Securities code: 4479



Financial Results Briefing Materials for Q3 FY2023/9

Makuake, Inc.

Financial Results

Overview of Q3 FY2023/9



- As the creation of the framework for a repeatable customer experience started to yield results, GMV (gross amount of "support" pre-orders) and net sales came in largely in line with the plan
- While the gross profit margin finished at 79.0% on higher software depreciation charges, there were no structural changes in our business
- Operating loss decreased compared to the plan due to SG&A cost controls

KPIs

- By expanding support for repeat project owners based on their potential for repeat project publications, the number of projects published by repeat project owners increased by 13.6% QoQ
- Thanks to various CRM initiatives, including campaigns and coupons, the amount of repeat "support" pre-orders increased by 8.9% QoQ
- With the impact of economic reopening waning, access UUs showed only a marginal decline of 0.2% QoQ

Organization

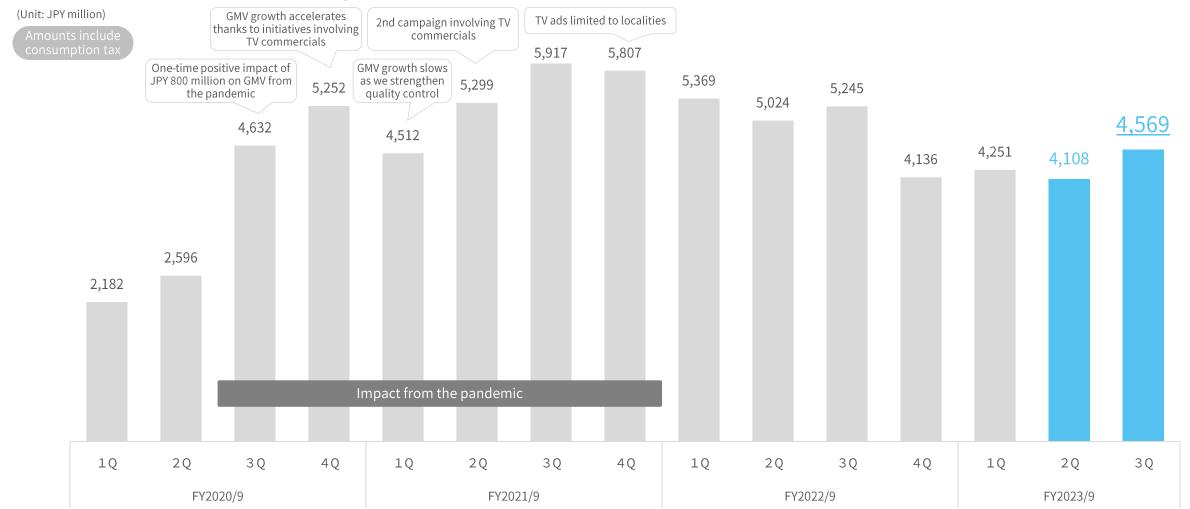
- We have a sufficient number of curator and screening/monitoring personnel for the number of published projects. We are in the process of planning to hire an appropriate number of staff for development and other administrative departments
- We are reinforcing the framework to boost the 1st-day GMV of projects with high target amounts and focusing on increasing the unit value per project
- We are using curator skill maps to accurately grasp the required skills and conducting individualized training accordingly

External Environment

- We are seeing stepped-up development activity by gadget makers that use China as a production base
- Domestic and inbound food and beverage consumption is showing a further acceleration
- Domestic travel expenditures during the Golden Week holidays surpassed 2019 figures, while overseas travel spending and demand are also gradually recovering

Gross Amount of "Support" Pre-orders (GMV), Quarterly

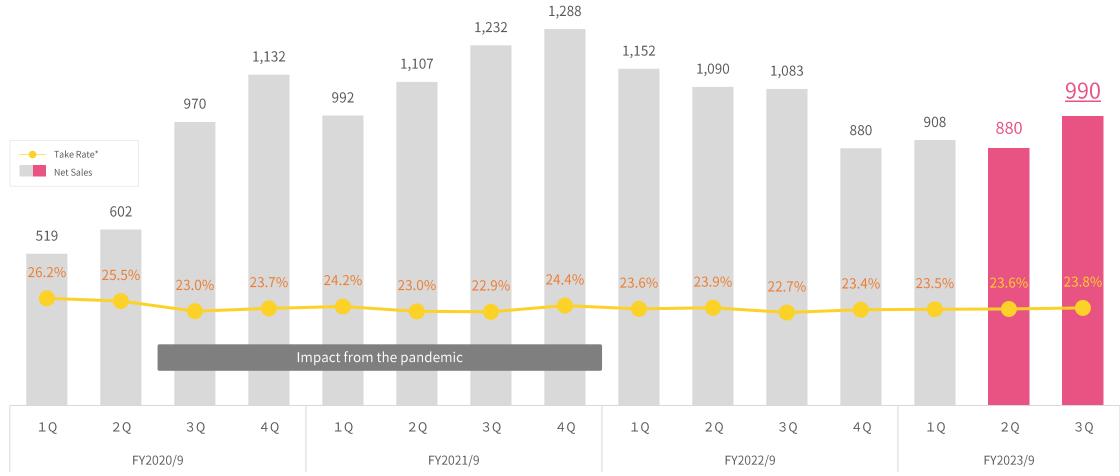
• While we experienced a downward pressure on GMV due to travel demand during Golden Week, GMV increased by 11.2% QoQ as a result of increased repeat use by project owners and project supporters thanks to the establishment of a framework for project owner and supporter retention and our initiatives to encourage repeat use



Net Sales and Take Rate

• Net sales increased by 12.5% QoQ. This was driven not only by the increase in Makuake's net sales in line with the growth of GMV but also by the rise in advertising agency sales and sales from MIS services. Furthermore, the growth in related services outside of Makuake contributed to an improvement in the take rate

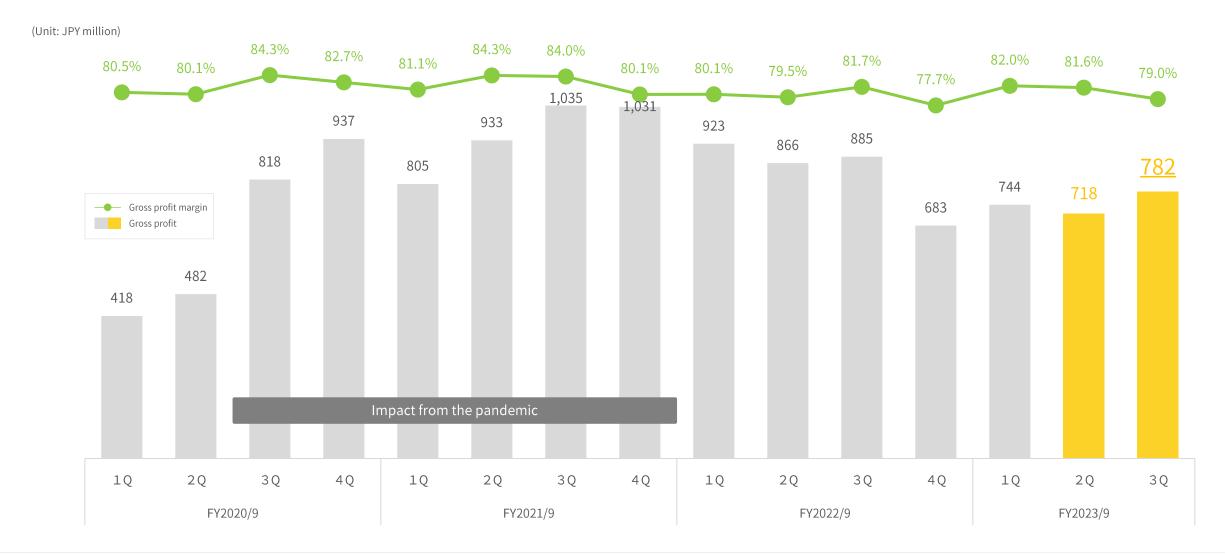
(Unit: JPY million)



