## Financial Results



Fiscal Year 2024 Q2

Ended May 31, 2024

#### **Financial Results**

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# Companywide Financial Highlights in FY11/24 Q2

#### Highlights in Q2 of FY11/24

Both Net sales and EBITDA made steady progress toward achieving FY11/24 full-year forecasts\*1

Continued to achieve a quarterly EBITDA surplus

Q2 EBITDA\*3/Gross profit

 $\pm 0.54$  bn /  $\pm 6.85$  bn

EBITDA margin was 5%.
EBITDA adjusted for HIRAC FUND was ¥0.17 bn.

Q2 Consolidated net sales

+41% YoY

(FY11/23 Q2 net sales: \(\pm\) 7.30bn)

¥10.32 bn

Quarterly net sales topped ¥10 bn for the first time since the Company's founding

Corporate ARR in Business domain

+38% YoY

¥19.39 bn

Organic growth rate without impact of M&As.

Maintained a high growth rate

even as business scaled.

SaaS ARR\*2

+35% YoY

(FY11/23 Q2 SaaS ARR: ¥19.86 bn)

¥26.84bn

Organic growth rate without impact of M&As.

Key KPIs for corporate services in Business domain

Net increase in corporate customers (total/SMB)

+ 9,913 /+ 9,405

Net increase in midmarket ARR

+ ¥0.69 bn

Achieved higher key KPI growth vs. Q1

<sup>\*1</sup> Forecasts disclosed on January 12, 2024. See P.43 for details.

<sup>\*2</sup> See P.49 for the definition of SaaS ARR

<sup>\*3</sup> EBITDA = Operating profit/loss + Depreciation and amortization + Tax expenses included in operating expenses + Share-based remuneration expenses.

+41%

YoY

#### **Q2 Consolidated Net Sales Up 41% YoY**

Quarterly net sales **topped ¥10 billion** for the first time since the Company's founding. Net sales of Business domain continued to surge, **up 37% YoY**.



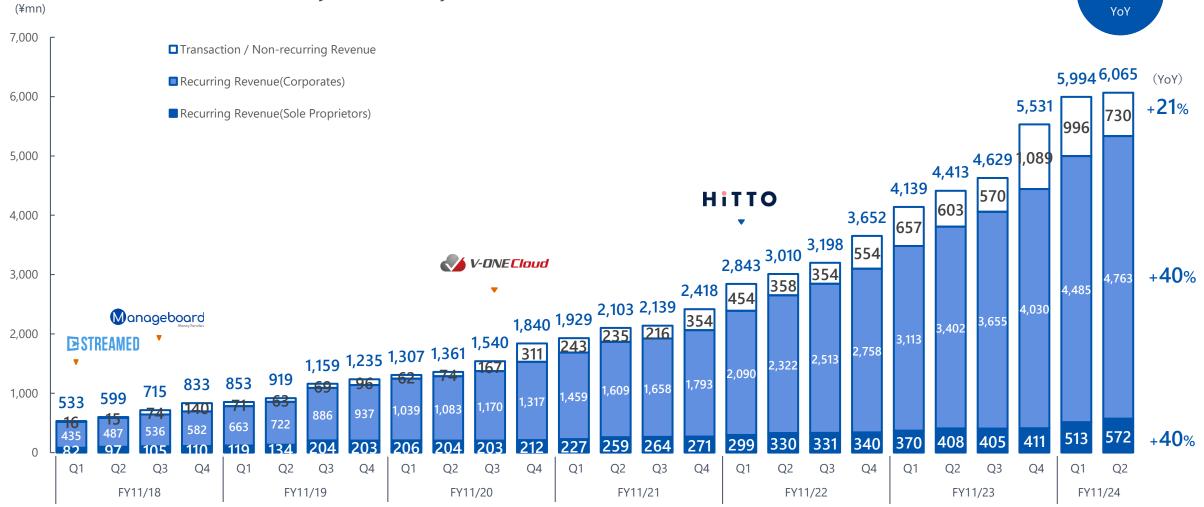
<sup>\*</sup> The aggregate of net sales of each domain do not necessarily correspond to consolidated net sales as net sales of "Other" are omitted from the graph.

+37%

#### **Quarterly Net Sales of Business Domain**

Corporate recurring revenue continued to see firm growth, up 37% YoY.

Transaction/non-recurring revenue dropped compared to the previous two quarters due to fluctuations in the transaction volume in *Money Forward Pay for Business*.



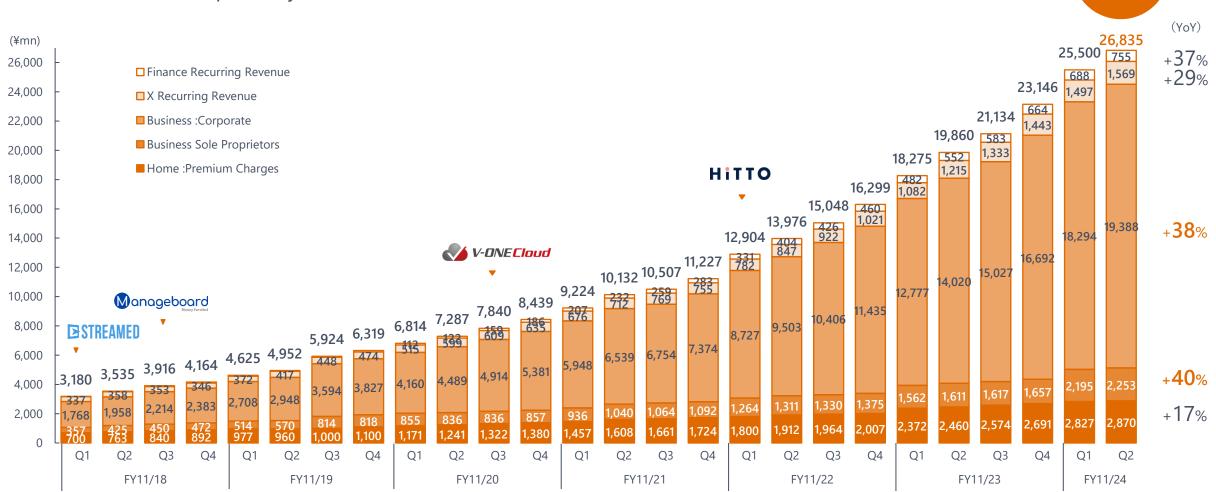
<sup>\* &</sup>quot;Recurring Revenue (Sole Proprietors)" is the revenue from services for sole proprietors in *Money Forward Cloud*. "Recurring Revenue (Corporates)" is the revenue from services for corporate customers, including *Money Forward Cloud*, *STREAMED*, *Manageboard*, *V-ONE Cloud*, *Money Forward Certified Member System*, *HiTTO*, and *Money Forward Admina*. "Transaction/Non-Recurring Revenue" primarily consists of sales from IT introduction subsidies, sales from initial implementations of *Money Forward Cloud* and *V-ONE Cloud* mainly by medium-sized companies, sales from consulting by Knowledge Labo, Inc., and sales from card payment fees in *Money Forward Pay for Business*.

+35%

YoY

#### SaaS ARR\*1 Continued to Soar, Up 35% YoY

Achieved high growth in all domains. Corporate ARR and sole proprietor ARR in Business domain jumped 38% and 40% YoY, respectively.

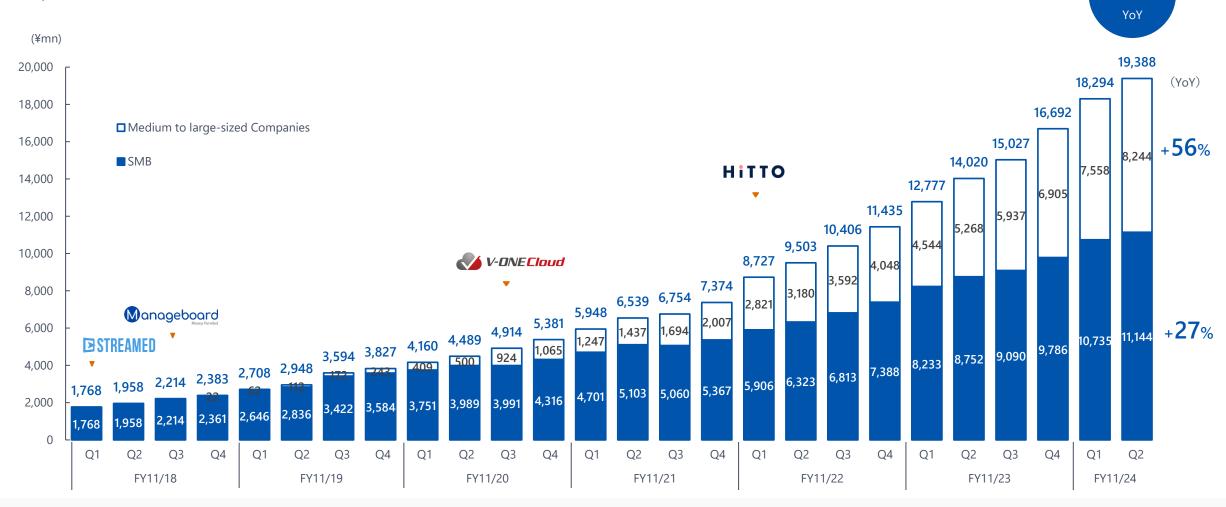


<sup>\*1 &</sup>quot;Business: Sole Proprietors" is revenue from services for sole proprietors in *Money Forward Cloud*. "Business: Corporates" is revenue from services for corporate customers, including *Money Forward Cloud, STREAMED*, *Manageboard, V-ONE Cloud, Money Forward Certified Member System, HiTTO*, and *Money Forward Admina*. "X: Recurring Revenue" includes maintenance fees of co-creation projects with financial institutions and revenue from services for customers of financial institutions, including the *Mikatano* series and *Money Forward for XX*. As a seasonal adjustment, the MRR of *STREAMED* is calculated as one-third of its revenue in Q1 and Q2 of each fiscal year. Non-recurring revenue of each business is not included. Figures for Finance domain include monthly fixed fees, and settlement and associated fees of *Money Forward Kessai* and *SEIKYU+*. See P.49 for the definitions of ARR, MRR, etc.

+38%

#### Corporate ARR in Business Domain Rose 38% YoY on Robust Growth in SMB/Midmarket Space

ARR of medium-sized companies\*1 **continued to surge, up 56% YoY**, on steady growth in ARPA and acquisitions of new customers.



<sup>\*1 &</sup>quot;SMB" is revenue from services for corporate customers, including *Money Forward Cloud, STREAMED, Manageboard,* and *Money Forward Certified Membership System,* as well as from professional service firms and their clients. As a seasonal adjustment, the MRR of *STREAMED* is calculated as one-third of its revenue in Q1 and Q2 of each fiscal year. Revenue from *STREAMED* tends to rise in Q1 and Q2 as transactions increase during the fiscal year-end of corporate customers, but drop in Q3 (mainly in August) relative to Q2 since there are less business days. "Medium-sized companies" includes general corporate users (excluding professional service firms) that have adopted such services as *Money Forward Cloud, Manageboard, V-ONE Cloud, HiTTO,* and *Money Forward Admina* via field sales, with the majority of companies having 50 or more employees. See P.49 for the definitions of ARR, MRR, etc.

