Securities code: 4479



Financial Results Briefing Materials for Q1 FY2024/9 (fiscal year ending September 30, 2024)

Makuake, Inc.

# Financial Results

# Overview of Q1 FY2024/9



- Both the gross amount of "support" pre-orders (GMV) and net sales came in line with the plan
- Gross profit margin temporarily decreased due to a lesser effectiveness of web advertising at year-end, influenced by Black Friday campaigns run by various e-commerce companies, contributing to an increase in the cost ratio. Additionally, higher costs in related services further impacted the gross profit margin. Nevertheless, our business structure remained unchanged
- We reduced operating loss further through continued control of SG&A expenses

KPIs

- We aimed at enhancing the quality of each project and focused on increasing the monthly project unit value rather than the number of active projects during the month. As a result, the monthly project unit value continued to rise, driving the growth in GMV
- The number of projects published by repeat project owners and the number of active projects during the month declined due to a decrease in the number of published projects
- The amount of repeat "support" pre-orders has continued to grow

Mid-Term Progress

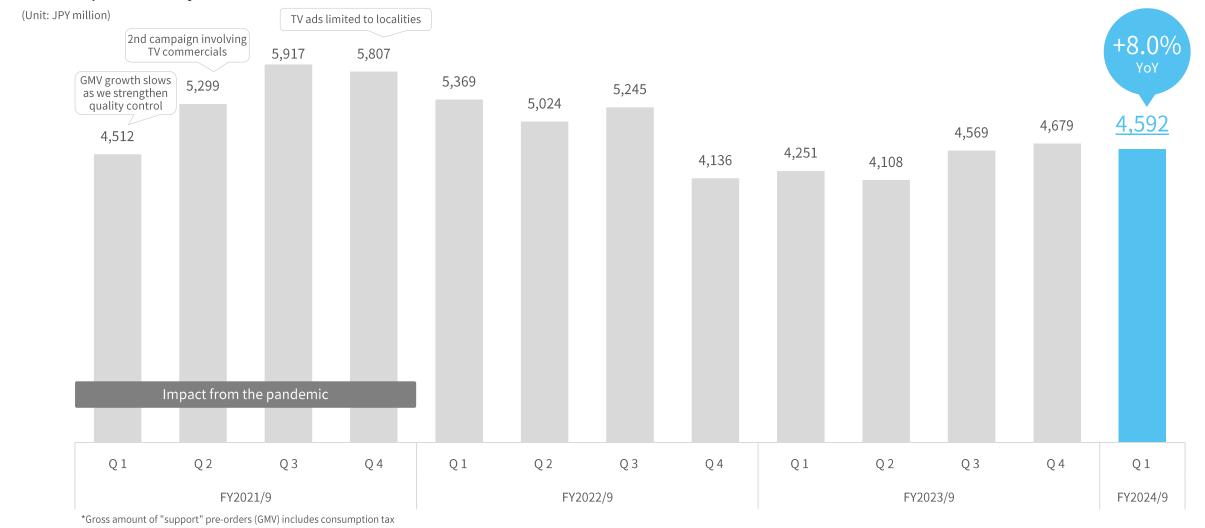
- Enhanced the environment for project supporters to confidently place "support" pre-orders—achieved by awarding a distinct mark to recommended project owners, certified based on our internal criteria, and showcasing their projects on the site
- Various initiatives to eliminate negative experiences have resulted in a 2.2-point increase in project supporters' NPI
- Preparing the development of new functionalities for Phase 2

External Environment

- Continued trend of experience-centric offline consumption through the year-end
- Black Friday period extended for longer than in a typical year by various e-commerce businesses
- Higher raw material costs and sharp increases in shipping expenses due to the weaker yen

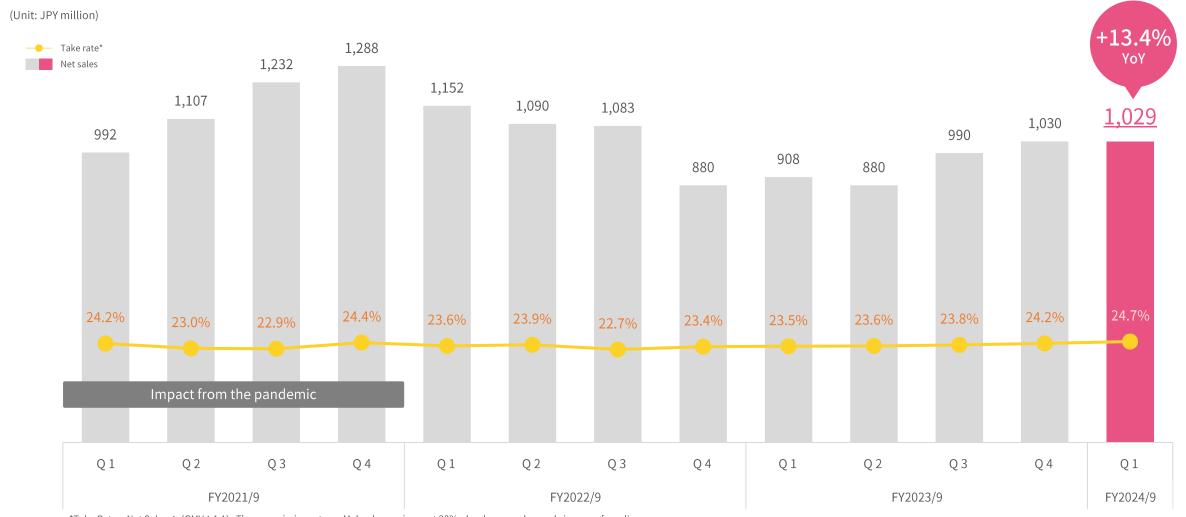
# Gross Amount of "Support" Pre-orders (GMV)\*, Quarterly

• Despite the ongoing trend of experience-centric offline consumption and various e-commerce businesses extending Black Friday for longer than in a typical year, our focus on initiatives for repeat project owners and repeat project supporters resulted in an 8.0% increase in GMV compared to the same period last year