^{*}Take Rate = Net Sales/(GMV/1.1). Commission rate on Makuake services has been unchanged -- at 20% -- since our founding

Gross Profit and Gross Profit Margin

• While the gross profit increased by 9.0% compared to the previous quarter, the gross profit margin decreased by 2.5 pt to 79.0%. This was due to an increase in software amortization expenses; we had no significant changes in our business structure

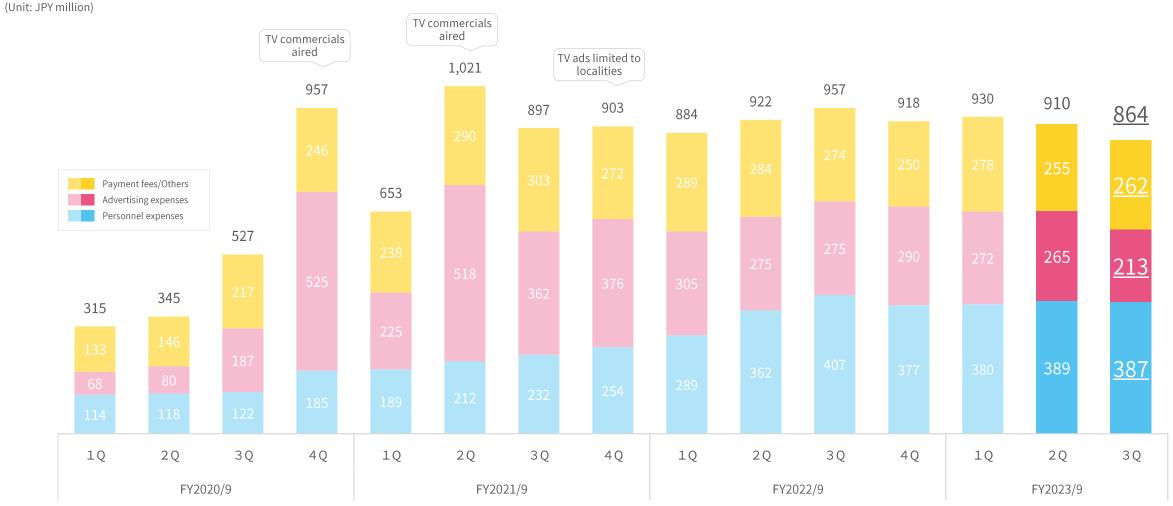


Copyright © Makuake, Inc. All Rights Reserved.

6

Selling, General and Administrative Expenses

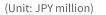
• By strictly adhering to our internal ROI criteria for all SG&A expenses with the exception of payment (transaction) fees directly linked to GMV, we were able to increase GMV while keeping the SG&A expenses below the planned amount

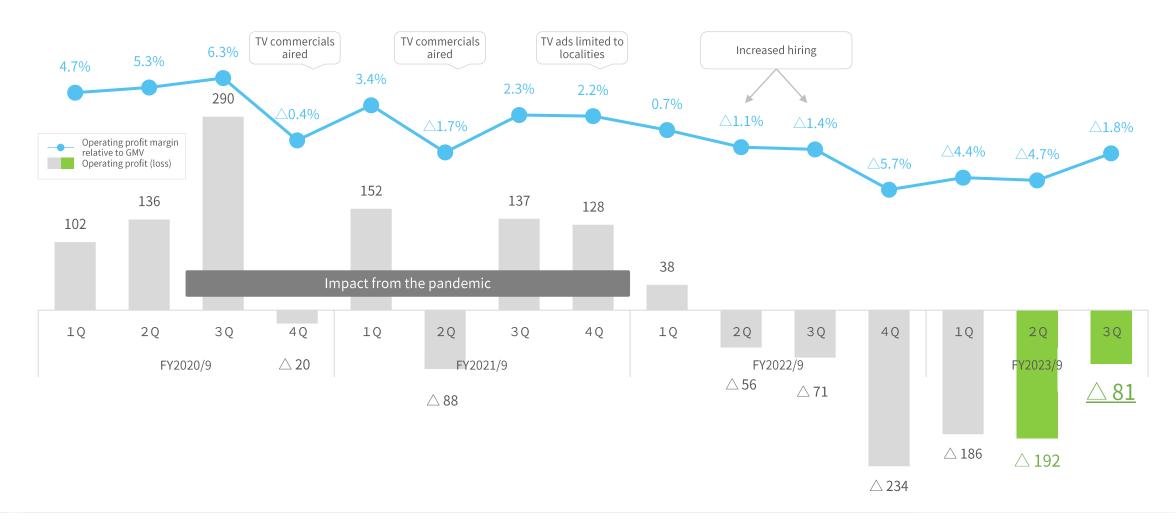


Note: Some account titles aggregated into personnel expenses were revised as of Q2 FY2022/9

Operating Profit (Loss) and Operating Margin Relative to GMV

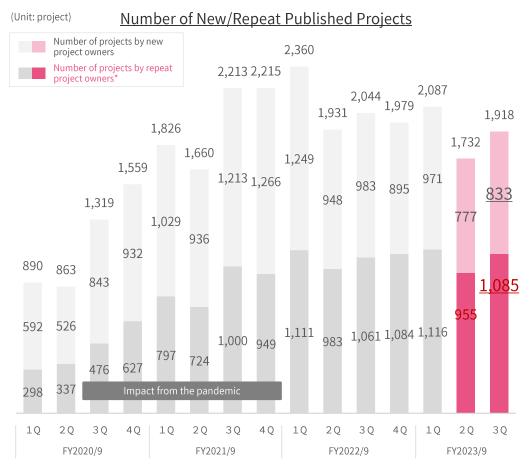
• Operating loss has shrunk by JPY 110 million from the previous quarter as we succeeded in containing SG&As below the planned amount



