Securities code: 4479



Financial Results Briefing Materials for FY2024/9

(Fiscal Year Ended September 30, 2024)

Makuake, Inc.

Financial Results

(Results for Q4 FY2024/9)

Overview of Q4 FY2024/9

Results

- In line with a partial change in the revenue structure, we began disclosing "total transaction volume (currently the sum of "support" pre-orders and secure system usage fees)" as a new indicator of the total amount handled across all of our services
- Net sales grew 5.7% QoQ on the booking of secure system usage fees applied to all projects listed after August 2024
- We achieved a shift to profit in Q4 (Jul–Sep) as a consequence of net sales growth and rigorous management of SG&A expenses

KPIs

- The number of project launches increased 2.6% QoQ but the number of active projects fell slightly QoQ. In reality, the number of active projects was level QoQ, as an increase in the number of project publications in March, the final month of Q2, boosted the number of active projects in Q3. In terms of business growth, though, issues remain in the acquisition of high-quality new and repeat project owners. We accordingly plan to diversify the services provided to project owners and focus on acquiring projects in genres well-suited to Makuake, with a view to increasing the number of active projects
- Project unit value rose 4.0% YoY on the back of successful efforts across the fiscal year to grow "support" pre-orders on the first day of projects. On a QoQ basis, though, project unit value was 2.9% lower due to an increase in project publications for new project owners
- Although access UUs fell 11.4% QoQ due to the impact across the quarter of measures to prevent bot access to the Makuake website, a simple comparison is not appropriate as past figures include bot access; we think a decrease in active project numbers likely contributed to the fall in access UUs

Mid-Term Progress

- In FY2025/9, we aim to achieve profitability for the full fiscal year while also laying the groundwork for expanding revenue from our various ancillary services by further strengthening the ecosystem stemming from services offered by Makuake in the distribution market
- We will update our management structure to enable speedy decision-making and execution and strengthen our corporate and business management capabilities

External Environment

- Experience-centric consumption remains strong. Also, the cost of buying everyday goods is rising owing to increasing commodity prices, which is affecting consumer appetite for luxury goods
- Economic activity of small and medium-sized companies is weaker than in 2023 due to forex fluctuations and higher raw material costs

Differences Between Financial Forecasts and Results for FY2024/9

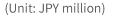
• Both net sales and profits exceeded the full-year financial forecast announced on July 30, as in Q4, there was a partial change in the revenue structure following a revision of Makuake commissions received from project owners and the introduction of a system for receiving secure system usage fees from project supporters

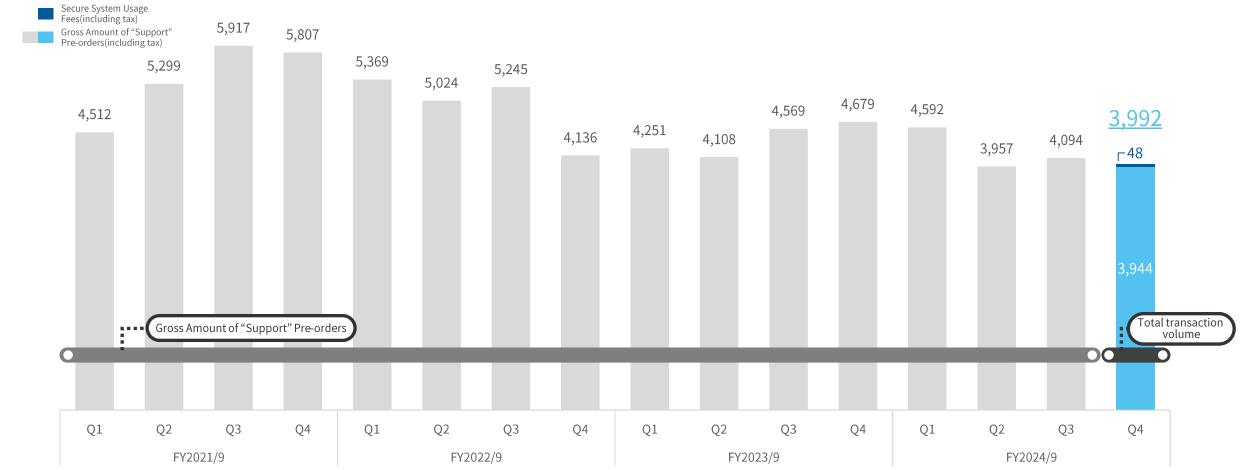
(Unit: JPY million)	FY2024/9 (Forecast announced on July 30)	FY2024/9 Results	Change	Percent Change
Total transaction volume* Sum of "support" pre-orders and secure system usage fees (including tax)	16,508	16,637	-	-
Net Sales	3,603	3,652	+48	+1.4
Operating Profit (Loss)	(97)	(62)	+34	-
Ordinary Profit (Loss)	(93)	(60)	+33	-
Net Income (Loss)	(152)	(103)	+48	-

^{*} From Q4 FY2024/9, defined as a sum of "support" pre-orders and secure system usage fees

Total transaction volume*

• From Q4, we began applying a secure system usage fee to all projects appeared after August 2024, in line with which the total amount handled across all of our services came to JPY 3,992 million

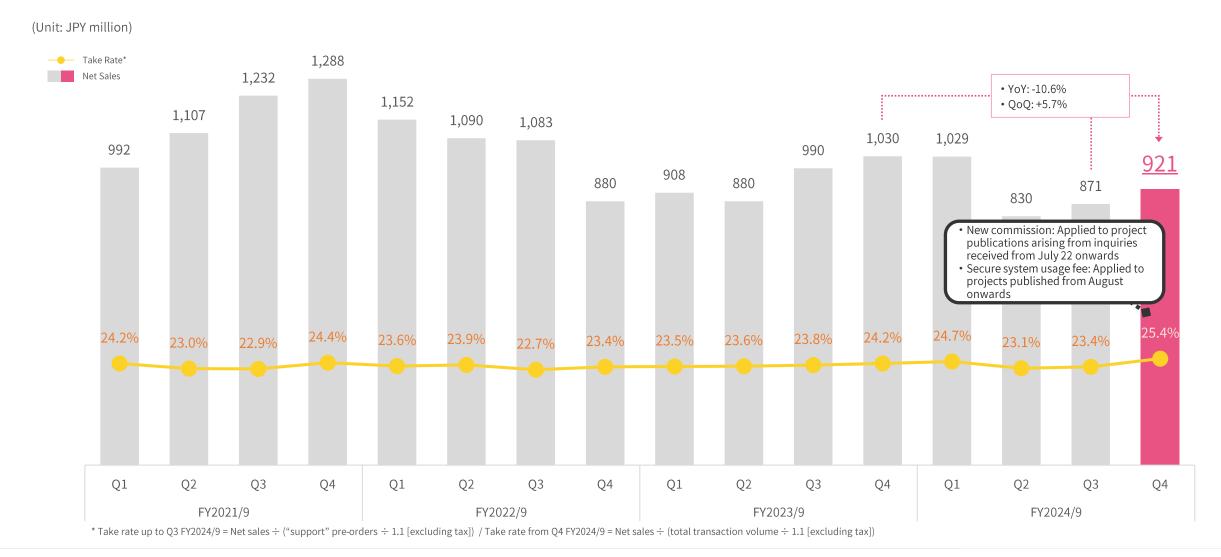




^{*} Sum of "support" pre-orders and secure system usage fees (including tax)

