Registered No. 06250176

BrightHouse Group plc

Quarterly Report

for the thirty-nine weeks ended 28 December 2015

BrightHouse Group plc
5 Hercules Way
Leavesden Park
Watford WD25 7GS
United Kingdom

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Operational Highlights for the First Three Quarters 2015

BrightHouse Group plc (the "Company"), the leading provider of rent-to-own products in the United Kingdom, today announces interim results of operations for the thirteen weeks and thirty-nine weeks ended 28 December 2015.

Key Highlights

- Increased revenue by 6.7% to £275.6 million for the First Three Quarters 2015;
- Increased EBITDA by 5.0% to £39.8 million for the First Three Quarters 2015;
- Increased LTM like-for-like revenue by 4.3% for the twelve months ended 28 December 2015;
- Net cash flow of £7.7m for First Three Quarters 2015 versus £12.6m for First Three Quarters 2014;
- Opened 9 new stores in the First Three Quarters 2015, gaining access to new geographic areas and bringing the total number of stores across the United Kingdom to 307 as of 28 December 2015;
- Opened two new Local Distribution Centres (LDC's) in the First Three Quarters 2015 to further strengthen our supply chain network;
- Our Contract Portfolio is valued at £601.6 million as of 28 December 2015, compared to £621.5 million as of 27 December 2014;
- Positive customer growth for the First Three Quarters 2015, bringing our total number of customers to 280,800 as of 28 December 2015;
- Online applications for the First Three Quarters 2015 increased by 6.5% compared to the First Three Quarters 2014.
- Ongoing constructive dialogue with the FCA in relation to our authorisation application.

Leo McKee, Chief Executive Officer, said:

"We are pleased to report a solid period of peak trading which has seen an increase in our customer base to 280,800. In addition, the opening of 9 new stores together with a material rise in the number of online customer originations, provides a significant opportunity for future growth."

The following table reconciles EBITDA to profit for the period for the Third Quarter 2014 and the Third Quarter 2015, as well as the First Three Quarters 2014 and the First Three Quarters 2015.

(in thousands of £)	**For the Third Quarter 2015**	**For the Third Quarter 2014**	**For the First Three Quarters 2015**	**For the First Three Quarters 2014**
Profit before tax	5,623	5,430	13,808	10,952
Financial income and expenses	5,592	5,409	16,607	16,305
Depreciation of fixtures and equipment and amortization of software	3,089	3,135	9,391	9,432
Exceptional items	–	12	–	1,234
EBITDA	14,304	13,986	39,806	37,923

Certain Definitions

Definitions of certain terms used in this Quarterly Report and certain financial and operating data can be found below.

"APR" refers to the annual percentage interest rate.

"Company" refers to BrightHouse Group plc.

"Contract Portfolio" refers to, collectively, all the hire purchase agreements existing on any given date. For a detailed explanation of Contract Portfolio as a non-IFRS operating measure, see "Introduction—Presentation of Financial and Other Data—Presentation of non-IFRS operating measures."

"EBT" refers to the Employee Benefit Trust.

"First Three Quarters 2014" refers to the thirty-nine weeks ended 27 December 2014.

"First Three Quarters 2015" refers to the thirty-nine weeks ended 28 December 2015.

"First Three Quarters Report" refers to this report as of and for the thirty-nine weeks ended 28 December 2015.

"IFRS" refers to International Financial Reporting Standards as adopted by the European Union.

"Indenture" refers to the indenture dated 9 May 2013 relating to the $7^{7}/_{8}$% senior secured notes due 2018 issued by the Company.

"Insurance Subsidiaries" refers to, collectively, Caversham Insurance (Malta) Limited, Caversham Holdings (Malta) Limited, Caversham Insurance Limited and Caversham Insurance (Isle of Man) Limited.

"Loan Notes" refers to the unsecured loan stock issued by the Company to Haig Luxembourg Holdco S.à r.l. on 9 May 2013 as part of the exchange of the loan stock previously issued by BrightHouse Holdings Ltd to Haig Luxembourg Holdco S. à r.l.; the principal amount outstanding under the Loan Notes on the issue date of the Notes was the balance of amounts owing to Haig Luxembourg Holdco S. à r.l. under the previously issued loan stock instrument less cash paid from the proceeds of the offering of the Notes.

"LTM" refers to any twelve month period as required by the context.

"Notes" refers to the $7^{7}/_{8}$ % senior secured notes due 2018 issued by the Company on 9 May 2013.

"Revolving Credit Facility" refers to the agreement among the Company, the guarantors of the Notes, Lloyds Bank plc, as security agent and agent, and the lenders party thereto, dated 9 May 2013, for the provision of a £25.0 million revolving credit facility, as amended from time to time.

"SEC" refers to the U.S. Securities and Exchange Commission.

"Third Quarter 2014" refers to the thirteen weeks ended 27 December 2014.

"Third Quarter 2015" refers to the thirteen weeks ended 28 December 2015.

"sterling", "pound sterling" and "£" refer to the lawful currency of the United Kingdom.

"the period" and "this period" refer to the First Three Quarters 2015 unless the context otherwise requires.

"we", "us", "our", "Group" and other similar terms refer to the Company and its consolidated subsidiaries unless the context otherwise requires or is clear from context.

Presentation of Financial and Other Data

For purposes of this Quarterly Report we refer to the thirty-nine weeks ended 28 December 2015 as "First Three Quarters 2015", and the thirty-nine weeks ended 27 December 2014 as "First Three Quarters 2014." We refer to our fiscal year started 1 April 2015 ending 31 March 2016 as "Fiscal 2016."

Consolidated financial statements

The consolidated financial statements of the Company and its subsidiaries for the thirty-nine weeks ended 28 December 2015 presented in this Quarterly Report have been prepared in accordance with IFRS and in accordance with the accounting policies presented in the offering memorandum relating to the Notes. The consolidated financial statements are unaudited and have been derived from the internal management reporting of the Company. The results of operations for prior periods or interim periods are not necessarily indicative of the results to be expected for the full financial reporting periods or any future reporting periods.

Presentation of non-IFRS financial measures

In this Quarterly Report, we present certain non-IFRS financial measures, including EBITDA and certain related ratios. As used in this Quarterly Report, the following terms have the following meanings:

We define "EBITDA" as profit for the period before financial charges, tax, depreciation of fixtures and equipment (but not depreciation of hire purchase assets), amortization of software and exceptional items.

We believe that EBITDA is a useful indicator of our overall financial performance and EBITDA is a useful indicator of our liquidity and our ability to incur and service our indebtedness, and can assist certain investors, securities analysts and other interested parties in evaluating us.