#### **Business Domain: Highlights in Q2 of FY11/24**

Q2 net sales ¥6.07 bn

+37%

ΥοΥ

ARR

(total/corporate/medium-sized \*2) ¥21.64 bn / ¥19.39 bn / ¥8.24 bn

Paying customers (total/corporate) 346,127/168,103

$$+25.1\% / +27.5\%$$

YoY

Q2 net increase in paying corporate customers (total/SMB)

+9,913/+9,405

Steady progress was made in large-scale acquisitions via professional service firms as well as acquisitions via the online channel.

ARPA (total/corporate/sole proprietor) ¥62,523 / ¥115,334 / ¥12,655

Corporate customer churn rate\*3 (Avg. of last 12 months/3 months)

0.7% / 0.9%

The 12- and 3-month average churn rate of sole proprietors was 2.1% and 4.6%, respectively, temporarily fluctuating affected by the tax return period.

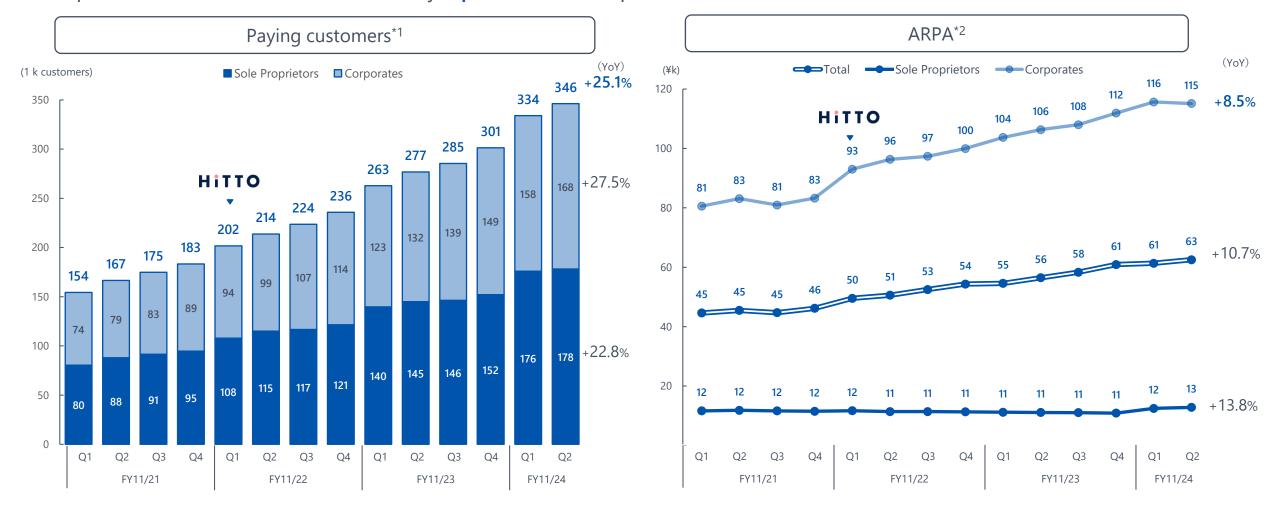
<sup>\*1</sup> Figures in parentheses indicate YoY growth rates in FY11/24 Q1.

<sup>\*2 &</sup>quot;Medium-sized" companies refer to corporate users (excluding professional service firms), mostly with 50 or more employees, that have deployed our services via field sales.

<sup>\*3</sup> Averages of the 12 months and 3 months up to May 2024.

#### Corporate Paying Customers\*1 and ARPA\*2 Continued to Rise

The number of total paying customers **increased by 25.1% YoY**, with paying corporate customers steadily rising 27.5%. Corporate ARPA continued to climb firmly, **up 8.5%** on the expansion in the midmarket user base and rise in ARPA.



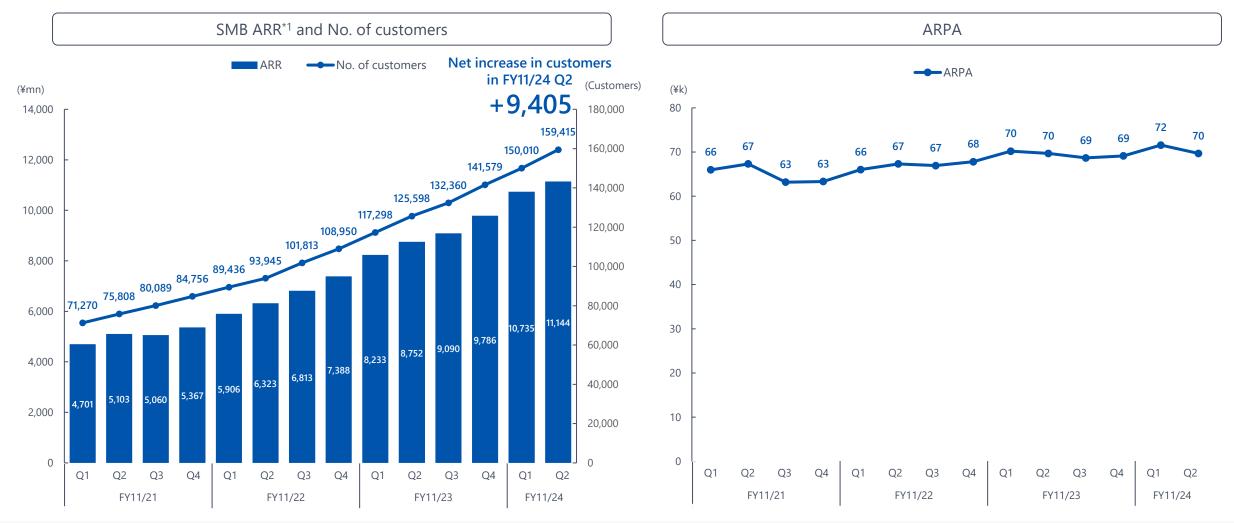
<sup>\*1</sup> The number of paying sole proprietor customers is the number of those who pay for *Money Forward Cloud* services catering to individuals. The number of corporate paying customers includes business corporations, and professional service firms and their clients that pay for services catering to corporations, including *Money Forward Cloud, STREAMED, Manageboard, V-ONE Cloud, HiTTO*, and *Money Forward Admina*, as well as professional service firms that pay for *Money Forward Cloud Certified Member System*.

<sup>\*2</sup> ARPA: 12 times the monthly recurring revenue of Business domain in the last month of each term (ARR), divided by the number of paying customers. See P.49 for detailed definitions.

#### SMB ARR Continues to Grow on Increase in Customers

Continued to acquire new customers via professional service firms, with a favorable net increase of 9,405 in customers.

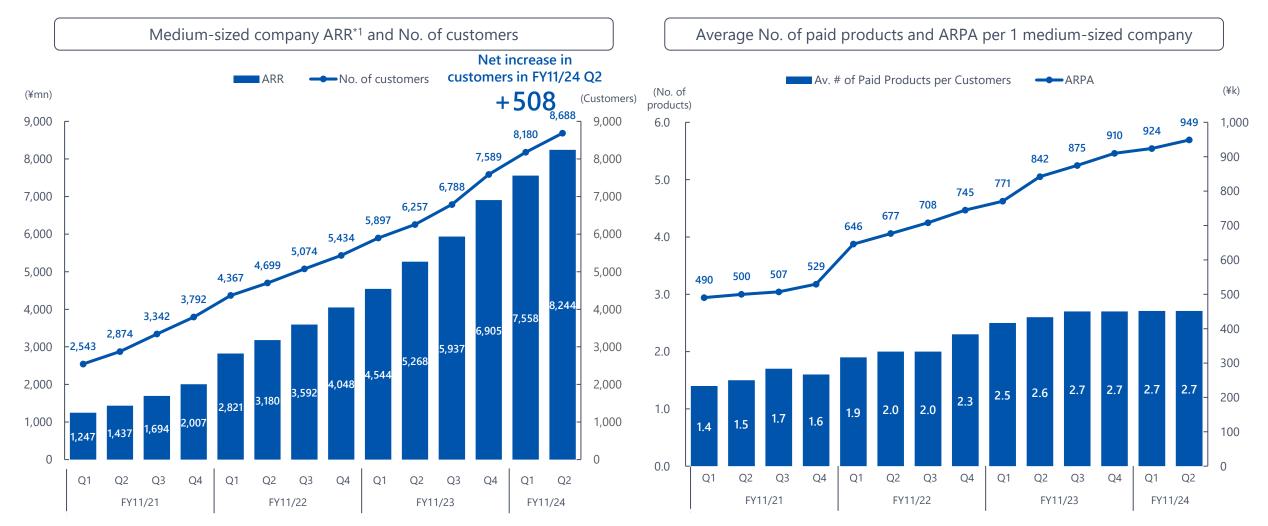
ARPA was decreased compared to the previous quarter due to the seasonal impact of STREAMED during the tax return period.



<sup>\*1 &</sup>quot;SMB" is revenue from services for corporate customers, including *Money Forward Cloud, STREAMED*, Manageboard, and *Money Forward Certified Membership System*, as well as from professional service firms and their clients. As a seasonal adjustment, the MRR of *STREAMED* is calculated as one-third of its revenue in Q1 and Q2 of each fiscal year. Revenue from *STREAMED* tends to rise in Q1 and Q2 as transactions increase during the fiscal year-end of corporate customers, but drop in Q3 (mainly in August) relative to Q2 since there are less business days.

#### Medium-sized ARR Continues to Rise in Terms of Both No. of Customers and ARPA

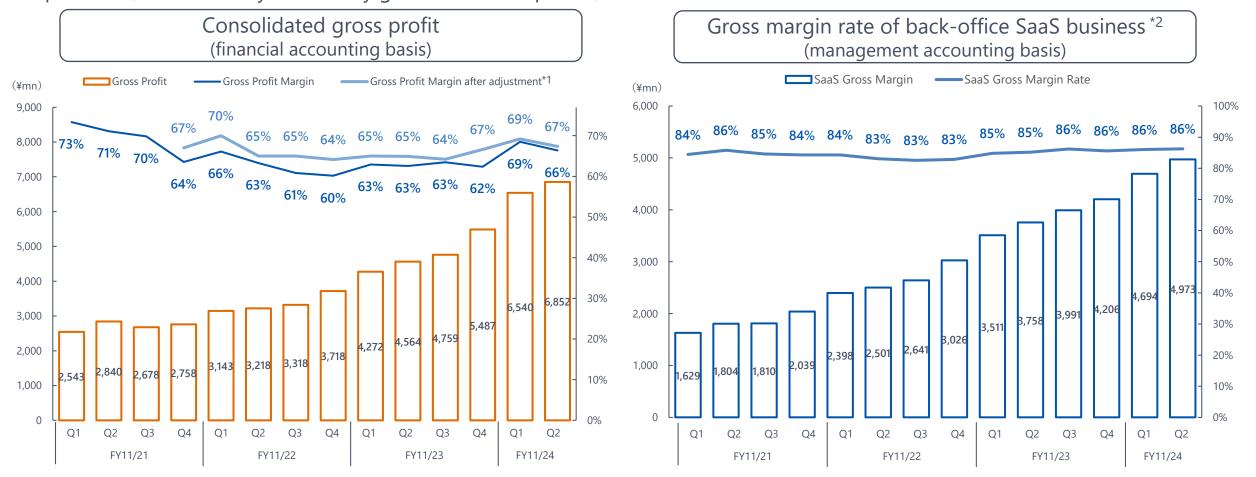
The net increase in ARR was higher than Q1 owing to new customer acquisitions as well as the rise in ARPA on the expansion in the business size of customers.