# Net Sales and Take Rate

• Net sales, driven primarily by Makuake, advertising distribution agency services, and MIS (Makuake Incubation Studio), posted a 13.4% YoY increase. With the rise in sales of related services, take rate also increased by 1.2 percentage points YoY



<sup>\*</sup>Take Rate = Net Sales  $\div$  (GMV $\div$ 1.1). The commission rate on Makuake services—at 20%—has been unchanged since our founding

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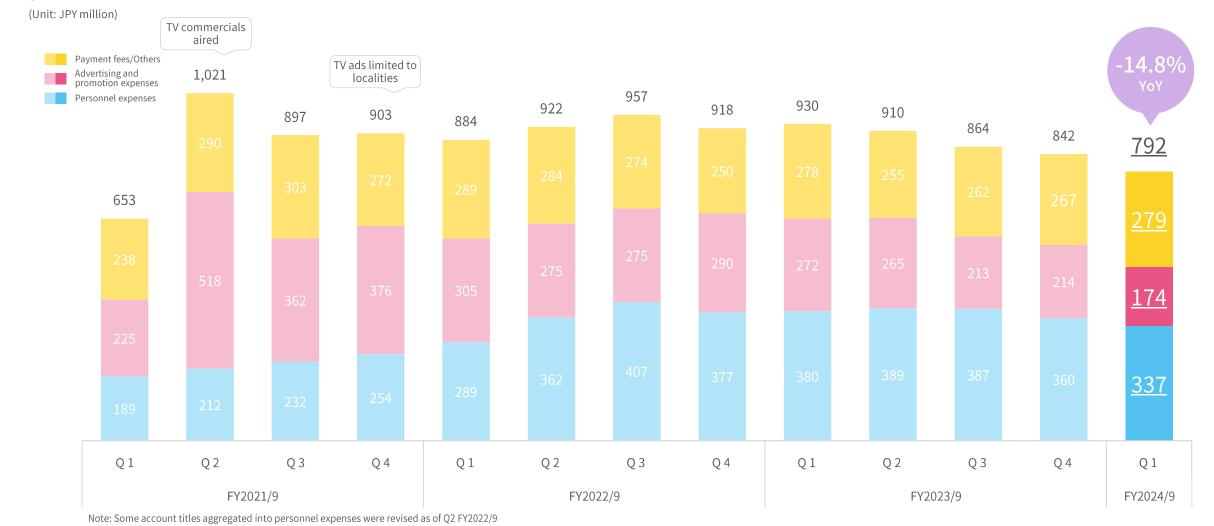
# Gross Profit and Gross Profit Margin

• While gross profit increased by 4.2% YoY, the effectiveness of web advertising declined somewhat due to the year-end external environment, and costs in related services rose, leading to a 6.6 percentage point decrease in the gross profit margin compared to the same period last year. Nevertheless, there were no changes in our business structure



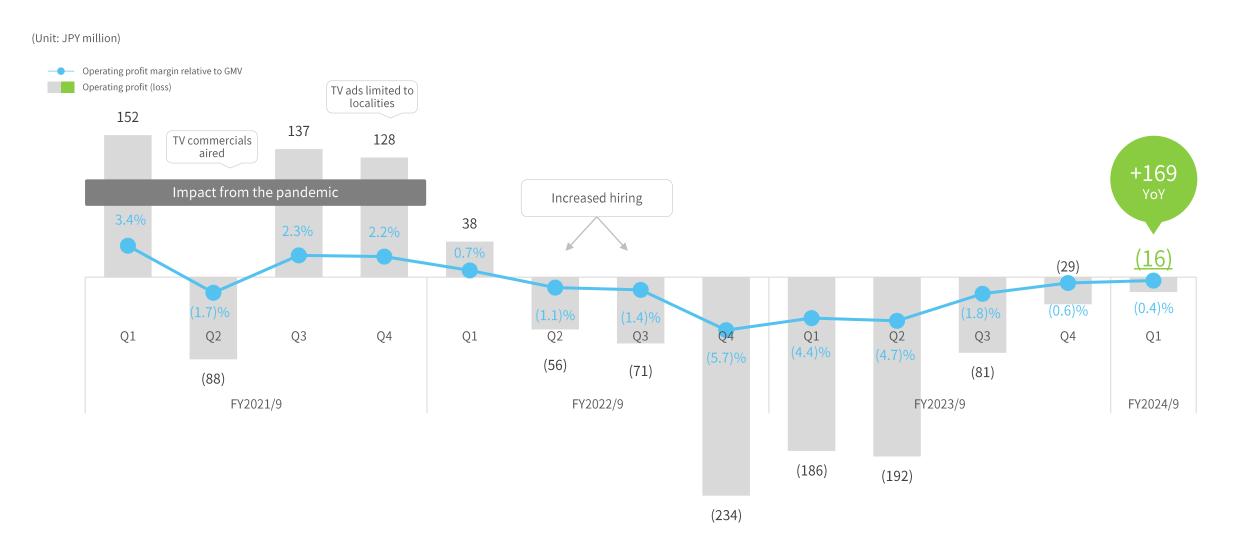
# Selling, General and Administrative Expenses

• While maintaining their contribution to GMV growth, we downsized advertising expenses and, at the same time, were able to significantly cut personnel costs. Although there was a slight increase in other expenses, such as those for a general meeting of shareholders, we achieved a significant 14.8% decrease in the overall SG&A expenses compared to the same period last year