EBITDA and similar measures are used by different companies for differing purposes and are often calculated in ways that reflect the circumstances of those companies. You should exercise caution in comparing EBITDA as reported by us to that reported by other companies. EBITDA as presented herein differs from the definition of "Consolidated EBITDA" contained in the Indenture or for purposes of any of our other indebtedness. The information presented as EBITDA is unaudited and has not been prepared in accordance with IFRS or any other accounting standards. In addition, the presentation of these measures is not intended to and does not comply with the reporting requirements of the SEC and will not be subject to review by the SEC; compliance with its requirements would require us to make changes to the presentation of this information.

EBITDA is not a measurement of performance under IFRS and you should not consider EBITDA as an alternative to net income or operating profit or other performance measures determined in accordance with IFRS, or to cash flows from operations, investing activities or financing activities. EBITDA has limitations as an analytical tool, and you should not consider it in isolation.

Presentation of non-IFRS operating measures

This Quarterly Report includes information on our "Contract Portfolio" and other related data. Our Contract Portfolio consists of all of the hire purchase agreements we enter into with our customers. The value of our Contract Portfolio refers to the aggregate amount of remaining payments due under our hire purchase agreements on a given date through the term of the relevant contracts in effect on such date, assuming that all contracts are paid in full and not terminated prior to maturity. These payments include, in addition to the expected instalment payments towards the retail price of the product, interest and indirect taxes and payments on the purchase of our insurance and warranty products. This Quarterly Report also presents information on the performance of our Contract Portfolio. Information relating to the value of our Contract Portfolio and performance of our Contract Portfolio has been produced by Euristix, a specialist analytics and risk management firm, based on the data we provide them. We cannot assure you of the accuracy and completeness of such information, and Euristix does not assume liability for such information.

We present the value of our Contract Portfolio because it represents our best estimate of the undiscounted cash value of the aggregate payments that will come due under our existing hire purchase agreements at certain points in time. The value of our Contract Portfolio is an important supplemental measure by which our board of directors and management assess our performance, as they highlight the cash generation capacity of the assets underlying our business. However, these numbers are not derived from our internal financial systems or management accounts, but are derived from our non-financial operating systems and they have not been audited, reviewed or verified by independent auditors.

The value of the Contract Portfolio and other Contract Portfolio related performance data, as computed by us, may not be comparable to similar metrics used by other companies in our industry. In addition, our computations could differ in the future from the figures included in this Quarterly Report. Furthermore, levels of actual recoveries are uncertain and may vary materially due to several factors. Therefore, none of the value of our Contract Portfolio or any other Contract Portfolio related data included herein should be relied on as indicators of future revenue or performance.

Rounding adjustments

Certain numerical figures contained in this Quarterly Report, including financial information and certain operating data, have been subject to rounding adjustments. Accordingly, in certain instances, the sum of the numbers in a column or within a table may not conform exactly to the total figure given for that column or row or the sum of certain numbers presented as a percentage may not conform exactly to the total percentage given.

Consolidated Financial Statements

Group income statement

for the thirteen weeks and thirty-nine weeks ended 28 December 2015

	Notes	*13 weeks ended 28 December 2015 (unaudited) £000*	*13 weeks ended 27 December 2014 (unaudited) £000*	*39 weeks ended 28 December 2015 (unaudited) £000*	*39 weeks ended 27 December 2014 (unaudited) £000*
Revenue	3	93,529	88,950	275,638	258,306
Cost of sales		(43,139)	(38,861)	(127,167)	(113,309)
Gross profit		50,390	50,089	148,471	144,997
Operating expenses		(39,175)	(39,250)	(118,056)	(117,740)
Operating profit		11,215	10,839	30,415	27,257
Analysed by:					
Depreciation of fixtures and equipment and amortisation of intangible assets		3,089	3,135	9,391	9,432
Exceptional items	2	–	12	–	1,234
Earnings before interest, tax, depreciation amortisation and exceptional items		14,304	13,986	39,806	37,923
Other finance income	4	23	138	38	203
Other finance expenses	4	(5,615)	(5,547)	(16,645)	(16,508)
Profit before taxation		5,623	5,430	13,808	10,952
Tax charge	5	(1,226)	(1,212)	(3,036)	(2,537)
Profit for the period		4,397	4,218	10,772	8,415

The results shown above all relate to continuing activities.

Group statement of comprehensive income

for the thirteen weeks and thirty-nine weeks ended 28 December 2015

	13 weeks ended 28 December 2015 (unaudited) £000	*13 weeks ended 27 December 2014 (unaudited) £000*	*39 weeks ended 28 December 2015 (unaudited) £000*	*39 weeks ended 27 December 2014 (unaudited) £000*
Profit for the period	4,397	4,218	10,772	8,415
Other comprehensive income for the period net of tax	–	–	–	–
Total comprehensive income for the period net of tax	4,397	4,218	10,772	8,415

Group statement of financial position

as of 28 December 2015

	Notes	*28 December 2015 (unaudited) £000*	*27 December 2014 (unaudited) £000*
Non-current assets			
Property, plant and equipment	6	175,178	177,463
Intangible assets	7	85,385	84,362
Trade and other receivables	10	21,691	25,733
Deferred tax assets	8	6,862	9,152
		289,116	296,710
Current assets			
Inventories	9	22,257	17,157
Trade and other receivables	10	56,800	55,247
Cash and cash equivalents	11	27,712	28,876
		106,769	101,280
Total assets		395,885	397,990
Current liabilities			
Trade and other payables	12	70,154	95,886
Current tax payable		2,399	440
		72,553	96,326
Non-current liabilities			
Financial liabilities	13	249,938	245,649
		249,938	245,649
Total liabilities		322,491	341,975
Net assets		73,394	56,015
Equity attributable to equity holders of the parent			
Share capital	14	50	50
Share premium		552	552
Capital redemption reserve		57	57
Own shares reserve		(304)	(246)
Retained earnings		73,039	55,602
Total equity		73,394	56,015

Group statement in changes of equity

as of and for the thirty-nine weeks ended 28 December 2015

	Share capital (unaudited) £000	Share premium (unaudited) £000	Own shares (unaudited) £000	Retained earnings (unaudited) £000	Capital redemption reserve (unaudited) £000	Total Equity (unaudited) £000
As of 1 April 2014	50	552	(283)	47,187	57	47,563
Profit for the period	–	–	–	8,415	–	8,415
Issue of shares to employees (net)	–	–	37	–	–	37
As of 27 December 2014	50	552	(246)	55,602	57	56,015
As of 1 April 2015	50	552	(296)	62,267	57	62,630
Profit for the period	–	–	–	10,772	–	10,772
Issue of shares to employees (net)	–	–	(8)	–	–	(8)
As of 28 December 2015	50	552	(304)	73,039	57	73,394