<sup>\*1 &</sup>quot;Medium-sized companies" includes general corporate users (excluding professional service firms) that have adopted such services as *Money Forward Cloud, Manageboard, V-ONE Cloud, HiTTO*, and *Money Forward Admina* via field or partner sales, with the majority of companies having 50 or more employees.

#### Consolidated Gross Profit and Gross Margin of Back-Office SaaS business

Gross profit as well as gross margin of SaaS applications for back-office operations reached record highs. Consolidated grow profit margin stood at 66% (67% after adjustment\*1), while the gross margin rate\*2 of SaaS applications for back-office operations, as commonly defined by global SaaS companies, came in at 86%.

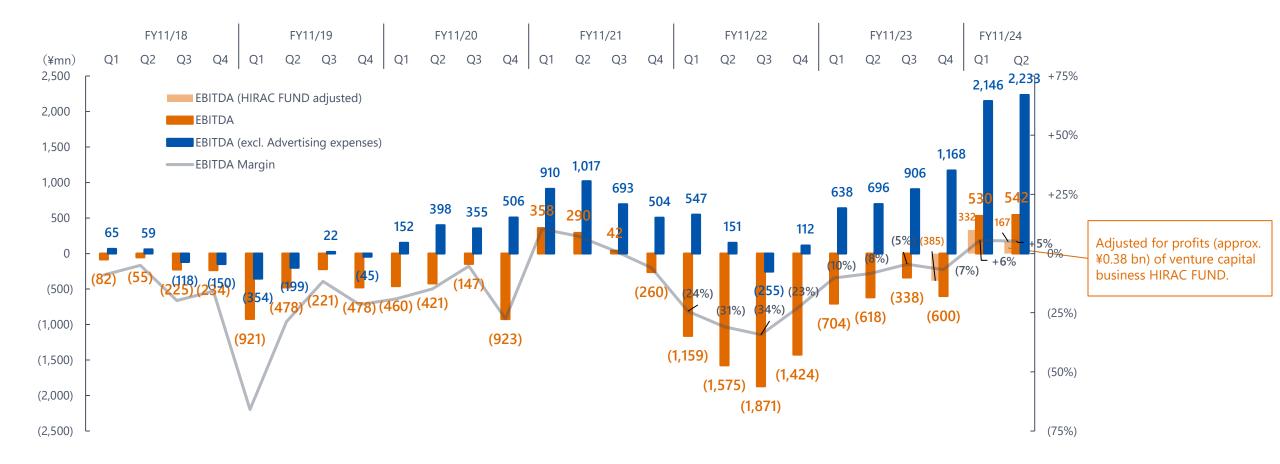


<sup>\*1</sup> Gross profit margin after adjustment is calculated by excluding sales and fees related to IT introduction subsidies from both net sales and costs as the seasonal impact is large. Also, when advertising of Group companies is conducted by SMARTCAMP Co., Ltd. (ADXL business), the relevant advertising expenses are booked as cost of sales (net sales of SMARTCAMP Co., Ltd. and subcontract expenses of the Group companies are offset, while advertising media purchase costs of SMARTCAMP Co., Ltd. are booked as cost of sales). Thus, gross profit is adjusted. Furthermore HIRAC FUND's proceeds from sale of marketable securities, cost of securities sold, and impairment losses are excluded from both sales and costs as they cause large fluctuations in quarterly gross profit margins.

<sup>\*2</sup> Calculated based on the definition used by typical global SaaS companies for Business domain (SaaS applications for back-office operations). The cost portion includes communication expenses and system subscription fees related to product development, server fees including for AWS, API connection fees, as well as personnel expenses related to customer support, service infrastructure, and operators of *STREAMED*. Personnel expenses for engineers and designers involved in product development are included in cost of sales in the Japanese accounting standards and the Company's statement of income. Net sales of *Pay for Business* are included up to F11/23 O3 but excluded from O4 due to its expansion.

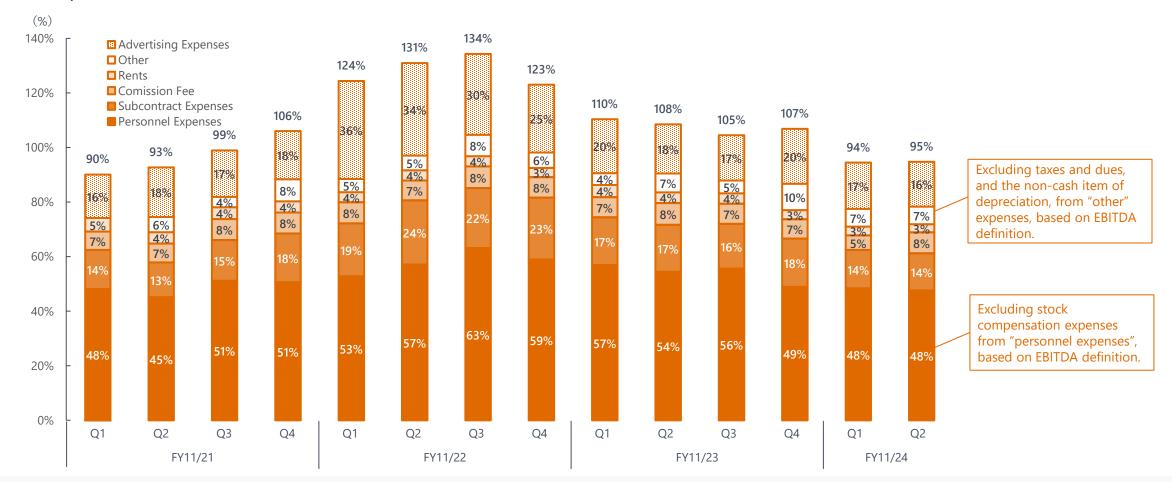
#### **EBITDA**\*1 (Quarterly Trend)

**Q2 EBITDA was ¥0.54 billion (EBITDA margin: +5%), maintaining a surplus on a quarterly basis.** (EBITDA adjusted for HIRAC FUND was ¥0.17 billion). EBITDA excluding advertising expenses was ¥2.23 bn.



#### Breakdown of Cost of Sales and SGA (% to Net Sales, Based on EBITDA)

An overall improvement was seen centered on advertising, personnel, and outsourcing expenses. For 11/24, the target for the advertising expenses to sales ratio is an improvement to 15-17%, and the EBITDA Margin is aimed to improve by +10-15% compared to FY11/23 \*1.



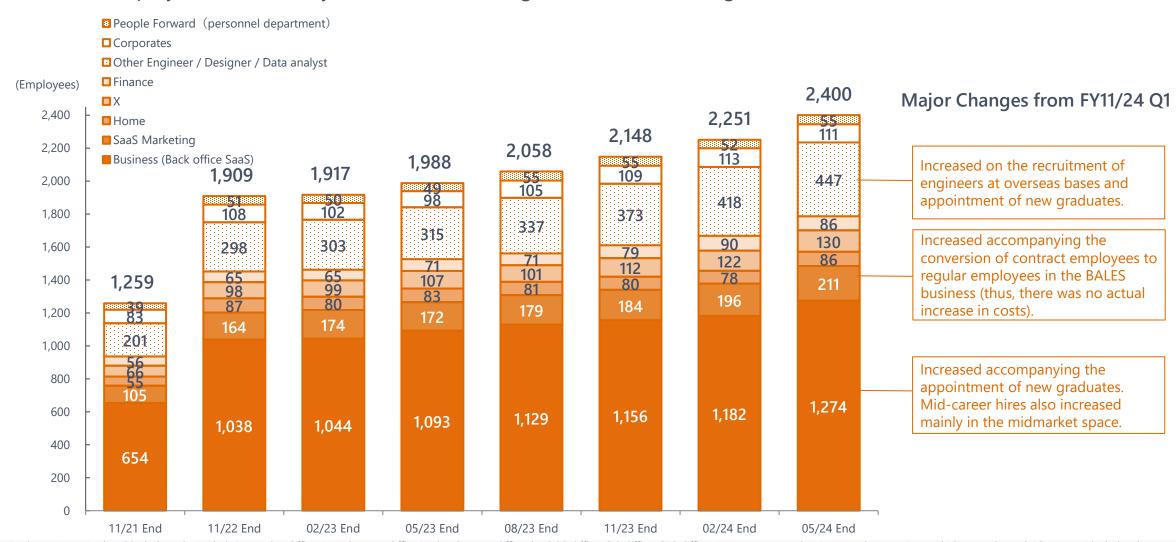
<sup>\* &</sup>quot;Other" includes IT introduction subsidy fees, communication expenses, recruiting/training expenses, amortization of goodwill, fee expenses, point expenses related to Pay for Business and transfer to other account(deduct item) ,etc.

<sup>\*</sup> Amortization of goodwill and provisions, etc., included in "other", are the non-cash items.

<sup>\*1</sup> As for FY11/23, the advertising expenses to sales ratio was 19% and EBITDA Margin was (7)%.

#### Employees\*1

The number of employees increased by 149 from Q1, among which 53 were new graduates.

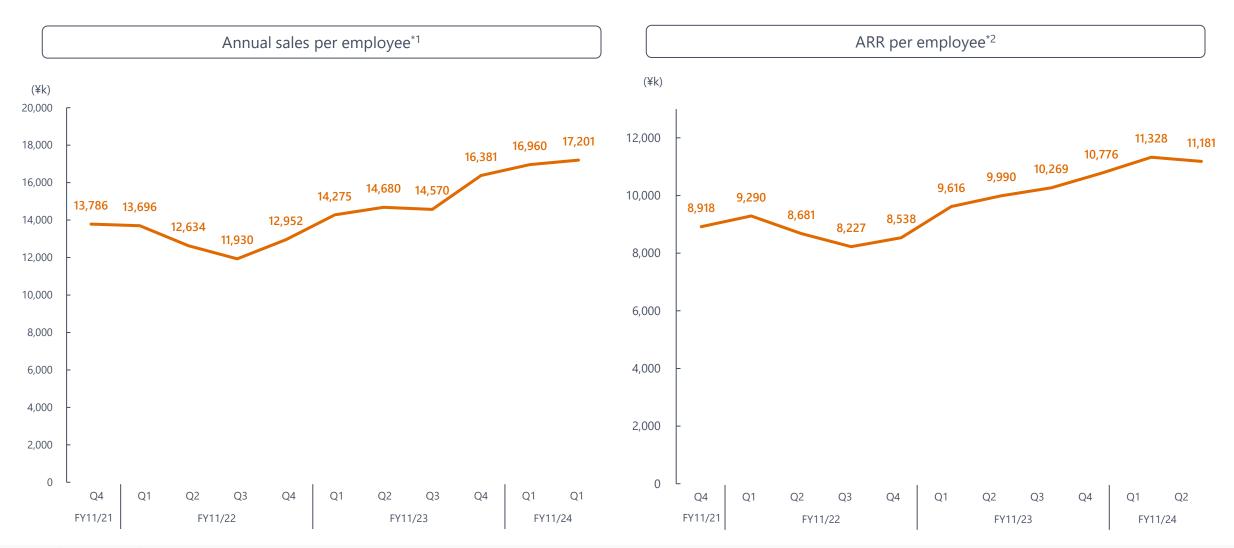


<sup>\* &</sup>quot;Engineers/Designers/Data Analysts" includes Lab, Analysis Promotion Office, Data Strategy Office, the CISO Office, CIO Office, CTO Office, Account Aggregation Dept., and Money Forward Vietnam, Co., Ltd. "Corporate" includes the CEO Office, Corporate Development Dept., Accounting Dept., Legal and IP Dept., and Public Affairs Office.