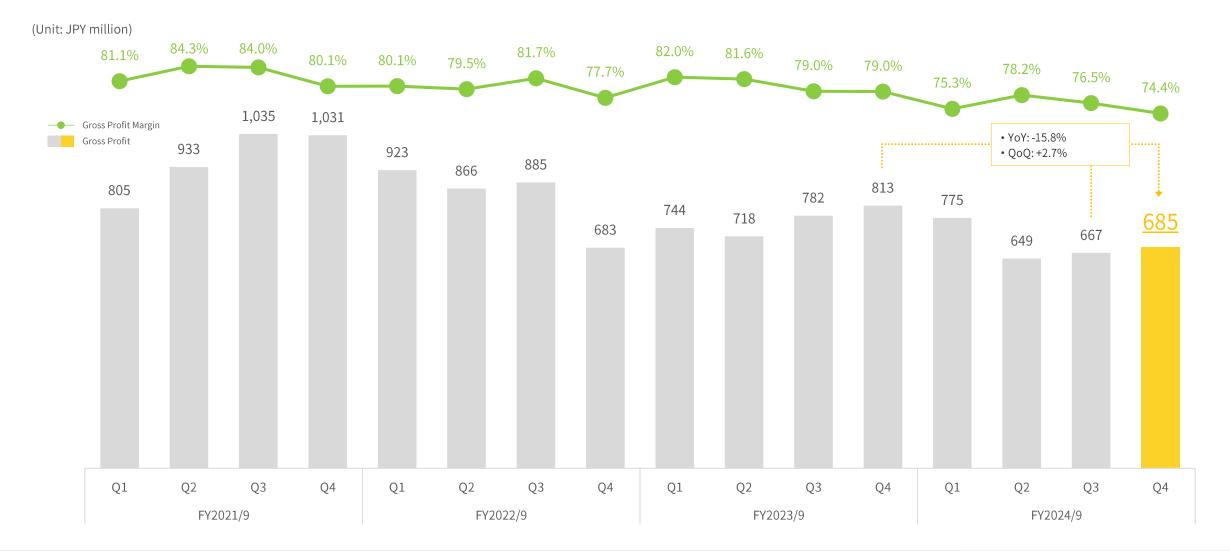
Net Sales and Take Rate

• Net sales increased 5.7% QoQ due to the booking of secure system usage fees. The take rate increased 2.0pt QoQ due to the booking of secure system usage fees as well as some impact from an upward revision to Makuake commissions (to 20% excluding tax)



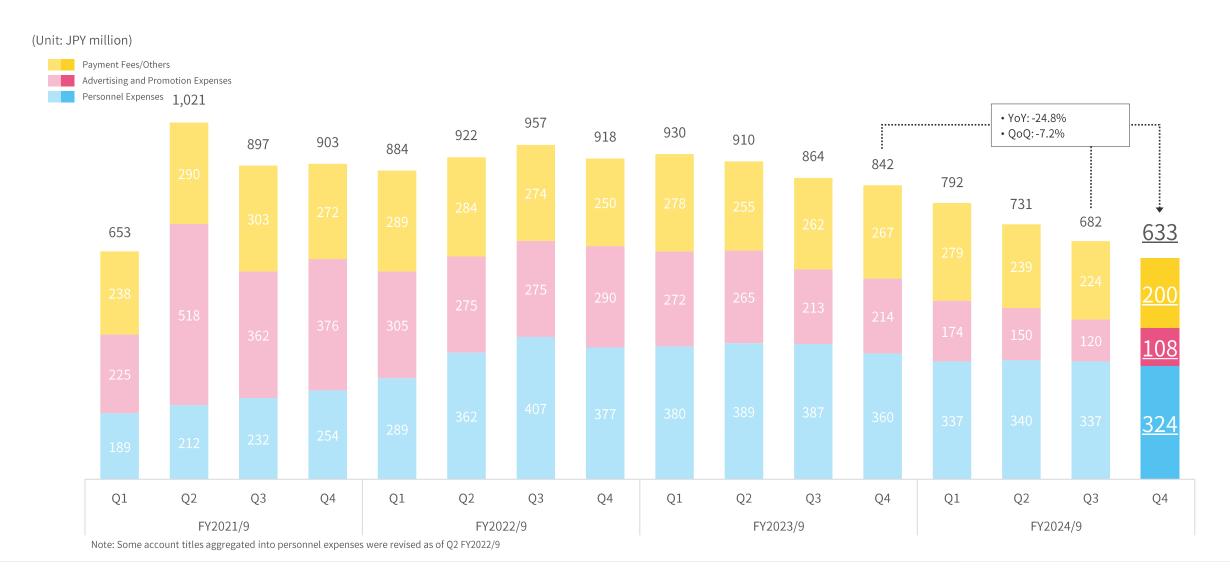
Gross Profit and Gross Profit Margin

• Gross profit increased 2.7% QoQ, but the gross profit margin declined by 2.2pt QoQ as growth in "support" pre-orders through advertising agency services was weak, and the ratio of purchases to "support" pre-orders (= advertising agency sales cost) increased