Group statement of cash flows

as of and for the thirteen weeks and thirty-nine weeks ended 28 December 2015

	Notes	*13 weeks ended 28 December 2015 (unaudited) £000*	*13 weeks ended 27 December 2014 (unaudited) £000*	*39 weeks ended 28 December 2015 (unaudited) £000*	*39 weeks ended 27 December 2014 (unaudited) £000*
Cash flows from operating activities					
Profit for the period		4,397	4,218	10,772	8,415
Adjustments for:					
Sales proceeds from sales of rental assets		707	675	2,233	1,984
Depreciation		26,921	26,056	84,305	77,853
Amortisation of intangible assets		1,581	1,330	4,438	3,900
Financial income		(23)	(138)	(38)	(203)
Financial expense		5,615	5,547	16,645	16,508
Profit on rental assets sold to customers		(483)	(96)	(762)	(1,081)
Rental assets written off as obsolete or not recoverable from defaulting customers		7,964	6,339	20,808	18,839
Purchase of rental assets		(44,162)	(50,507)	(106,861)	(110,060)
Taxation		1,226	1,212	3,036	2,537
Operating cash inflow / (outflow) before changes in working capital		3,743	(5,364)	34,576	18,692
Increase in trade and other receivables		(3,103)	(5,596)	(4,295)	(11,706)
(Increase) / decrease in inventories		(4,793)	1,888	(7,893)	(7,635)
Increase in trade and other payables		15,463	31,407	14,822	48,908
Cash generated from operations		11,310	22,335	37,210	48,259
Tax paid		(394)	(790)	(475)	(1,166)
Net cash flow from operating activities		10,916	21,545	36,735	47,093
Cash flows from investing activities					
Interest received		23	14	38	41
Purchase of property, plant and equipment		(2,097)	(1,453)	(6,997)	(3,308)
Payments to acquire intangible assets		(849)	(1,816)	(4,514)	(4,189)
Net cash from investing activities		(2,923)	(3,255)	(11,473)	(7,456)
Cash flows from financing activities					
New senior credit facility		–	–	–	(9,500)
Interest paid		(8,755)	(8,756)	(17,601)	(17,603)
(Payments) / proceeds from sale of shares by EBT		–	–	(8)	34
Net cash flow from financing activities		(8,755)	(8,756)	(17,609)	(27,069)
Net (decrease) / increase in cash and cash equivalents		(762)	9,534	7,653	12,568
Cash and cash equivalents at the beginning of the period		28,474	19,342	20,059	16,308
Cash and cash equivalents at the end of the period	11	27,712	28,876	27,712	28,876

Notes to Group financial statements

as of and for the thirteen weeks and thirty-nine weeks ended 28 December 2015

1. Accounting policies and basis of preparation

This Quarterly report contains condensed consolidated financial information of BrightHouse Group plc for the thirteen weeks ended 28 December 2015 and the thirty-nine weeks ended 28 December 2015. The unaudited Quarterly financial information has been prepared using consistent accounting policies, presentation, and method of computation to those applied in the latest annual financial statements of BrightHouse Group plc for the year ended 31 March 2015. This financial information should be read in conjunction with the consolidated financial statements of BrightHouse Group plc for the year ended 31 March 2015.

Basis of preparation

The consolidated financial statements of BrightHouse Group plc and its subsidiaries (the “Group”) are approved by the directors and prepared in accordance with International Financial Reporting Standards as adopted for use in the European Union (“EU”) (“Adopted IFRS”). The financial statements are presented in Sterling and all values are rounded to the nearest thousand pounds (£’000) except where otherwise indicated. The financial information contained in this interim statement does not constitute statutory accounts as defined by Section 435 of the Companies Act 2006.

2. Exceptional items

Recognised as part of operating profit

	13 weeks ended 28 December 2015 (unaudited) £000	*13 weeks ended 27 December 2014 (unaudited) £000*	*39 weeks ended 28 December 2015 (unaudited) £000*	*39 weeks ended 27 December 2014 (unaudited) £000*
Exceptional items	–	12	–	1,234

The exceptional items incurred in the thirty-nine weeks ended 27 December 2014 relate to non-recurring expenditure on strategic projects.

3. Revenue

Revenue comprises revenue from the provision of home electronic and domestic appliances, technology products, household furniture and other related products to domestic customers through hire purchase agreements and related service insurance and warranty agreements. Customers entering into our hire purchase agreements from 2 September 2013 are entitled to return assets at any time with no further payments falling due and with no penalties incurred. This has not changed since 27 April 2015 with product insurance being offered as a separate optional cover. The Group accounts for its revenue on an accruals basis for all domestic hire-purchase and service insurance and warranty agreements taking credit for all weekly or monthly instalments that have fallen due, but not for instalments which will fall due in the future under contracts in existence at the balance sheet date. Prior to 2 September 2013, the automatic right of return was not provided within the hire purchase agreement, however, the majority of customers also entered into an additional optional insurance arrangement which gave them this benefit.

On this basis the transactions are treated as being operating leases in nature and the directors believe that at the inception of the lease there are no minimum future lease payments as the goods can be returned at any time.

Notes to Group financial statements

as of and for the thirteen weeks and thirty-nine weeks ended 28 December 2015

4. Finance income and expenses

Recognised in the income statement

	13 weeks ended 28 December 2015 (unaudited) £000	*13 weeks ended 27 December 2014 (unaudited) £000*	*39 weeks ended 28 December 2015 (unaudited) £000*	*39 weeks ended 27 December 2014 (unaudited) £000*
Interest income	23	14	38	41
Fair value gains on forward foreign exchange contracts	–	–	–	58
Unwinding of discount re: trade receivables due after more than 1 year	–	124	–	104
Finance income	23	138	38	203

	13 weeks ended 28 December 2015 *(unaudited) £000*	*13 weeks ended 27 December* 2014 *(unaudited) £000*	*39 weeks ended 28 December* 2015 *(unaudited) £000*	*39 weeks ended 27 December* 2014 *(unaudited) £000*
Interest expense	5,535	5,543	16,566	16,508
Fair value losses on forward foreign exchange contracts	–	4	–	–
Unwinding of discount re: trade receivables due after more than 1 year	80	–	79	–
Finance expenses	5,615	5,547	16,645	16,508

Notes to Group financial statements

as of and for the thirteen weeks and thirty-nine weeks ended 28 December 2015

5. Taxation

Tax on profit on ordinary activities
Recognised in the income statement

	13 weeks ended 28 December 2015 (unaudited) £000	*13 weeks ended 27 December 2014 (unaudited) £000*	*39 weeks ended 28 December 2015 (unaudited) £000*	*39 weeks ended 27 December 2014 (unaudited) £000*
Current tax:				
Corporation tax charge UK	1,028	734	2,011	953
Corporation tax charge overseas	2	44	65	169
Total current income tax	1,030	778	2,076	1,122
Deferred tax:				
Deferred tax charge	196	434	960	1,415
Total deferred tax charge	196	434	960	1,415
Total taxation in income statement	1,226	1,212	3,036	2,537