<sup>\*1</sup> The total number of employees (excluding contract, part-time, dispatched, and other temporary workers) and executive officers who do not concurrently serve as directors. Delegated executive officers will be excluded from the employee headcount from this fiscal year accompanying the Company's adoption of the "delegated executive officer system."

#### Annual Sales per Employee\*1 and ARR per Employee\*2

Annual sales and ARR per employee have been rising after bottoming out in FY11/22 Q3.



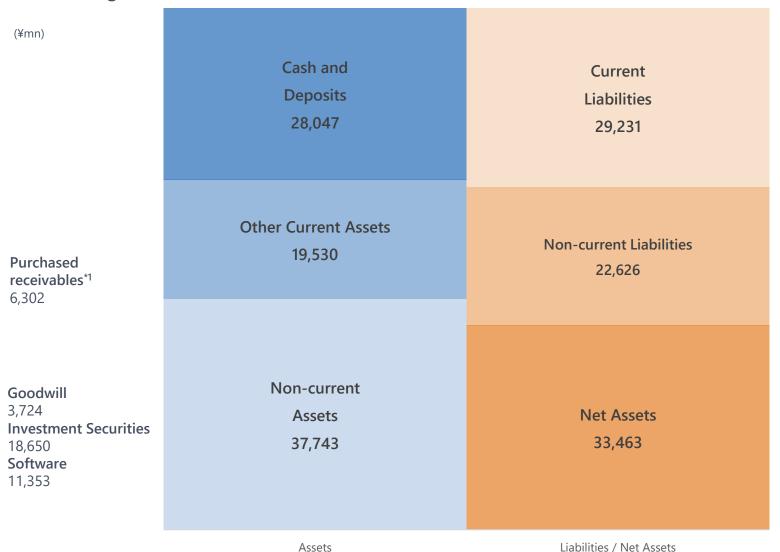
<sup>\*</sup> See P.15 for the number of employees.

<sup>\*1</sup> Calculated by dividing four-fold of net sales for each quarter by the number of employees at the end of each quarter.

<sup>\*2</sup> Calculated by dividing ARR at the end of each quarter by the number of employees at the end of each quarter.

#### **Balance Sheet Items**

Continued to maintain a high level of financial soundness.



Short-time borrowings\*2 6,229 Current portion of long-term borrowings 3,496 Accounts payable 7,028 **Contract liabilities** 6,013 **Deposit** 3,193

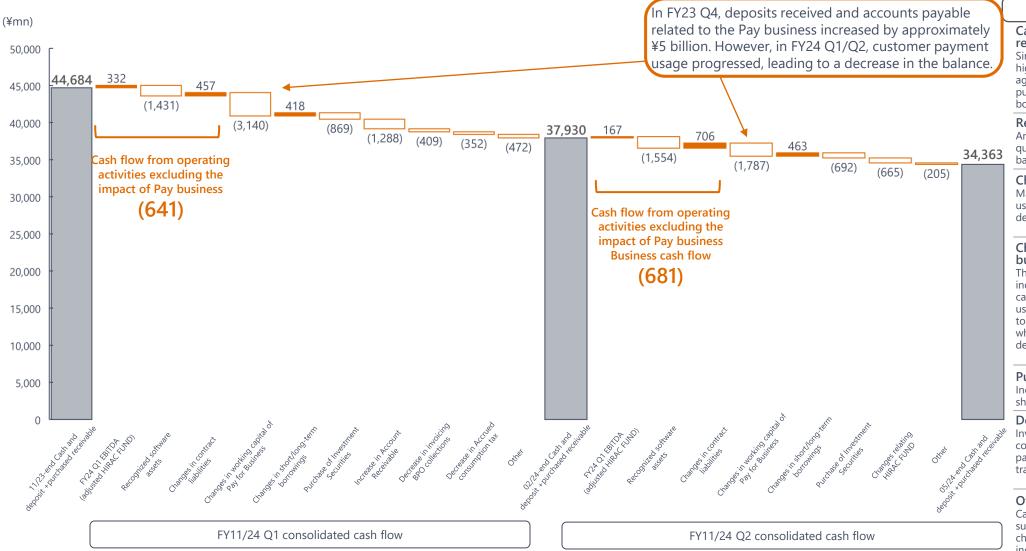
Long-term borrowings 8,330 **Corporate bonds** 1,000 Convertible bonds (CBs) 12,000

Liabilities / Net Assets

<sup>\*1</sup> Mainly related to Money Forward Kessai, Inc., and Biz Forward, Inc. \*2 Mainly related to Money Forward Kessai, Inc., BizForward, Inc. and Pay for Business.

#### **Analysis of Changes in Cash and Deposits Balance**

Q2 cash flow from operating activities excluding the impact of Pay business was ¥(681) million.



#### Breakdown of cash flow

#### Cash and deposits + purchased receivable

Since the Company's purchased receivable is highly equivalent to cash, the amount is aggregated with the amount of cash. Funds for purchasing receivable are procured via short-term borrowings.

#### **Recognized software assets**

Amount newly recorded as software assets in each quarter. No impact on EBITDA, but decreases cash balance.

#### Changes in contract liabilities

Mainly attributable to unearned revenue from users paying an annual subscription fee. Cash and deposits increase in line with contract liabilities.

#### Changes in working capital of Pay business

The Pay business provides *Pay for Business*, which includes a prepaid feature. Changes in working capital include changes in deposits received from users and accounts payable/ receivable pertaining to the Pay business. Cash and deposits increase when deposits or accounts payable increase, and decrease when accounts receivable increases<sup>\*1</sup>.

#### Purchase of investment securities

Includes changes deriving from the purchase of shares of subsidiaries and associates.

#### Decrease in invoicing BPO collections

Invoicing BPO collections are the accounts payable collected on behalf of the customer, prior to being paid to the customer. A decrease in collections translates to a decrease in cash and deposits.

#### Other

Cash flow items that are not reflected in EBITDA, such as tax payments, and cash flow items from changes in the balance sheet, such as increase/decrease in accounts receivable.

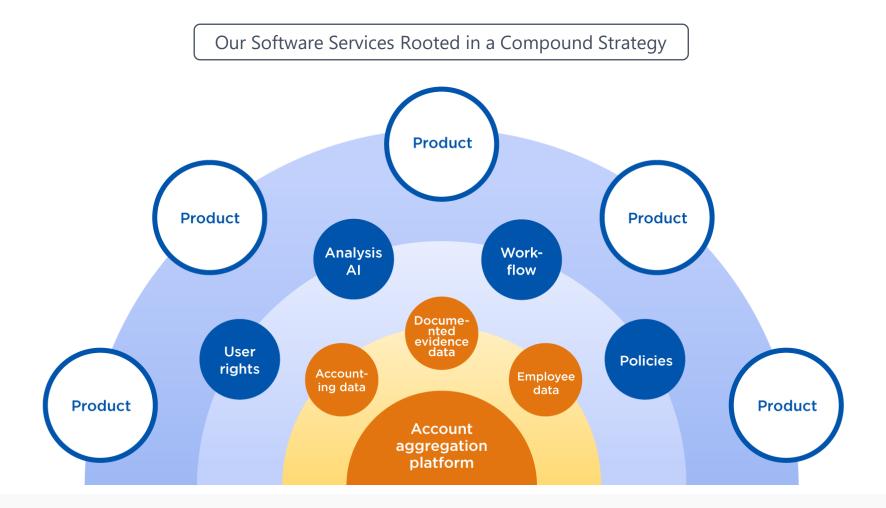
<sup>\*1</sup> In the consolidated balance sheets in the Company's "Annual Report" and "Summary of Consolidated Financial Results," accounts payable, deposits received, and accounts receivable are respectively included in "accounts payable," "deposits received," and "other current assets"

## Business Highlights and Initiatives in Focus Areas

| 01 k | Key Initiatives in SaaS Applications for Back-Office Operations for Corporate Customers   | P.2  |
|------|---|------|
| -    | 1-1. Compound Strategy  | P.22 |
| -    | 1-2. Net Growth in Corporate Customers and<br>Enhancement of Professional Service Channel | P.2  |
| -    | 1-3. Composable ERP Model in Midmarket Space  | P.2' |
| 02   | Utilization of Generative AI  | P.3  |

#### 1-1. Compound Strategies

Promoting a compound strategy across all our software services, in which we simultaneously provide multiple products in multiple business segments based on a common platform and data set, rather than independent products in a given segment.



#### 1-1. Compound Strategy (Initiatives in *Money Forward Cloud*)

## Product lineup and competitive pricing

Is unrivalled in terms of delivering services that span the entire back office at a reasonable price.

## Synergies generated by deploying multiple products

Strengthening product functions by sharing data. Average number of paid products per 1 medium-sized company has risen to 2.7.

## Speed and efficiency in product development

Has maintained a high SaaS gross margin while developing 40+ products over the past decade.

## Improvements in customer acquisition efficiency and retention rate

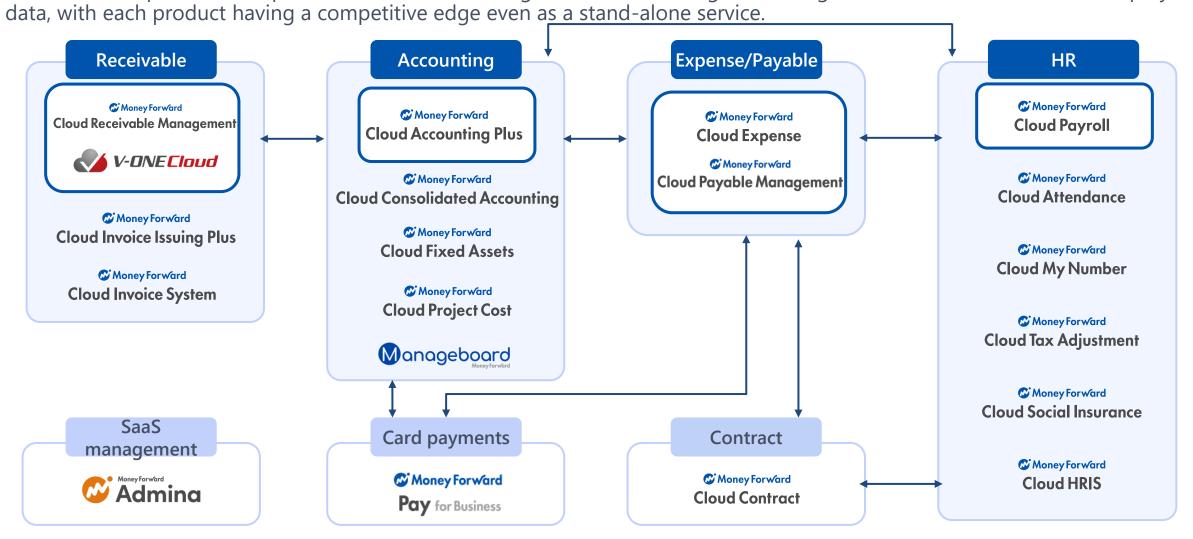
Has achieved efficient ARR growth through cross-selling among multiple products. Customer churn rate continues to be low owing to the use of multiple products.

#### **Maximization of TAM**

TAM is ¥2.2 trillion by driving compound strategies.