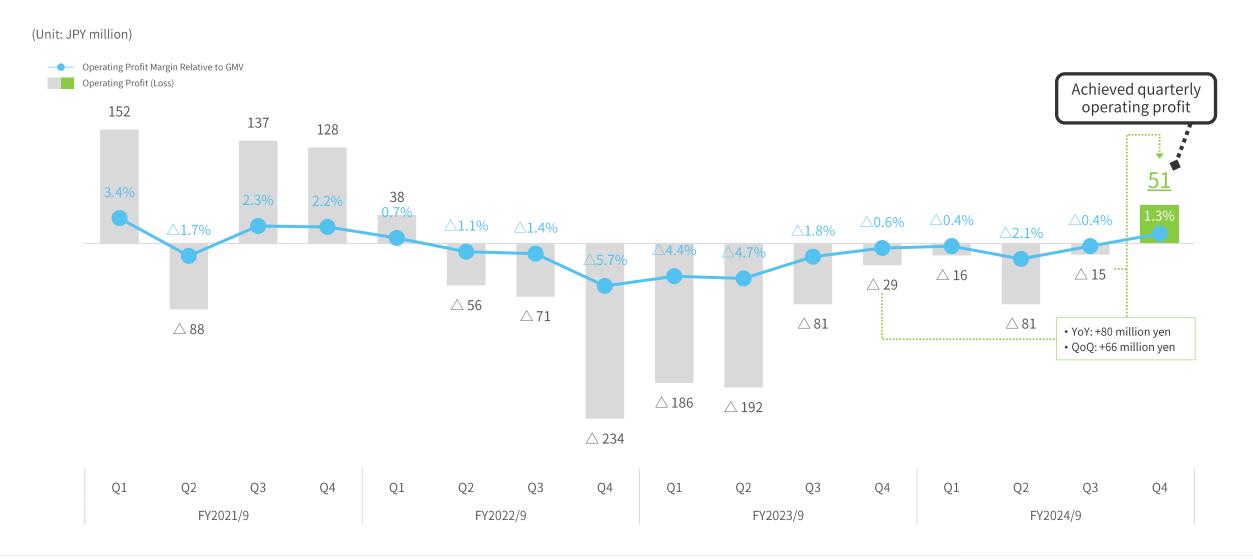
Selling, General, and Administrative Expenses

• We have greatly improved our cost structure through rigorous management of SG&A expenses, which were down 24.8% YoY and 7.2% QoQ in Q4

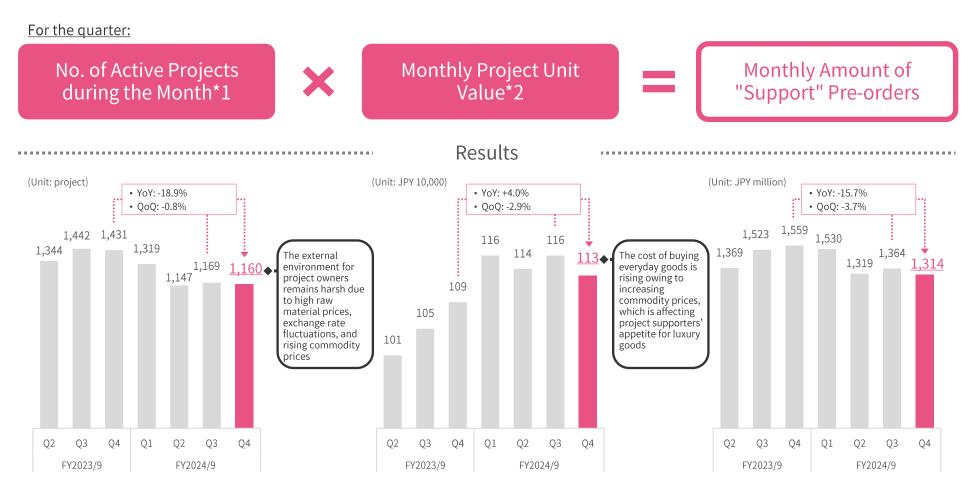


Operating Profit (Loss) and Operating Profit Margin Relative to GMV

• We achieved a quarterly operating profit of JPY 51 million in Q4 thanks to the booking of secure system usage fees and reduction in SG&A expenses, especially advertising and promotion expenses



• The number of active projects during the month fell slightly QoQ in Q4 as did the monthly project unit value, also resulting in a marginal QoQ decline in monthly "support" pre-orders. Lackluster growth in the number of active projects remains a hindrance to earnings growth



^{*1} Number of Active Projects during the Month: The total number of projects that had pre-sales during the month

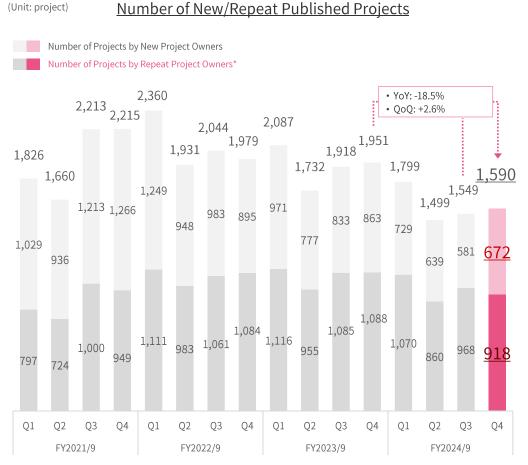
Copyright © Makuake, Inc. All Rights Reserved.

10

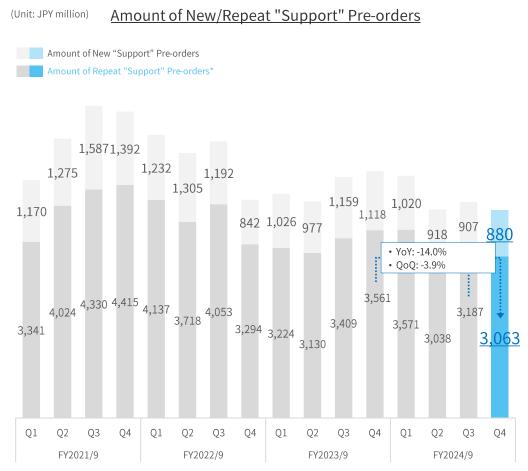
^{*2} Monthly Project Unit Value: The average amount of "support" pre-orders generated by active projects during the month

Other KPI (1)

• The number of project publications increased 2.6% QoQ, mainly due to growth in publications for new project owners. The value of "support" pre-orders decreased slightly for both new and repeat owners, and at 77.7%, the weighting of repeat "support" pre-orders remained largely unchanged QoQ