Notes to Group financial statements

as of and for the thirteen weeks and thirty-nine weeks ended 28 December 2015

6. Property, plant and equipment

	Rental assets (unaudited) £000	*Fixtures, equipment and vehicles (unaudited) £000*	*Total (unaudited) £000*
Cost:			
As of 1 April 2014	192,384	50,734	243,118
Additions	110,060	3,308	113,368
Disposals	(93,904)	–	(93,904)
As of 27 December 2014	208,540	54,042	262,582
As of 1 April 2015	200,380	56,242	256,622
Additions	106,861	6,998	113,859
Disposals	(111,560)	–	(111,560)
As of 28 December 2015	195,681	63,240	258,921
Depreciation:			
As of 1 April 2014	47,702	33,726	81,428
Depreciation charge for the period	72,321	5,532	77,853
Disposals	(74,162)	–	(74,162)
As of 27 December 2014	45,861	39,258	85,119
As of 1 April 2015	47,664	41,055	88,719
Depreciation charge for the period	79,352	4,953	84,305
Disposals	(89,281)	–	(89,281)
As of 28 December 2015	37,735	46,008	83,743
Net book value:			
As of 28 December 2015	157,946	17,232	175,178
As of 1 April 2015	152,716	15,187	167,903
As of 27 December 2014	162,679	14,784	177,463
As of 1 April 2014	144,682	17,008	161,690

Notes to Group financial statements

as of and for the thirteen weeks and thirty-nine weeks ended 28 December 2015

7. Intangible assets

	Software (unaudited) £000	*Goodwill (unaudited) £000*	*Total (unaudited) £000*
Cost:			
As of 1 April 2014	42,480	74,978	117,458
Additions	4,189	–	4,189
As of 27 December 2014	46,669	74,978	121,647
As of 1 April 2015	48,826	74,978	123,804
Additions	4,514	–	4,514
As of 28 December 2015	53,340	74,978	128,318
Amortisation:			
As of 1 April 2014	33,385	–	33,385
Amortisation charge for the period	3,900	–	3,900
As of 27 December 2014	37,285	–	37,285
As of 1 April 2015	38,495	–	38,495
Amortisation charge for the period	4,438	–	4,438
As of 28 December 2015	42,933	–	42,933
Net book value:			
As of 28 December 2015	10,407	74,978	85,385
As of 1 April 2015	10,331	74,978	85,309
As of 27 December 2014	9,384	74,978	84,362
As of 1 April 2014	9,095	74,978	84,073

Impairment testing

Goodwill arose from the acquisition of BrightHouse Limited and has been allocated to the Group's one cash generating unit (CGU) of retail sales, hire-purchase agreements and associated premiums for insurance and warranty contracts. The recoverable amount of the CGU is determined based on a value in use calculation using cash flow projections from financial budgets approved by the board covering a five year period.

Notes to Group financial statements

as of and for the thirteen weeks and thirty-nine weeks ended 28 December 2015

8. Deferred tax assets and liabilities

	28 December 2015 (unaudited) £000	*27 December 2014 (unaudited) £000*
Assets:		
Tax losses recognised	774	2,072
Unrealised profit on intercompany trading	–	332
Other property, plant and equipment	5,777	6,450
Capital contributions on lease incentives	311	298
Total tax assets	6,862	9,152

9. Inventories

	28 December 2015 (unaudited) £000	*27 December 2014 (unaudited) £000*
Goods held for resale at cost	22,257	17,157

During the period assets acquired for resale amounting to £106,861,000 (2014 – £110,060,000) were capitalised within property, plant and equipment as rental assets when issued to stores in advance of being hired to customers pursuant to hire and hire purchase agreements.

10. Trade and other receivables

	28 December 2015 (unaudited) £000	*27 December 2014 (unaudited) £000*
Current:		
Trade receivables	4,518	4,185
Other trade receivables and prepayments	19,857	17,899
Other non-trade receivables	680	686
VAT incurred in advance of recovery from customers	31,745	32,477
	56,800	55,247

	28 December 2015 (unaudited) £000	*27 December 2014 (unaudited) £000*
Non current:		
VAT incurred in advance of recovery from customers	19,603	23,429
Other trade receivables and prepayments	1,535	1,447
Other non-trade receivables	553	857
	21,691	25,733

Notes to Group financial statements

as of and for the thirteen weeks and thirty-nine weeks ended 28 December 2015

10. Trade and other receivables (continued)

The directors consider that the carrying amount of trade and other receivables approximates to their fair value. Trade receivables primarily comprise VAT recoverable which is paid on the full value of assets acquired by customers under hire and hire purchase agreements when the contracts commence and are recovered from customers over the full length of these agreements or from HMRC on customer default.

Within trade receivables £19,603,000 (2014 – £23,429,000) is receivable after more than one year and has been discounted to determine its fair value. All trade and other receivables have been reviewed for indicators of impairment. Certain trade receivables were found to be impaired and a bad debt provision of £1,914,000 (2014 – £1,378,000) has been recorded accordingly.

In addition, some of the unprovided trade receivables are past due as of the reporting date. The age of financial assets past due but not provided for is as follows:

	28 December 2015 (unaudited) £000	*27 December 2014 (unaudited) £000*
1-7 days	115	147
8-14 days	182	129
15-45 days	430	348
46-90 days	11	9
	738	633

Movements in bad debt provision

	28 December 2015 (unaudited) £000	*27 December 2014 (unaudited) £000*
At beginning of period	1,387	1,192
Amounts written off as uncollectable	(13,099)	(10,503)
Increase in bad debt provision	13,626	10,689
At end of period	1,914	1,378

The movement in the bad debt provision consists of individually insignificant balances.

11. Cash and cash equivalents

	28 December 2015 (unaudited) £000	*27 December 2014 (unaudited) £000*
Cash and cash equivalents per balance sheet and cash flow statement	27,712	28,876

Cash and cash equivalents comprise cash at bank and in hand. Included within cash and cash equivalents is restricted cash of £7,895,000 (2014 – £4,507,000). This includes restricted cash of £7,166,000 (2014 - £3,776,000) which represents cash at bank held by entities who supply insurance related services within the Group which is restricted due to certain regulatory and solvency requirements. This also includes restricted cash of £729,000 (2014 – £731,000) which represents cash held by the Group on behalf of customers.

The directors consider that the carrying amount of cash and cash equivalents approximates to their fair value.