#### 1-1. Compound Strategy (Covering Back-office Operations of Medium-sized Companies)

Offers a broad product lineup centered on four core segments while sharing accounting, documented evidence, and employee



#### 1-2. Net Growth in Corporate Customers

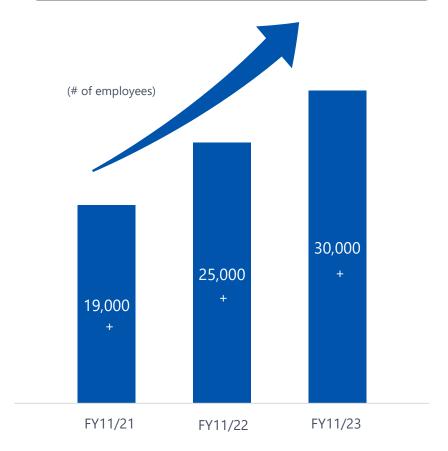
Achieved a significantly higher average quarterly net increase in FY11/24 Q2 than in FY11/23 quarterly average (+8,696 companies) by continuing to acquire a large number of customers via professional service firms and deploying promotional campaigns.



#### 1-2. Initiatives as a "Management Partner" to Professional Service Firms

Not only proposes the adoption of *Money Forward Cloud* to professional service firms and their clients but also offers devoted support in their overall cloud migration and DX efforts **as a trusted management partner**. Provides a wide range of services, including fostering communities for professional service firms and addressing their HR issues in addition to offering day-to-day advice.

Number of Employees Using *Money Forward Cloud* in Certified Member Offices





(Networking event for independent tax accountants)

#### 1-2. Promotional Campaigns for Adoption of *Money Forward Cloud Accounting*

Promoting the adoption of *Money Forward Cloud Accounting* while addressing concerns surrounding implementation costs to companies that are considering installing new back-office tools or migrating from existing systems in order to boost their productivity and streamline operations.



Campaign period: February–April 2024

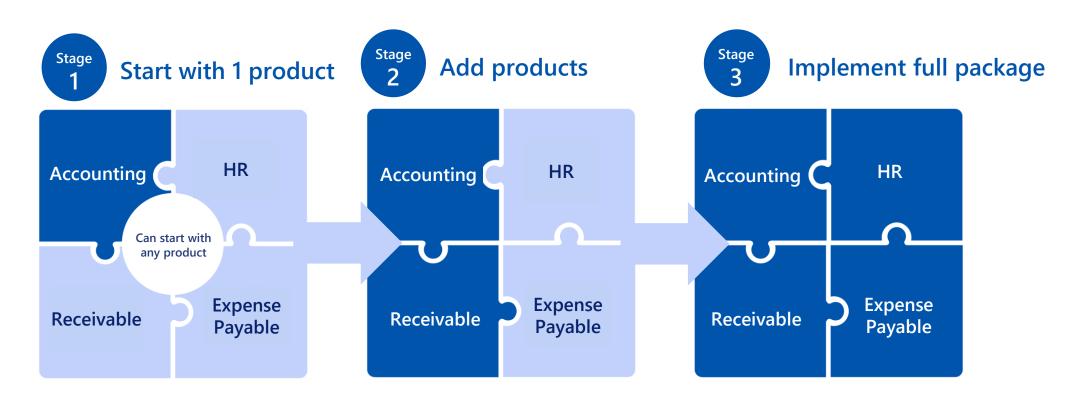


In progress

Campaign period: May–September 2024

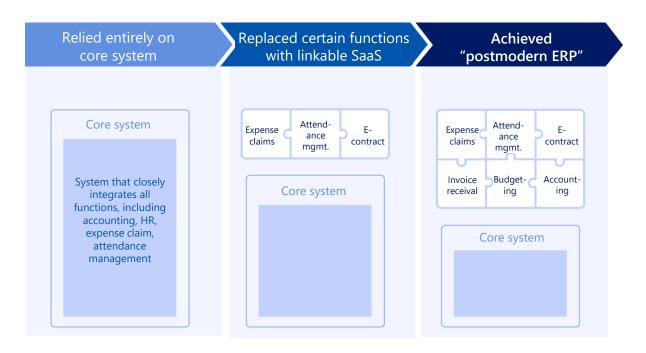
#### 1-3. Deploying Composable ERP model with Flexibility and Scalability

Develops and provides stand-alone functions for customer to speedily realize the optimal system configuration. Customers can implement individual functions as necessary while combining them with their existing systems and gradually adding new functions.

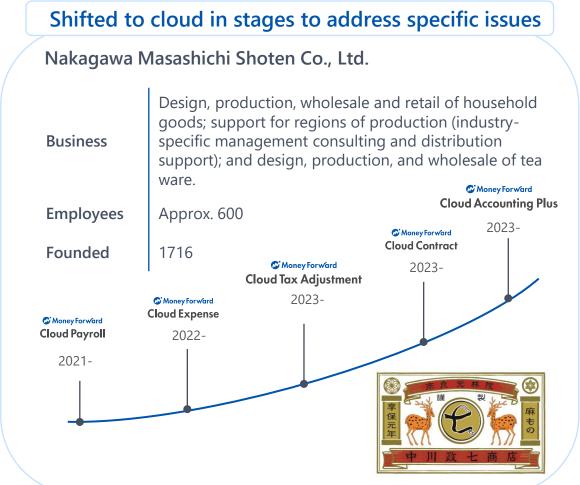


#### 1-3. Composable ERP model in Midmarket Space (Case Study of Mature Company)

A mature company replaced its peripheral systems with SaaS in a stepwise manner while retaining its core system, thereby building an optimized composable ERP model and making it possible to adapt to the times as well as future business changes.

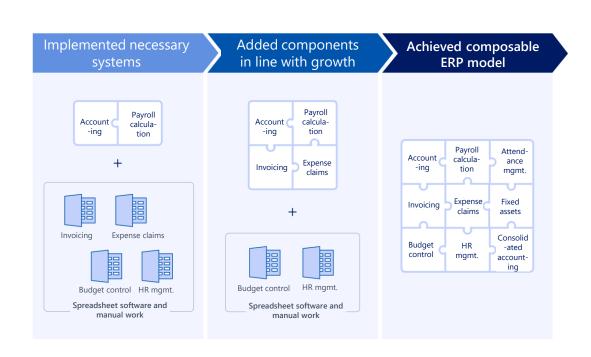


(Example of implementation process at mature company)

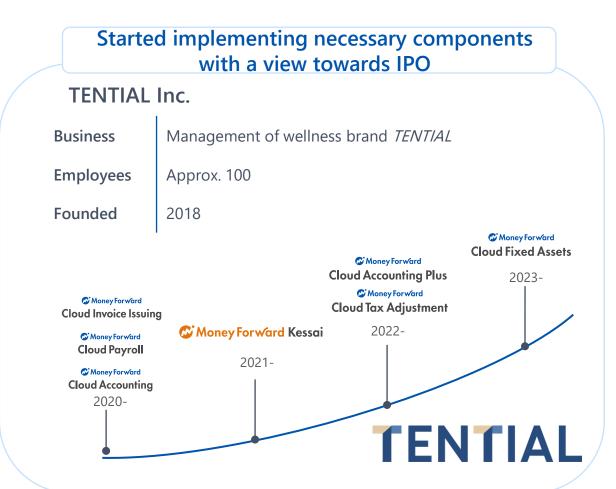


#### 1-3. Composable ERP in Midmarket Space (Case Study of Growth Company)

A growth company implemented the necessary systems in a phased manner according to its growth stage, enabling it to flexibly adapt its back office by combining components even when its workforce and business expanded rapidly.



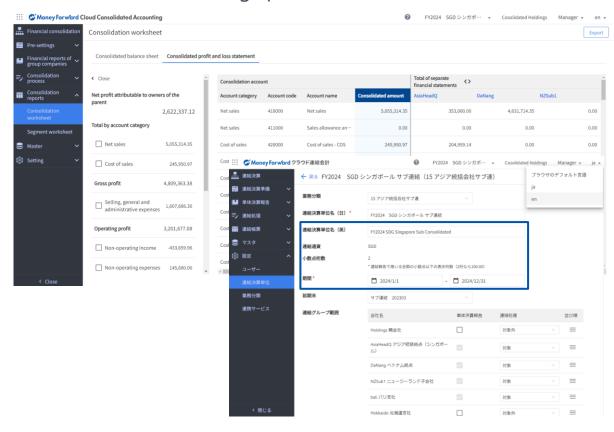
(Example of implementation process at growth company)



Screenshots

## 1-3. Composable ERP in Midmarket Space (Case Study of *Money Forward Cloud Consolidated Accounting* Implementation by Listed Global Growth Company)

A listed company with multiple overseas subsidiaries has decided to install a function that we recently released for making the necessary configurations in global accounting consolidation. The function is part of our continued drive to develop new functions in the accounting space.



(Left)Screen for global accounting consolidation (in English) (Right) Screen for setting currencies and decimal places

Case Study

#### YCP Holdings (Global) Limited

Business Management services, solution services, and principal investments

Locations Headquartered in Singapore with 20 offices worldwide, including Japan

#### **Background of Implementation**

- The parent company, investee companies, and overseas intermediate holding companies needed functions that would enable them to handle multiple currencies, including the US dollar and local currencies.
- Since the company frequently deploys M&As and organizational restructuring, the product's flexibility in configurations was another unique value proposition.



## 02. Utilization of Generative AI (Boosting Internal Productivity with Generative AI - Business Side)

Leveraging generative AI to significantly streamline customer service and marketing and other daily operations.

reduced by 30–40%\*1.



- Generating articles for SEO and content marketing by using generative AI including Chat-GPT4 and Microsoft Copilot.
- The use of AI to generate articles instead of writing them manually has led to a cut back on creation costs and time.

No. of phone calls per hour was increased by 60%\*1 by auto-generating talk scripts.



- Introduced a scheme of using AI to review source codes by linking *ChatGPT-4Turbo* with the open-source product *CodeRabbit*.
- Boosted efficiency of phone calls to customers by significantly cutting down on the time required to prepare for calls.

reduced by 80% \*1 by using auto-generation.



- Built a scheme in which phone call summaries are authomatically generated by adding a prompt to the internal ChatGPT environment MF AI Chat.
- Drastically reduced the time spent on creating summaries.
- Accordingly, summary contents and qualities were standardized.

<sup>\*</sup> All company names and product/service names (including logos) are trademarks or registered trademarks of their respective owners.

<sup>\*1</sup> Example of time reduction in certain departments.

## 02. Utilization of Generative AI (Boosting Internal Productivity with Generative AI - Engineering Side)

Generative AI is used in product development as well.

reduced by 20–30%\*1 by introducing *Copilot*.



- Our engineers are using *GitHub Copilot*, which provides a range of functions, including code completion, code generation, and document drafting.
- Work hours are being saved by using *Copilot* to generate source codes.
- The reduction in development time will lead to further developments of new functions.

<sup>\*</sup> All company names and product/service names (including logos) are trademarks or registered trademarks of their respective owners.

<sup>\*1</sup> Estimated value based on research by Money Forward, Inc. as actual levels of use vary from person to person.

#### 02. Utilization of Generative AI for Our Products 1/2

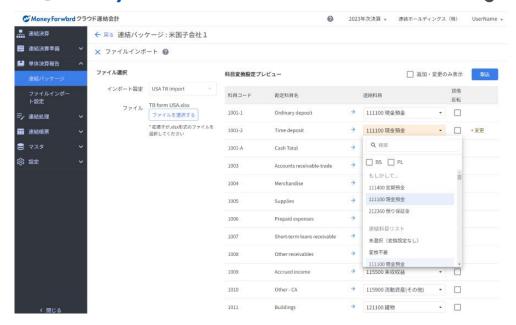
Improving usability by incorporating generative AI into products centered on corporate services. Will be adding generative AI functions to other products as well in stages.