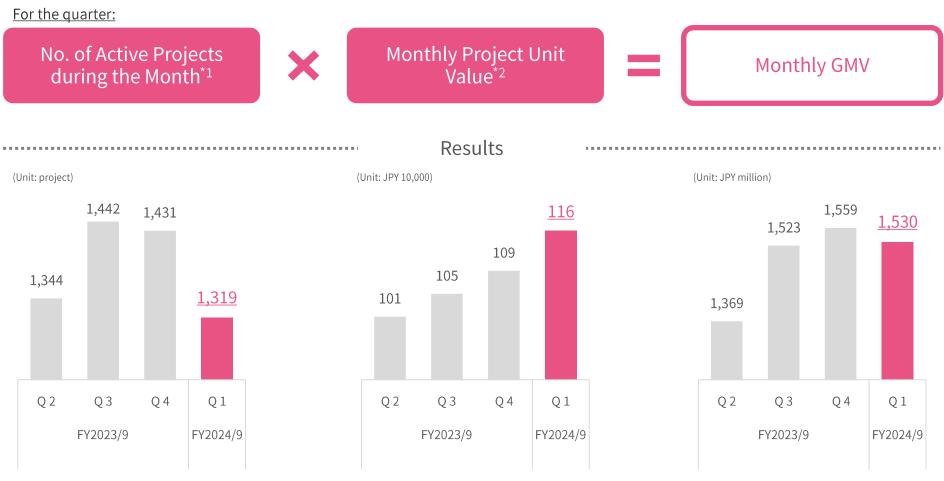
# Operating Profit (Loss) and Operating Profit Margin Relative to GMV

• Thanks to increased net sales and reduced SG&A expenses, operating loss significantly narrowed to JPY 16 million



# Progress of Key KPIs

• We aimed at enhancing the quality of each project and focused on increasing the monthly project unit value rather than the number of active projects during the month. As a result, the monthly project unit value continued to rise, driving the growth of the monthly GMV



<sup>\*1</sup> Number of Active Projects during the Month: The total number of projects that had pre-sales during the month

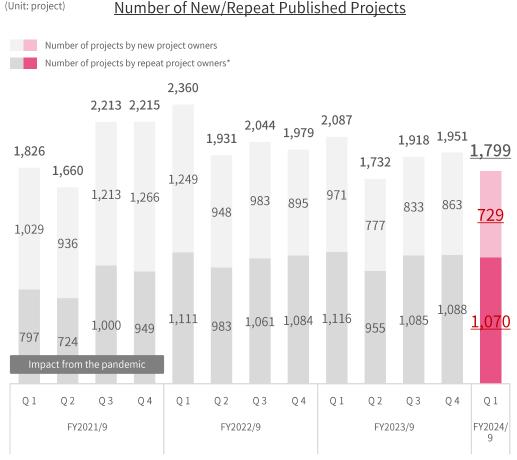
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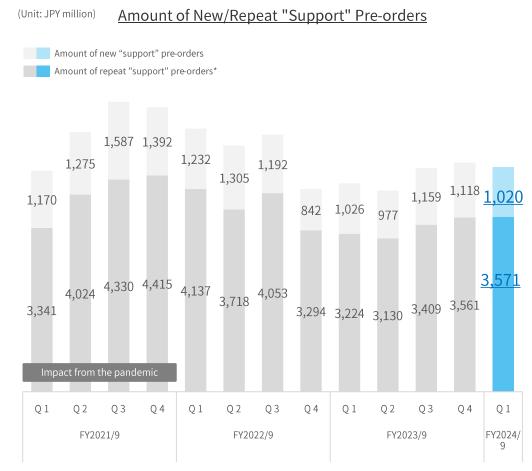
<sup>\*2</sup> Monthly Project Unit Value: The average amount of "support" pre-orders generated by active projects during the month

# Other KPIs

• The overall number of published projects and the number of published projects by repeat project owners declined as we focused on increasing the monthly project unit value and because of external environmental factors, such as the weaker yen. On the other hand, the amount of repeat "support" pre-orders has continued to increase



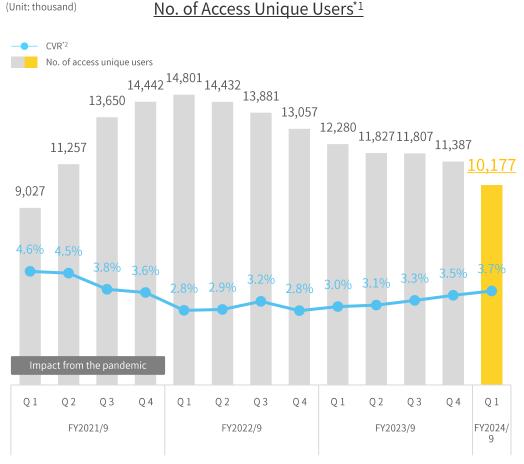




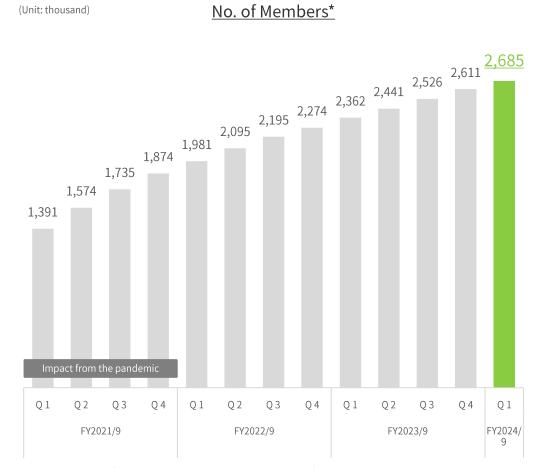
<sup>\*</sup>The amount of "support" pre-orders placed during the period by project supporters who have had a previous "support" pre-order within the past year in the total gross amount of "support" pre-orders on the Makuake service

# Other KPIs

• Access UUs (unique users) continued to decline, impacted by the ongoing trend of experience-centric offline consumption, as well as Black Friday extending for longer than in a typical year for various e-commerce businesses. Consequently, while our membership count increased, its growth rate has moderated



<sup>\*1</sup> Number of persons who visited Makuake during the period. Access UUs tabulated according to Google Analytics standards

