

**easyhome Ltd.**

**ANNUAL INFORMATION FORM**

**February 18, 2015**

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## **CAUTIONARY INFORMATION REGARDING FORWARD-LOOKING STATEMENTS**

This Annual Information Form includes forward-looking statements about easyhome, including, but not limited to, its business operations, strategy and expected financial performance and condition. Forward-looking statements include, but are not limited to, those with respect to the estimated number of new locations to be opened, targets for growth of the consumer loans receivable portfolio, annual revenue growth targets, strategic initiatives, new product offerings and new delivery channels, anticipated cost savings, planned capital expenditures, anticipated capital requirements, liquidity of the Company, plans and references to future operations and results and critical accounting estimates. In certain cases, forward-looking statements that are predictive in nature, depend upon or refer to future events or conditions, and/or can be identified by the use of words such as 'expects', 'anticipates', 'intends', 'plans', 'believes', 'budgeted', 'estimates', 'forecasts', 'targets' or negative versions thereof and similar expressions, and/or state that certain actions, events or results 'may', 'could', 'would', 'might' or 'will' be taken, occur or be achieved.

Forward-looking statements are based on certain factors and assumptions, including expected growth, results of operations and business prospects and are inherently subject to, among other things, risks, uncertainties and assumptions about the Company's operations, economic factors and the industry generally, as well as those factors referred to in the section entitled "Risk Factors". There can be no assurance that forward-looking statements will prove to be accurate as actual results and future events could differ materially from those expressed or implied by forward-looking statements made by the Company, due to, but not limited to important factors such as the Company's ability to enter into new lease and/or financing agreements, collect on existing lease and/or financing agreements, open new locations on favourable terms, secure new franchised locations, purchase products which appeal to customers at a competitive rate, respond to changes in legislation, react to uncertainties related to regulatory action, raise capital under favourable terms, manage the impact of litigation (including shareholder litigation), control costs at all levels of the organization and maintain and enhance the system of internal controls. The Company cautions that the foregoing list is not exhaustive.

The reader is cautioned to consider these and other factors carefully and not place undue reliance on forward-looking statements, which may not be appropriate for other purposes. The Company is under no obligation (and expressly disclaims any such obligation) to update or alter the forward-looking statements whether as a result of new information, future events or otherwise, unless required by law.

Additional information is contained in the Company's filings with Canadian securities regulators, including the Company's Annual Report. These filings are available on SEDAR at [www.sedar.com](http://www.sedar.com) and on the Company's website at [www.easyhome.ca](http://www.easyhome.ca).

## **OVERVIEW OF EASYHOME**

### **General Overview**

easyhome Ltd. (formerly RTO Enterprises Inc. (“RTO")), together with its subsidiaries, (unless the context otherwise requires, “easyhome” or the “Company”) is the Canadian leader in providing goods and financial services to the cash and credit constrained consumer. easyhome Ltd. serves its customers through two key operating divisions, easyhome Leasing and easyfinancial.

The activities of both easyhome Leasing and easyfinancial are governed by federal laws which set a maximum rate of interest and by the various consumer disclosure acts that exist in each province. As the Company does not offer pay-day loans and does not accept customer deposits, it is not subject to pay-day loan legislation or the rules set out for banks by the Office of the Superintendent of Financial Institutions.

### **Overview of easyhome Leasing**

The oldest and largest segment of easyhome's business is merchandise leasing, with an option to purchase, top-quality, brand name household furnishings, appliances and home electronic products to consumers under weekly or monthly agreements. The Company's programs appeal to a wide variety of consumers who are looking for alternatives to traditional retailers and who are attracted to a leasing transaction that does not involve a credit check, does not require an initial down payment, includes delivery and set up and offers them the flexibility to terminate the arrangement at any time. These consumers may not be able to purchase merchandise because of a lack of credit or insufficient cash resources, who have a short-term or otherwise temporary need for the merchandise, or who simply want to use the merchandise, with no long-term obligation, before making a purchase decision.

