various facts. Potential risks and uncertainties include, without limitation, general economic conditions in ACOM's market and changes in the size of the overall market for consumer loans, the rate of default by customers, the level of interest rates paid on the ACOM's debt and legal limits on interest rates charged by ACOM.

- :2. All amounts less than one million have been truncated. Percentage figures have been as a result of rounding.
- :3. The average balance of unsecured loans for consumers per account in the amount of five hundred yen or more have been rounded upward to the nearest one thousand yen, and that the amounts of adjusted per share data have been as a result of rounding.
- :4. The total amounts shown in the tables may do not necessarily aggregate up with the sums of the individual amounts.
- :5. Estimated growth ratio from year to year have been calculated based on the amount in yen.
- :6. Certain amounts in the previous fiscal years have been reclassified to conform with the fiscal year ended March 31,1999.
- :7. The term "non-interest-bearing balance" refers to fractional balances that arise when loan balances paid back by ATM remittance and other means are less than 1,000 yen. From October 2000, non-interest bearing balance and number of account are included in the receivables outstanding and number of customer accounts.
- :8. From the interim accounting period ended September 30, 2001, figures for financial expenses include bond issue expenses.
- :9. "(E)" indicates estimates.
- :10. "yoy p.p." indicates year on year percentage point.

## 1. Consolidated Subsidiaries and Equity-Method Affiliates

Name of company	Equity owned by ACOM	Summary of business
<b>&lt;Domestic&gt; Consolidated subsidiaries: 10 Equity-method affiliates: 2</b>		
JCK CREDIT CO., LTD.	100%	Installment sales finance and unsecured loan business
IR Loan Servicing, Inc.	60%	Servicing
[Equity-Method Affiliate] ASCOT CO., LTD.	38.25%	Fiduciary business to open up, on the internet, new customers with respect to consumer loans and credit card
[Equity-Method Affiliate] Tokyo-Mitsubishi Cash One Ltd.	35%	Unsecured loan business
ACOM RENTAL CO., LTD.	100%	Comprehensive rental
JLA INCORPORATED	100%	Advertising agency, interior design and construction of service outlets.
ACOM RESEARCH INSTITUTE, INC.	100%	Surveys and research on trend in household expenditures
AJAST Ltd.	25% ( 75%)	Insurance agency.
ACOM ESTATE CO., LTD.	100%	Management of real estates in Japan
ABS CO., LTD.	0% ( 100%)	Maintenance of buildings and other properties.
A B PARTNER CO., LTD.	100%	Clerical work and temporary personal services.
AVRS CO., LTD.	100%	-
<b>&lt;Overseas&gt; Consolidated Subsidiaries: 6 Equity-Method Affiliate: 1</b>		
SIAM A&C CO., LTD.	49%	Hire purchase and unsecured loan business in Thailand.
[Equity-Method Affiliate] CHAILEASE ACOM FINANCE CO., LTD.	40%	Hire purchase business in Taiwan.
ACOM CAPITAL CO., LTD.	100%	Financial services for ACOM (Special Purpose Company).
ACOM PACIFIC, INC.	100%	Lease of health resorts in Guam (U.S.A.)
ACOM (U.S.A.) INC.	100%	-
ACOM INTERNATIONAL, INC.	100%	-
1990 K PARTNERSHIP	0% ( 100%)	-

Notes: 1. Figures in parentheses are indirect ownership by ACOM CO., LTD.  
2. SIAM A&C CO., LTD. started unsecured loan business in July 2001.  
3. Tokyo-Mitsubishi Cash One Ltd. started operation in March 4, 2002.  
4. JUKI CREDIT CO., LTD. changed its company name to JCK CREDIT CO., LTD. on September 1, 2001.  
5. E\*NetCard CO., LTD. changed its company name to ASCOT CO., LTD. on August 1, 2001.  
6. 1990 K PARTNERSHIP was dissolved on December 31, 2001 as a result of selling commercial building.  
7. AVRS CO., LTD., ACOM (U.S.A.) INC., and ACOM INTERNATIONAL, INC. suspended their operation.

Trend in Actual Results and Estimates (Consolidated)

2. Consolidated Income and Expenses

(Millions of yen)

	2001/3				2002/3					2003/3 (E)				
	yoy %	ACOM	Consolidated /Unconsolidated ratio		yoy		ACOM	Consolidated /Unconsolidated ratio	yoy		ACOM	Consolidated /Unconsolidated ratio		
Operating Income	375,674	9.3	366,712	1.024	414,918	39,243	10.4	400,818	1.035	443,200	28,281	6.8	424,000	1.045
Operating Profit	160,310	10.2	158,507	1.011	171,248	10,938	6.8	168,961	1.014	179,200	7,951	4.6	174,600	1.026
Non-operating Income	1,746	28.8	1,670	-	2,027	280	16.1	2,126	-	1,000	-1,027	-50.7	2,050	-
Non-operating Expenses	1,245	-60.3	1,115	-	1,440	194	15.6	407	-	3,500	2,059	143.0	50	-
Income Before Extraordinary Items	160,811	11.9	159,062	1.011	171,836	11,024	6.9	170,680	1.007	176,700	4,863	2.8	176,600	1.001
Income Before Income Taxes	154,847	9.6	152,915	-	166,880	12,032	7.8	163,767	-	171,600	4,719	2.8	171,400	-
Net Income	81,369	9.4	80,757	1.008	95,637	14,267	17.5	94,777	1.009	97,300	1,662	1.7	98,800	0.985

3. Consolidated Operating Income

(Millions of yen)

	1998/3		1999/3		2000/3		2001/3		2002/3		2003/3 (E)	
	yoy %		yoy %		yoy %		yoy %		yoy %		yoy %	
Operating Income	-	-	-	-	343,644	-	375,674	9.3	414,918	10.4	443,200	6.8
Financial Business	-	-	-	-	335,515	-	368,113	9.7	408,431	11.0	435,200	6.6
Loan Business	-	-	-	-	323,306	-	348,295	7.7	380,553	9.3	400,400	5.2
Credit Card Business	-	-	-	-	464	-	2,353	407.3	3,771	60.2	5,800	53.8
Installment Sales Finance Business	-	-	-	-	11,745	-	17,446	48.5	23,595	35.2	26,000	10.2
Guarantee Business	-	-	-	-	-	-	-	-	319	-	2,200	587.9
Loan Servicing Business	-	-	-	-	-	-	-	-	191	-	800	318.5
Others	-	-	-	-	-	-	17	-	0	-100.0	0	-100.0
Other Business	-	-	-	-	8,127	-	7,561	-7.0	6,487	-14.2	8,000	23.3
Rental Business	-	-	-	-	6,719	-	5,569	-17.1	3,853	-30.8	4,000	3.8
Others	-	-	-	-	1,407	-	1,991	41.5	2,634	32.3	4,000	51.9

3-2. Consolidated Operating Income

[Composition Ratio by Segment]

(%)

	1998/3	1999/3	2000/3	2001/3	2002/3	2003/3 (E)
Operating Income	-	-	100.0	100.0	100.0	100.0
Loan Business	-	-	94.1	92.7	91.7	90.3
Credit Card Business	-	-	0.1	0.6	0.9	1.3
Installment Sales Finance Business	-	-	3.4	4.7	5.7	5.9
Guarantee Business	-	-	-	-	0.1	0.5
Loan Servicing Business	-	-	-	-	0.0	0.2
Rental Business	-	-	2.0	1.5	0.9	0.9
Others	-	-	0.4	0.5	0.7	0.9