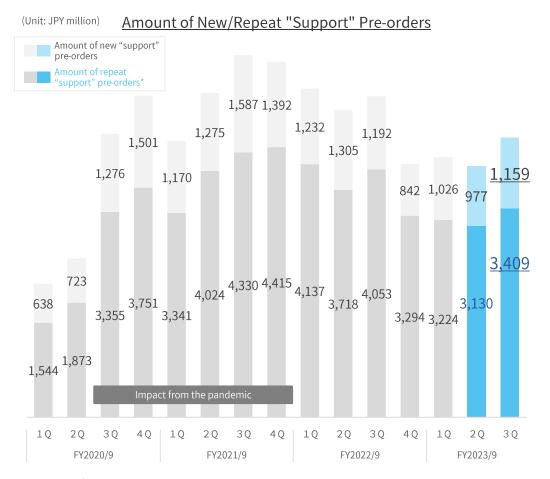


Key Performance Indicators: Number of Published Projects by Repeat Project Owners and Amount of Repeat "Support" Pre-orders

• The number of published projects by repeat project owners increased by 13.6% QoQ thanks to the establishment and rollout of a support program based on project owners' repeat potential. Additionally, the amount of repeat "support" pre-orders rose by 8.9% QoQ, helped by various CRM initiatives



^{*}The number of projects published during the period by project owners who have had a previous project with us within the past year in the total number of projects

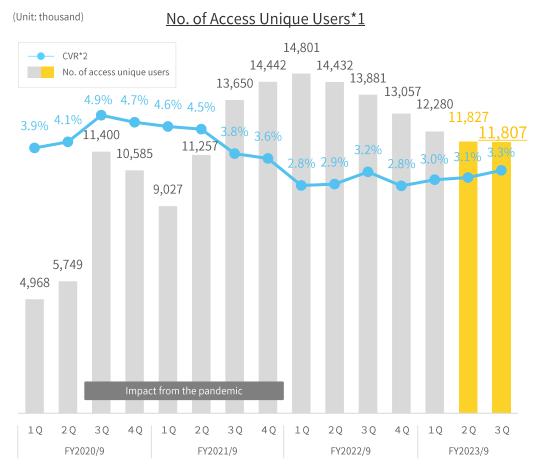


^{*}The amount of "support" pre-orders placed during the period by project supporters who have had a previous "support" pre-order within the past year in the total gross amount of "support" pre-orders on Makuake service

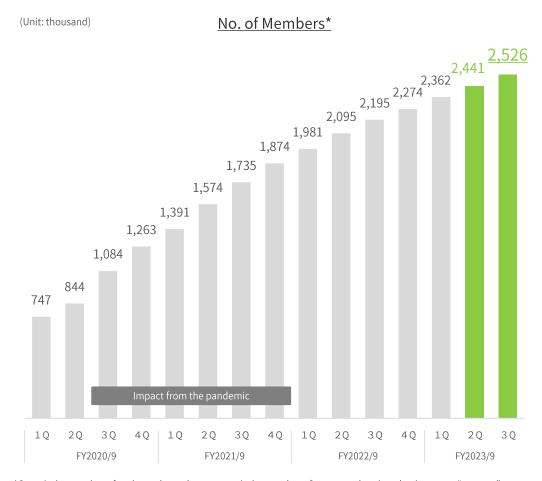
9

Other Indicators

• With the impact of the shift of consumer spending to offline due to economic reopening showing signs of waning, access UUs showed a marginal decline from the previous quarter. Furthermore, the increase in attractive projects and various CRM initiatives have led to a continuous rise in CVR



*1 Number of persons who visited Makuake during the period. Tabulated according to Google Analytics standards *2 CVR (Conversion Rate): the ratio of access UUs on Makuake who placed a "support" pre-order to total access UUs (number of "support" pre-orders ÷ total access UUs). Please see Appendix for the number of "support" pre-orders

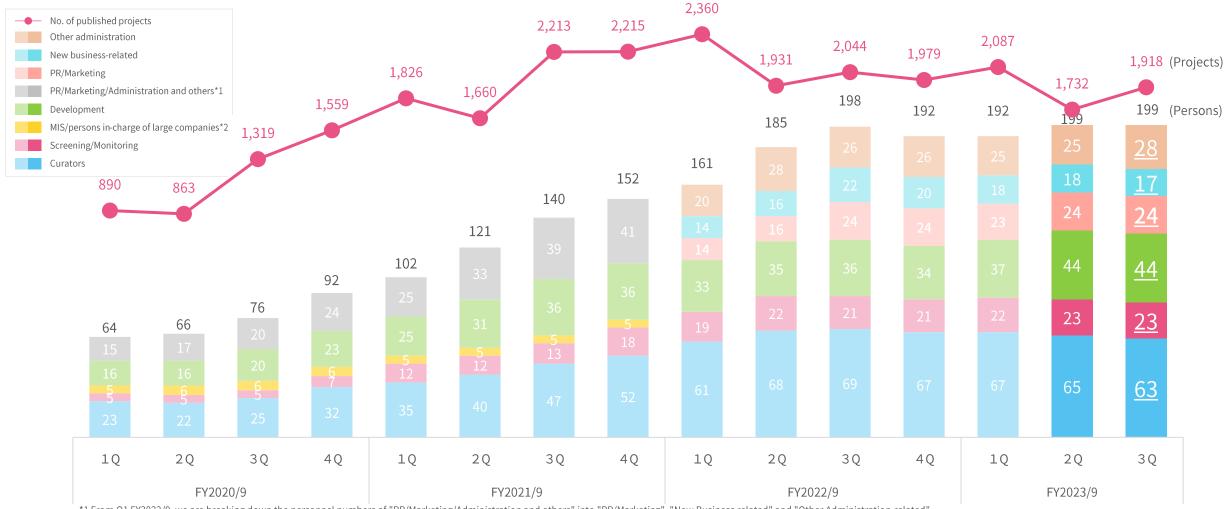


*Cumulative number of registered members = cumulative number of persons who placed at least one "support" preorder

10

Number of Published Projects and Employee Count

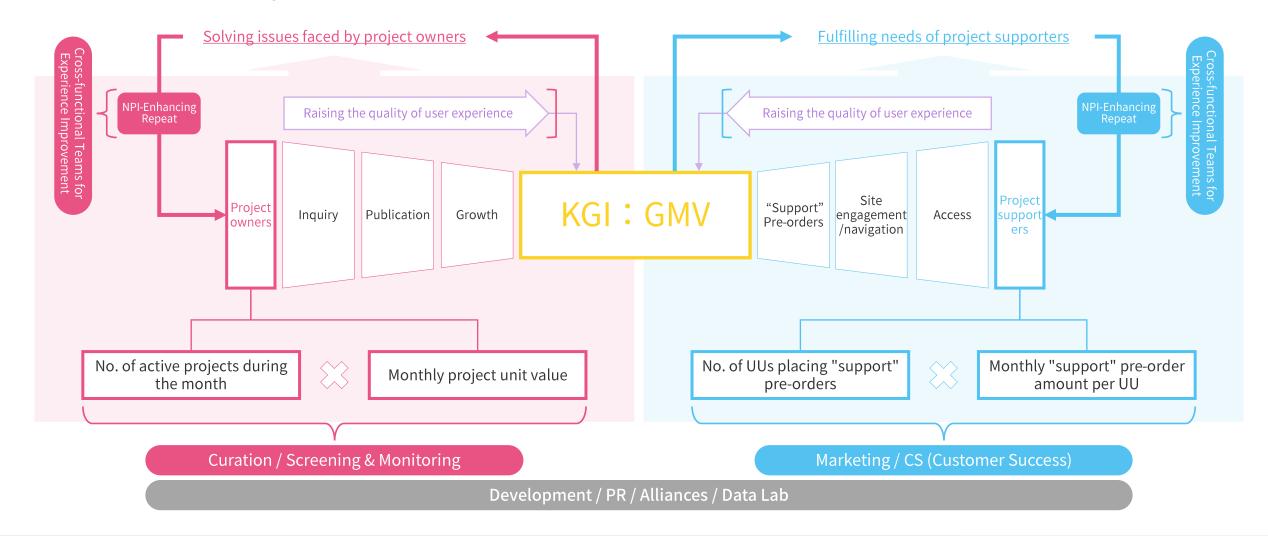
• Our staffing levels were unchanged despite the increase in the number of published projects as we have a sufficient number of curators and screening/monitoring personnel. On the other hand, we are planning to hire an appropriate number of staff for development as well as other administrative departments in Q4