Customers who wish to lease merchandise with an option to purchase from easyhome are required to enter into easyhome's standard form merchandise leasing agreement (a “Merchandise Lease Agreement”). The Merchandise Lease Agreement provides that the customer will lease merchandise for a set term and make periodic payments on a weekly or monthly basis. Generally, customers are required to make an initial up-front lease payment and thereafter the periodic payments are collected in advance for each payment period. If the customer makes all of the periodic payments throughout the lease term, he or she will obtain ownership of the merchandise. In addition, at specified times during the term of a Merchandise Lease Agreement, customers can exercise an option to purchase the leased merchandise at a predetermined price. easyhome maintains ownership of its merchandise until this purchase option is exercised. Ultimately, easyhome customers have the flexibility to return the merchandise at any time without any further obligations.

easyhome Leasing operates through both corporately owned stores located across Canada and through a network of franchised locations in both Canada and the United States. Additionally and beginning in 2013, the Company allows customer to enter into merchandise leasing transactions through its e-commerce platform.

### **Overview of easyfinancial**

easyfinancial is the Company's financial services arm, offering installment loans and other ancillary financial services. easyfinancial offers unsecured, installment loans in amounts from \$500 to \$10,000 for 9 to 48 month terms with bi-weekly, semi-monthly and monthly repayment options. Customers can choose to repay the entire loan balance at any time during the term without penalty. As a credit reporting lender, easyfinancial positions its loan products as a vehicle to help rebuild credit and provide access to financing for the cash and credit constrained consumer.

easyfinancial is a logical complement to the easyhome Leasing business, leveraging the resources of its parent and its expertise in transacting with a similar customer segment.

easyfinancial's loans occupy a critical niche in the marketplace, bridging the gap between traditional financial institutions and costly pay-day lenders. Traditional financial institutions are unable to effectively offer credit solutions to consumers that are deemed to be a higher credit risk due to the consumer's financial situation or less than perfect credit history. These same consumers prefer to avoid the high fees and onerous repayment terms imposed on them by pay-day lenders for access to credit solutions that they require to deal with unforeseen financial situations. easyfinancial's products appeal to these cash and credit constrained consumers who are looking for alternatives.

The Company believes that there is significant demand for the products offered by easyfinancial in the Canadian marketplace. Historically, the consumer demand for these loans was satisfied by the consumer lending arms of several large, international financial institutions. Since 2009, many of the largest participants in this market have either closed their operations or dramatically reduced their size due to changes in banking regulations related to risk adjusted capital reserves, leaving easyfinancial as the only national participant with stated growth aspirations. The Company estimates that the historic Canadian market for unsecured consumer installment loans, consistent with the products offered by easyfinancial, was in excess of \$1.5 billion and that this market was serviced by over 600 retail locations.

The easyfinancial business was initially developed using a kiosk that was physically located within an existing easyhome Leasing location. In 2011, to better meet customer demand for its products, the Company determined that the easyfinancial business would scale more successfully by operating out of stand-alone locations that were physically separated from the easyhome Leasing stores. These larger and higher capacity stand-alone locations also exhibited a more rapid growth trajectory. The first easyfinancial stand-alone location was opened in July 2011. Going forward, future location growth will be focused on stand-alone locations, which will also free up retail showroom space at the easyhome Leasing stores.

In 2013, a transactional website was launched by easyfinancial for securing consumer installment loans. This new delivery channel allowed the Company to reach consumers who may not have had access to a physical location or those who preferred to interact through the privacy and convenience of the internet.

The Company recognizes that the loan products it offers to consumers carry a higher risk of default than the loan products offered by traditional banks and, as such, the Company will incur a higher level of delinquencies and charge offs, but that this will be offset by the higher yield generated on the consumer loans receivable. To assist with the management of this risk, the Company has developed proprietary underwriting practices and credit scoring models that have been developed using the historical performance of its portfolio. The Company continuously enhances these practices and scoring models to make better lending decisions, with a goal of maximizing total returns.