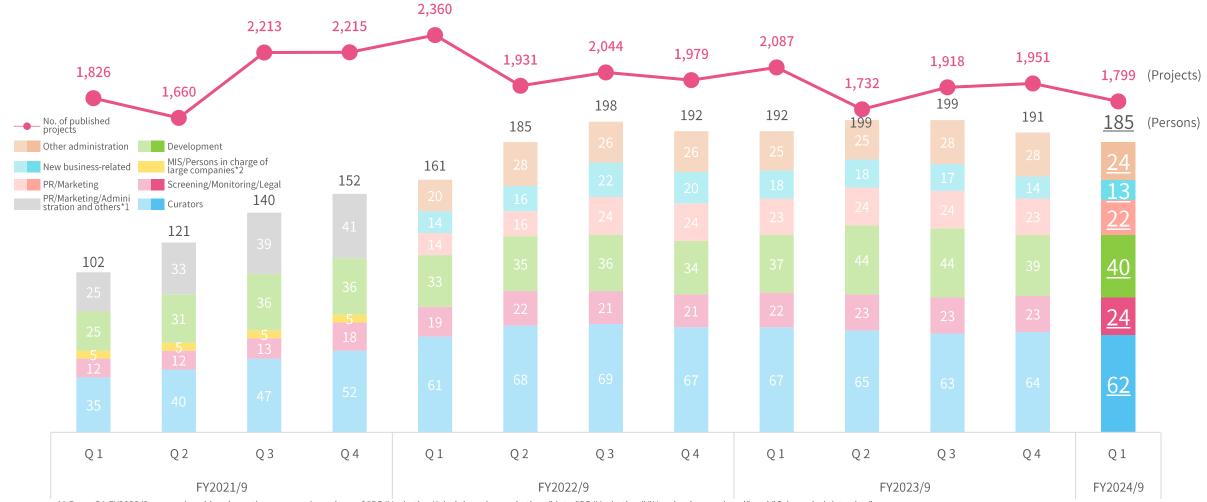


\*Cumulative number of registered members  $\approx$  cumulative number of persons who placed at least one "support" pre-order.

<sup>\*2</sup> CVR (Conversion Rate): The ratio of access UUs on Makuake who placed a "support" pre-order to total access UUs. Please refer to the Appendix for the number of "support" pre-orders

# Number of Published Projects and Employee Count

• There were no significant changes in the number of curators and personnel in screening, monitoring, and legal roles, and we maintain a structure capable of accommodating a future increase in the number of published projects. Additionally, with our focus on increasing the monthly project unit value, we do not anticipate significant personnel increases going forward



<sup>\*1</sup> 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"
\*2 Given that MIS/Persons in charge of large companies have been increasingly co-performing curator duties, we are including their numbers in the headcount of the curator organization from Q1 FY2022/9

# <u>Launched "Makuake-Recommended Project Owner"</u> <u>Program</u>

Increasing Number of UUs for "Support" Pre-orders

「Makuake 推奨実行者」プログラムを開始

- Following our internal criteria, we award the "Makuake-Recommended Project Owner" certification every six months to project owners based on their performance in the preceding year. We grant them a distinctive mark and make it visible on the Makuake site
- Furthermore, we have set up a new page that allows confirmation of recommended project owners and enables viewing of their projects in list format

This will enhance our site's operation, allowing project supporters to confidently place "support" pre-orders, thanks to the visibility of project owners who meet specific standards

### Makuake Awards 2023: Announcement of Award-Winning Projects and Companies



The "Makuake Award" is a well-established annual accolade that includes the "Makuake of the Year," which honors the best projects selected from those conducted on Makuake in the past year, as well as awards for partner companies that collaborate with us

This year—in 2023—we hosted an invitation-only closed award ceremony with the aim of fostering interactions among award recipients and creating opportunities for new endeavors

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# Major Projects Launched in Q1 FY2024/9 (Small and Medium-Sized Enterprises)

• Projects featuring gadgets that enhance quality of life and those addressing areas where users have strong preferences were highly popular



















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# Major Projects Launched in Q1 FY2024/9 (Large Companies)

• We witnessed continued publication of projects that struck a good balance between new products leveraging the brand power of large companies and new products aspiring to enter new genres by utilizing technology from in-house research and development

















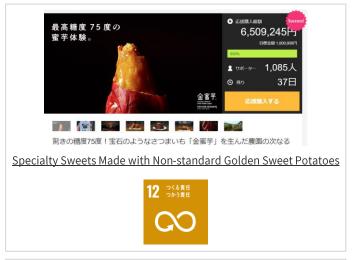


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# SDGs-Related Projects Launched in Q1 2024/9

• While "upcycled" products utilizing raw materials that would otherwise be discarded remained prevalent, there were also products ingeniously designed to avoid harming nature and experience-centric projects

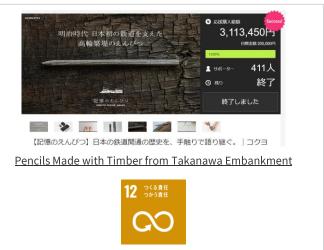












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# FY2024/9 Forecasts and Progress Report

# FY2024/9 Financial Forecasts

• For FY2024/9, we aim to increase net sales by 3.0% from FY2023/9 and return to profitability, targeting operating profit of JPY 16 million

(Unit: JPY million)	FY2023/9 Results	FY2024/9 Forecasts	Change	Percent Change
Gross Amount of "Support" Pre-orders:  GMV  (Tax included)	17,609	18,845	1,235	7.0
Net Sales	3,810	3,925	114	3.0
Operating Profit (Loss)	(489)	16	505	-
Ordinary Profit (Loss)	(482)	21	503	-
Net Income (Loss)	(491)	5	496	-

# Growth Strategy for FY2024/9

• We aim to boost the project unit value by promoting the creation of high-quality projects by repeat project owners and growing the number of active projects, as well as improving project supporter retention through the accumulation of project supporter fans by project owners and CRM initiatives