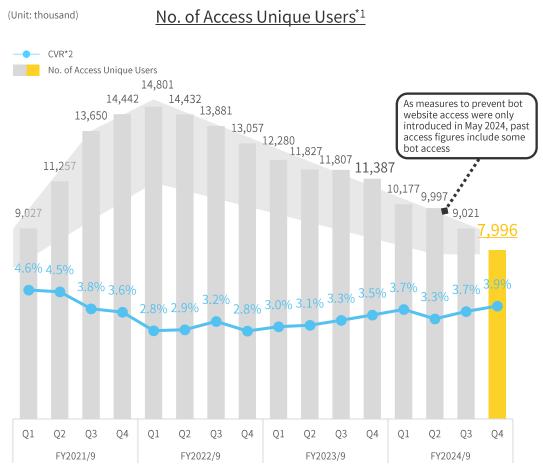


^{*}The amount of "support" pre-orders placed during the period by project supporters who have had a previous "support" pre-order within the past year in the total gross amount of "support" pre-orders on the Makuake service

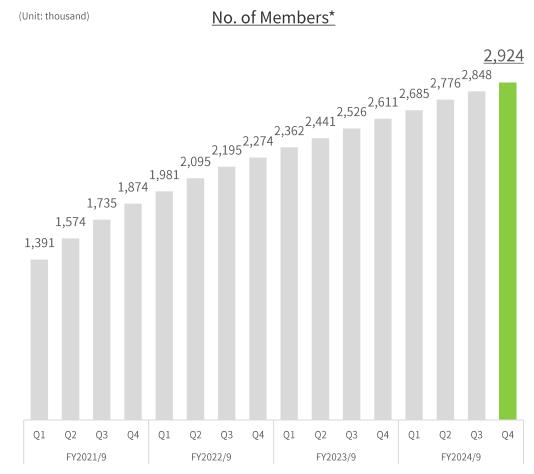
11

Other KPI (2)

• Although access UUs fell 11.4% QoQ due to the impact across the quarter of measures to prevent bot website access, a simple comparison is not appropriate, and we think a decrease in active project numbers likely contributed to the fall in access UUs



^{*1} Number of persons who visited Makuake during the period. Access UUs tabulated according to Google Analytics standards

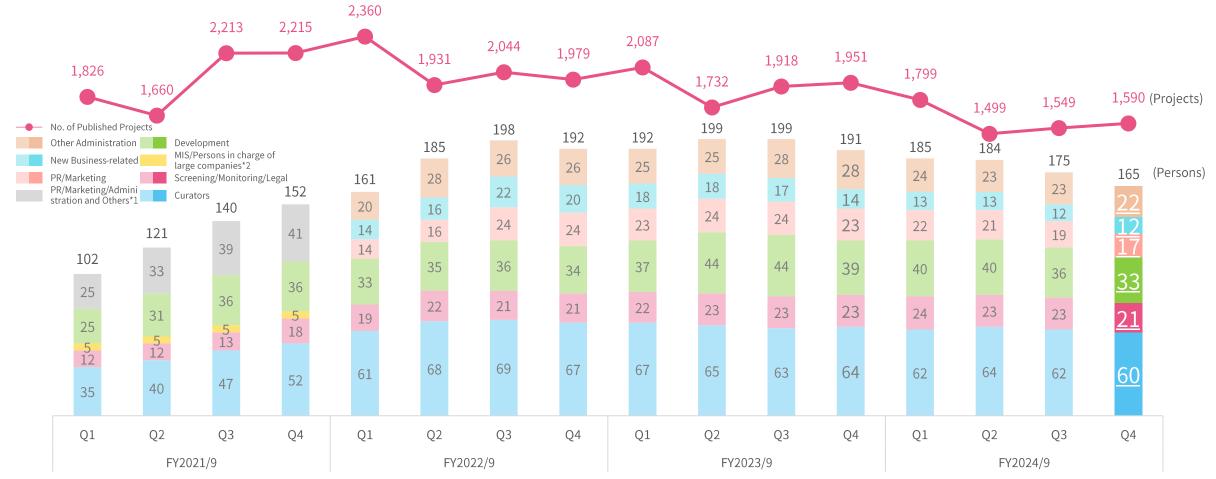


*Cumulative number of registered members \approx cumulative number of persons who placed at least one "support" pre-order

^{*2} 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

Employee Count (Reference Values: Number of Published Projects)

• We expect ongoing changes in employee numbers in line with management phase changes as we focus on improving our profit structure. At the same time, we will continue striving to increase productivity per employee by placing the right people in the right positions, streamlining operations, and utilizing various external services



^{*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"

^{*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>Change in Project Publication End Time and Extension</u> of "Support" Pre-Order Acceptance Period



We changed the end time for projects listed on Makuake from 18:00 to 22:00

When analyzing data from Makuake, we found that the conversion rate tended to increase just before the project's end date. By extending the project end time, we were able to stop supporters from missing out on purchases and maximize "support" pre-orders, thereby creating more opportunities for gaining experience for both project owners and project supporters

<u>Collaboration Between MIS and NTT DX Partners to</u> <u>Strengthen Product Planning and Development</u> <u>Support for Local Manufacturing Companies</u>



地方のものづくり企業の商品企画開発を支援

MIS will provide a new product planning and development support program to local small and medium-sized manufacturing companies that NTT DX Partners has supported thus far, with a view to accelerating the creation of new businesses by local companies
By promoting the use of Makuake to debut new products developed with MIS's support, the goal is to establish a sales record that will bolster their subsequent sales after public release

14



We coined the name "OC (Oshi Commerce)" for the fandom-based shopping experiences like those offered by Makuake, organizing OC TOKYO (Oshi Commerce Tokyo) as an offline event affording more people access to such experiences

1,600 attendees

Broadcast for about six minutes on WBS, and featured by about 20 other media outlets







Major Projects Launched in Q4 FY2024/9 (Small and Medium-Sized Enterprises)

• Popularity was greatest for high-performance, high-priced new products and services that improve quality of life



















Major Projects Launched in Q4 FY2024/9 (Large Companies)

• As with projects for SMEs, we debuted many products aimed at enriching lifestyles. The percentage of large companies that use Makuake repeatedly is high. More than half of the products introduced in Q4 were from companies using Makuake three or more times



















17

SDGs-Related Projects Launched in Q4 2024/9

• We continued to showcase products that contribute to realization of the SDGs, mainly upcycled products made from sustainable raw materials, with an emphasis on environmental protection and conservation when developing materials