#### Money Forward Cloud Payroll



- Uses ChatGPT API\*1.
- Automatically generates payroll calculations based on user prompts.

#### Money Forward Cloud Consolidated Accounting



- Uses OpenAl's Al service\*1.
- Automatically suggests conversions from group companies' account titles to consolidated account titles while taking into account different languages and spelling variations.

#### 02. Utilization of Generative AI for our Products 2/2

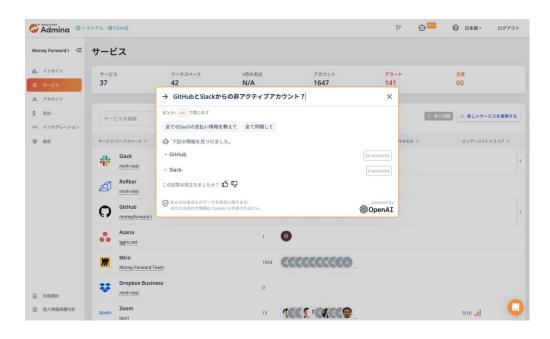
Improving usability of our products centered on corporate services by incorporating generative AI. Will also be adding generative AI functions to other products in stages.

#### Money Forward Cloud Contract



- Uses ChatGPT API\*1
- Uses AI-ORC to extract the types and category names of contracts and automatically convert them into data.

#### **Money Forward Admina**



- Provides Admina AI, which uses ChatGPT API<sup>1</sup>.
- Users can complete operations such as collecting data or deleting accounts by simply entering the information they want to refer to.

**Financial Results** 

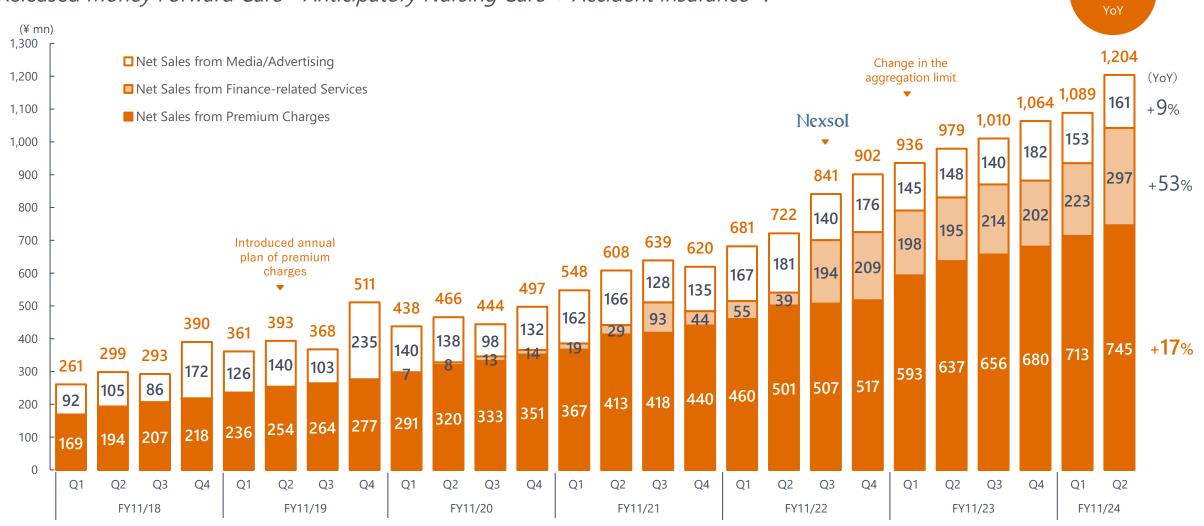
**Appendix** 

# Financial Highlights by Domain

+23%

# **Quarterly Net Sales of Home Domain**

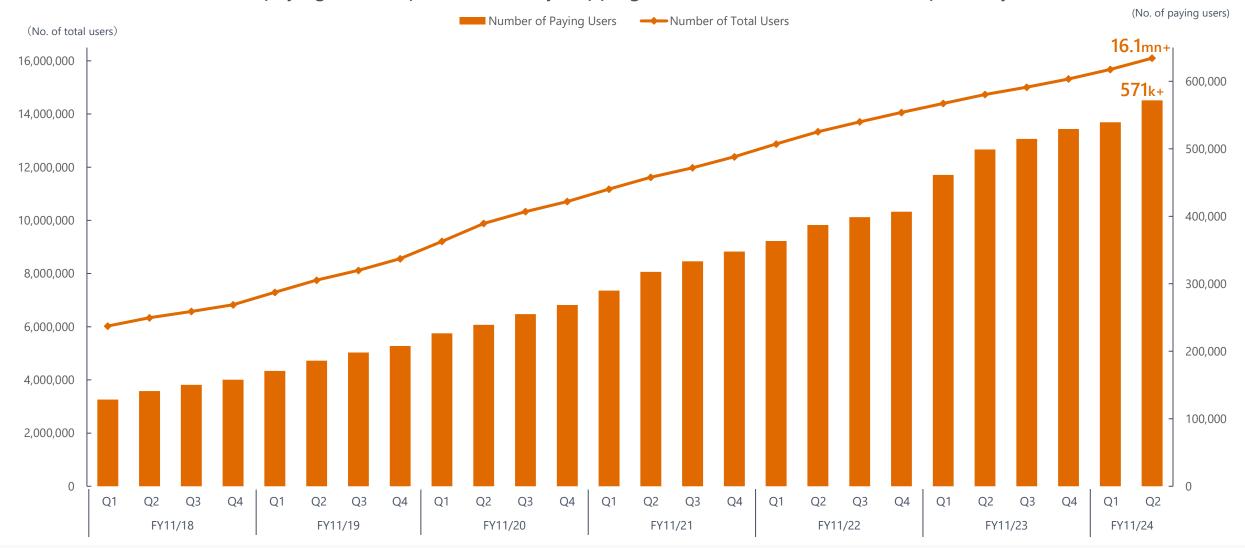
Revenue from premium paying users of *Money Forward ME* continued to grow firmly, **up 17% YoY**. Released *Money Forward Care <Anticipatory Nursing Care + Accident Insurance*>.



<sup>\*</sup> Net sales from financial services include revenues from Money Forward Personal Financial Consulting, Money Forward Fixed Cost Review, and Nexsol Co., Ltd.

# **Total and Paying Users of Money Forward ME**

The number of total and paying users expanded steadily, topping 16.1 million\*1 and 570,000, respectively.



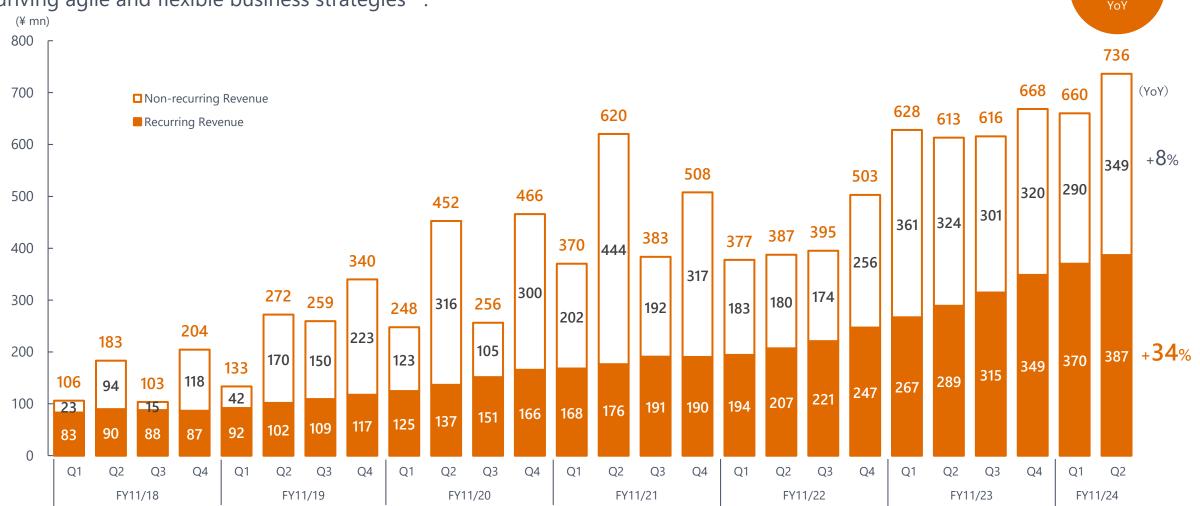
<sup>\*1</sup> Accumulated number of users of Money Forward ME in Home domain, consisting of app downloads and online registrations. Excludes the number of users of services for financial institutions in X domain.

+20%

# **Quarterly Net Sales of X Domain**

Recurring revenue increased by 34% YoY, driven by robust growth in the *Mikatano* series.

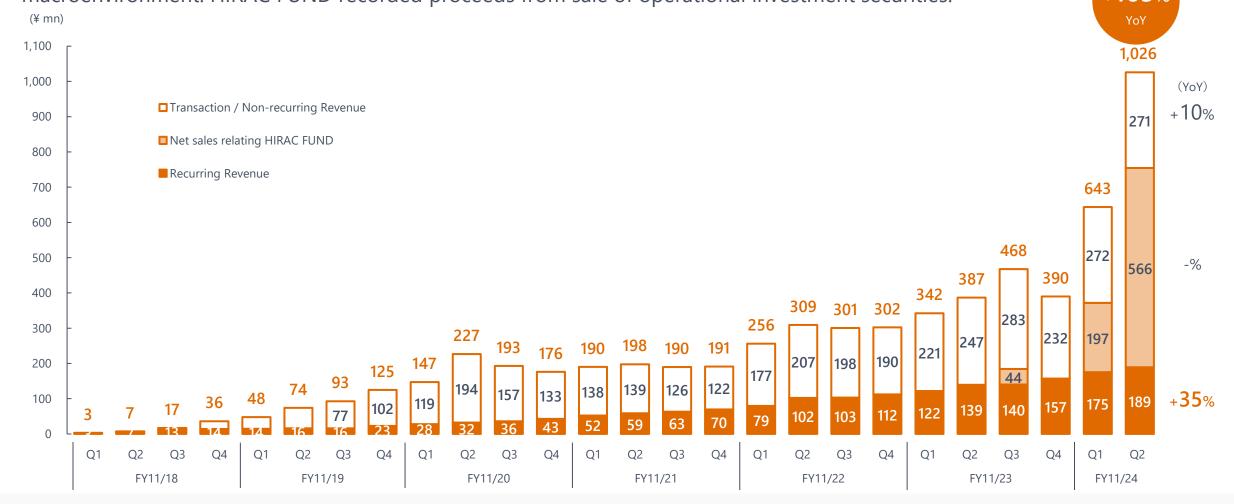
Also, X domain will spin off through an incorporation-type company split during FY11/25 for the purpose of driving agile and flexible business strategies\*1.



<sup>\*1</sup> Effective date is scheduled for December 2, 2024. For details, please refer to the announcement on June 25, 2024, "Notice Regarding Establishment of Subsidiary through Company Split (Simplified Incorporation-Type Company Split)."

# **Quarterly Net Sales of Finance Domain**

The invoicing/payment BPO service (recurring revenue\*1) continued to grow rapidly, up 35% YoY. Continued to take a cautious stance in the factoring business (transaction/non-recurring revenue\*1) due to credit tightening on the back of the macroenvironment. HIRAC FUND recorded proceeds from sale of operational investment securities.

