

Monthly Business Performance (April,2020)

May,11 2020

■ Monthly Business Performance

		(YoY change; %)
Existing stores	Daily sales	85.2
	Number of customers	77.8
	Spend per customer	109.3
	Total store sales	84.8

※ Note. The Company discloses the growth rate of average daily sales of existing stores excluding the impact of services : pre-paid cards, tickets.

■ Number of stores

	April,2020	Total	Japan total	Overseas stores	Group total
Opening	32	43	/	/	/
Closure	20	44			
Net increase/ decrease	12	△ 1			
Number of Stores	15,685	15,685	16,610	8,008	24,618

■ Number of stores operated by area franchise companies in Japan

Okinawa FamilyMart	Minami-Kyushu FamilyMart	JR KYUSHU RETAIL	Total
327	393	205	925

Overview of April 2020

In light of the state of emergency that has been declared following the spread of COVID-19, customers nationwide are refraining from going outside. As a result, there has been a rise in demand for buying food and other essentials in bulk, leading to an increase in the average sales per customer. Despite this, daily sales at existing stores have significantly declined compared with April 2019 due to the major impact that the trend of staying at home has had on the number of customers visiting stores as well as the rebound from the sales campaign for a barcode payment service that was implemented in the previous fiscal year.

Since the declaration of the state of emergency, we have been moving forward with efforts to create sales floors that can adapt to the changes in customer needs with the aim of realizing a recovery in the number of customers visiting stores and further increasing the average sales per customer. These efforts have included promoting buying in bulk for families; catering to demand for eating at home with our prepared dishes and daily foods; and offering frozen, daily, and processed foods that can be stored and are easy to prepare.

Additionally, we are implementing a variety of measures to prevent the spread of COVID-19 at our stores to ensure that our customers can shop with peace of mind. At the same time, we are rolling out measures that provide support to the management at our franchised stores.

<Examples>

- Support for preventing the spread of the virus, including the installation of protective sheets at store counters to prevent droplet infection and the provision of disposable masks
- Provision of financial assistance to stores that have temporarily closed due to the outbreak of COVID-19 among employees
- Provision of consolation payments to franchised stores in accordance with the percentage of revenue declines caused by spread of COVID-19
- Establishment of special measures that ease certain conditions in franchise contracts related to receiving compensation for opening stores 24 hours a day and incentives for operating multiple stores, etc.

[Daily and Fresh Foods] Sales of daily and fresh foods exceeding sales levels in April 2019, as the demand for eating at home led to an increase in sales of cut vegetables, tofu, natto, and other foods.

[Frozen Foods] Sales of frozen foods were up over April 2019 on the back of the robust performance of such products as frozen noodles and frozen prepared dishes.

■ Monthly Business Performance (Japan ; non-consolidated)

YoY change (%)		Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
Existing stores	Daily sales	92.4	85.2										
	Number of customers	89.9	77.8										
	Spend per customer	102.5	109.3										

• Total store sales

	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
YoY change (%)	92.5	84.8										

■ Number of Stores

	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Total
Opening	11	32											43
Closure	24	20											44
Net increase/decrease	△ 13	12											△ 1
Number of Stores	15,673	15,685											15,685

	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
FamilyMart (non-consolidated)	15,673	15,685										
Domestic area franchised stores	924	925										
Domestic chain stores	16,597	16,610										
Overseas area franchised stores	7,977	8,008										
Total chain stores	24,574	24,618										

• Breakdown of domestic area franchised stores

	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
Okinawa	326	327										
Minami-Kyushu	393	393										
JR KYUSHU RETAIL	205	205										
Domestic area franchised stores	924	925										

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