^{*1} From Q1 FY2022/9, we are breaking down the personnel numbers of "PR/Marketing/Administration and others" into "PR/Marketing", "New Business-related" and "Other Administration-related" *2 Given that MIS/Persons in charge of large companies have been increasingly co-performing curator duties, we are including their numbers to the headcount of the curator organization from Q1 FY2022/9

Organizational Structure That Addresses Each Factor Contributing to Makuake's GMV Creation

• While the factors addressed by each department differ depending on whether it's the project owners' side or the project supporters' side, the improvement of NPI (Next Purchase Intention), which is key to repeat use by project owners and supporters, is advanced through crossfunctional collaboration that goes beyond departmental boundaries



Major Projects Launched in Q3 FY2023/9

• Gadget-related projects that use China as their production base have increased, with numerous projects generating sales in excess of JPY 10 million. In addition, we saw a rising trend in the number of projects that provide experiences, primarily in the food and beverage genre



















Major Projects Launched in Q3 FY2023/9 (Large Companies)

• In Q3, we saw a continued trend of repeat use of R&D and technologies possessed by major companies to venture into new areas. Makuake, as a platform, has been proven effective for test marketing and acquiring initial customers, and our popularity appears to be spreading among divisions of the client companies as well



















14

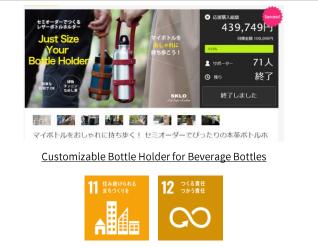
SDGs-Related Projects Launched in Q3 FY2023/9

• Numerous products have been transformed into entirely new items through processing previously-discarded materials with special techniques that embody business efforts of environmentally-conscious project owners













Opening of Yodobashi Camera's Inaugural "Makuake Shop"



<u>Limited Edition Items Inspired by</u> <u>"Marvel" Works Produced by</u> <u>Makuake's Craftsmen Project Owners</u>



"Makuake Selection" Special Program Airs on SHOP CHANNEL



Special areas/sections were set up in Yodobashi Camera's Akihabara and Umeda stores, as well as on its EC site, to sell popular products launched on Makuake

By exhibiting and selling at Yodobashi Camera--a place visited by many consumers looking for a wide range of electronics--we provide opportunities for a broader audience of consumers to actually touch the products and learn about the creators' passion poured into them

Leading domestic craftsmen project owners, utilizing their unique skills, have created limited edition items inspired by the themes of "Spider-Man" and "Captain America"

Users themselves can participate in the item creation process by voting for specific aspects through a user voting campaign, which determines the selection of limited edition items to be crafted

"Makuake Selection," a special program featuring Makuake projects, airs on SHOP CHANNEL

With featured products completely sold out and viewer response positive, we have decided to continue the show in a 2-hour broadcast format every 3 months. In addition, further collaboration with us and a tie-up with SHOP CHANNEL's EC site are in the works

Held "Makuake makers networking day" to Commemorate 2nd Anniversary of Our Korean Branch



<u>Introduced</u> <u>"Shopping Values Assessment"</u> <u>Content for Project Supporters</u>



MIS Commenced Offering Consulting and Training Options for Small and Medium-Sized Businesses



To celebrate the 2nd anniversary of the Korean branch establishment, we held a "Makuake makers networking day" event for project owners in Seoul, South Korea, on June 10, 2023

We will deepen our relationships with Korean project owners who have launched projects with us thus far, as well as businesses that are considering using Makuake. Additionally, we will continue to support the expansion of projects originated in Korea into Japan

Started providing project supporter-oriented content that assesses consumer shopping values and suggests enjoyable ways to place "support" pre-orders consistent with them

Using answers to 10 questions, we analyze what consumers consider to be important in their shopping and, based on the results, provide recommendations for in-site content and ways to use various functionalities. Our aim is to create opportunities for project supporters to encounter projects that truly resonate with them

MIS, long involved in helping large companies plan and develop new products, has now commenced offering consulting and training options for small and medium-sized businesses that sustain Japanese craftsmanship and manufacturing

As challenges to overcome in creating new businesses vary depending on the company size, we offer consulting and training options, and customize our content according to each company's specific needs

Real Shopping Event "Makuake Mirai Marche" to Be Held from September 23 (Sat) to September 24 (Sun) In Ebisu, Tokyo



This shopping event, where one can experience and purchase unique products launched on Makuake while directly engaging in a conversation with their creators, will be held at EBiS303 from September 23rd (Sat) to September 24th (Sun), 2023

We aim to provide a space where supporters can continue to cheer on project owners in the pursuit of their challenges and become their fans even after the end of the projects' publication on Makuake, with project supporters empathizing with project owners' stories and placing "support" pre-orders



Priority entry tickets and event tickets are currently available for purchase on this special page:

18

https://marche.makuake.com/2023/

• Planned Number of Exhibitors: 80 companies

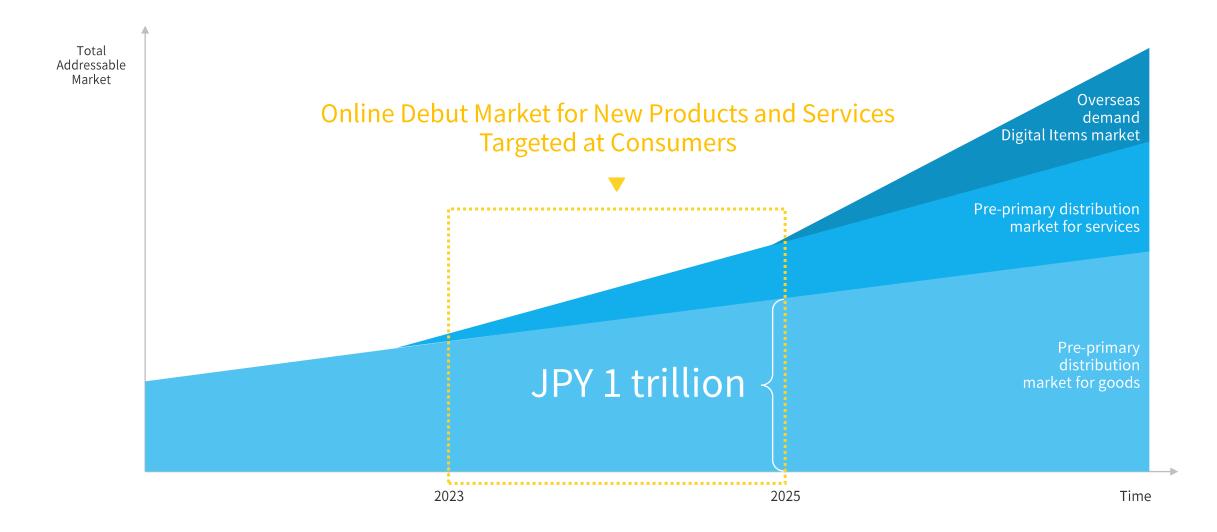
• Number of Ticket Buyers : over 3,000

Medium-Term Business Plan

(FY2023/9-FY2025/9)

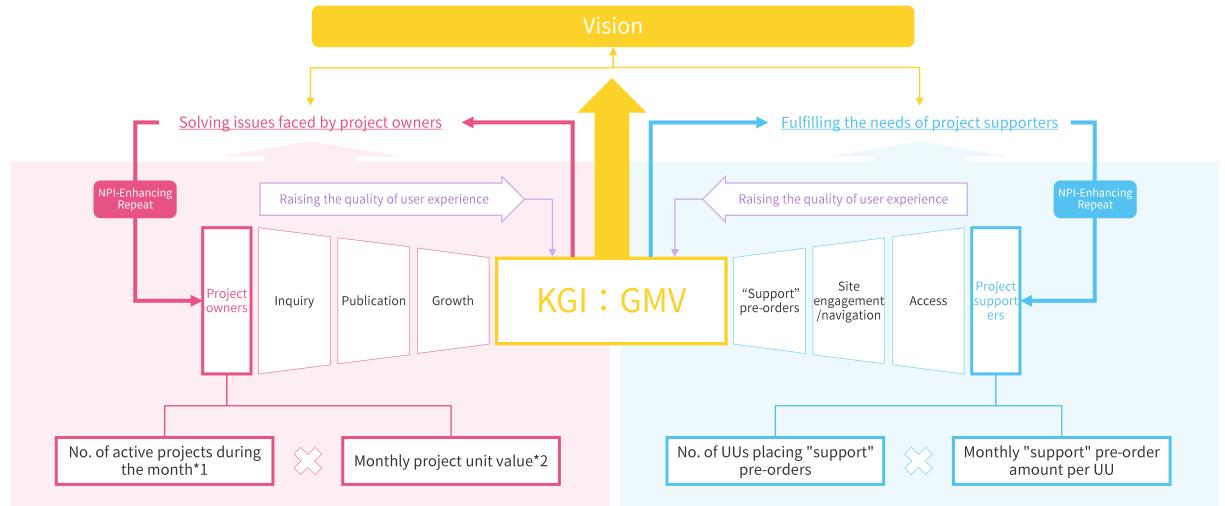
Main Target Markets through FY2025/9

• We will continue to focus on the online pre-primary distribution market for goods, which is expected to grow to JPY 1 trillion by 2025. Additionally, we will work towards developing the online pre-primary distribution market for services



Factor Analysis of Makuake Service Structure to Achieve Medium-Term Management Plan

• GMV, Makuake's key goal indicator (KGI), can be factored into two main components: project owners and project supporters. These components can grow in an accelerated manner through our initiatives to win repeat business, leading not only to enhanced GMV growth but also to the realization of our vision

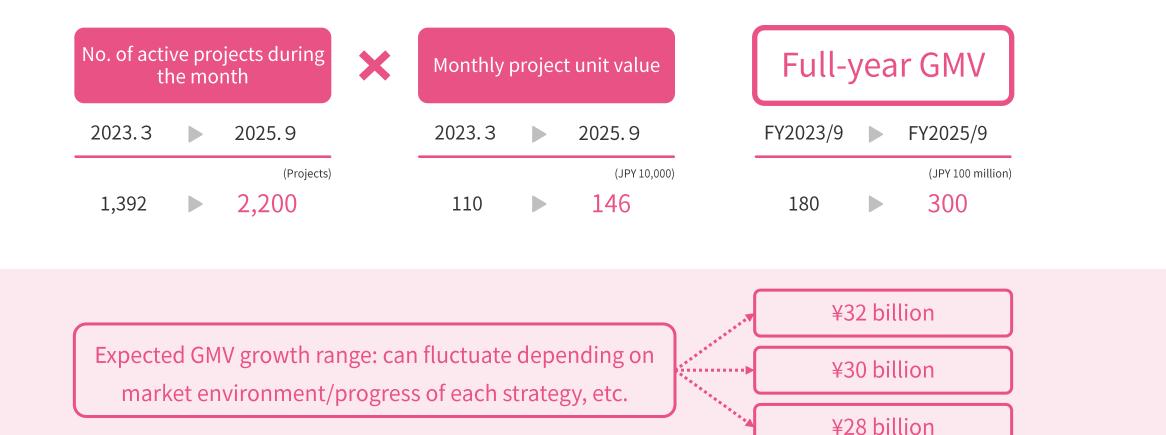


^{*1} No. of active projects during the month: total number of projects that had pre-sales during the month

^{*2} Monthly project unit value: average amount of "support" pre-orders generated by active projects during the month

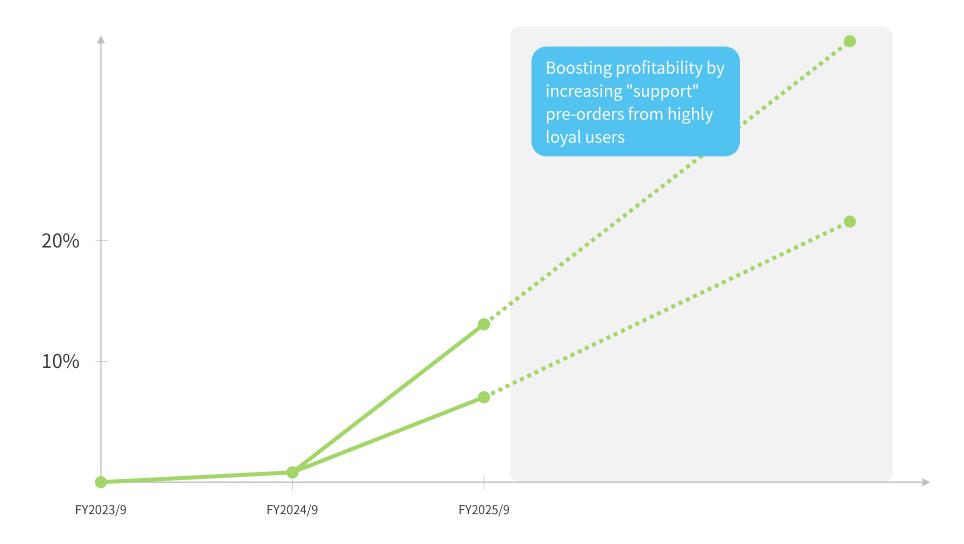
Medium-Term KPI Targets

• We aim to achieve a GMV of JPY 30 billion (mid-range target) by September 2025 by increasing the number of active projects to 2,200 per month and raising the project unit value to JPY 1.46 million