Notes to Group financial statements

as of and for the thirteen weeks and thirty-nine weeks ended 28 December 2015

12. Trade and other payables

	28 December 2015 (unaudited) £000	*27 December 2014 (unaudited) £000*
Trade payables	39,051	61,008
Other taxes and social security	483	3,691
Other non-trade payables	454	537
Accrued expenses	28,020	28,546
Accrued interest	2,146	2,104
	70,154	95,886

Trade and other payables principally comprise amounts outstanding for trade purchases and ongoing costs. The directors consider that the carrying amount of trade and other payables approximates to their fair value.

13. Financial liabilities

	28 December 2015 (unaudited) £000	*27 December 2014 (unaudited) £000*
Non-current liabilities:		
Unsecured 10% loan stock issued to related parties	33,676	31,005
Senior secured notes	216,262	214,644
	249,938	245,649

As of 28 December 2015, the senior credit facility includes a drawdown of £nil (2014 - £nil). The carrying value of fees incurred on this debt facility are £553,000 (2014 - £857,000). The senior secured notes include an issue of £220 million (2014 – £220 million) less fees incurred on the debt facility of £3,738,000 (2014 - £5,356,000). These fees are amortised over the term of the facilities.

Terms and debt repayment schedule

The unsecured 10% loan stock is redeemable on 9 May 2040 and forms part of the investment made in the Group by funds advised by Vision Capital LLP. The unsecured 10% loan stock is subordinated and junior in right of payment to the senior credit facility and the senior secured notes. The amount above includes £7,036,000 (2014 – £4,365,000) of accrued interest. The terms of the unsecured loan stock are such that the maturity date cannot be prior to the maturity date of the senior credit facility and the senior secured notes.

In 2013/14 the Group entered into a senior credit facility with Lloyds Bank Plc and GE Corporate Finance Bank SAS. This amounted to a total facility of £25 million and is secured against the assets of the Group. This facility is repayable on 9 September 2017. There is a first priority fixed security and floating charge over the assets of the Group in favour of Lloyds Bank Plc, acting as security agent. On 16 September 2015 GE Corporate Finance Bank SAS transferred all of its interest in the senior credit facility to Sumitomo Mitsui Banking Corporation Europe Limited.

Notes to Group financial statements

as of and for the thirteen weeks and thirty-nine weeks ended 28 December 2015

13. Financial assets and liabilities (continued)

In 2013/14 the Group issued £220 million senior secured notes due 15 May 2018. Interest is fixed at 7.875% and payable on 15 May and 15 November every year to the date of expiry. These notes are pari passu with the senior credit facility issued on the same date, however, in the event of enforcement of the collateral and certain distressed disposals, holders of the notes will receive proceeds from the enforcement of the collateral only after the senior credit facility lenders have been repaid.

As of 28 December 2015 the Group had undrawn committed facilities available to it of £24.5 million (2014 – £24.5 million), in respect of which all conditions precedent had been met and all covenants complied with.

14. Share capital

	28 December 2015 (unaudited)		*27 December 2014 (unaudited)*	
Allotted, called up and fully paid	*No.*	*£000*	*No.*	*£000*
A Ordinary shares of £0.001 each	4,350,000	4	4,350,000	4
Ordinary shares of £0.001 each	142,500	–	142,500	–
B Ordinary shares of £0.01 each	200,000	2	200,000	2
C Ordinary shares of £0.01 each	75,000	1	75,000	1
D Ordinary shares of £0.01 each	62,500	1	62,500	1
E Ordinary shares of £0.01 each	62,500	1	62,500	1
F Ordinary shares of £500 each	1	1	1	1
G Ordinary shares of £0.001 each	107,499	–	107,499	–
H Ordinary shares of £500 each	1	1	1	1
A Preferred shares of £0.0000001 each	6,725,639	–	6,725,639	–
B Preferred shares of £0.0000001 each	86,583,475	–	86,583,475	–
Deferred shares of £0.0000001 each	6,993,992,053	–	6,993,992,053	–
C Preferred shares of £1.00 each	40,500	41	40,500	41

On 22 November 2012 new Articles of Association were adopted by the Company which resulted in the sub-division and re-designation of the existing share capital into new classes of both Ordinary and Preferred Shares as set out below.

‘A Ordinary Shares’ are controlled by VCP VI B (see note 23 Related parties). ‘B Ordinary Shares’, ‘C Ordinary Shares’, ‘D Ordinary Shares’, ‘E Ordinary Shares’, ‘F Ordinary Shares’, ‘G Ordinary Shares’ and ‘Ordinary Shares’ are controlled by management (‘Management Shares’). ‘A Preferred Shares’ are controlled by VCP VI B, ‘B Preferred Shares’ are controlled by VCP VI B and management and ‘Deferred Shares’ are controlled by the Employee Benefit Trust. Dividends are distributed first to A Preferred Shares until the maximum hurdle rate, described in the Articles of Association, has been met. Remaining dividend amounts are then distributed to B Preferred Shares until the maximum hurdle rate has been met. Deferred Shares receive no dividend distribution. All other classes of share are treated equally for any remaining distribution. For voting, each class of share holds in aggregate, the % of votes as follows: A Ordinary: 75%, B Ordinary: 5%, C Ordinary 5%, D Ordinary 5%, E Ordinary 5% and F Ordinary 5%. All other classes of share hold no voting rights. In the event of a sale of the business, realisation proceeds are allocated in the following order. To the extent that the hurdle rate exceeds any previous return of capital A Preferred Shares receive proceeds first. Next to the extent that the hurdle rate exceeds any previous return of capital B Preferred Shares receive proceeds. Deferred Shares receive a maximum of 1p on a sale of the business. Finally any remaining proceeds are distributed equally between the remaining share classes. However, in certain circumstances described in the Articles, participation of Management Shares in the proceeds may increase.

Notes to Group financial statements

as of and for the thirteen weeks and thirty-nine weeks ended 28 December 2015

14. Share capital (continued)

On 17 April 2013 two new classes of share were created. The H share is controlled by management and has 5% voting rights. Following the creation of this class of share the E Shares lost voting rights. C Preferred shares are controlled by both VCP VI B and management and have no voting rights. The H Shares has the same economic rights as the Ordinary Shares and the C Preferred Shares only entitle the holders to an aggregate of £20 on any realisation.

On 28 November 2013 25,000 C Ordinary Shares were converted into 25,000 Ordinary Shares and 2,250,000,000 Deferred Shares.

Management's Discussion and Analysis of Financial Condition and Results of Operations

The following discussion and analysis is intended to assist in providing an understanding of our financial condition, changes in financial condition and results of operations and should be read together with our consolidated financial statements as of and for the thirty-nine weeks ended 28 December 2015 and the accompanying notes included elsewhere in this Quarterly Report. The following discussion contains forward-looking statements that reflect our plans, estimates and beliefs. Our actual results could differ materially from those discussed in these forward-looking statements. Factors that could cause or contribute to these differences include, but are not limited to, those discussed below in "Forward Looking Statements".