### **Incorporation and Address**

easyhome was incorporated under the laws of Alberta by Certificate and Articles of Incorporation dated December 14, 1990, and was continued as an Ontario corporation pursuant to Articles of Continuance dated July 22, 1993. Effective August 1, 1993, RTO acquired Aumo Explorations Inc. ("Aumo"), a reporting issuer in the Province of Ontario. Aumo was incorporated under the laws of Ontario by Articles of Incorporation dated December 15, 1980. Pursuant to Articles of Amalgamation dated July 31, 1993, and the terms of an Amalgamation Agreement dated June 24, 1993, Aumo and RTO were amalgamated. At the date of amalgamation, Aumo had no significant assets or liabilities. The purpose of the amalgamation was to acquire a public company such that shareholders of RTO would have greater liquidity and marketability in respect of their Common Shares.

On July 30, 2002, the articles of the Company were amended to consolidate the Company's issued and outstanding common shares in the capital of the Company ("Common Shares") on a one for ten basis.

On December 2, 2002, the articles of the Company were amended to create a class of Preference Shares. On October 30, 2003, the articles of the Company were further amended to remove a limitation on the redemption of Preference Shares.

At the Company's annual and special meeting held on May 1, 2003, shareholders approved the change of the Company's name from RTO Enterprises Inc. to easyhome Ltd. and that change became effective on July 2, 2003.

On May 11, 2005, the articles of the Company were amended to split the Company's issued and outstanding shares on a one and half for one basis.

On January 2, 2007, easyhome incorporated a U.S. subsidiary, EH US Holdings Inc. under the laws of Delaware. On December 31, 2007 its name was changed to easyhome U.S. Ltd. ("easyhome U.S.")

On January 1, 2008, three of easyhome's Canadian subsidiaries, RTO (Rentown) Inc., RTO (Rentown) 2000 and RTO Asset Management Inc., amalgamated pursuant to the laws of Alberta under the name RTO Asset Management Inc.

On September 25, 2008 easyhome acquired 89% of the outstanding shares of Insta-rent Inc. ("Insta-rent"), an Edmonton based merchandise leasing company which was listed on the TSX Venture Exchange. The Company subsequently acquired the remaining 11% of Insta-rent's outstanding shares and delisted that company.

On December 23, 2010 all of the assets and liabilities of Insta-rent Inc. were transferred to its parent company, easyhome Ltd., including 100% of the common shares of Insta-rent Ltd. As a result, Insta-rent Ltd. became a direct wholly owned subsidiary of easyhome Ltd. Additionally, on January 1, 2011, RTO Distribution Inc. and RTO Asset Management Inc. amalgamated pursuant to the laws of Alberta under the name RTO Asset Management Inc. RTO Asset Management Inc. remains a wholly owned subsidiary of easyhome Ltd. After this reorganization, Insta-rent Ltd. held 100% of the preferred shares of RTO Asset Management Inc.

On November 29, 2013, easyhome incorporated easyfinancial mortgages Inc. (o/a easymortgages) which acts as a registered mortgage broker in numerous provinces.

The registered office, head office and executive office of easyhome is located at 33 City Centre Drive, Suite 510, Mississauga, Ontario, L5B 2N5.

### Intercorporate Relationships

easyhome is the holder of all of the common shares in the capital of its principal subsidiaries, RTO Asset Management Inc., easyfinancial Services Inc. ("easyfinancial"), easyfinancial mortgages Inc., easyhome U.S. Ltd. and Insta-rent Ltd. Insta-rent Ltd. holds 100% of the preferred shares of RTO Asset Management Inc. easyhome's principal subsidiaries are as set forth in the following chart:



RTO Asset Management Inc. operates the Company's Canadian merchandise leasing business, including acquiring the assets for lease and holding the facility leases for the Company's Canadian stores. Insta-rent Ltd. no longer carries on operations. easyfinancial operates the Company's consumer lending operations, while easyfinancial mortgages Inc. (o/a easymortgages) acts as a licensed mortgage broker. easyhome U.S. Ltd. operated the Company's U.S. merchandise leasing business including franchise operations prior to the sale of its corporately owned U.S. stores on December 31, 2012. Franchises are offered through

easyhome in Canada and easyhome U.S. in the United States. On December 31, 2014, easyhome U.S. sold its rights to future royalty payments from its franchisees, but will continue to operate and provide financial support to a small number of U.S. franchise locations in accordance with contractual relationships.