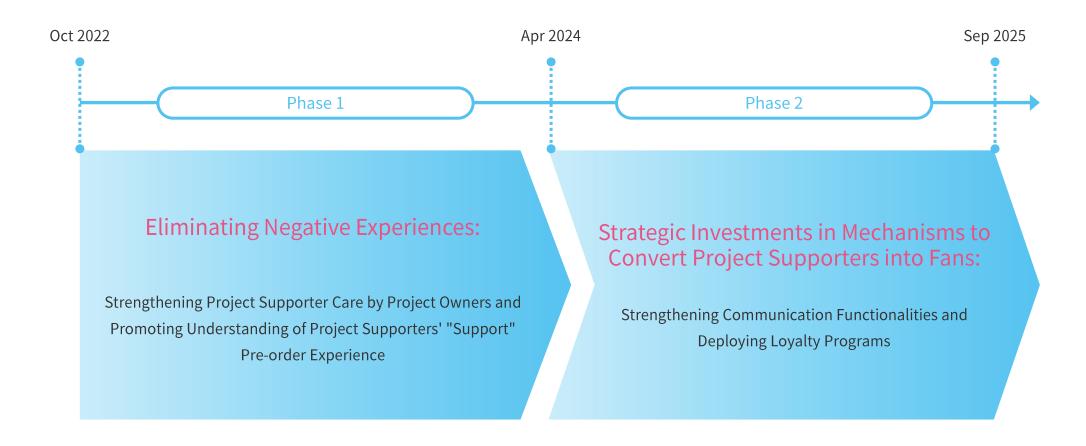
Medium-Term Operating Profit Margin Target

• We are targeting an operating profit margin of approximately 7.5% to 13.5% for FY2025/9, assuming a balance between sales growth and cost management



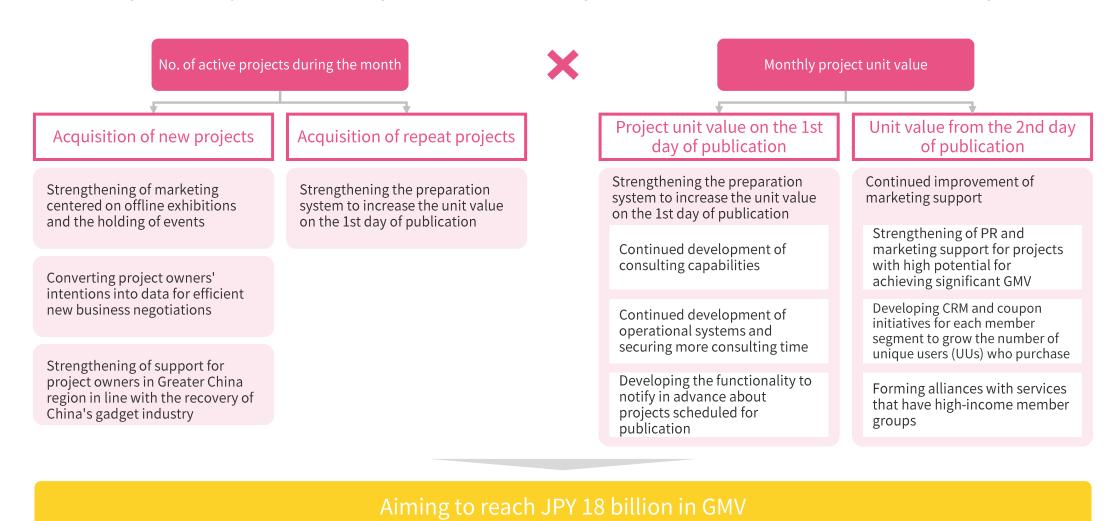
Implementation Phases for Key Initiatives to Achieve Medium-Term KPI Targets and Operating Profit Margin

• We will proceed with Phase 1 to eliminate negative experiences of project supporters and establish a system for their retention by the first half of September 2024. From the second half of the same year, we will focus on Phase 2 and strategically invest in a mechanism to turn the retained supporters into fans



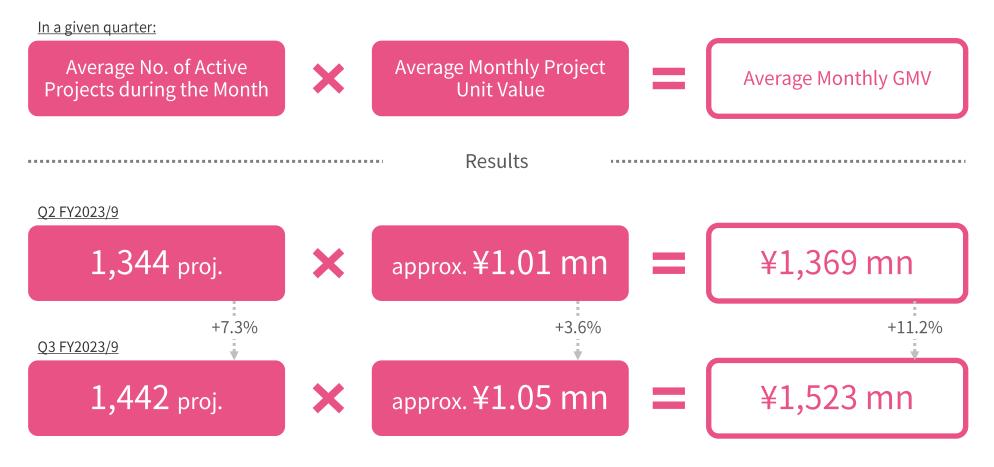
Growth Strategy for the 2nd Half of FY2023/9

• We aim to achieve our annual GMV target of JPY 18 billion--while securing a stable revenue base--by expanding our repeat customer base through initiatives targeted at project owners with growth potential and highly-loyal members within our membership segments



Progress Towards Medium-Term KPI Targets

• The number of active projects increased as we implemented visualization of project supporters' evaluations and improvements to our operational systems for project owners. Furthermore, the project unit value rose thanks to the strengthening of our 1st-day GMV improvement system for projects with high target amounts and the continuous development of our consulting capabilities