Forward-Looking Statements

This Quarterly Report includes "forward-looking statements" within the meaning of the securities laws of certain applicable jurisdictions. These forward-looking statements include, but are not limited to, all statements other than statements of historical facts contained in this Quarterly Report, including, without limitation, those regarding our intentions, beliefs or current expectations concerning, among other things: our future financial conditions, financial performance, performance of our Contract Portfolio, results of operations and liquidity; our strategy, plans, objectives, prospects, growth, goals and targets; future developments in the markets in which we participate or are seeking to participate; and anticipated regulatory changes in the industry in which we operate. These forward-looking statements can be identified by the use of forward-looking terminology, including the terms "aim", "anticipate", "believe", "continue", "could", "estimate", "expect", "forecast", "guidance", "intend", "may", "plan", "project", "should" or "will" or, in each case, their negative, or other variations or comparable terminology.

By their nature, forward-looking statements involve known and unknown risks, uncertainties and other factors because they relate to events and depend on circumstances that may or may not occur in the future. We caution you that forward-looking statements are not guarantees of future performance and that our actual financial condition, results of operations and cash flows, and the development of the industry, the macroeconomic environment and the regulatory landscape in which we operate, may differ materially from (and be more negative than) those made in, or suggested by, the forward-looking statements contained in this Quarterly Report. In addition, even if our financial condition, results of operations and cash flows, and the development of the industry and regions in which we operate, are consistent with the forward-looking statements contained in this Quarterly Report, those results or developments may not be indicative of results or developments in subsequent periods.

Any forward-looking statements are only made as of the date of this Quarterly Report and, except as required by law or the rules and regulations of any stock exchange on which the Notes are listed, we undertake no obligation to publicly update or revise any forward-looking statement, whether as a result of new information, future events or otherwise. All subsequent written and oral forward-looking statements attributable to us or to persons acting on our behalf are expressly qualified in their entirety by the cautionary statements referred to above and contained elsewhere in this Quarterly Report.

Overview

We are the leading player in the rent-to-own market in the United Kingdom measured by revenue, total customers and number of stores. We offer an integrated retail, credit and service proposition targeted at low income and credit impaired consumers who have limited access to traditional financing alternatives. We conduct our operations from our 307 stores which are located across the United Kingdom. Our product offering consists of a well-balanced mix of quality new and refurbished household goods, including essential and aspirational products, from four main categories: (i) televisions and audio products; (ii) domestic appliances, including washers, fridges and cookers; (iii) furniture, including sofas, dining sets and beds; and (iv) consumer technology, including mobile devices, gaming consoles and computers. Each product category includes a choice of leading brands from name-brand manufacturers, as well as entry level products and quality refurbished products, across a wide range of price points, which are carefully selected to appeal to low income customers.

We continue to evolve our proposition to ensure that it meets the needs of our customers. With effect from 27 April 2015, we are offering our product insurance as a separate optional cover. The retail price of the product now comprises a package of benefits incorporating delivery and installation, cover providing for unlimited repair and maintenance of the product over the life of the agreement and a short term replacement product if the product needs to be repaired outside the home. The product must be insured and optional product insurance cover is offered alongside the hire purchase agreement. This provides cover for loss through accidental damage, fire and theft. Optional product insurance cover can be cancelled by the customer at any time. The Group accounts for its revenue on an accruals basis for all domestic hire-purchase and service insurance and warranty agreements taking credit for all weekly or monthly instalments that have fallen due, but not for instalments which will fall due in the future under contracts in existence at the balance sheet date.

We offer our products on an affordable payment schedule. This enables customers to have the items they want and need while spreading the cost over a number of years. Once a customer has selected a product, we conduct a bespoke credit verification process and enter into a hire purchase agreement, providing, primarily, weekly instalment payments and no initial deposit. Ownership of the product passes to the customer upon full payment under the hire purchase agreement. Since 27 April 2015, the representative APR offered in our hire purchase agreements is 69.9%. The actual rate offered to individual customers is currently in the range 69.9% – 99.9% based upon the customer's individual credit score, the product taken and the length of the agreement. Included within the credit agreement, we provide the customers, for no additional cost, the right of return and cancellation at any time, typically without penalty, and the ability to take a payment holiday if needed. As a result, customers benefit from a package which provides them with peace of mind by providing a full repair service and also providing them with the flexibility to return the product and terminate the hire purchase at any time should their preferences or circumstances change.

On 2 September 2013, we launched our simplified "Single Price Agreement" pricing structure. Under this pricing structure, the representative APR offered in our hire purchase agreements was 64.7%. The actual rate offered to individual customers was in the range of 64.7% – 97.9% based upon the customer's individual credit score, the product taken and the length of the agreement. Included within the retail price of the product was a package of benefits. These included delivery and installation, cover providing for unlimited repair and maintenance of the product over the life of the agreement, a short term replacement product if the product needs to be repaired outside the home and a repair or like-for-like replacement in the event of loss through accidental damage, fire or theft. Agreements in effect prior to 27 April 2015 are unaffected by the offering of product insurance as a separate optional cover; the contracts and covers continue with no change to their terms and conditions.

Prior to 2 September 2013, our APR was 29.9%. Additional covers, including optional service cover and damage liability cover, were offered alongside the hire purchase agreement, and provided unlimited maintenance of the product during the life of the hire purchase agreement and cover for loss through accidental damage, fire and theft. Both covers can be cancelled by the customer with seven days' notice. Agreements in effect prior to 2 September 2013 are unaffected by the offering of product insurance as a separate optional cover and the introduction of the Single Price Agreement; the contracts and covers continue with no change to their terms and conditions.

Key Performance Indicators

We use certain key operating measures to track the financial and operating performance of our business. None of these terms are measures of financial performance under IFRS, nor have these measures been audited or reviewed by an auditor, consultant or expert. These numbers are not derived exclusively from our internal financial systems or management accounts, but also from our non-financial operating systems. As they are defined by our management, these terms may not be directly comparable to similar terms used by competitors or other companies.

	As of and for the thirty-nine weeks ended 28 December 2015	**As of and for the thirty-nine weeks ended 27 December 2014**
Summary Statistical and Operating Data		
Customer Data		
Total customers (thousands)[(1)]	280.8	281.5
Average number of contracts per customer[(2)]	2.84	2.85
Stores		
Number of stores	307	294
LTM like-for-like revenue growth (%)[(3)]	4.3	4.1
Contract Portfolio (in millions of £)[(4)]	601.6	621.5

(1) Total customers represents the number of distinct individuals who are party to one or more hire purchase agreements outstanding on the relevant date with us, without regard to the number of hire purchase agreements entered into by each such customer.