No. of Active Projects during the Month in Q4 2024

1,499 projects

×

Monthly Project Unit Value in Q4 2024

JPY 1.09 million

Creation of high-quality projects by repeat project owners

Promotion of project supporter retention

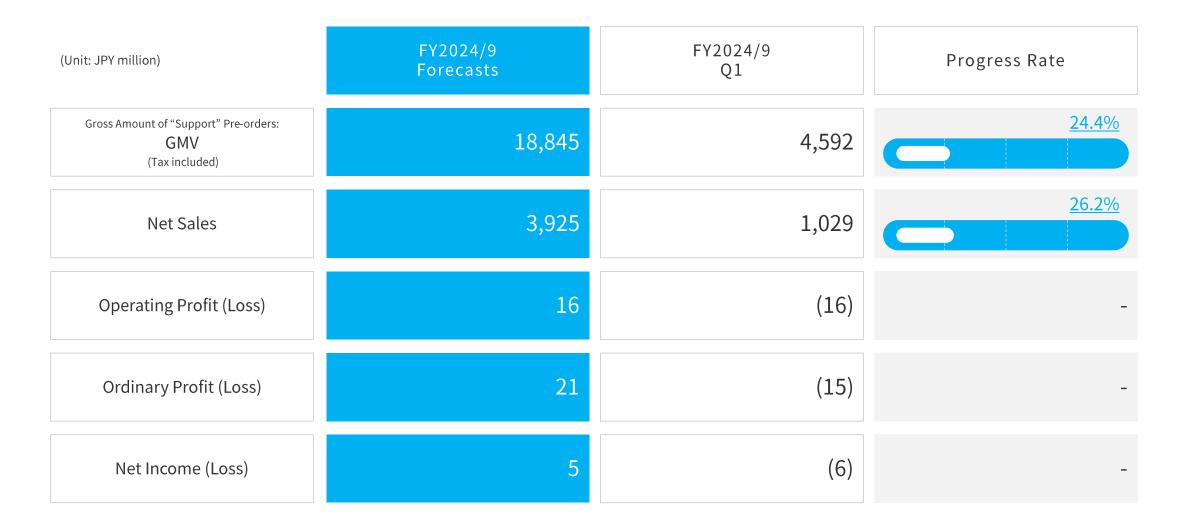
### Development of New Functionalities

- First Half: Continued infrastructure development to eliminate negative experiences
- Second Half: Commence strategic investments in mechanisms to turn project supporters into fans—for GMV growth in 2025

Aiming to Achieve JPY 18.8 Billion in GMV

# Progress Toward FY2024/9 Financial Forecasts

• GMV and net sales came in line with the quarterly plan, achieving progress rates of 24.4% and 26.2%, respectively, against the full-year plan



# Specific Initiatives Implemented in Q1 FY2024/9

• During Q1, we increased the monthly project unit value by strengthening support for project owners to maximize GMV on the first day of project publication. Simultaneously, we implemented CRM initiatives, such as distributing coupons tailored to project supporter needs, and improved the user experience with notification functionality

Increasing No. of Active Projects during the Month



Increasing Monthly Project Unit Value

<u>Operational</u> Improvements

- Built an account management system for repeat project owners
- Sales efforts targeting the acquisition of major clients with the potential for highquality project publications
- Media exposure directed at businesses utilizing EC platforms

- Enhanced support to maximize GMV on the first day of project publication
- Strengthened support proposals for GMV growth after two days of project publication, with a focus on advertising distribution agency services
- Promoted placement of "support" pre-orders by project supporters through the "Coming Soon" functionality
- Deployed various CRM initiatives, including coupon distribution tailored to project supporter needs

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# New Functionalities

<u>Development</u> <u>Improvements</u>

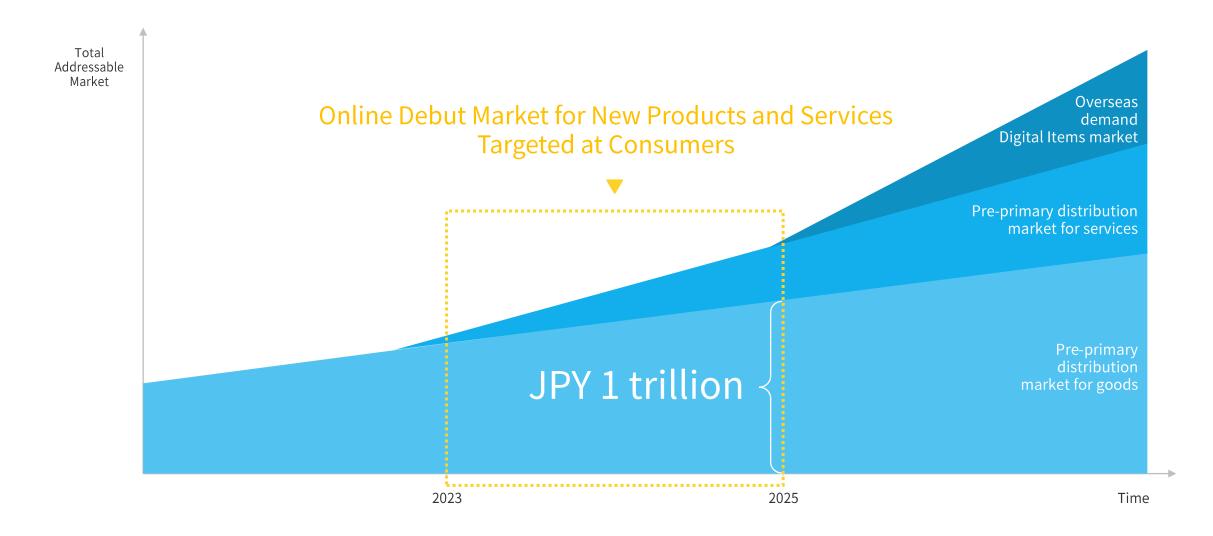
- Enhanced the environment for project supporters to confidently place "support" pre-orders—achieved by awarding a distinct mark to recommended project owners, certified based on our internal criteria, and showcasing their projects on the site
- Improved experience of encountering projects that match user preferences
- Preparing the development of new functionalities for Phase 2

# Medium-Term Management Plan

(FY2023/9-FY2025/9)