FY2023/9 Full-Year Forecasts

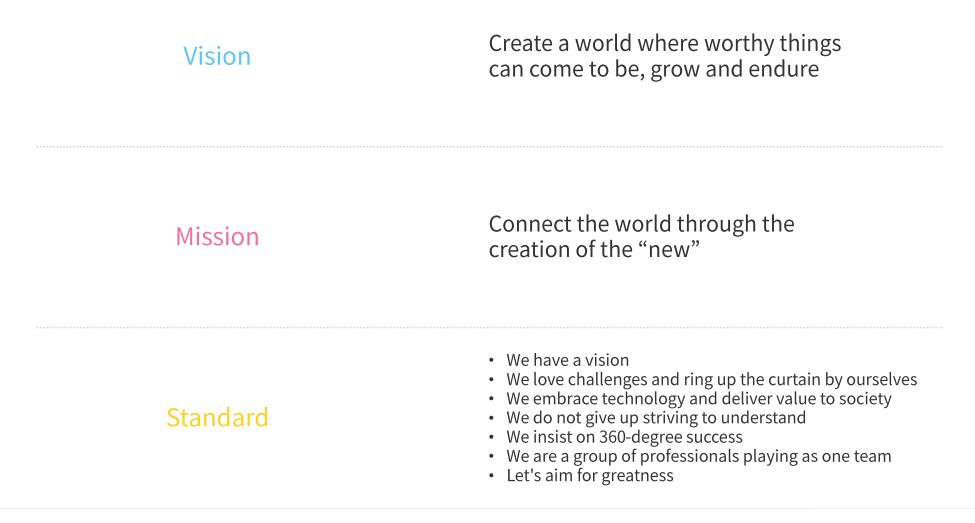
• Net sales and operating loss, as well as the gross amount of "support" pre-orders, came in largely in line with the plan through Q3 of this fiscal year. As of now, there are no changes to our full-year financial forecasts

(Unit: JPY million)	FY2022/9	FY2023/9 Forecasts	Change	Percentage change
Gross Amount of "Support" Pre-orders: GMV (Tax included)	19,776	18,000	(1,776)	(9.0)
Net Sales	4,206	3,840	(366)	(8.7)
Operating Profit (Loss)	(324)	(880)	(555)	_
Ordinary Profit (Loss)	(302)	(880)	(577)	-
Net Income (Loss)	(1,347)	(890)	457	-

Appendix

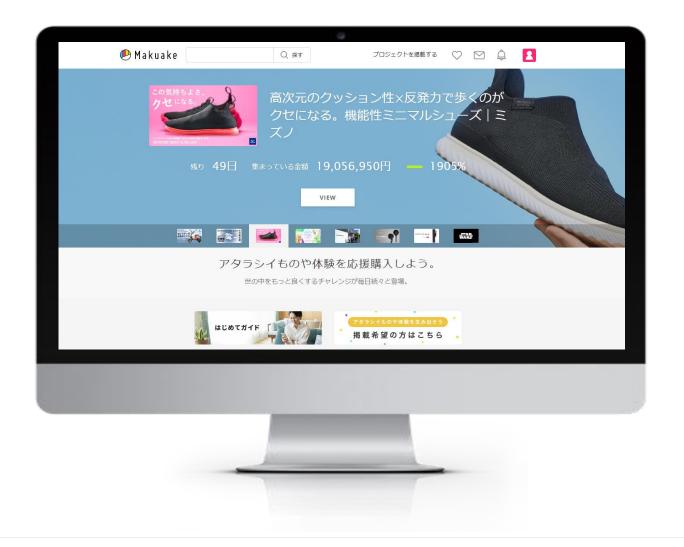
The World Makuake Aspires For

• Guided by our vision and mission, we are striving for society enriched through the connection of the "new" that consumers seek and the "new" that companies wish to introduce to the world



Makuake -- Venue for Launch of New Products and Services

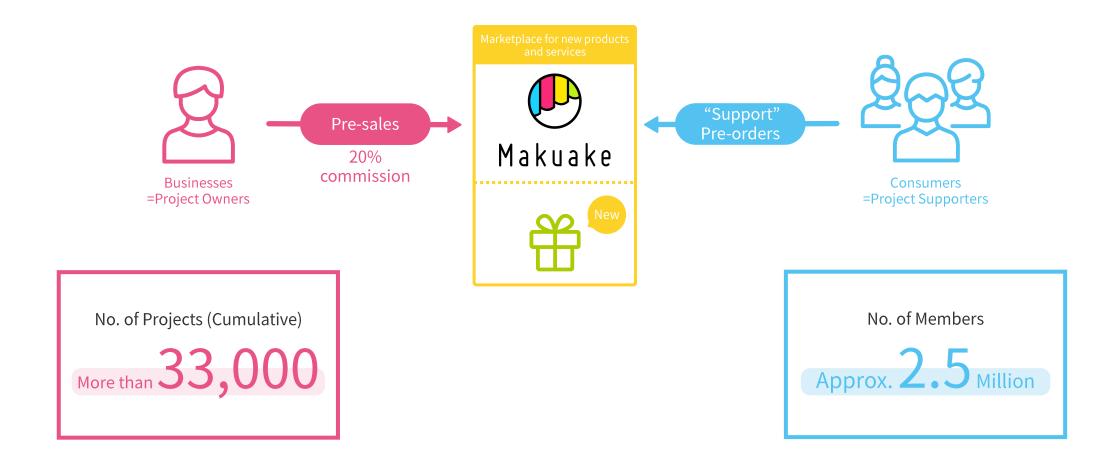
• We are a marketplace where consumers can buy premiering new products and services faster through "support" pre-orders





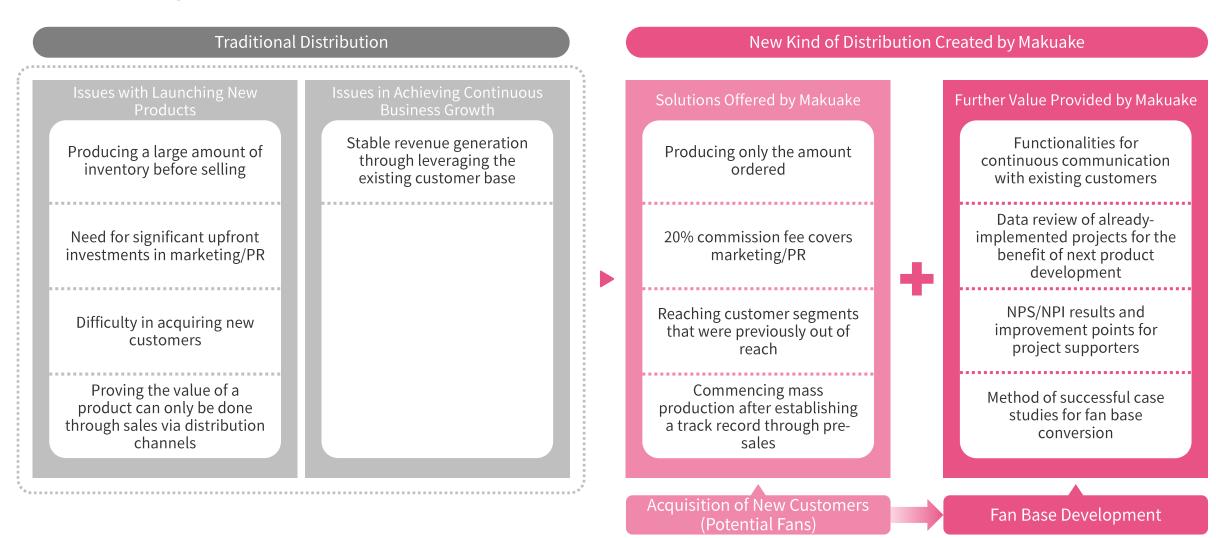
Makuake's Business Model

• Businesses can pre-sell their new products and services still in the planning phase on Makuake, while consumers, in the spirit of cheering on, can pre-purchase their products of interest through "support" pre-ordering