FY2025/9 Financial Forecasts

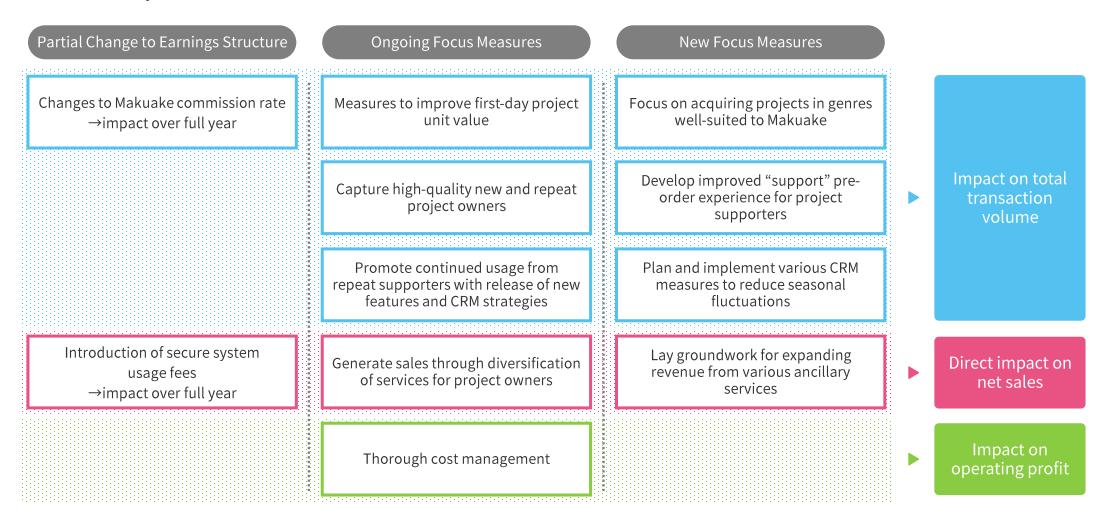
FY2025/9 Financial Forecasts

• We aim to grow net sales and profits and achieve profitability for the full fiscal year by maintaining the same level of revenue YoY from the Makuake business while laying the groundwork for expanding revenue from our various ancillary services

(Unit: JPY million)	FY2024/9 Results	FY2025/9 Forecasts	Change	Percent Change
Total transaction volume* Sum of "support" pre-orders and secure system usage fees (including tax)	16,637	15,460	(1,177)	(7.1)
Net Sales	3,652	3,800	+147	+4.0
Operating Profit (Loss)	(62)	120	+182	-
Ordinary Profit (Loss)	(60)	120	+180	-
Net Income (Loss)	(103)	70	+173	-

Growth Strategy for FY2025/9

• In the Makuake business, we seek to improve operational stability by acquiring projects from quality project owners and reducing seasonal fluctuations, while also working to solidify our revenue base and build a track record so that we can further expand revenue from ancillary services from next fiscal year onward



New Management Structure for FY2025/9

• At the Board of Directors meeting held today, we resolved to change our management structure subject to approval at the 12th Ordinary General Meeting of Shareholders to be held on December 12, 2024

Details of Changes

- Number of full-time directors reduced from four to two
- Director Fumiaki Kiuchi newly appointed as co-representative director
- Resignation of directors Kana Bogaki and Yohei Ikunai

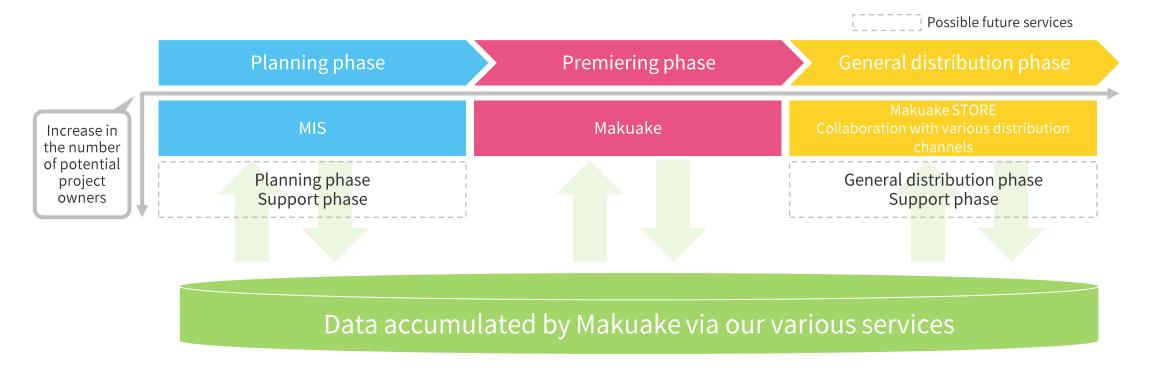
Reason for Changes

- To streamline and strengthen the management structure to enable quick decision-making and strengthen corporate management capabilities
- To transfer authority to executive directors to strengthen business management capabilities

Basic Policy for Future Growth

For Project Owners: Provide End-to-End Support Backed by Data, Our Competitive Strength, for Businesses to Expand and Thrive

• By leveraging the data accumulated via our various services and providing seamless support for business development, we aim to increase the transaction amount per project owner and extend the transaction period

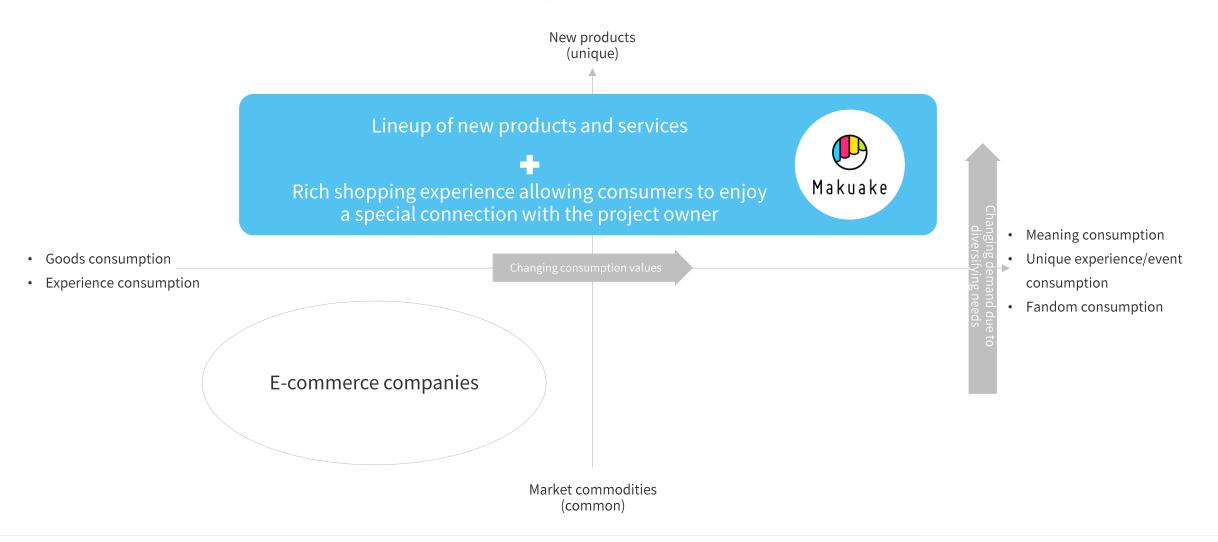


Expansion of service offerings/ Increase in the number of target client companies/ Comprehensive account consulting services