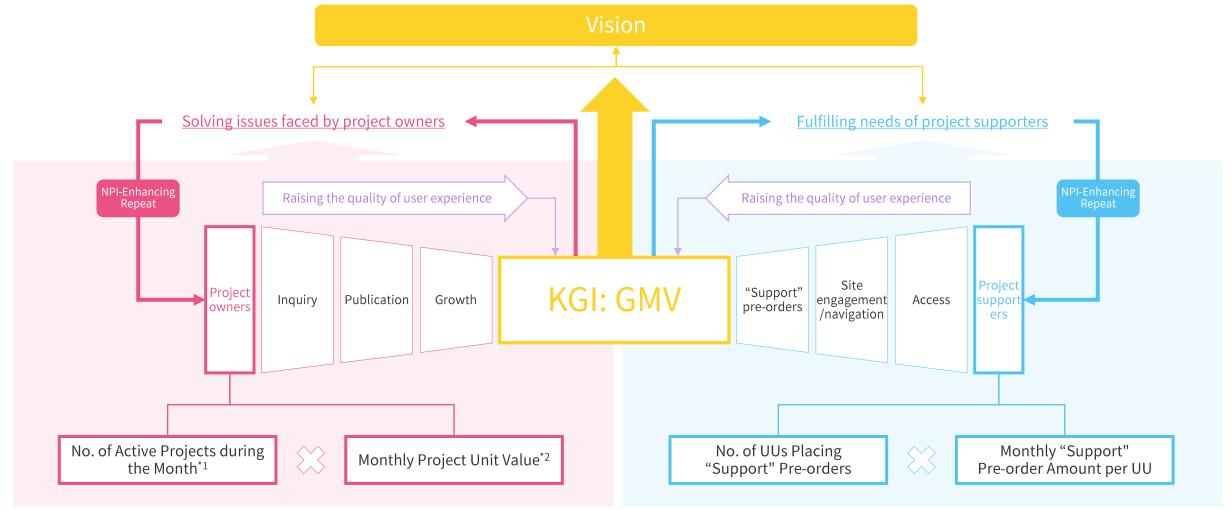
# Main Target Markets through FY2025/9

• 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

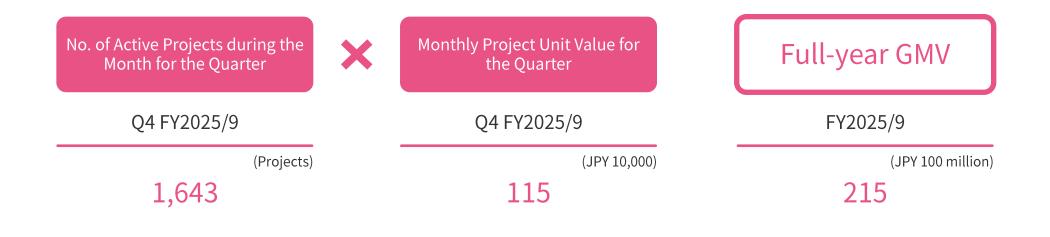


<sup>\*1</sup> Number of Active Projects during the Month: The total number of projects that had pre-sales during the month

<sup>\*2</sup> Monthly Project Unit Value: The average amount of "support" pre-orders generated by active projects during the month

# Medium-Term KPI Targets

• For Q4 FY2025/9, we aim to reach 1,643 active projects during the month, a monthly project unit value of JPY 1.15 million, and a GMV of JPY 21.5 billion (minimum target)

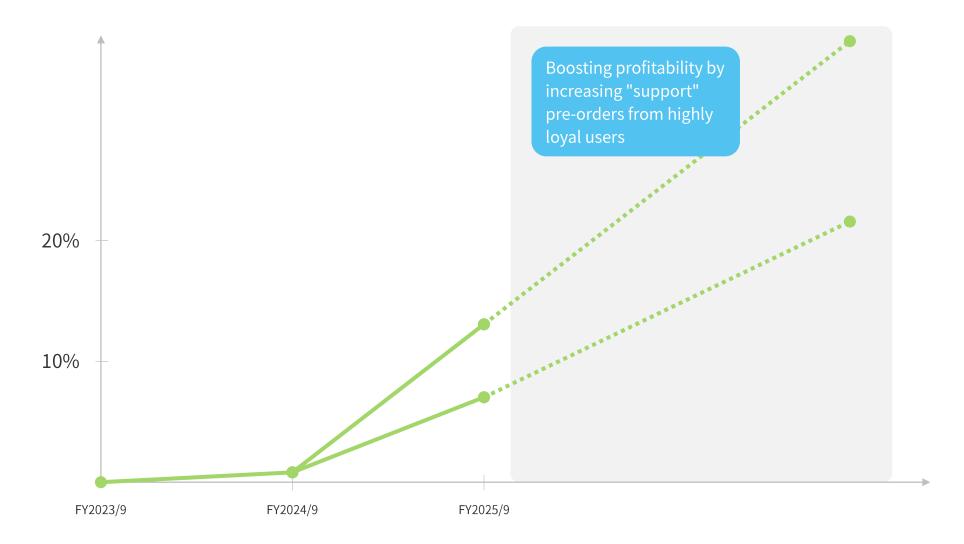


GMV: can fluctuate depending on market environment, progress of each strategy, and other relevant factors

\*\*Y21.5 billion\*\*

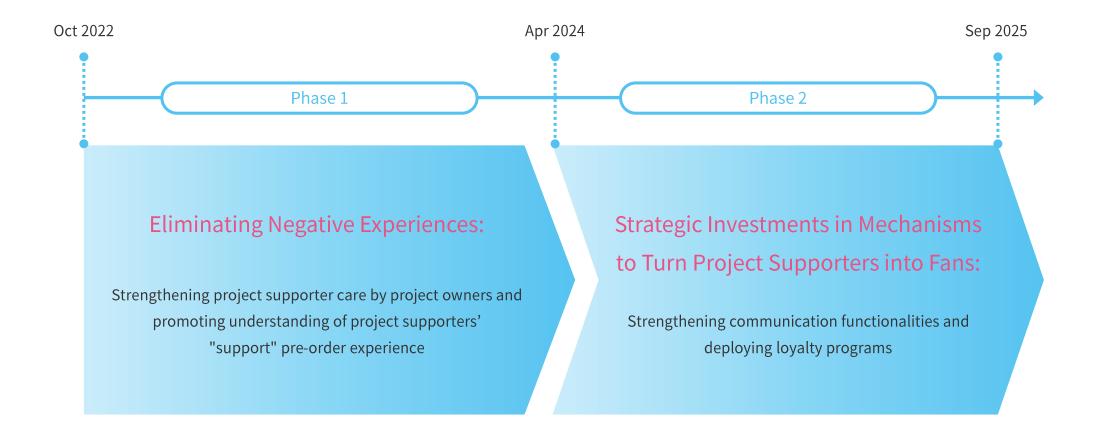
# Medium-Term Operating Profit Margin Target