4. Receivables Outstanding by Segment

	1998/3		1999/3		2000/3		2001/3		2002/3		2003/3 (E)	
		yoy %		yoy %		yoy %		yoy %		yoy %		yoy %
Receivables Outstanding (Millions of yen)	-	-	-	-	1,478,703	-	1,720,616	16.4	1,888,413	9.8	2,048,000	8.5
Loans Business	-	-	-	-	1,347,757	-	1,497,045	11.1	1,618,660	8.1	1,727,500	6.7
ACOM CO., LTD.	-	-	-	-	1,347,757	-	1,496,237	11.0	1,616,837	8.1	1,715,100	6.1
JCK CREDIT CO., LTD.	-	-	-	-	-	-	808	-	327	-59.5	100	-69.5
SIAM A&C CO., LTD.	-	-	-	-	-	-	-	-	1,495	-	12,300	722.5
Credit Card Business	-	-	-	-	6,359	-	19,735	210.3	32,102	62.7	52,500	63.5
ACOM MasterCard	-	-	-	-	6,167	-	19,157	210.6	31,388	63.8	51,050	62.5
JCK CREDIT CO., LTD.	-	-	-	-	-	-	405	-	624	54.1	800	28.1
SIAM A&C CO., LTD.	-	-	-	-	-	-	-	-	-	-	600	-
Installment Sales Finance Business	-	-	-	-	124,586	-	203,834	63.6	237,502	16.5	267,100	12.5
ACOM CO., LTD.	-	-	-	-	121,933	-	150,581	23.5	161,247	7.1	171,800	6.5
JCK CREDIT CO., LTD.	-	-	-	-	-	-	49,112	-	69,996	42.5	87,200	24.6
SIAM A&C CO., LTD.	-	-	-	-	2,652	-	4,140	56.1	6,258	51.1	8,100	29.4
Loan Servicing Business	-	-	-	-	-	-	-	-	147	-	900	510.0

Note: Figures for SIAM A&C CO., LTD. are results as of December 31 settlement date.

5. Number of Customer Accounts by Segment

	1998/3		1999/3		2000/3		2001/3		2002/3		2003/3 (E)	
		yoy %		yoy %		yoy %		yoy %		yoy %		yoy %
Loan Business	-	-	-	-	2,669,016	-	2,898,760	8.6	3,058,274	5.5	3,270,400	6.9
ACOM CO., LTD.	-	-	-	-	2,669,016	-	2,893,789	8.4	3,035,706	4.9	3,107,100	2.4
JCK CREDIT CO., LTD.	-	-	-	-	-	-	4,971	-	2,719	-45.3	1,300	-52.2
SIAM A&C CO., LTD.	-	-	-	-	-	-	-	-	19,849	-	162,000	716.2
Credit Card Business	-	-	-	-	404,941	-	781,590	93.0	1,016,544	30.1	1,198,300	17.9
ACOM MasterCard	-	-	-	-	380,396	-	752,509	97.8	1,004,118	33.4	1,185,700	18.1
JCK CREDIT CO., LTD.	-	-	-	-	-	-	3,238	-	4,952	52.9	5,800	17.1
SIAM A&C CO., LTD.	-	-	-	-	-	-	-	-	-	-	6,500	-
Installment Sales Finance	-	-	-	-	415,065	-	768,882	85.2	905,725	17.8	1,057,300	16.7
ACOM CO., LTD.	-	-	-	-	358,400	-	446,217	24.5	486,532	9.0	510,900	5.0
JCK CREDIT CO., LTD.	-	-	-	-	-	-	212,068	-	246,786	16.4	292,700	18.6
SIAM A&C CO., LTD.	-	-	-	-	56,665	-	110,597	95.2	172,407	55.9	253,700	47.2
Loan Servicing Business	-	-	-	-	-	-	-	-	1,468	-	-	-
Rental Business	-	-	-	-	604,558	-	347,918	-42.5	15,978	-95.4	-	-

Notes :1.Loan Business: Number of customer accounts with outstanding that includes non-interest bearing balance.

:2.ACOM MasterCard: Cardholders.

:3.Installment Sales Finance Business: Number of contracts with receivable outstanding.

:4.Loan Servicing Business: Number of accounts for purchased loans.

:5.Rental Business: Number of users during the fiscal year .

*Trend in Actual Results and Estimates (Non-Consolidated)*

6. Income and Expenses

(Millions of yen)

	1 9 9 8/3		1 9 9 9/3		2 0 0 0/3		2 0 0 1/3		2 0 0 2/3		2 0 0 3/3 (E)	
		yoy %		yoy %		yoy %		yoy %		yoy %		yoy %
Operating Income	284,632	10.1	310,521	9.1	341,767	10.1	366,712	7.3	<b>400,818</b>	<b>9.3</b>	<b>424,000</b>	<b>5.8</b>
Loan Business	263,697	10.9	286,359	8.6	316,490	10.5	341,456	7.9	<b>373,235</b>	<b>9.3</b>	<b>390,700</b>	<b>4.7</b>
Operating Expenses	170,029	5.9	183,412	7.9	197,392	7.6	208,205	5.5	<b>231,857</b>	<b>11.4</b>	<b>249,400</b>	<b>7.6</b>
Financial Expenses	29,844	-11.0	28,777	-3.6	29,250	1.6	28,933	-1.1	<b>28,622</b>	<b>-1.1</b>	<b>33,400</b>	<b>16.7</b>
Other Operating Expenses	139,611	10.7	153,105	9.7	167,894	9.7	179,190	6.7	<b>203,235</b>	<b>13.4</b>	<b>216,000</b>	<b>6.3</b>
Operating Profit	114,603	17.2	127,109	10.9	144,374	13.6	158,507	9.8	<b>168,961</b>	<b>6.6</b>	<b>174,600</b>	<b>3.3</b>
Non-operating Income	1,517	-19.7	1,324	-12.7	1,319	-0.4	1,670	26.6	<b>2,126</b>	<b>27.3</b>	<b>2,050</b>	<b>-3.3</b>
Non-operating Expenses	1,256	47.3	993	-21.0	2,958	197.9	1,115	-62.3	<b>407</b>	<b>-63.5</b>	<b>50</b>	<b>-88.2</b>
Loss on Revaluation of Marketable Securities	847	11.2	330	-60.9	622	88.1	-	-	-	-	-	-
Income Before Extraordinary Items	114,863	16.2	127,440	10.9	142,735	12.0	159,062	11.4	<b>170,680</b>	<b>7.3</b>	<b>176,600</b>	<b>3.5</b>
Extraordinary Income	11	-49.8	28	153.8	656	-	1,561	137.8	<b>1</b>	<b>-99.9</b>	-	-
Extraordinary Losses	9,906	-14.3	4,418	-55.4	3,178	-28.1	7,708	142.6	<b>6,914</b>	<b>-10.3</b>	<b>5,200</b>	<b>-25.4</b>
Loss on Sales of Fixed Assets	7,607	-14.5	2,027	-73.4	2,085	2.9	3,854	84.8	<b>5,579</b>	<b>44.8</b>	<b>4,300</b>	<b>-22.0</b>
Loss on Revaluation of Investments in Securities	992	22.2	549	-44.6	106	-80.7	1,340	-	<b>411</b>	<b>-69.3</b>	-	-
Income Before Income Taxes	104,968	20.2	123,049	17.2	140,213	13.9	152,915	9.1	<b>163,767</b>	<b>7.1</b>	<b>171,400</b>	<b>4.7</b>
Income Taxes, current	60,936	20.8	66,550	9.2	69,030	3.7	74,950	8.6	<b>79,360</b>	<b>5.9</b>	<b>75,000</b>	<b>-5.4</b>
Enterprise Taxes	12,336	20.5	13,150	6.6	13,220	0.5	14,350	8.5	<b>16,960</b>	<b>18.2</b>	<b>16,200</b>	<b>-4.6</b>
Income Taxes, deferred	-	-	-	-	-2,854	-	-2,791	-2.2	<b>-10,370</b>	<b>271.4</b>	<b>-2,400</b>	<b>-75.9</b>
Net Income	44,032	19.4	56,499	28.3	74,038	31.0	80,757	9.1	<b>94,777</b>	<b>17.4</b>	<b>98,800</b>	<b>4.2</b>