Increase in transaction value and project duration per project owner = Enhanced customer lifetime value (LTV)

For Supporters: Enhance the Unique Purchasing Experience We Offer, Further Bolstering Our Competitive Advantage

• As consumer needs diversify, the value of consumption is shifting from goods and experiences to meaning (purpose, social contribution), unique experiences (participation in unique events), and people (fandom). We intend to further enhance the unique purchasing experience we provide to consumers through Makuake, with the aim of solidifying our competitive strength



Currently, we are analyzing and fine-tuning our assumptions concerning the revenue and growth trajectory of the Makuake service

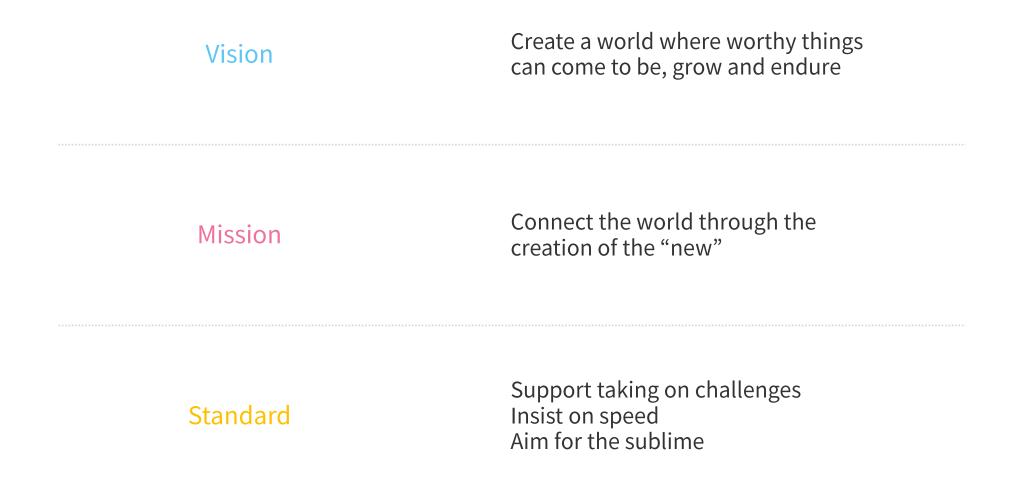
Additionally, we are carefully assessing the future revenue impact and growth prospects for ancillary services

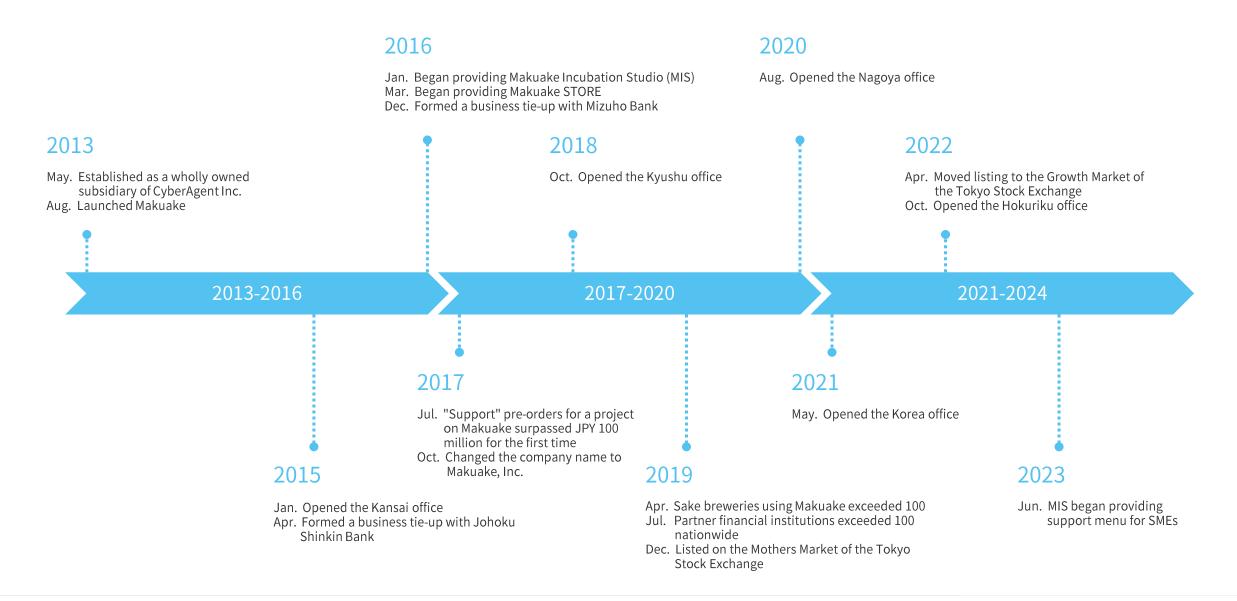
We will notify investors promptly once our work in this respect is ready for disclosure

Appendix

The World Makuake Aspires For

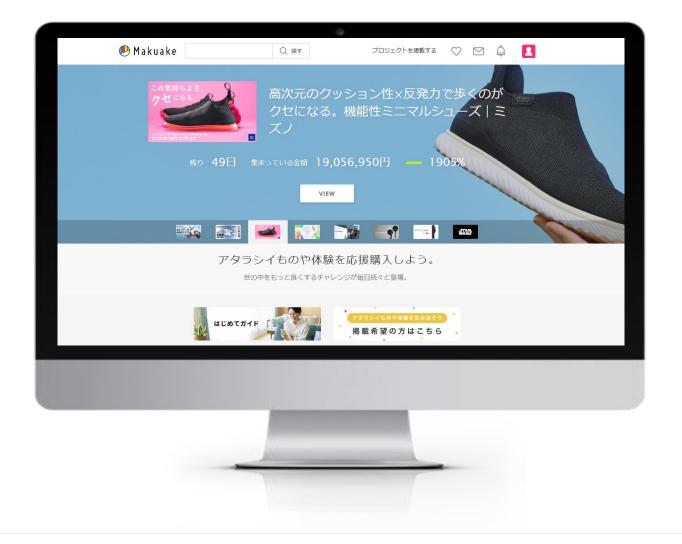
• Guided by our vision and mission, we are striving for society enriched through the connection of the "new" that consumers seek and the "new" that companies wish to introduce to the world