• 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



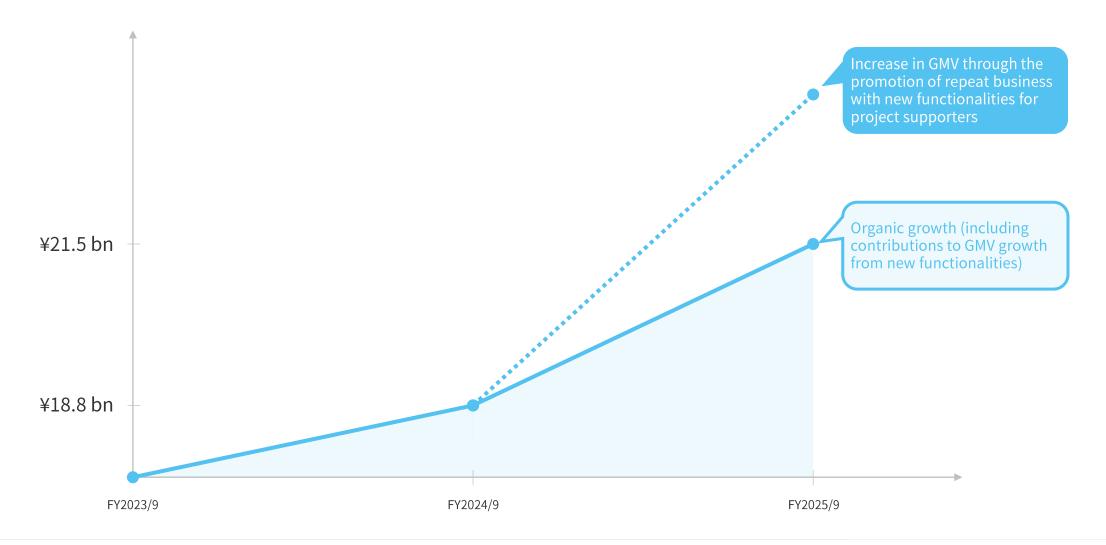
# Implementation Phases for Key Initiatives to Achieve Medium-Term KPI Targets and Operating Profit Margin

• 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 FY2024/9. From the second half of the same year, we will focus on Phase 2 and strategically invest in mechanisms to turn the retained supporters into fans



# Growth Vision for New GMV Target

• We will start preparing communication functionalities and loyalty programs in the second half of FY2024/9 and launch them in FY2025/9. This, coupled with our organic growth, will accelerate supporter retention and drive GMV growth



# **Appendix**

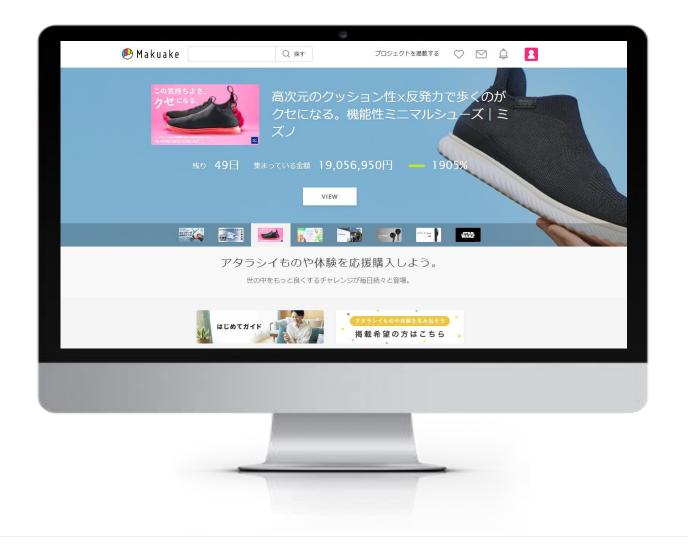
# The World Makuake Aspires For

• 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

Create a world where worthy things Vision can come to be, grow and endure Connect the world through the Mission creation of the "new" We have a vision • We love challenges and ring up the curtain by ourselves • We embrace technology and deliver value to society Standard · We do not give up striving to understand • We insist on 360-degree success • We are a group of professionals playing as one team · Let's aim for greatness

# Makuake—Venue for Launch of New Products and Services

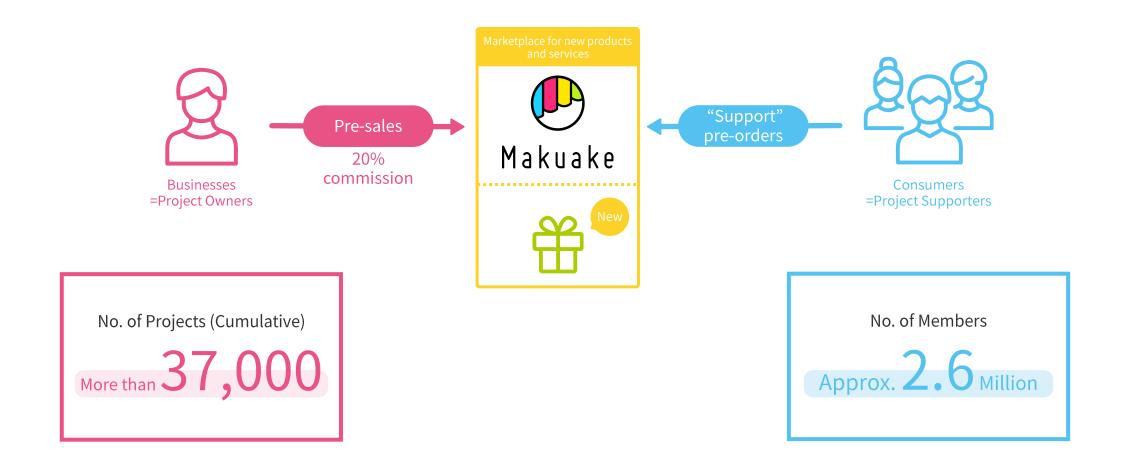
• We are a marketplace where consumers can buy premiering new products and services faster through "support" pre-orders