(2) Average number of contracts per customer is calculated by dividing the number of total hire purchase agreements outstanding on the relevant date by the number of total customers on such date.

(3) LTM like-for-like revenue refers to revenue generated by our stores in any given twelve-month period excluding revenues generated by new stores opened within the twelve-month period under review and the immediately preceding twelve-month period. Therefore, stores are included in this measure only when the

results for two complete trading years are available. LTM like-for-like revenue growth is the increase in revenues generated by our stores in any given twelve-month period compared to the revenues generated by such stores in the previous twelve-month period presented as a percentage of such previous twelve-month period revenues. LTM like-for-like revenues are impacted by the growth in our business and trading volumes as well as the maturity profile of our store network. The number of new stores that have completed two trading years and are included in the calculation of LTM like-for-like revenues has an impact on the growth rate as these stores generally increase revenues at a faster rate.

(4) The value of our Contract Portfolio refers to the aggregate amount of remaining payments due under our hire purchase agreements on a given date through the term of the relevant contracts in effect on such date, assuming all contracts are paid in full. These payments include, in addition to the expected instalment payments towards the retail price of the product, interest and indirect taxes, payments from the purchase of optional product insurance cover taken up by customers since 27 April 2015. These payments also include our previously offered insurance and warranty options, namely, the optional service cover and damage liability cover purchased by customers.

Total customers

As of 28 December 2015, we had 280,800 customers, representing a decrease of 0.2% compared to 281,500 customers as of 27 December 2014. The quality of the customer base has improved year-on-year leading to the reduced probability of customer default. The group segments its customers into risk groups and the lowest risk segment has increased from 46% as of 27 December 2014 to 53% as of 28 December 2015 as a proportion of the customer base.

The policy of increasing the credit quality of our new customers has led to a reduced rate of customer growth and an increase in average revenue per customer. Average revenue per customer per month has risen from £114.50 as of 27 December 2014 to £121.99 as of 28 December 2015, an increase of 6.5%.

Average number of contracts per customer

Average number of contracts per customer was 2.84 as of 28 December 2015 compared to 2.85 as of 27 December 2014. The negligible change of this metric is primarily due to the focus on retaining proven creditworthy customers.

Number of stores

We opened 9 new stores in the First Three Quarters 2015, compared to 8 new stores in the First Three Quarters 2014. As of 28 December 2015, we had a total of 307 stores compared to 294 stores as of 27 December 2014. Our strategy to expand the customer base remains to enhance customer service and demand conversion within the existing estate, to improve our E-Commerce capabilities and to launch new stores only where significant opportunities to enhance population coverage exist.

The E-commerce programme has continued the development of a clicks and mortar strategy. Our commercial website enables potential customers to peruse the features and benefits of different products before completing a full credit check online. This improves the customer experience and reduces the time required in-store to complete an agreement. The business seeks to launch a fully transactional website during financial year 2016-17. Online applications for the First Three Quarters 2015 increased by 6.5% compared to the First Three Quarters 2014.

LTM like-for-like revenue

LTM like-for-like revenue for the twelve months ended 28 December 2015 increased by 4.3% compared to an increase of 4.1% for the twelve months ended 27 December 2014.

Contract Portfolio

The value of our Contract Portfolio as of 28 December 2015 was £601.6 million, representing a decrease of 3.2% compared to £621.5 million as of 27 December 2014. This decrease is due to an increase in the demand for technology products, and a subsequent increase in 2 year agreements at the expense of 3 year agreements. As at 28 December 2015 we achieved a cash collection rate of approximately 71% of our Contract Portfolio. Independent forecasts indicate that our cash collection rates are consistent with previous quarters.

Regulation and compliance

BrightHouse operates in a regulated market and has established processes and policies for ensuring its compliance with all applicable legislation and regulation. Regulation for consumer credit passed from the Office of Fair Trading to the Financial Conduct Authority (the "FCA") on 1 April 2014. Initially all firms that wished to continue offering credit were granted interim permission by the FCA.

Thereafter, all firms who offer credit are required to apply to become fully authorised. To manage this process, firms are invited to make their application within three month "landing slots" defined by the FCA. The authorisation process itself has no set time limit for completion. The landing slot for BrightHouse was between April 2015 and June 2015. Our application was submitted in May 2015.

Over the last eighteen months we have had regular dialogue with the FCA to assist our application for full authorisation. We will continue to work with them to ensure that our business meets the letter and spirit of all applicable regulation. We are able to trade fully under our Interim Permission as we progress towards full authorisation.

Discussion and Analysis of Our Consolidated Results of Operations

Results of operations for the First Three Quarters 2015 compared with the results of operations for the First Three Quarters 2014

The following table sets forth certain information with respect to our consolidated results of operations for the First Three Quarters 2015 and the First Three Quarters 2014, respectively, which have been derived from our unaudited consolidated financial statements included elsewhere herein, as well as the period on period changes (expressed in absolute terms and percentages) for the period under review.

(in thousands of £)	For the Third Quarter 2015	For the Third Quarter 2014	For the First Three Quarters 2015	For the First Three Quarters 2014
	(unaudited)		(unaudited)	
Revenue	**93,529**	**88,950**	**275,638**	**258,306**
Cost of sales	(43,139)	(38,861)	(127,167)	(113,309)
Gross Profit	**50,390**	**50,089**	**148,471**	**144,997**
Operating expenses	(39,175)	(39,250)	(118,056)	(117,740)
Operating profit	**11,215**	**10,839**	**30,415**	**27,257**
Finance income	23	138	38	203
Finance expenses	(5,615)	(5,547)	(16,645)	(16,508)
Profit before taxation	**5,623**	**5,430**	**13,808**	**10,952**
Tax charge	(1,226)	(1,212)	(3,036)	(2,537)
Profit for the period	**4,397**	**4,218**	**10,772**	**8,415**

Revenue

Our revenue increased by £17.3 million, or 6.7%, to £275.6 million for the First Three Quarters 2015 from £258.3 million for the First Three Quarters 2014. This increase was due to an increase in the average revenue per customer and the impact of new stores openings in the First Three Quarters 2015.

Cost of sales

Our cost of sales increased by £13.9 million, or 12.2%, to £127.2 million (46.1% of revenue) for the First Three Quarters 2015 from £113.3 million (43.9% of revenue) for the First Three Quarters 2014. This increase was primarily due to increased rental asset depreciation and greater spend on the maintenance of rental assets.

Cost of debt decreased as a percentage of revenue from £25.1 million (9.7% of revenue) to £26.5 million (9.6% of revenue) driven by a higher level of debt write off in the First Three Quarters 2015. Spend on rental asset maintenance increased from £7.5 million for the First Three Quarters 2014 to £8.3 million for the First Three Quarters 2015 due to increased expenditure incurred in reducing the repair queue. Assets written off due to being beyond economic repair decreased from £3.0 million for the First Three Quarters 2014 to £2.9 million for the First Three Quarters 2015.