Makuake—Venue for Launch of New Products and Services

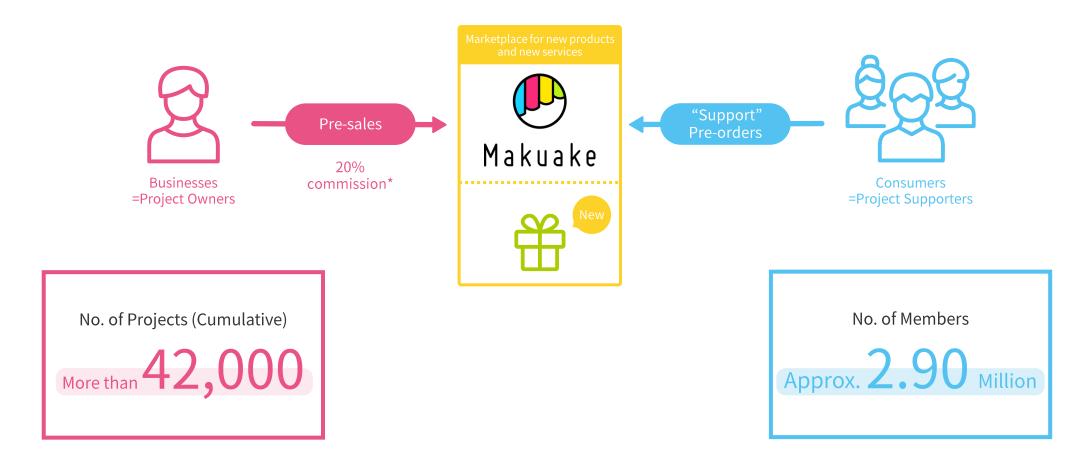
• We are a marketplace where consumers can buy premiering new products and services faster through "support" pre-orders





Makuake's Business Model

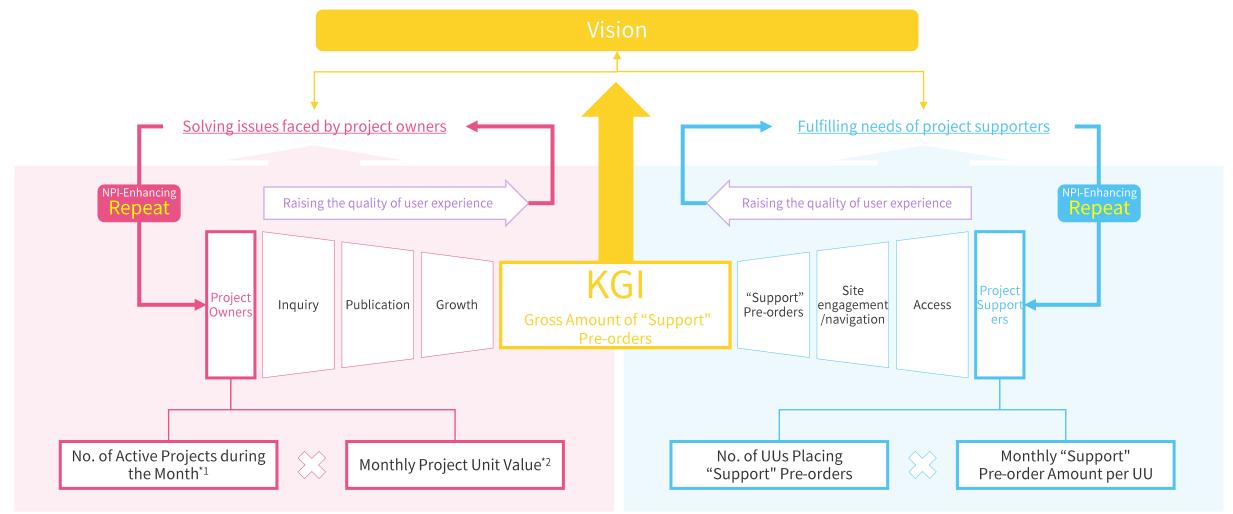
• Businesses can pre-sell their new products and services still in the planning phase on Makuake, while consumers, in the spirit of cheering on, can pre-purchase their products of interest through "support" pre-orders



^{*} New commission of 20% excluding tax (22% including tax): Applied to projects published from October 1, 2024, onward as a consequence of inquiries received through July 21. This also applied to project publications arising from inquiries received after July 22

Factor Analysis of Makuake's Service Structure

• Gross amount of "support" pre-orders, a KGI of Makuake, can be broken down into factors relating to project owners and supporters. These factors multiply to drive accelerated growth



^{*1} Number of Active Projects during the Month: The total number of projects that had pre-sales during the month

^{*2} Monthly Project Unit Value: The average amount of "support" pre-orders generated by active projects during the month

Makuake Incubation Studio (MIS)

• We accompany businesses in accurately conveying the value of their technology and in branding it, supporting "social implementation of R&D technologies." We receive commissions based on the support we provide



Production of technology application development to commercialization

Co-produce new products and new businesses with manufacturers, from the initial planning stage all the way through to market launch



Intrapreneur production

Offering a series of programs on mechanisms of business creation and development of human resources, based on real-world experience



Sales expansion production

Support planning and execution of marketing strategies for general sales, primarily online, following project launch and presale on Makuake

Other Services

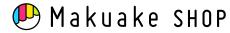
• We aim to maximize the value of the Makuake ecosystem by offering various services related to Makuake's operations



Service selling products created in Makuake on Makuake-owned e-commerce website



Commission: 20% of sales



Service exhibiting/selling products from project owners at Makuake-run physical storefronts