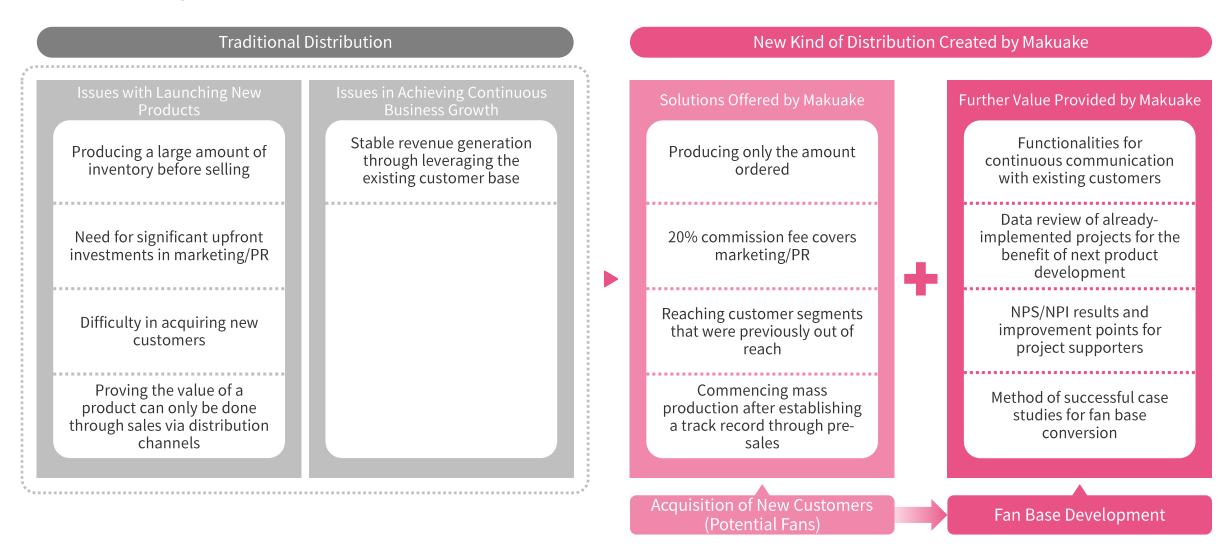
# Makuake's Business Model

• 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-orders



# Value Provided by Makuake: Businesses

• We not only help businesses avoid the 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 They pay for added value The stories of creators behind stories behind the products and 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

# Financial Results Summary: YoY

(Unit: JPY million)	FY2023/9 Q1	FY2024/9 Q1	Change YoY	Percent Change YoY
Gross Amount of "Support" Pre-orders:  GMV  (Tax included)	4,251	4,592	340	8.0
Net Sales	908	1,029	121	13.4
Gross Profit	744	775	31	4.2
Operating Profit (Loss)	(186)	(16)	169	-
Ordinary Profit (Loss)	(183)	(15)	167	-
Net Income (Loss)	(185)	(6)	179	-

# Financial Results Summary: QoQ (Standalone Quarter)

(Unit: JPY million)	FY2023/9 Q4 (standalone)	FY2024/9 Q1 (standalone)	Change QoQ	Percent Change QoQ
Gross Amount of "Support" Pre-orders:  GMV  (Tax included)	4,679	4,592	(87)	(1.9)
Net Sales	1,030	1,029	(0)	(0.1)
Gross Profit	813	775	(37)	(4.6)
Operating Profit (Loss)	(29)	(16)	12	_
Ordinary Profit (Loss)	(28)	(15)	12	-
Net Income (Loss)	(28)	(6)	22	-

	FY2023/9 Q1	FY2024/9 Q1	Change YoY	Percent Change YoY
No. of Published Projects	2,087	1,799	(288)	(13.8)
No. of Published Projects by Repeat Project Owners	1,116	1,070	(46)	(4.1)
Project Owners' Repeat Rate (%)*1	53.5	59.5	_	6.0pt
Amount of Repeat "Support" Pre-orders (JPY million)	3,224	3,571	346	10.8
Repeat "Support" Pre-order Rate (%)*2	75.8	77.8	-	1.9pt
No. of Access Unique Users	12,279,539	10,176,889	(2,102,650)	(17.1)
No. of Members	2,362,033	2,684,736	322,703	13.7
No. of "Support" Pre-orders	367,985	376,925	8,940	2.4

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<sup>\*1</sup> 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 the Makuake service. Note that as of FY2020/9, we are using an improved calculation method with better data accuracy

	FY2023/9 Q4 (standalone)	FY2024/9 Q1 (standalone)	Change QoQ	Percent Change QoQ
No. of Published Projects	1,951	1,799	(152)	(7.8)
No. of Published Projects by Repeat Project Owners	1,088	1,070	(18)	(1.7)
Project Owners' Repeat Rate (%)*1	55.8	59.5	_	3.7pt
Amount of Repeat "Support" Pre-orders (JPY million)	3,561	3,571	10	0.3
Repeat "Support" Pre-order Rate (%)*2	76.1	77.8	-	1.7pt
No. of Access Unique Users	11,387,444	10,176,889	(1,210,555)	(10.6)
No. of Members	2,610,875	2,684,736	73,861	2.8
No. of "Support" Pre-orders	399,462	376,925	(22,537)	(5.6)

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<sup>\*1</sup> 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 the 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 January 30, 2024 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.

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# Makuake