### Store Locations Summary

	Locations as at Dec. 31, 2013	Locations opened during 2014	Locations closed / sold during 2014	Conversions	Locations as at Dec.31, 2014
<b>easyhome Leasing</b>					
Corporately owned stores	173	-	(6)	(4)	<b>163</b>
Consolidated franchise locations	9	2	(3)	(2)	<b>6</b>
<b>Total consolidated stores</b>	<b>182</b>	<b>2</b>	<b>(9)</b>	<b>(6)</b>	<b>169</b>
Canadian franchise stores	19	-	(1)	5	<b>23</b>
U.S. franchise stores <sup>1</sup>	36	5	(42)	1	-
<b>Total franchise stores</b>	<b>55</b>	<b>5</b>	<b>(43)</b>	<b>6</b>	<b>23</b>
<b>Total easyhome Leasing stores</b>	<b>237</b>	<b>7</b>	<b>(52)</b>	<b>-</b>	<b>192</b>
<b>easyfinancial</b>					
Kiosks (in store)	65	1	-	(2)	<b>64</b>
Stand-alone locations	53	36	(2)	2	<b>89</b>
National loan office	1	-	-	-	<b>1</b>
<b>Total easyfinancial locations</b>	<b>119</b>	<b>37</b>	<b>(2)</b>	<b>-</b>	<b>154</b>

<sup>1</sup> During the fourth quarter of 2014, the Company decided to wind down its operations in the U.S. and focus on the Canadian marketplace. This wind down involved the sale of the Company's rights to future royalty payments from its U.S. franchisees. The stores for which royalties will no longer be received were treated as locations closed or sold during the year for reporting purposes.

At the end of 2014, easyhome had 192 easyhome leasing stores (including 23 franchises and 6 consolidated franchise locations). 163 of the consolidated leasing stores (including 1 consolidated franchise locations) were located in Canada with a province-by-province breakdown as follows: British Columbia 17; Alberta 19; Saskatchewan 9; Manitoba 5; Ontario 63; Quebec 9; New Brunswick 11; Nova Scotia 14; Prince Edward Island 2; and Newfoundland and Labrador 14. The remaining 6 consolidated leasing stores (1 corporately owned store and 5 consolidated franchise locations) were located in the U.S. states of Hawaii, Virginia, Arkansas, Missouri, and Florida (2).

At the end of 2014, easyhome had 23 franchise stores in Canada (in Ontario, Alberta and Manitoba).

At the end of 2014, easyhome had 64 easyfinancial kiosks located within an easyhome store, 89 easyfinancial stand-alone locations and one National loan office. The easyfinancial locations were located in all Canadian provinces except Quebec.

In 2015, the Company does not plan to open any new corporate leasing stores, but expects to open 60 to 65 new easyfinancial locations, with most of these being stand-alone locations.

## **GENERAL DEVELOPMENT OF THE BUSINESS**

Since its inception, easyhome has focussed on providing goods and financial services to the Canadian cash and credit constrained consumer. Although the initial operations consisted of operating a network of merchandise leasing locations, the Company has continuously evolved to provide a greater level of goods and services to its consumers, take advantage of market opportunities and improve its capital and operating structure.

### **Launch of easyfinancial**

Between 2001 and 2009, easyhome experienced rapid growth through the opening of additional corporately owned leasing stores. To continue with this growth and to further obtain economies of scale, the Company investigated several complementary growth platforms, eventually deciding to focus on the growth of its easyfinancial business.

easyhome believes financial services constitute a logical complement to the core business of merchandise leasing. Merchandise leasing customers also can benefit from assistance through unsecured consumer term loans complemented by a loan protection plan against disability and unemployment.