Commission: Several percentage of sales



Advertising Delivery Agency

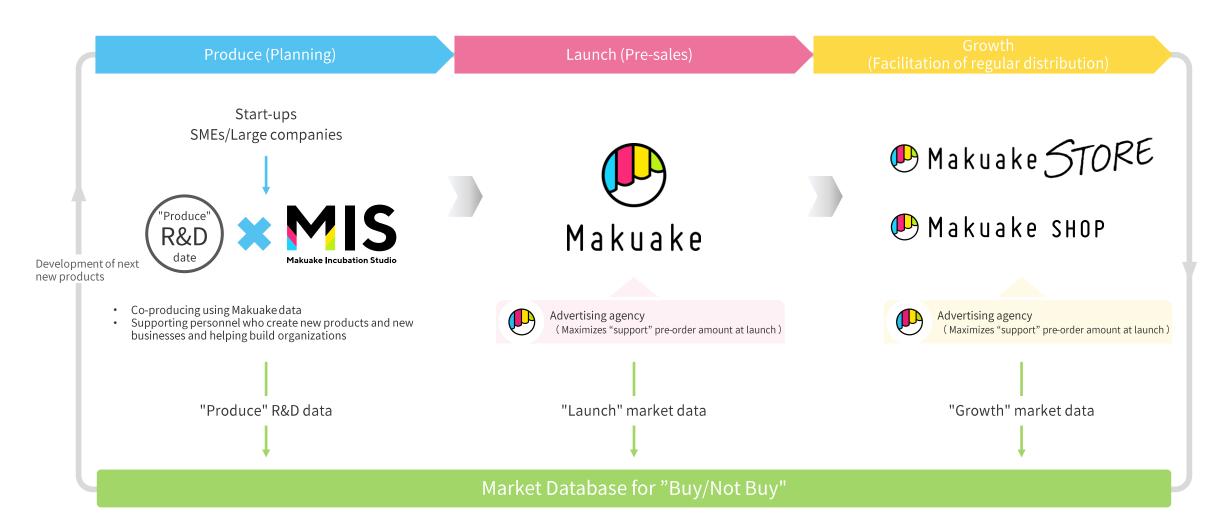
Online advertising agency services for projects listed on Makuake at the request of the project owner



Commission: Several percentage of ad distribution value

Ecosystem of Makuake Service in the Distribution Market

• By providing wide-ranging support from new product and service planning phase to their launch and sales expansion after mass production, we accumulate various market data. Using these data, we provide businesses insights for their next new product while continuously offering consumers something new



(Unit: JPY million)	FY2023/9	FY2024/9	Change YoY	Percent Change YoY
Total transaction volume* Sum of "support" pre-orders and secure system usage fees (including tax)	17,609	16,637	_	_
Net Sales	3,810	3,652	(157)	(4.1)
Gross Profit	3,059	2,777	(282)	(9.2)
Operating Profit (Loss)	(489)	(62)	+426	-
Ordinary Profit (Loss)	(482)	(60)	+422	_
Net Income (Loss)	(491)	(103)	+387	_

^{*} From Q4 FY2024/9, defined as a sum of "support" pre-orders and secure system usage fees

(Unit: JPY million)	FY2023/9 Q4 (standalone)	FY2024/9 Q4 (standalone)	Change YoY	Percent Change YoY
Total transaction volume* Sum of "support" pre-orders and secure system usage fees (including tax)	4,679	3,992	-	-
Net Sales	1,030	921	(109)	(10.6)
Gross Profit	813	685	(128)	(15.8)
Operating Profit (Loss)	(29)	51	+80	-
Ordinary Profit (Loss)	(28)	50	+78	-
Net Income (Loss)	(28)	58	+87	_

^{*} From Q4 FY2024/9, defined as a sum of "support" pre-orders and secure system usage fees

(Unit: JPY million)	FY2024/9 Q3 (standalone)	FY2024/9 Q4 (standalone)	Change QoQ	Percent Change QoQ
Total transaction volume* Sum of "support" pre-orders and secure system usage fees (including tax)	4,094	3,992	-	_
Net Sales	871	921	+49	+5.7
Gross Profit	667	685	+17	+2.7
Operating Profit (Loss)	(15)	51	+66	-
Ordinary Profit (Loss)	(14)	50	+65	-
Net Income (Loss)	(85)	58	+143	-

^{*} From Q4 FY2024/9, defined as a sum of "support" pre-orders and secure system usage fees

	FY2023/9	FY2024/9	Change YoY	Percent Change YoY
No. of Published Projects	7,688	6,437	(1,251)	(16.3)
No. of Published Projects by Repeat Project Owners	4,378	3,925	(453)	(10.3)
Project Owners' Repeat Rate (%)*1	56.9	61.0	-	+4.0pt
Amount of Repeat "Support" Pre-orders (JPY million)	13,325	12,861	(464)	(3.5)
Repeat "Support" Pre-order Rate (%)*2	75.7	77.5	-	+1.9pt
No. of Access Unique Users	36,514,765	34,360,778	(2,153,987)	(5.9)
No. of Members	2,610,875	2,923,832	+312,957	+12.0
No. of "Support" Pre-orders	1,516,240	1,375,214	(141,026)	(9.3)

^{*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 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 Q4 (standalone)	Change YoY	Percent Change YoY
No. of Published Projects	1,951	1,590	(361)	(18.5)
No. of Published Projects by Repeat Project Owners	1,088	918	(170)	(15.6)
Project Owners' Repeat Rate (%)*1	55.8	57.7	-	+2.0pt
Amount of Repeat "Support" Pre-orders (JPY million)	3,561	3,063	(497)	(14.0)
Repeat "Support" Pre-order Rate (%)*2	76.1	77.7	-	+1.6pt
No. of Access Unique Users	11,387,444	7,995,873	(3,391,571)	(29.8)
No. of Members	2,610,875	2,923,832	+312,957	+12.0
No. of "Support" Pre-orders	399,462	311,520	(87,942)	(22.0)

40

^{*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 the Makuake service.

Note that as of FY2020/9, we are using an improved calculation method with better data accuracy

	FY2024/9 Q3 (standalone)	FY2024/9 Q4 (standalone)	Change QoQ	Percent Change QoQ
No. of Published Projects	1,549	1,590	+41	+2.6
No. of Published Projects by Repeat Project Owners	968	918	(50)	(5.2)
Project Owners' Repeat Rate (%)*1	62.5	57.7	_	(4.8)pt
Amount of Repeat "Support" Pre-orders (JPY million)	3,187	3,063	(123)	(3.9)
Repeat "Support" Pre-order Rate (%)*2	77.8	77.7	-	(0.2)pt
No. of Access Unique Users	9,021,256	7,995,873	(1,025,383)	(11.4)
No. of Members	2,847,609	2,923,832	+76,223	+2.7
No. of "Support" Pre-orders	329,864	311,520	(18,344)	(5.6)

^{*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 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 October 29, 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.

IR Inquiries

IR@makuake.co.jp

Makuake