Gross profit and gross profit margin

Our gross profit increased by £3.5 million, or 2.4%, to £148.5 million for the First Three Quarters 2015 from £145.0 million for the First Three Quarters 2014. Our gross profit margin (expressed as a percentage of revenue) decreased to 53.9% for the First Three Quarters 2015 from 56.1% for the First Three Quarters 2014. The decrease in gross profit margin was primarily a result of the factors discussed above within the cost of sales analysis.

Operating expenses

Our operating expenses increased by £0.3 million, or 0.3%, to £118.1 million (42.8% of revenues) for the First Three Quarters 2015 from £117.7 million (45.6% of revenues) for the First Three Quarters 2014. The increase was mainly due to an increase in costs resulting from an enlarged store base.

Operating profit

Our operating profit increased by £3.2 million, or 11.6%, to £30.4 million for the First Three Quarters 2015 from £27.3 million for the First Three Quarters 2014. Our operating profit margin (expressed as a percentage of revenue) increased to 11.0% for the First Three Quarters 2015 from 10.6% for the First Three Quarters 2014 due to the factors discussed above within the costs of sales and operating expenses analysis.

Finance expenses (net)

Our net finance expenses increased by £0.3 million, or 1.9%, to £16.6 million for the First Three Quarters 2015 from £16.3 million for the First Three Quarters 2014.

Tax charge

Our tax charge of £2.5 million for the First Three Quarters 2014 increased to £3.0 million for the First Three Quarters 2015. The increase in the tax charge is primarily due to the increase in Profit Before Taxation in the First Three Quarters 2015 compared to the First Three Quarters 2014.

Our effective tax rate for the First Three Quarters 2015 was 22.0% compared to 23.2% for the First Three Quarters 2014.

Profit for the period

Our profit for the period increased by £2.4 million, or 28.0%, to £10.8 million for the First Three Quarters 2015 from £8.4 million for the First Three Quarters 2014 as a result of the factors described above.

Cash Flows

(in thousands of £)	**For the Third Quarter 2015**	**For the Third Quarter 2014**	**For the First Three Quarters 2015**	**For the First Three Quarters 2014**
Cash and cash equivalents at beginning of period	28,474	19,342	20,059	16,308
Net cash flow from operating activities	10,916	21,545	36,735	47,093
Net cash from investing activities	(2,923)	(3,255)	(11,473)	(7,456)
Net cash flow from financing activities	(8,755)	(8,756)	(17,609)	(27,069)
Net (decrease) / increase in cash and cash equivalents	(762)	9,534	7,653	12,568
Cash and cash equivalents at end of period	**27,712**	**28,876**	**27,712**	**28,876**

Net cash flow from operating activities

First Three Quarters 2015 compared to First Three Quarters 2014

Net cash flow from operating activities decreased by £10.4 million to an inflow of £36.7 million for the First Three Quarters 2015 from an inflow of £47.1 million for the First Three Quarters 2014, primarily as a result of the effect of the extension of credit terms from suppliers in the First Three Quarters 2014 and the timing of end of month supplier payments.

Net cash flow from investing activities

First Three Quarters 2015 compared to First Three Quarters 2014

Net cash used in investing activities increased by £4.0m to an outflow of £11.5 million for the First Three Quarters 2015 compared to an outflow of £7.5 million for the First Three Quarters 2014. This has been analysed in the Capital Expenditures section.

Net cash flow from financing activities

First Three Quarters 2015 compared to First Three Quarters 2014

Net cash used in financing activities decreased to an outflow of £17.6 million for the First Three Quarters 2015 from an outflow of £27.1 million for the First Three Quarters 2014. This decrease was primarily attributable to a £9.5 million repayment of the senior credit facility in the First Three Quarters 2014.

Restricted cash

We are required by regulation to maintain cash reserves at our Insurance Subsidiaries relating to our insurance operations. In addition, we hold cash received as a result of voluntary overpayments by customers (generally for the purpose of application towards future payments) in segregated accounts. As of 28 December 2015 our total restricted cash was £7.9 million compared to £4.5 million as of 27 December 2014. The increase was predominantly attributable to higher restricted cash in the entities who supply insurance related services.

Capital Expenditures

Our capital expenditures (excluding purchase of rental assets) comprise of new store fit-out expenditures, investments in our information technology systems and capital expenditure relating to refurbishment of existing stores and service centres. The following table sets out our capital expenditures for the First Three Quarters 2015 and the First Three Quarters 2014:

(in millions of £)	**For the Third Quarter 2015**	**For the Third Quarter 2014**	**For the First Three Quarters 2015**	**For the First Three Quarters 2014**
Capital expenditure on new stores(1)	0.3	1.2	1.6	1.9
Capital expenditure on information technology hardware	0.3	0.1	0.7	0.1
Capital expenditure on software development(2)	0.8	1.8	4.5	4.2
Others(3)	1.5	0.2	4.7	1.3
Total capital expenditure	**2.9**	**3.3**	**11.5**	**7.5**

(1) Includes expenditure relating to fittings, equipment and display stock.

(2) Includes expenditure relating to the development of infrastructure designed to permit changes to our pricing structure, including the ability to implement a variable APR.

(3) Primarily includes capital expenditure relating to our stores and service centres, including refurbishment, new signage and similar improvements.

Total capital expenditure incurred in the First Three Quarters 2015 increased by £4.0 million compared to the First Three Quarters 2014. We opened 9 new stores in the First Three Quarters 2015, compared to 8 new stores in the First Three Quarters 2014.

Capital expenditure on software development increased from £4.2 million in the First Three Quarters 2014 to £4.5 million in the First Three Quarters 2015 predominantly due to the investment in the new ERP system.

Other capital expenditure increased from £1.3 million in the First Three Quarters 2014 to £4.7 million in the First Three Quarters 2015 due to security improvements made across the service estate, additional facilities at three local distribution centres and the relocation of several stores.

Off-Balance Sheet Arrangements

We do not currently have any off-balance sheet financing arrangements other than operating leases for stores, vehicles and office equipment. As of 28 December 2015, the value of our Contract Portfolio, which is unrecognized and maintained off-balance sheet until instalment payments are due, was £601.6 million. This was supported by hire purchase assets, recognized on our balance sheet, underpinning our Contract Portfolio, having a net book value of £157.9 million as of 28 December 2015.

Key Contacts and Calendar

Key Contacts

David Harwood – Company Secretary

Email: investor.relations@brighthouse.co.uk

Website: http://www.brighthousegroup.co.uk/

Telephone: +44 (0) 1923 488222

Finance Calendar

Details of future results releases will be made available on our website.