Trend in Actual Results and Estimates (Non-Consolidated)

7. Operating Income

(Millions of yen)

	1998/3		1999/3		2000/3		2001/3		2002/3		2003/3 (E)	
		yoy %		yoy %		yoy %		yoy %		yoy %		yoy %
Operating Income	284,632	10.1	310,521	9.1	341,767	10.1	366,712	7.3	400,818	9.3	424,000	5.8
Loan Business	263,697	10.9	286,359	8.6	316,490	10.5	341,456	7.9	373,235	9.3	390,700	4.7
Unsecured Loans	256,662	11.2	278,684	8.6	308,205	10.6	333,349	8.2	365,091	9.5	382,100	4.7
Consumers	256,660	11.2	278,452	8.5	307,697	10.5	332,936	8.2	364,814	9.6	381,900	4.7
Commercials	1	-	232	-	508	118.8	413	-18.7	277	-32.9	200	-35.4
Secured Loans	7,035	1.2	7,675	9.1	8,284	7.9	8,106	-2.2	8,143	0.5	8,600	5.8
Credit Card Business	7	14.9	15	99.8	451	-	2,323	414.8	3,692	58.9	5,700	54.7
ACOM MasterCard	-	-	-	-	428	-	2,298	436.1	3,676	59.9	5,700	55.2
Installment Sales Finance Business	5,929	21.0	8,364	41.1	11,136	33.1	14,287	28.3	16,278	13.9	16,800	2.9
Guarantee Business	-	-	-	-	-	-	-	-	319	-	2,200	588.0
Rental Business	8,538	-7.1	7,507	-12.1	6,395	-14.8	1,591	-75.1	-	-	-	-
Audio-Visual Software	5,198	-10.3	4,247	-18.3	3,007	-29.2	1,591	-47.1	-	-	-	-
Hardware	3,174	11.1	3,149	-0.8	3,388	7.6	-	-	-	-	-	-
Other	166	-69.5	110	-33.6	-	-	-	-	-	-	-	-
Sales	723	-36.3	1,755	142.7	320	-81.7	103	-67.7	-	-	-	-
Others	5,735	6.0	6,519	13.7	6,972	7.0	6,950	-0.3	7,292	4.9	8,600	17.9
Other Financial Income	647	13.3	815	26.0	367	-54.9	74	-79.7	23	-69.1	0	-60.7
Other Operating Income	5,088	5.2	5,704	12.1	6,605	15.8	6,875	4.1	7,268	5.7	8,600	18.7
Collection of Bad Debts Deducted	4,720	6.0	5,265	11.6	6,134	16.5	6,508	6.1	6,938	6.6	7,450	7.5

7-2. Operating Income

[Composition Ratio by Segment]

(%)

	1998/3	1999/3	2000/3	2001/3	2002/3	2003/3 (E)
Operating Income	100.0	100.0	100.0	100.0	100.0	100.0
Loan Business	92.6	92.2	92.6	93.1	93.1	92.1
Credit Card Business	0.0	0.0	0.1	0.6	0.9	1.4
Installment Sales Finance Business	2.1	2.7	3.3	3.9	4.1	4.0
Guarantee Business	-	-	-	-	0.1	0.5
Rental Business	3.0	2.4	1.9	0.5	-	-
Sales	0.3	0.6	0.1	0.0	-	-
Others	2.0	2.1	2.0	1.9	1.8	2.0

## 8. Operating Expenses

(Millions of yen)

	1998/3		1999/3		2000/3		2001/3		2002/3		2003/3 (E)	
		yoy %		yoy %		yoy %		yoy %		yoy %		yoy %
Operating Expenses	170,029	5.9	183,412	7.9	197,392	7.6	208,205	5.5	231,857	11.4	249,400	7.6
Financial Expenses	29,844	-11.0	28,777	-3.6	29,250	1.6	28,933	-1.1	28,622	-1.1	33,400	16.7
Cost of Sales	572	-41.4	1,529	167.1	247	-83.8	81	-67.1	-	-	-	-
Other Operating Expenses	139,611	10.7	153,105	9.7	167,894	9.7	179,190	6.7	203,235	13.4	216,000	6.3
Personnel Costs	35,058	1.7	33,179	-5.4	35,200	6.1	34,125	-3.1	35,782	4.9	38,000	6.2
Provision for Bad Debts	30,033	30.7	39,755	32.4	47,461	19.4	51,654	8.8	69,984	35.5	73,400	4.9
Bad Debt Write-offs	27,433	29.5	32,355	17.9	37,461	15.8	44,392	18.5	54,251	22.2	65,900	21.5
Additional Allowance for Bad Debts	2,600	44.4	7,400	184.6	10,000	35.1	7,261	-27.4	15,733	116.7	7,500	-52.3
Advertising and Promotional Expenses	14,419	-2.4	13,513	-6.3	15,693	16.1	20,216	28.8	19,304	-4.5	18,200	-5.7
Administrative Expenses	13,991	2.4	14,857	6.2	15,770	6.1	15,242	-3.3	15,487	1.6	16,400	5.9
Expenses for Computer Operation and Development	15,120	30.6	19,189	26.9	18,617	-3.0	20,070	7.8	23,336	16.3	25,400	8.8
Fees	6,411	9.1	8,782	37.0	9,515	8.3	9,761	2.6	11,241	15.2	12,400	10.3
Insurance Expenses	2,676	12.1	3,272	22.3	5,776	76.5	6,578	13.9	6,247	-5.0	9,000	44.0
Depreciation Expenses	4,865	1.7	5,112	5.1	4,741	-7.2	4,211	-11.2	3,829	-9.1	3,500	-8.6
Taxes and Other Public Charges	5,254	34.9	5,633	7.2	5,737	1.8	6,568	14.5	6,851	4.3	7,200	5.1
Others	11,781	0.6	9,807	-16.8	9,380	-4.4	10,759	14.7	11,169	3.8	12,500	11.9

## 8-2. Operating Expenses

[Ratio of Operating Expenses to Operating Income]

(%)