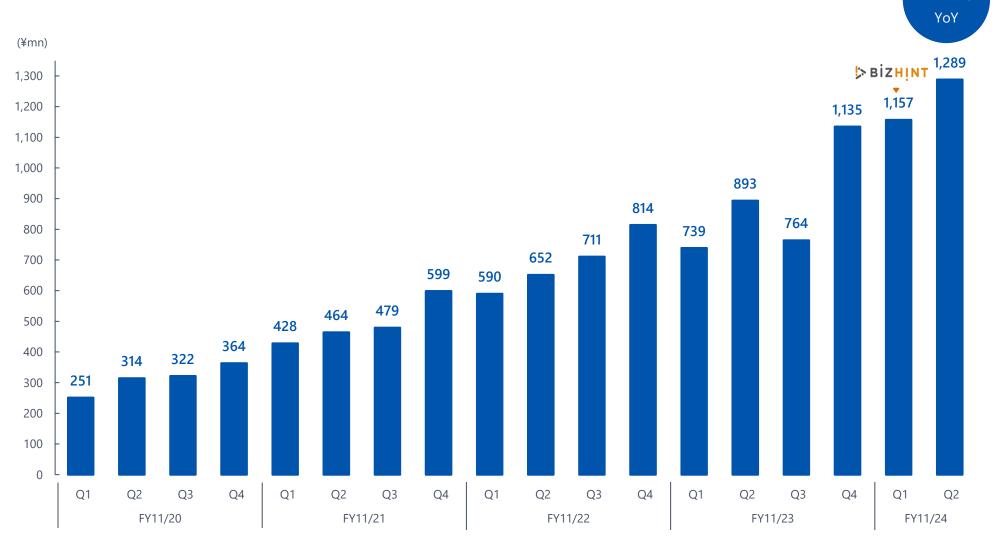


<sup>\*1</sup> Recurring revenue includes monthly fixed fees, and settlement and associated fees of Money Forward Kessai and SEIKYU+. Transaction/non-recurring revenue includes net sales of Money Forward Early Payment, SHIKIN+, Money Forward Invoice Card Pay for Startup, as well as postage fees of Money Forward Kessai and SEIKYU+.

<sup>\*</sup>HIRAC FUND-related sales are shown only in the quarters in which a large volume of proceeds from sale of investments incurred and included in Transaction/non-recurring revenue in the quarters in which the volume is ¥10 million or less.

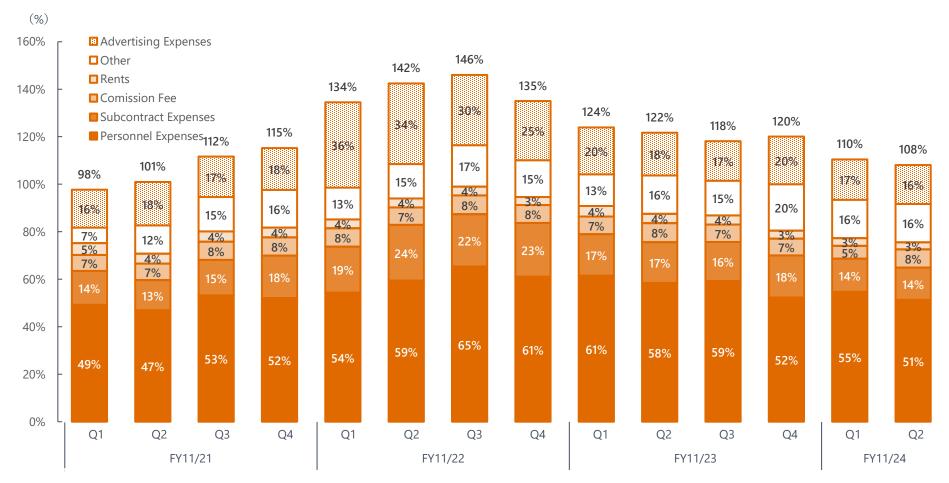
# **Quarterly Net Sales of SaaS Marketing Domain**

In addition to the impact of BizHint, Inc. which was consolidated in FY11/24 Q1, existing businesses such as ADXL and BALES also made favorable progress, with sales rising 44% YoY.



## [Reference] Breakdown of Cost of Sales and SGA (% to Net Sales, Based on Operating Profit)

An overall improvement was seen centered on advertising, personnel, and outsourcing expenses. For 11/24, the target for the advertising expenses to sales ratio is an improvement to 15-17%, and the personnel and subcontract expenses to sales ratio are expected to be 64-69% \*1.



<sup>\* &</sup>quot;Other" includes IT introduction subsidy fees, taxes and dues, communication expenses, recruiting/training expenses, amortization of goodwill, depreciation, fee expenses, point expenses related to Pay for Business and transfer to other account(deduct item), etc.

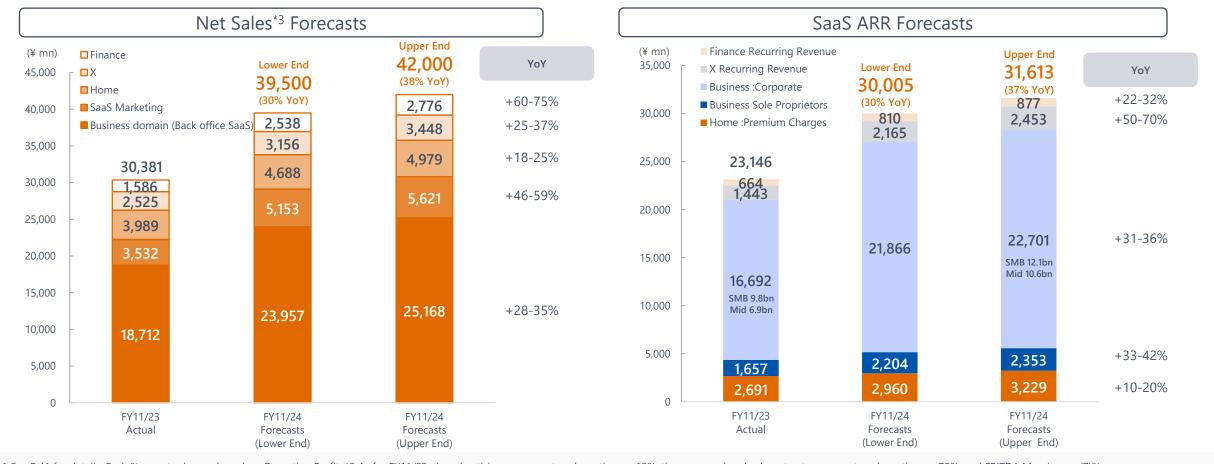
<sup>\*</sup> Various expenses include non-cash items. Stock compensation expenses included in "personnel expenses," amortization of goodwill, depreciation, and provisions, etc., included in "other."

<sup>\*1</sup> As for FY11/23, the advertising expenses to sales ratio was 19% and the personnel and subcontract expenses to sales ratio was 75%.

# FY11/24 Guidance and Medium to Long Term Financial Targets

## FY11/24 Net Sales / SaaS ARR Forecasts (Reference)

For FY11/24, the target is to achieve net sales in the range of ¥39.5-42.0 bn(YoY+30-38%), SaaS ARR in the range of ¥30.0-31.6 bn(YoY+30-37%), and EBITDA within ¥1.0-3.0 bn. The target for the advertising expenses to sales ratio is an improvement to 15-17%, and the personnel and subcontract expenses to sales ratio are expected to be 64-69% \*1. Additionally, the EBITDA Margin is aimed to improve by +10-15% compared to FY11/23 \*2.



<sup>\*1</sup> See P.41 for details. Each % to net sales are based on Operating Profit. \*2 As for FY11/23, the advertising expenses to sales ratio was 19%, the personnel and subcontract expenses to sales ratio was 75%, and EBITDA Margin was (7)%.

<sup>\*3</sup> Includes other net sales.

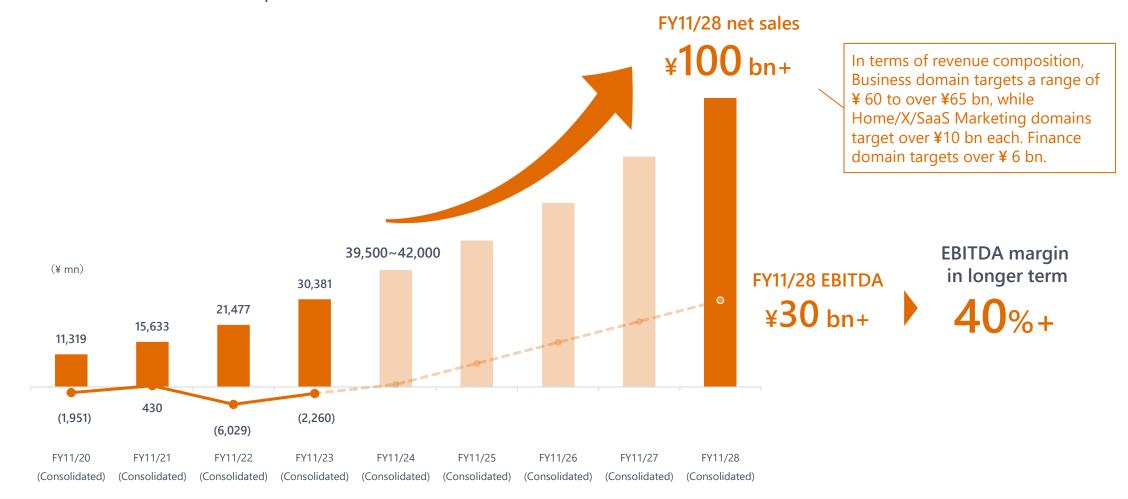
# FY11/24 Business Directions by Domain

|  | Business directions  |
|--|--|
| Entire Group                           | <ul> <li>As with FY11/23, concentrate resources to Business domain (SaaS applications for back-office operations of corporations), where the ARR growth rate is accelerating rapidly. As for the other domains, prioritize improving profitability while sustaining growth.</li> <li>Raise profitability, primarily by reducing the ratio of advertising expenses and personnel/outsourcing expenses to total sales, with a target of improving EBITDA margin by +10-15%.</li> </ul> |
| Business                               | <ul> <li>Continue to bolster the professional service networks of SMB while concentrating investments to midmarket products and sales/marketing.</li> <li>Continue to strengthen links between products to enhance usability.</li> </ul>   |
| Home                                   | <ul> <li>Enhance functions in the Wealth Formation Advanced Course with a focus on asset management to boost user value and ARPA.</li> <li>Bolster customer referrals to financing services by utilizing the Group's user base, which is one of Japan's largest.</li> </ul>  |
| X                                      | <ul> <li>Continue to shift toward a business model that focuses on recurring revenues by upgrading functions in the Mikatano series.</li> <li>Reinforce sales structure including by expanding partnerships with financial institutions and driving customer success.</li> </ul>   |
| Finance                                | <ul> <li>Promote the accounts receivable purchase business with caution in light of the current macro environment.</li> <li>Expecting to record proceeds from the sale of operational investment securities *1 (non-recurring revenue) in FY11/24 of approx. ¥0.7bn.</li> </ul>  |
| SaaS Marketing                         | <ul> <li>Maximize PMI and synergetic effects in BizHint, Inc. and enhance BOXIL services.</li> <li>BizHint, Inc. was consolidated in FY11/24 Q1.</li> </ul>  |
| M&A and<br>Group capital<br>strategies | <ul> <li>Continue careful selections of strategic M&amp;A deals while deploying active sourcing.</li> <li>Currently preparing an IPO of SaaS Marketing domain (SMARTCAMP Co., Ltd.), which has grown rapidly in the three years since its acquisition (CAGR of +41%), with the aim of maximizing and manifesting corporate value.</li> </ul>   |

<sup>\*1</sup> To be incurred in HIRAC FUND, a venture capital business.