Value Provided by Makuake: Businesses

• We not only help businesses avoid risks and burdens of distribution, but also support the creation of a structure to develop new products for sustainable business growth and provide a mechanism that can turn customers of the businesses we serve into a loyal fan base



Value Provided by Makuake: Consumers

• We offer a unique purchasing experience that caters to the current needs of consumers, allowing them to go beyond being mere buyers. By connecting them with project owners and fostering mutual interaction, we help customers become fans of the project owners, and ultimately, fans of Makuake

Traditional Distribution **Consumer Trends** New Kind of Distribution Created by Makuake **Consumption Characteristics** Further Value Provided by Makuake New products and services Allows for a continued Diversified hobbies and They offer only what sells available in a multitude of relationship with project owners interests genres, before mass production from whom you purchased before Consumers discover new No e-commerce sites that Allows for providing feedback Site focused exclusively on new products and services exclusively feature newlyon experience with products products and services through the internet launched items and services to project owners They differentiate between Existing e-commerce sites A place to find things one wants things to save money on and prioritize offering products at to spend money on, rather than things to spend money on low prices or with fast delivery looking for cheap or fast options Introducing the ideas and The stories of creators behind They pay for added value for stories behind the products and what they personally like the products are not told businesses that created them They want to be Connected only to Functionalities that allow for involved/connected to things distributors, not to engaging/connecting with they have become fond of creators/manufacturers project owners Purchaser Fan

(Unit: JPY million)	FY2022/9 Q1-3	FY2023/9 Q1-3	Change YoY	Percent Change YoY
Gross Amount of "Support" Pre-orders: GMV (Tax included)	15,639	12,929	(2,709)	(17.3)
Net Sales	3,326	2,779	(546)	(16.4)
Gross Profit	2,675	2,245	(429)	(16.1)
Operating Profit (Loss)	(89)	(459)	(370)	-
Ordinary Profit (Loss)	(66)	(454)	(387)	_
Net Income (Loss)	7	(462)	(469)	-

Business Results Summary: YoY, standalone quarter

(Unit: JPY million)	FY2022/9 Q3 (standalone)	FY2023/9 Q3 (standalone)	Change YoY	Percent Change YoY
Gross Amount of "Support" Pre-orders: GMV (Tax included)	5,245	4,569	(676)	(12.9)
Net Sales	1,083	990	(92)	(8.6)
Gross Profit	885	782	(102)	(11.6)
Operating Profit (Loss)	(71)	(81)	(9)	-
Ordinary Profit (Loss)	(70)	(80)	(9)	-
Net Income (Loss)	(54)	(82)	(28)	-

(Unit: JPY million)	FY2023/9 Q2 (standalone)	FY2023/9 Q3 (standalone)	Change QoQ	Percent Change QoQ
Gross Amount of "Support" Pre-orders: GMV (Tax included)	4,108	4,569	460	11.2
Net Sales	880	990	109	12.5
Gross Profit	718	782	64	9.0
Operating Profit (Loss)	(192)	(81)	110	_
Ordinary Profit (Loss)	(190)	(80)	110	_
Net Income (Loss)	(193)	(82)	110	_

	FY2022/9 Q3 (standalone)	FY2023/9 Q3 (standalone)	Change YoY	Percent Change YoY
No. of New Projects	2,044	1,918	(126)	(6.2)
No. of New Projects by Repeat Project Owners	1,061	1,085	24	2.3
Project Owners' Repeat Rate (%)*1	51.9	56.6	_	4.7pt
Amount of Repeat "Support" Pre-orders (JPY million)	4,053	3,409	(644)	(15.9)
Repeat "Support" Pre-order Rate (%)*2	77.3	74.6	-	(2.7)pt
No. of Access Unique Users	13,880,515	11,806,705	(2,073,810)	(14.9)
No. of Members	2,195,111	2,526,293	331,182	15.1
No. of "Support" Pre-orders	448,387	386,786	(61,601)	(13.7)

^{*1} Ratio of projects published during the period by project owners who have had a previous project with us within the past year to the total number of published projects

*2 Ratio of the gross amount of "support" pre-orders placed during the period by project supporters who have had a previous "support" pre-order within the past year to the total gross amount of "support" pre-orders on Makuake service. Note that as of FY2020/9, we are using an improved calculation method with better data accuracy

	FY2023/9 Q2 (standalone)	FY2023/9 Q3 (standalone)	Change QoQ	Percent Change QoQ
No. of New Projects	1,732	1,918	186	10.7
No. of New Projects by Repeat Project Owners	955	1,085	130	13.6
Project Owners' Repeat Rate (%)*1	55.1	56.6	_	1.4pt
Amount of Repeat "Support" Pre-orders (JPY million)	3,130	3,409	278	8.9
Repeat "Support" Pre-order Rate (%)*2	76.2	74.6	-	(1.6)pt
No. of Access Unique Users	11,827,059	11,806,705	(20,354)	(0.2)
No. of Members	2,441,236	2,526,293	85,057	3.5
No. of "Support" Pre-orders	362,007	386,786	24,779	6.8

^{*1} Ratio of projects published during the period by project owners who have had a previous project with us within the past year to the total number of published projects

*2 Ratio of the gross amount of "support" pre-orders placed during the period by project supporters who have had a previous "support" pre-order within the past year to the total gross amount of "support" pre-orders on Makuake service. Note that as of FY2020/9, we are using an improved calculation method with better data accuracy

As the company is currently in a state of growth, we believe that by retaining profits and prioritizing investment in expanding business size and improving earning power will lead to maximization of our corporate value and a continuous stream of profit return to shareholders.

As to future distribution of dividends out of surplus, our basic policy is to do so with consideration of balance versus retaining profits. For the time being, we have elected for policy prioritizing retaining profits, and no determination has been made as to the timing for issuing dividends.

Disclaimer and Cautions Regarding Future Outlook

- While the content of this document has been prepared based on generally recognized economic and social conditions as of July 25, 2023 and certain assumptions deemed reasonable by Makuake, Inc., it may change due to shifts in business environment and other factors.
- When investing, please be sure to read our financial reports and other documents released by us before making any decision, at your own judgement, as an investor.
- Risk and uncertainty include general domestic and international economic conditions such as general industry and market conditions, and fluctuations in interest and currency exchange rates.
- Please note that Makuake, Inc., may, based on certain assumptions deemed reasonable by Makuake, Inc., update or revise "outlook information" provided in this document if new information comes to light or material future events occur.
- There are no changes to the information disclosed on December 28, 2022, regarding items not listed in this document related to "Business Plans and Growth Potential."

IR Inquiries

IR@makuake.co.jp

Makuake