	1998/3		1999/3		2000/3		2001/3		2002/3		2003/3 (E)	
		yoy p.p.		yoy p.p.		yoy p.p.		yoy p.p.		yoy p.p.		yoy p.p.
Operating Expenses	59.7	-2.4	59.1	-0.6	57.8	-1.3	56.8	-1.0	57.8	1.0	58.8	1.0
Financial Expenses	10.5	-2.4	9.3	-1.2	8.6	-0.7	7.9	-0.7	7.1	-0.8	7.9	0.8
Cost of Sales	0.2	-0.2	0.5	0.3	0.1	-0.4	0.0	-0.1	-	-	-	-
Other Operating Expenses	49.0	0.2	49.3	0.3	49.1	-0.2	48.9	-0.2	50.7	1.8	50.9	0.2
Personnel Costs	12.3	-1.0	10.7	-1.6	10.3	-0.4	9.3	-1.0	8.9	-0.4	8.9	0.0
Provision for Bad Debts	10.6	1.7	12.8	2.2	13.9	1.1	14.1	0.2	17.5	3.4	17.3	-0.2
Bad Debt Write-offs	9.7	1.5	10.4	0.7	11.0	0.6	12.1	1.1	13.6	1.5	15.5	1.9
Additional Allowance for Bad Debts	0.9	0.2	2.4	1.5	2.9	0.5	2.0	-0.9	3.9	1.9	1.8	-2.1
Advertising and Promotional Expenses	5.1	-0.6	4.3	-0.8	4.6	0.3	5.5	0.9	4.8	-0.7	4.3	-0.5
Administrative Expenses	4.9	-0.4	4.8	-0.1	4.6	-0.2	4.2	-0.4	3.9	-0.3	3.9	0.0
Expenses for Computer Operation and Development	5.3	0.8	6.2	0.9	5.4	-0.8	5.5	0.1	5.8	0.3	6.0	0.2
Fees	2.3	0.0	2.8	0.5	2.8	0.0	2.7	-0.1	2.8	0.1	2.9	0.1
Insurance Expenses	0.9	0.0	1.1	0.2	1.7	0.6	1.8	0.1	1.6	-0.2	2.1	0.5
Depreciation Expenses	1.7	-0.2	1.6	-0.1	1.4	-0.2	1.1	-0.3	0.9	-0.2	0.8	-0.1
Taxes and Other Public Charges	1.8	0.3	1.8	0.0	1.7	-0.1	1.8	0.1	1.7	-0.1	1.7	0.0
Others	4.1	-0.4	3.2	-0.9	2.7	-0.5	2.9	0.2	2.8	-0.1	3.0	0.2

Note: Ratio of operating expenses to operating income = Operating expenses / Operating income

*Trend in Actual Results and Estimates (Non-Consolidated)*

9. Receivables Outstanding

	1998/3		1999/3		2000/3		2001/3		2002/3		2003/3 (E)	
		yoy %		yoy %		yoy %		yoy %		yoy %		yoy %
Receivables Outstanding (Millions of yen)	1,147,108	12.4	1,297,689	13.1	1,476,050	13.7	1,666,149	12.9	1,809,564	8.6	1,938,000	7.1
Loans Business	1,083,214	11.3	1,206,401	11.4	1,347,757	11.7	1,496,237	11.0	1,616,837	8.1	1,715,100	6.1
Unsecured Loans	1,015,368	11.7	1,133,197	11.6	1,273,899	12.4	1,428,196	12.1	1,548,894	8.5	1,639,500	5.8
Consumers	1,015,306	11.7	1,131,255	11.4	1,271,865	12.4	1,426,696	12.2	1,547,850	8.5	1,638,800	5.9
Commercials	62	-	1,941	-	2,034	4.8	1,499	-26.3	1,043	-30.4	700	-32.9
Secured Loans	67,845	5.1	73,204	7.9	73,857	0.9	68,041	-7.9	67,942	-0.1	75,600	11.3
Real Estate Card Loan	37,123	8.3	42,744	15.1	45,454	6.3	49,663	9.3	53,509	7.7	61,300	14.5
Credit Card Business	94	43.4	135	42.5	6,359	-	19,330	204.0	31,478	62.8	51,100	62.2
ACOM MasterCard	-	-	-	-	6,167	-	19,157	210.6	31,388	63.8	51,050	62.5
Others	94	43.4	135	42.5	192	41.9	172	-10.1	90	-47.7	50	-45.1
Installment Sales Finance Business	63,799	36.8	91,152	42.9	121,933	33.8	150,581	23.5	161,247	7.1	171,800	6.6
Average Balance of Unsecured Loans for Consumers per Account (Thousands of yen)	415	4.3	442	6.5	479	8.4	496	3.5	512	3.2	530	3.5
							( 513 )	( 7.1 )	( 541 )	( 5.5 )		

Guaranteed loans receivable	-	-	-	-	-	-	-	-	9,539	-	74,800	684.3
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Note: The figure in bracket represents the amounts of loans exclusive of non-interest-bearing balance.

10. Number of Customer Accounts

	1998/3		1999/3		2000/3		2001/3		2002/3		2003/3 (E)	
		yoy %		yoy %		yoy %		yoy %		yoy %		yoy %
Loan Business	2,458,691	7.0	2,572,127	4.6	2,669,016	3.8	2,893,789	8.4	3,035,706	4.9	3,107,100	2.4
Unsecured Loans	2,446,935	7.1	2,559,255	4.6	2,655,803	3.8	2,880,304	8.5	3,021,780	4.9	3,092,300	2.3
Consumers	2,446,922	7.1	2,558,273	4.6	2,654,651	3.8	2,879,293	8.5	3,020,908	4.9	3,091,600	2.3
Commercials	13	-	982	-	1,152	17.3	1,011	-12.2	872	-13.7	700	-19.7
Secured Loans	11,756	4.1	12,872	9.5	13,213	2.6	13,485	2.1	13,926	3.3	14,800	6.3
Credit Card Business	5,492	834.0	22,132	303.0	404,941	-	778,352	92.2	1,011,592	30.0	1,185,800	17.2
ACOM MasterCard	-	-	-	-	380,396	-	752,509	97.8	1,004,118	33.4	1,185,700	18.1
Others	5,492	834.0	22,132	303.0	24,545	10.9	25,843	5.3	7,474	-71.1	100	-98.8
Installment Sales Finance	217,420	30.8	286,327	31.7	358,400	25.2	446,217	24.5	486,532	9.0	510,900	5.0

- Notes :1.Loan Business: Number of customer accounts with outstanding.  
2.ACOM MasterCard: Cardholders.  
3.Others: "ACOSIS" A system for settling Internet shopping transaction and other.  
4.Installment Sales Finance Business: Number of contracts with receivables outstanding.  
5.The figures in bracket represent the number of loan customer accounts exclusive of non-interest-bearing balance.