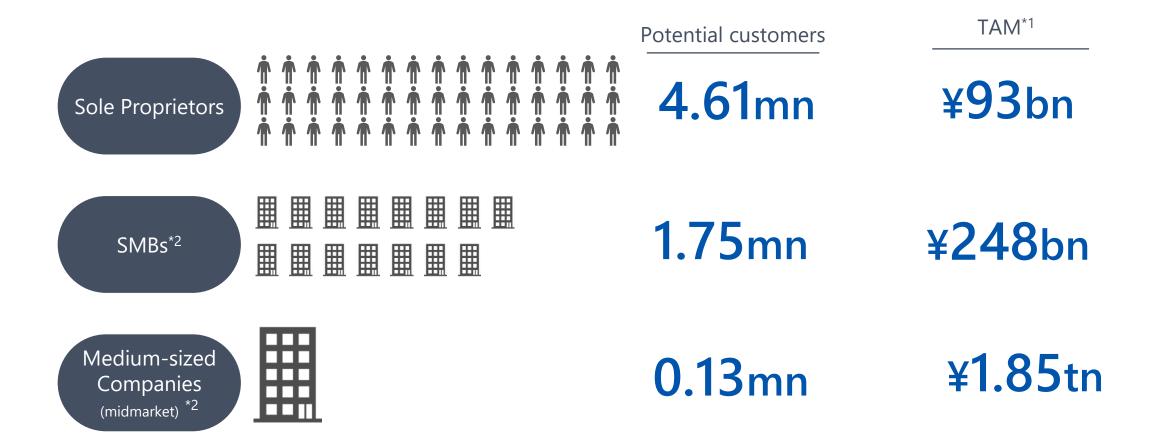
# Medium to Long Term Financial Targets (Reference)

Aiming to achieve both high growth and better margins, with FY11/28 target net sales set to ¥100 bn+(SaaS ARR ¥80bn+) and EBITDA to ¥30 bn+. In the longer term, eyeing an EBITDA margin of 40%+. Expecting EBITDA margin to improve 10-15% in FY11/24 and continue improvement FY11/25 and onward.



## **Back Office SaaS Potential Market Size**

Potential market size of back-office SaaS, Group's current area of focus, is estimated to be about **¥2.20 trillion**\*1.

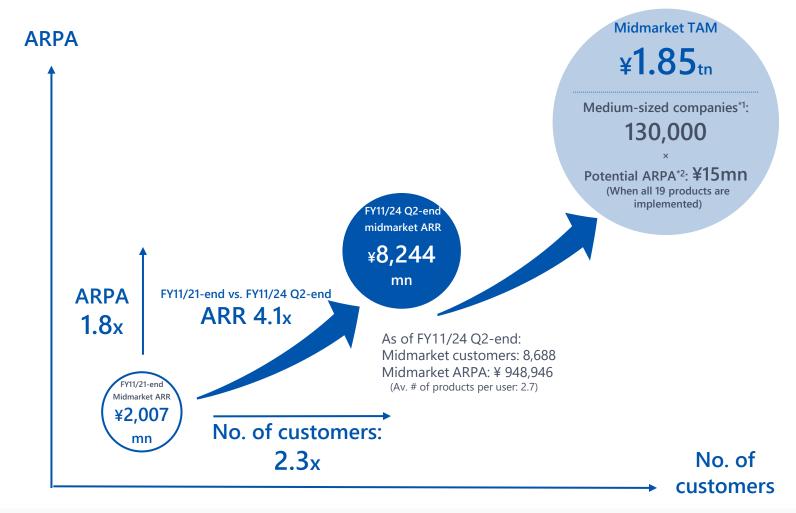


<sup>\*1</sup> Created by Money Forward, Inc. based on National Tax Agency 2021 Survey, MIAC June 2016 Economic Census Activity Survey, TEIKOKU DATABANK, Ltd, and Final tabulation report of the "Survey on the Actual Conditions Concerning the Administrative Workload of Settlement Affairs, etc.", October 26, 2016. Total annual expenditure when the Group's all potential customers introduced Money Forward Cloud in Japan. The total number of potential customers is the sum of sole proprietors and corporates with less than 2,000 employees.

<sup>\*2</sup> Revised the definitions of "Small Enterprise" (corporate with less than 20 employees) and "Medium Enterprise" (corporate with between 20 and 999 employees) which were used previously so that they will align with the company's latest classification. The definition of "SMBs" is corporate with less than 50 employees and that of "Medium-sized Companies" is corporate with between 50 and 1,999 employees.

## **Potential of Midmarket**

Further growth is expected driven by the expansion of the midmarket customer base and increase in ARPA.



<sup>\*1</sup> The total annual expenditure of all the Group's potential corporate users in Japan if they were to implement *Money Forward Cloud* or other *Money Forward* services The total of potential corporate users is the sum of sole proprietors and companies with less than 2,000 employees. Prepared by Money Forward, Inc. based on the National Tax Agency's (NTA) 2021 survey, the Ministry of Internal Affairs and Communications' (MIC) June 2016 economic census activity survey, and Teikoku Databank, Ltd.'s *Final Aggregation Report of Survey on Administrative Workload of Payment Operations* (October 26, 2016). Companies with between 50 and 1,999 employees are defined as "medium-sized companies."

<sup>\*2</sup> Annual fees paid by each company if they were to implement all 19 of the Group's services targeting the midmarket, based on the definition provided by the National Tax Agency, that the average number of employees of all medium-sized companies (50 to 1,999 employees) is 170 (NTA 2021 survey).

# TAM\*1 Continued to Expand, Driven by Expansion of Business Areas and Services

2012

Continue to develop our business in this huge potential market, which totals ¥6.6tn, and aim for further growth. Home Domain\*2 **Business Domain\*3** + SaaS Marketing **Future** X Domain\*4 Home + Receivable 0.9tn Finance Domain\*5 Financing SaaS Marketing + Digital 1.7<sub>tn</sub> **And Factoring** SaaS Marketing Domain\*6 **Transformation** of Financial Finance **Business** 2.6tn 0.7tnInstitutions 0.7tn +Back Office SaaS ¥6.6tn PFM 2024 ¥0.8tn

<sup>\*1</sup> Total Addressable Market. Potential market size for five domains of Money Forward is estimated, by using certain assumptions, based on third party research, publication as well as Money Forward historical data. \*2 See Business Overview's P21. \*3 The total TAM for Back Office SaaS and Pay for Business combined. See P46. \*4 Created by Money Forward, Inc. Calculated based on the market size for the Japanese contract software development market size and for *Mikatano* according to the Ministry of Internal Affairs and Communications/Ministry of Economy, Trade and Industry's 2021 Basic Survey on Information and Communications Industry multiplied by an estimated market share. \*5 Calculated based on an annual required working capital for Japanese companies with revenues of under ¥500 million according to the Small and Medium Enterprise Agency of Japan's Report on Basic Survey on SMB in 2021 multiplied by an estimated usage rate for accounts receivables financing services multiplied by a rate based on *Money Forward Kessal's* past fees received. Created by Money Forward, Inc. \*6 Estimated by the potential market size of back-office SaaS and the costs to net sales ratio. The potential market size of back-office SaaS is estimated by Fuji Chimera Research Institute, Inc., "2022 New Software Business Market" and the costs to net sales ratio is based on financial reports and presentation documents of Money Forward, RAKUS, Uzabase, User Local, kaonavi, Chatwork, Sansan, freee, Cybozu, TeamSpirit, and Yappli available as of December 31, 2022. All of those are created by Money Forward, Inc.

<sup>\*</sup>These figures are not intended as an objective indicator of the size of the market for our businesses as of October 2023. Actual market size may differ from this estimate due to the limitations peculiar to such third-party research and publications in terms of their accuracy.

# **Definition of KPIs**

| MRR                              | Monthly recurring revenue.<br>Total recurring revenue as of the end of a particular month.   |
|----------------------------------|--|
| ARR                              | Annual recurring revenue.<br>Calculated by multiplying the MRR as of the end of a particular period by 12.   |
| SaaS ARR                         | Calculated by multiplying the MRR of Home, Business, X, and Finance domains at the end of a particular period by 12.  Includes: 1) revenue from premium charges in Home domain, 2) revenue from sales of services, including Money Forward Cloud, STREAMED, Manageboard, V-ONE Cloud, Money Forward Certified Member System, HiTTO, and Money Forward Admina, in Business domain, 3) maintenance income of co-creation projects with financial institutions and revenue from services for customers of financial institutions, including the Mikatano series and Money Forward for XX, in X domain, and 4) monthly fixed fees as well as settlement and associated fees of Money Forward Kessai in Finance domain.  In order to adjust for seasonal factors of STREAMED, its MRR is calculated as one-third of its revenue in Q1 and Q2 of each fiscal year.   |
| Paying customer                  | Paid subscribers of services provided in Business domain, consisting of 1) professional service firms and their clients and 2) businesses and sole proprietors who have subscribed via direct marketing, including the web channel or field sales.   |
| ARPA                             | Average revenue per paying account.<br>Calculated as: (ARR as of the end of a particular period) / (number of customers).  |
| New ARPA                         | Calculated as: (MRR deriving from new paying customers) / (number of new paying customers).  |
| Customer churn rate              | Average monthly churn rate of a particular period.  Calculated as [number of customer churns during (N) months] / [number of customers as of the end of (N-1) month].  |
| MRR churn rate<br>(based on MRR) | Average monthly churn rate based on MRR of a particular period.  Calculated as: 1 - [MRR as of the end of (N) month from customers as of the end of (N-1) month] / [MRR as of the end of (N-1) month].  A negative value (negative churn) indicates cases where the impact of the increase in revenue from upselling or cross-selling among existing customers surpasses the impact of the decrease in revenue due to customer churns.   |
| CAC payback period               | Customer acquisition cost payback period (months).  CAC Payback Period is calculated as (customer acquisition cost / number of new customers) / (new ARPA * gross margin * NRR). ). The customer acquisition cost included the total expenses associated with sales and marketing, such as advertising and personnel costs for sales and marketing departments for corporate services like <i>Money Forward Cloud, Streamed, Manageboard, V-ONE Cloud, HiTTO</i> , and <i>Money Forward Admina</i> . The gross margin was derived by deducting costs related to service operation personnel, customer support department expenses, and commission expenses from revenue.  Prior to FY23 Q2 the Customer Acquisition Cost Payback Period was calculated as (customer acquisition cost / number of acquired customers) / (ARPA * gross margin).  Unlike the prior calculation based on the ARPA of existing customers, this revised method appropriately considers the expected revenue from new customers. It factors in the improvements in the new revenue per account (new ARPA) and the enhancement in ARPA after acquisitions through cross-selling (NRR). |
| NRR                              | Net revenue retention.  Metric that indicates the change in MRR of a cohort of paying customers from the same month of the previous year, calculated as: (MRR of the cohort in the current month) / (MRR of the cohort in the same month of the previous year).  |



#### Disclaimer

The forward-looking statements and other contents included in this material are determined based on information currently available and may be subject to change due to macro economic trends, changes in the market environment or industry in which the Group operates, or for other internal/external factors.

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FY11/24 3Q financial results briefings call is scheduled to be held on 16:00 or later on October 15, 2024.