*Trend in Actual Results and Estimates (Non-Consolidated)*

11. Number of New Loan Customers

	1998/3		1999/3		2000/3		2001/3		2002/3		2003/3 (E)	
		yoy %		yoy %		yoy %		yoy %		yoy %		yoy %
Number of New Loan Customers	476,775	-16.0	453,123	-5.0	427,886	-5.6	443,100	3.6	443,538	0.1	451,210	1.7
Unsecured Loans	476,502	-16.0	452,770	-5.0	427,367	-5.6	442,110	3.4	442,184	0.0	450,010	1.8
Consumers	476,493	-16.0	452,747	-5.0	427,345	-5.6	442,092	3.5	442,165	0.0	450,000	1.8
Commercials	9	-	23	155.6	22	-4.3	18	-18.2	19	5.6	10	-36.8
Secured Loans	273	-29.1	353	29.3	519	47.0	990	90.8	1,354	36.8	1,200	-11.4

12. Number of Loan Business Outlets

	1998/3		1999/3		2000/3		2001/3		2002/3		2003/3 (E)	
		yoy		yoy		yoy		yoy		yoy		yoy
Number of Loan Business Outlets	1,126	303	1,521	395	1,635	114	1,741	106	1,761	20	1,765	4
Staffed	516	-16	509	-7	512	3	521	9	521	0	511	-10
Unstaffed	610	319	1,012	402	1,123	111	1,220	97	1,240	20	1,254	14

13. MUJINKUN

	1998/3		1999/3		2000/3		2001/3		2002/3		2003/3 (E)	
		yoy		yoy		yoy		yoy		yoy		yoy
Number of MUJINKUN Outlets	1,106	324	1,507	401	1,623	116	1,733	110	1,749	16	1,757	8
Number of MUJINKUN Machines	1,108	323	1,509	401	1,625	116	1,735	110	1,751	16	1,759	8

14. Cash Dispensers and ATMs

	1998/3		1999/3		2000/3		2001/3		2002/3		2003/3 (E)	
		yoy		yoy		yoy		yoy		yoy		yoy
Number of Cash Dispensers and ATMs	12,051	1,280	14,594	2,543	18,478	3,884	30,819	12,341	49,777	18,958	-	-
Proprietary	1,421	337	1,824	403	1,944	120	2,053	109	2,068	15	2,072	4
Open 365 Days/Year	1,410	348	1,814	404	1,937	123	2,046	109	2,059	13	-	-
Open 24 Hours/Day	1,102	347	1,507	405	1,633	126	1,755	122	1,773	18	-	-
Tie-up	10,630	943	12,770	2,140	16,534	3,764	28,766	12,232	47,709	18,943	-	-
Others	-	-	-	-	-	-	7,611	7,611	7,611	0	-	-

Note: "Others" indicate agency to receive payment by convenience store.

15. Employees

	1998/3		1999/3		2000/3		2001/3		2002/3		2003/3 (E)	
		yoy		yoy		yoy		yoy		yoy		yoy
Number of Employees	4,287	-197	4,258	-29	4,314	56	4,321	7	4,366	45	4,377	11
Head Office	625	-90	664	39	658	-6	653	-5	670	17	794	124
Financial Service Business Division	3,373	-40	3,468	95	3,552	84	3,668	116	3,696	28	3,583	-113
Contact Center	-	-	-	-	-	-	-	-	335	335	750	415
Other Business Division	289	-67	126	-163	104	-22	-	-104	-	-	-	-

Note: With the spin-off of the hardware rental division in April 2000, there is currently no entity that corresponds to the "Other Business Division."

## 16. Loan Interest Rate

(%)

	1998/3		1999/3		2000/3		2001/3		2002/3		2003/3 (E)	
		yoy p.p.		yoy p.p.		yoy p.p.		yoy p.p.		yoy p.p.		yoy p.p.
Average Loan Interest Rate during the Fiscal Year	25.51	-0.61	25.08	-0.43	24.86	-0.22	24.08	-0.78	23.80	-0.28	23.46	-0.34
Unsecured Loans	26.52	-0.77	26.02	-0.50	25.70	-0.32	24.75	-0.95	24.32	-0.43	23.97	-0.35
Consumers	26.52	-0.77	26.02	-0.50	25.70	-0.32	24.76	-0.94	24.32	-0.44	23.97	-0.35
Commercials	15.45	-	24.43	8.98	24.08	-0.35	22.88	-1.20	21.59	-1.29	20.39	-1.20
Secured Loans	10.68	-0.15	10.88	0.20	11.20	0.32	11.33	0.13	12.13	0.80	12.08	-0.05

## 17. Unsecured Loans Receivable Outstanding for Consumers by Interest Rate

(Millions of yen)

Effective Annual Interest Rate	1998/3				1999/3				2000/3				2001/3				2002/3				2003/3 (E)			
	Number of Accounts	C.R.	Receivables Outstanding	C.R.	Number of Accounts	C.R.	Receivables Outstanding	C.R.	Number of Accounts	C.R.	Receivables Outstanding	C.R.	Number of Accounts	C.R.	Receivables Outstanding	C.R.	Number of Accounts	C.R.	Receivables Outstanding	C.R.	Number of Accounts	C.R.	Receivables Outstanding	C.R.
Loans Receivable Outstanding	2,446,922	100.0	1,015,306	100.0	2,558,273	100.0	1,131,255	100.0	2,654,651	100.0	1,271,865	100.0	2,879,293	100.0	1,426,696	100.0	3,020,908	100.0	1,547,850	100.0	-	-	1,638,800	100.0
28.470% and Higher	742,372	30.3	258,914	25.5	480,296	18.8	173,549	15.3	318,704	12.0	119,221	9.4	222,747	7.7	82,965	5.8	167,997	5.6	62,372	4.0	-	-	32,800	2.0
27.375%	933,802	38.2	325,964	32.1	1,279,140	50.0	454,270	40.2	1,459,659	55.0	536,453	42.2	1,541,140	53.5	554,181	38.8	1,665,353	55.1	597,408	38.6	-	-	543,300	33.2
25.000% - 26.500%	569,011	23.3	285,192	28.1	551,932	21.6	297,550	26.3	550,454	20.7	304,112	23.9	641,763	22.3	332,986	23.3	644,128	21.3	349,436	22.6	-	-	410,300	25.1
20.000% - 24.820%	144,819	5.9	108,842	10.7	177,486	6.9	159,279	14.1	223,033	8.4	204,425	16.1	330,606	11.4	282,329	19.9	376,548	12.5	332,221	21.5	-	-	410,100	25.0
18.250% - 19.000%	1,250	0.0	278	0.0	2,108	0.1	2,189	0.2	19,216	0.7	37,612	2.9	37,623	1.3	71,366	5.0	49,736	1.7	93,180	6.0	-	-	111,700	6.8
15.000% - 18.000%	19,912	0.8	26,718	2.7	22,643	0.9	33,176	2.9	33,481	1.3	57,751	4.5	52,370	1.9	90,123	6.3	58,501	1.9	98,799	6.4	-	-	115,300	7.0
Less than 15.000%	35,756	1.5	9,397	0.9	44,668	1.7	11,241	1.0	50,104	1.9	12,288	1.0	53,044	1.9	12,744	0.9	58,645	1.9	14,431	0.9	-	-	15,300	0.9

## 18. Unsecured Loans Receivable Outstanding by Classified Receivable Outstanding

(Millions of yen)

Classified Receivable Outstanding (Ten thousands of yen)	1998/3				1999/3				2000/3				2001/3				2002/3				2003/3 (E)			
	Number of Accounts	C.R.	Receivables Outstanding	C.R.	Number of Accounts	C.R.	Receivables Outstanding	C.R.	Number of Accounts	C.R.	Receivables Outstanding	C.R.	Number of Accounts	C.R.	Receivables Outstanding	C.R.	Number of Accounts	C.R.	Receivables Outstanding	C.R.	Number of Accounts	C.R.	Receivables Outstanding	C.R.
10	304,341	12.4	21,141	2.1	295,297	11.5	20,481	1.8	288,843	10.9	20,133	1.6	372,972	13.0	19,576	1.4	438,426	14.5	20,039	1.3	-	-	20,300	1.2
10 < 30	583,947	23.9	132,248	13.0	583,877	22.8	131,855	11.7	568,346	21.4	128,577	10.1	570,692	19.8	129,995	9.1	558,095	18.5	127,094	8.2	-	-	124,900	7.6
30 < 50	1,229,782	50.3	560,099	55.2	1,282,495	50.1	586,541	51.8	1,327,624	50.0	609,559	47.9	1,385,383	48.1	637,882	44.7	1,396,722	46.2	643,286	41.6	-	-	647,400	39.5
50 < 100	310,838	12.7	272,011	26.8	344,039	13.5	303,527	26.8	372,173	14.0	329,124	25.9	386,856	13.4	338,669	23.7	387,674	12.9	333,173	21.5	-	-	329,000	20.1
100 <	18,014	0.7	29,805	2.9	52,565	2.1	88,850	7.9	97,665	3.7	184,470	14.5	163,390	5.7	300,571	21.1	239,991	7.9	424,257	27.4	-	-	517,200	31.6
Total	2,446,922	100.0	1,015,306	100.0	2,558,273	100.0	1,131,255	100.0	2,654,651	100.0	1,271,865	100.0	2,879,293	100.0	1,426,696	100.0	3,020,908	100.0	1,547,850	100.0	-	-	1,638,800	100.0

## 19. Bad Debt Write-offs

	1998/3		1999/3		2000/3		2001/3		2002/3		2003/3 (E)	
		yoy %		yoy %		yoy %		yoy %		yoy %		yoy %
Bad Debt Write-offs (Millions of yen)	27,433	29.5	32,355	17.9	37,461	15.8	44,392	18.5	54,251	22.2	65,900	21.5
Loans Receivable	27,044	29.6	31,778	17.5	36,739	15.6	42,847	16.6	51,003	19.0	61,600	20.9
Unsecured Loans	26,197	28.4	31,042	18.5	35,958	15.8	39,839	10.8	49,713	24.8	61,400	23.5
Secured Loans	846	49.3	736	-13.0	781	6.1	3,007	284.9	1,290	-57.1	200	-82.2
ACOM MasterCard	-	-	-	-	19	-	511	-	1,767	245.8	2,500	39.1
Installment Sales Finance	392	82.7	568	44.8	682	20.2	1,018	49.2	1,475	44.9	1,800	23.9
Average Bad Debt Write-off Amounts per Account for Unsecured Loans (Thousands of yen)	293	3.5	298	1.7	324	8.7	319	-1.5	332	4.1	-	-

## [Ratio of Bad Debt Write-offs]

Loans Receivable (%)	2.50	(0.35)	2.63	(0.13)	2.72	(0.09)	2.86	(0.14)	3.15	(0.29)	3.59	(0.44)
Unsecured Loans	2.58	(0.34)	2.74	(0.16)	2.82	(0.08)	2.79	(-0.03)	3.21	(0.42)	3.74	(0.53)
Secured Loans	1.24	(0.37)	1.00	(-0.24)	1.04	(0.04)	4.35	(3.31)	1.84	(-2.51)	0.29	(-1.55)
ACOM MasterCard	-	-	-	-	0.32	(0.32)	2.67	(2.35)	5.63	(2.96)	4.82	(-0.81)
Installment Sales Finance	0.62	(0.16)	0.62	(0.00)	0.57	(-0.05)	0.68	(0.11)	0.91	(0.23)	1.06	(0.15)

Note:1. Ratio of bad debt write-offs

Loan Business = Bad Debt Write-off of Loan Business / (Receivables Outstanding plus Loans to Borrowers in Bankruptcy or Under Reorganization)

ACOM MasterCard = Bad Debt Write-off of ACOM MasterCard / Card Shopping Receivable

Installment Sales Finance Business = Bad Debt Write-off of Installment Sales Finance / Installment Receivables

Note:2. Figures in brackets indicates year-on-year change in percentage points.

## 19-2. Allowance for Bad Debts

	1998/3		1999/3		2000/3		2001/3		2002/3		2003/3 (E)	
		yoy %		yoy %		yoy %		yoy %		yoy %		yoy %
Allowance for Bad Debts (Millions of yen)	36,900	7.6	44,300	20.1	54,300	22.6	61,900	14.0	77,700	25.5	85,200	9.7
Ratio of Allowance for Bad Debts	3.25	-	3.46	-	3.73	-	3.78	-	4.36	-	4.47	-
General Allowance for Bad Debts	-	-	-	-	-	-	-	-	-	-	55,000	-
Unsecured Consumer Loans	-	-	-	-	-	-	-	-	-	-	46,100	-
Specific Allowance for Bad Debts	-	-	-	-	-	-	-	-	-	-	30,200	-
Additional Allowance for Bad Debts	2,600	44.4	7,400	184.6	10,000	35.1	7,600	-24.0	15,800	107.9	7,500	-52.3

Note:

$$\text{Ratio of allowance for bad debts} = \frac{\text{The amount of allowance for bad debts}}{\text{Loans receivable outstanding at the fiscal year-end plus installment sales finance receivable}} \times 100$$

## 20. Bad Debts

	1998/3		1999/3		2000/3		2001/3		2002/3	
		%		%		%		未残比 %		%
Total Amount of Bad Debts (Note1)	-	-	-	-	34,077	2.53	34,596	2.31	43,691	2.70
Loans to Borrowers in Bankruptcy or Under Reorganization	-	-	-	-	3,776	0.28	3,650	0.24	7,204	0.45
Applications for bankruptcy are proceeded	-	-	-	-	2,440	0.18	2,549	0.17	3,292	0.20
Applications for The Civil Rehabilitation are proceeded	-	-	-	-	-	-	-	-	1,659	0.10
Applications for The Civil Rehabilitation are determined	-	-	-	-	-	-	-	-	131	0.01
Loans in Arrears	-	-	-	-	13,408	0.99	16,866	1.13	20,972	1.30
Loans Past Due for Three Months or More	-	-	-	-	498	0.04	518	0.03	497	0.03
Restructured Loans	-	-	-	-	16,394	1.22	13,561	0.91	15,016	0.93
Total Amount of Bad Debts (Note 2)	-	-	-	-	31,210	2.31	30,971	2.07	39,836	2.46
Loans to Borrowers in Bankruptcy or Under Reorganization	-	-	-	-	3,776	0.28	3,650	0.24	7,204	0.45
Applications for bankruptcy are proceeded	-	-	-	-	2,440	0.18	2,549	0.17	3,292	0.20
Applications for The Civil Rehabilitation are proceeded	-	-	-	-	-	-	-	-	1,659	0.10
Applications for The Civil Rehabilitation are determined	-	-	-	-	-	-	-	-	131	0.01
Loans in Arrears	-	-	-	-	2,047	0.15	3,016	0.20	7,837	0.48
Loans Past Due for Three Months or More	-	-	-	-	7,053	0.52	9,039	0.60	7,954	0.49
Restructured Loans	-	-	-	-	18,332	1.36	15,265	1.02	16,840	1.04

Notes: 1. The figures represent the amounts of loans exclusive of accrued interest as defined under the Company's standard.

2. The figures represent the amounts of loans exclusive of accrued interest as defined under the terms of Japan's tax regulations.

## 20-2. Loans in Arrears for Less Than 3 Months (excluding balance held by headquarters' collection department)

	1998/3		1999/3		2000/3		2001/3		2002/3	
		%		%		%		%		%
11days < 3 months	-	-	-	-	9,504	0.70	10,703	0.71	13,605	0.84
31days < 3 months	-	-	-	-	5,798	0.43	6,269	0.42	7,468	0.46
11days < 31 days	-	-	-	-	3,706	0.27	4,434	0.30	6,136	0.38

Category criteria of concerning situations of bad debts are as follow;

**Loans to borrowers in bankruptcy or under reorganization**

Loans to borrowers declared bankrupt, to borrowers under rehabilitation, to borrowers under reorganization, or other similar circumstances, which are part of loans exclusive of accrued interest that are past due for over 121 days and held by headquarters' collection department.

**Loans in arrears**

Other delinquent loans exclusive of accrued interest.

This category excludes loans on which interest is being waived in support of business restructuring.

**Loans past due for three months or more.**

Loans past due for three months or more that do not fall into the above two categories.

**Restructured loans**

Loans, other than those in the above three categories, in which favorable terms, such as the reduction of interest, have been granted with a view to promoting recovery of the loans.

## 21. Funds Procurement

(Millions of yen)

	1998/3		1999/3		2000/3		2001/3		2002/3			2003/3 (E)		
		C.R.		C.R.		C.R.		C.R.		yoy %	C.R.		yoy %	C.R.
<b>Borrowings</b>	<b>1,080,286</b>	<b>100.0</b>	<b>1,191,700</b>	<b>100.0</b>	<b>1,192,926</b>	<b>100.0</b>	<b>1,283,167</b>	<b>100.0</b>	<b>1,417,966</b>	<b>10.5</b>	<b>100.0</b>	<b>1,436,500</b>	<b>1.3</b>	<b>100.0</b>
Indirect	981,586	90.9	1,059,300	88.9	976,926	81.9	971,367	75.7	1,035,186	6.6	73.0	1,048,700	1.3	73.0
City Banks	25,347	2.4	16,987	1.4	20,423	1.7	28,798	2.3	37,017	28.5	2.6	-	-	-
Regional Banks	70,670	6.6	61,618	5.2	49,427	4.1	47,576	3.7	56,634	19.0	4.0	-	-	-
Long-term Credit Banks	102,762	9.5	110,762	9.3	75,810	6.4	67,638	5.3	85,608	26.6	6.0	-	-	-
Trust Banks	408,810	37.8	452,698	38.0	437,622	36.7	457,598	35.7	433,001	-5.4	30.5	-	-	-
Foreign Banks	65,560	6.1	65,000	5.5	49,000	4.1	17,000	1.3	46,000	170.6	3.3	-	-	-
Life Insurance Companies	233,741	21.6	253,177	21.2	256,893	21.5	270,883	21.1	268,215	-1.0	18.9	-	-	-
Non-Life Insurance Companies	56,476	5.2	64,224	5.4	61,845	5.2	55,711	4.3	51,434	-7.7	3.6	-	-	-
Others	18,220	1.7	34,834	2.9	25,906	2.2	26,163	2.0	57,277	118.9	4.1	-	-	-
Direct	98,700	9.1	132,400	11.1	216,000	18.1	311,800	24.3	382,780	22.8	27.0	387,800	1.3	27.0
Straight Bonds	32,000	2.9	99,900	8.4	160,000	13.4	245,000	19.1	295,000	20.4	20.8	-	-	-
Convertible Bonds	-	-	-	-	50,000	4.2	50,000	3.9	50,000	0.0	3.5	-	-	-
Commercial Paper	66,700	6.2	27,500	2.3	1,000	0.1	12,000	0.9	10,000	-16.7	0.7	-	-	-
Securitization of Installment Sales Finance Receivable	-	-	5,000	0.4	5,000	0.4	4,800	0.4	3,900	-18.8	0.3	-	-	-
Others	-	-	-	-	-	-	-	-	23,880	-	1.7	-	-	-
Short-term	260,542	24.1	142,297	11.9	19,668	1.6	19,188	1.5	13,562	-29.3	1.0	18,500	36.4	1.3
Long-term	819,744	75.9	1,049,403	88.1	1,173,258	98.4	1,263,980	98.5	1,404,403	11.1	99.0	1,418,000	1.0	98.7
Fixed	495,561	45.9	761,465	63.9	847,114	71.0	978,647	76.3	1,154,619	18.0	81.4	1,186,800	2.8	82.6
Interest Rate Swaps (Notional)	84,060	7.8	158,162	13.3	161,398	13.5	88,577	6.9	96,648	9.1	6.8	-	-	-
Interest Cap (Notional)	-	-	35,000	2.9	35,000	2.9	110,000	8.6	117,000	6.4	8.3	-	-	-
Average Interest Rate on Funds Procured During the Year	3.00	-	2.57	-	2.46	-	2.37	-	2.13	-	-	2.38	-	-
Average Nominal Interest Rate on Funds Procured During the Year	2.55	-	2.39	-	2.25	-	2.17	-	1.88	-	-	2.14	-	-
Floating Interest Rate	2.00	-	2.01	-	2.20	-	2.20	-	1.77	-	-	2.14	-	-
Fixed Interest Rate	3.92	-	2.96	-	2.65	-	2.38	-	2.21	-	-	2.44	-	-
Short-term	1.45	-	1.48	-	1.35	-	1.21	-	1.07	-	-	0.98	-	-
Long-term	3.50	-	2.82	-	2.55	-	2.43	-	2.19	-	-	2.40	-	-
Direct	1.36	-	1.71	-	1.72	-	1.76	-	1.88	-	-	1.93	-	-
Indirect	3.10	-	2.63	-	2.58	-	2.52	-	2.21	-	-	2.53	-	-

Notes: 1. From the interim accounting period ended September 30, 2001, average interest rate on funds procured during the year include bond issue expenses.

2. Financial expenses pertaining to derivatives have been excluded from the calculation of average nominal interest rate on funds procured during the year.

*Trend in Actual Results and Estimates (Non-Consolidated)*

## 22. Credit Card Business [ACOM MasterCard]

(Millions of yen)

	1998/3		1999/3		2000/3		2001/3		2002/3		2003/3 (E)	
		yoy %		yoy %		yoy %		yoy %		yoy %		yoy %
Number of Cardholders	-	-	-	-	380,396	-	752,509	97.82	<b>1,004,118</b>	<b>33.4</b>	<b>1,185,700</b>	<b>18.1</b>
Card Shopping Receivables	-	-	-	-	6,167	-	19,157	210.60	<b>31,388</b>	<b>63.8</b>	<b>51,050</b>	<b>62.5</b>
Revolving Receivables	-	-	-	-	4,025	-	16,123	300.60	<b>27,731</b>	<b>72.0</b>	<b>43,400</b>	<b>56.7</b>
Operating Income	-	-	-	-	428	-	2,298	436.10	<b>3,676</b>	<b>59.9</b>	<b>5,700</b>	<b>55.2</b>
Number of Card Issuance Machines	-	-	-	-	354	-	773	-	<b>1,200</b>	-	<b>1,200</b>	-
MUJINKUN	-	-	-	-	354	-	582	-	<b>894</b>	-	<b>894</b>	-
Loan Business Outlets	-	-	-	-	0	-	191	-	<b>306</b>	-	<b>306</b>	-

## 23. Installment Sales Finance Business

(Millions of yen)

	1998/3		1999/3		2000/3		2001/3		2002/3		2003/3 (E)	
		yoy %		yoy %		yoy %		yoy %		yoy %		yoy %
Number of Customer Accounts	217,420	30.8	286,327	31.7	358,400	25.2	446,217	24.5	<b>486,532</b>	<b>9.0</b>	<b>510,900</b>	<b>5.0</b>
Installment Receivables	63,799	36.8	91,152	42.9	121,933	33.8	150,581	23.5	<b>161,247</b>	<b>7.1</b>	<b>171,800</b>	<b>6.6</b>
Adjusted Receivables	53,080	35.8	75,272	41.8	100,300	33.2	124,046	23.7	<b>133,409</b>	<b>7.5</b>	<b>141,900</b>	<b>6.4</b>
Operating Income	5,929	21.0	8,364	41.1	11,136	33.1	14,287	28.3	<b>16,278</b>	<b>13.9</b>	<b>16,800</b>	<b>2.9</b>
Composition Ratio to Total Operating Income	2.1	-	2.7	-	3.3	-	3.9	-	<b>4.1</b>	-	<b>4.0</b>	-
Ratio of Bad Debt Write-offs	0.62	-	0.62	-	0.57	-	0.68	-	<b>0.91</b>	-	<b>1.06</b>	-
Number of Merchant Vendors	4,381	-	4,668	-	5,007	-	5,337	-	<b>5,784</b>	-	-	-
Number of Employees	134	-	180	-	200	-	216	-	<b>231</b>	-	<b>231</b>	-

Notes :1. Number of customer accounts are contracts with receivables outstanding

:2. Composition ratio to total operating income = Operating income of installment sales finance / Total operating income

## 24. Guarantee Business

(Millions of yen)

	1998/3		1999/3		2000/3		2001/3		2002/3		2003/3 (E)	
		yoy %		yoy %		yoy %		yoy %		yoy %		yoy %
Number of Accounts with Outstanding Balance	-	-	-	-	-	-	-	-	<b>32,432</b>	-	<b>213,100</b>	<b>557.2</b>
Loan Guarantee receivables	-	-	-	-	-	-	-	-	<b>9,539</b>	-	<b>74,800</b>	<b>684.3</b>
Income from Guarantee Business	-	-	-	-	-	-	-	-	<b>319</b>	-	<b>2,200</b>	<b>588.0</b>

## 25. Financial Ratios

	1998/3		1999/3		2000/3		2001/3		2002/3		2003/3 (E)	
		yoy P.P.		yoy P.P.		yoy P.P.		yoy P.P.		yoy P.P.		yoy P.P.
Dividend Pay-out Ratio	13.3	-0.6	11.7	-1.6	10.9	-0.8	11.8	0.9	<b>12.3</b>	<b>0.5</b>	11.8	-0.5
Shareholders' Equity Ratio	20.4	0.1	21.4	1.0	25.2	3.8	26.8	1.6	<b>27.7</b>	<b>0.9</b>	30.4	2.7
Dividend on Equity	2.0	0.0	1.9	-0.1	1.9	0.0	1.9	0.0	<b>2.0</b>	<b>0.1</b>	1.8	-0.2
Return on Equity (ROE)	16.1	0.6	17.8	1.7	19.2	1.4	17.4	-1.8	<b>17.5</b>	<b>0.1</b>	15.8	-1.7
Operating Profit to Total Assets	8.5	0.3	8.4	-0.1	8.7	0.3	8.9	0.2	<b>8.5</b>	<b>-0.4</b>	8.1	-0.4
Income Before Extraordinary Items to Total Assets	8.5	0.2	8.4	-0.1	8.6	0.2	8.9	0.3	<b>8.6</b>	<b>-0.3</b>	8.2	-0.4
Return on Assets (ROA)	3.3	0.2	3.7	0.4	4.5	0.8	4.5	0.0	<b>4.8</b>	<b>0.3</b>	4.6	-0.2
Operating Margin	40.3	2.4	40.9	0.6	42.2	1.3	43.2	1.0	<b>42.2</b>	<b>-1.0</b>	41.2	-1.0
Income Before Extraordinary Items to Operating Income	40.4	2.1	41.0	0.6	41.8	0.8	43.4	1.6	<b>42.6</b>	<b>-0.8</b>	41.7	-0.9
Net Income Margin	15.5	1.2	18.2	2.7	21.7	3.5	22.0	0.3	<b>23.6</b>	<b>1.6</b>	23.3	-0.3
Current Ratio	239.1	-8.4	294.5	55.4	368.5	74.0	395.2	26.7	<b>386.1</b>	<b>-9.1</b>	393.8	7.7
Fixed Assets Ratio	41.6	-8.4	36.8	-4.8	28.4	-8.4	26.1	-2.3	<b>25.4</b>	<b>-0.7</b>	28.6	3.2
Interest Coverage (times)	4.8	0.9	5.4	0.6	5.9	0.5	6.5	0.6	<b>6.9</b>	<b>0.4</b>	6.2	-0.7
Business Operating Cost Ratio	12.6	-0.7	12.6	0.0	12.2	-0.4	11.5	-0.7	<b>10.7</b>	<b>-0.8</b>	11.6	0.9

Note: Business operating cost ratio =  $\frac{\text{Other operating expenses}}{\text{Average loans receivable outstanding during the fiscal year} + \text{Installment sales finance receivables (excluding deferred income on installment sales finance)}} \times 100$

Trend in Actual Results and Estimates (Non-Consolidated)

26. Per Share Data (Adjusted)

(Yen)

	1998/3	1999/3	2000/3	2001/3	2002/3	2003/3 (E)
Net Income	300.29	385.32	504.93	550.75	<b>647.31</b>	<b>675.40</b>
Dividends	40.00	45.00	55.00	65.00	<b>80.00</b>	<b>80.00</b>
Shareholders' Equity	1,999.12	2,341.59	2,916.96	3,429.24	<b>3,969.80</b>	<b>4,565.11</b>

Note: The figures above mentioned is adjusted based on Fiscal Year March 2002.

[Ratio of Increase or Decrease from the Previous Fiscal Year]

(%)

	1998/3	1999/3	2000/3	2001/3	2002/3	2003/3 (E)
Net Income	19.4	28.3	31.0	9.1	<b>17.5</b>	<b>4.3</b>
Dividends	14.3	12.5	22.2	18.2	<b>23.1</b>	-
Shareholders' Equity	15.3	17.1	24.6	17.6	<b>15.8</b>	<b>15.0</b>

27. Shares Issued

(thousands)

	1998/3	1999/3	2000/3	2001/3	2002/3	2003/3 (E)
Average Number of Shares Issued During the Year	146,631	146,631	146,631	146,631	<b>146,417</b>	-
Number of Shares Issued at Year-end	146,631	146,631	146,631	146,631	<b>146,283</b>	-

Notes: 1. From the fiscal year ended March 31, 2002, average number of treasury stocks during the year are excluded from the average number of shares issued during the year.

2. From the fiscal year ended March 31, 2002, number of treasury stocks at the year-end are excluded from the number of shares issued at year-end.