In early 2006, the Company opened its first easyfinancial location in Edmonton, Alberta, to meet the underserved lending needs of the cash and credit constrained consumer. This first location was a test outlet. Later during that same year, the Company opened two additional locations whose purpose was to deepen the understanding of the market. The knowledge and expertise gained from these initial locations led to a refinement of the concept, improving the marketing to target consumers and the controlling of collections. In 2008, the Company decided to advance the easyfinancial business from a test phase to roll-out. As at December 31, 2014 the Company operated a total of 154 easyfinancial locations in all of the provinces of Canada except Quebec.

### **Acquisition of Insta-rent**

The Company acquired Insta-rent in 2008. Insta-rent was a publicly traded merchandise leasing company with 50 locations across Canada, the majority of which were kiosks located in The Brick Warehouse stores. Insta-rent had approximately 8,300 customers when it was acquired and 70% of the Insta-rent locations were located within 6 kilometres of an easyhome store. The purchase price was \$10.6 million, including acquisition costs, and was largely funded by bank borrowings. Most of the Insta-rent locations have been closed and the business, inventories and customers integrated into easyhome's own stores.

### **Corporate Restructuring**

During the third quarter of 2009, the Company commenced a reorganization of administrative facilities and certain functions. This restructuring re-aligned many corporate responsibilities and consolidated all administrative functions into one corporate office in Mississauga, Ontario in 2010, at which time the Edmonton head office closed. Restructuring charges of \$0.6 million were recognized in 2010 and the total cost of the restructuring was \$2.6 million.

### **Employee Fraud**

On December 22, 2010, the Company filed restated interim consolidated financial statements for each of the two quarterly periods of March 31, 2010 and June 30, 2010, including the respective restated comparatives, and restated annual consolidated financial statements for the year ended December 31, 2009, and the associated management discussion and analysis disclosures. The restatements were required as a result of the discovery by the Company of a material fraud (the "Employee Fraud") at one easyfinancial kiosk perpetrated by an employee of its easyfinancial business subsequent to the three months ended September 30, 2010. The Employee Fraud, which occurred at one easyfinancial kiosk, was detected during a detailed review of easyfinancial's consumer loans receivable portfolio.

## **Enhancement of the easyfinancial Infrastructure**

Since its inception in 2006, easyfinancial has grown from a small but promising initiative to a substantial enterprise. During 2010 and 2011, the Company established a more robust support structure for easyfinancial and enhanced controls and risk management capabilities to facilitate sustainable growth into the future. These included a new management team with a greater depth of financial services experience, the establishment of a centralized operational support team and enhanced training. The Company also created a Risk Management team that was independent of field operations and was responsible for the continuous enhancement of the Company's credit adjudication models and ongoing data analysis of the Company's business results.

Also during 2011, the Company implemented a new electronic automated loan decisioning tool, partnering with a recognized global leader in credit and information technology. Finally, in October 2012, the Company completed an upgrade of the easyfinancial core loan software, implementing an integrated banking platform that is scalable to meet the needs of a rapidly expanding business. In 2014, the Company implemented a proprietary loan application management system to process applications originated in its retail and online channels. This system is supported by a new credit decision engine built in partnership with a global leader in risk management technology solutions and is fully integrated with Company's customer relationship management platform enabling it to more efficiently meet the needs of its growing customer base.

## **Reorganization of the Leasing Business**

During the second quarter of 2012, the Company completed a restructuring of its leasing business. 13 locations with unsatisfactory performance were closed and a large portion of their active lease portfolios and assets were transferred to nearby locations. Changes were made to the leadership of the leasing business and a number of senior positions were eliminated. Finally, operating procedures were adjusted to return the focus of field staff from administration processes to leasing, collecting and customer relationships.

On December 31, 2012, the Company completed an exchange of stores with a large U.S. based rent-to-own company. The exchange consisted of the concurrent sale of the assets and operations of 15 leasing stores owned by easyhome in the U.S. and the purchase of the assets and operations of 15 leasing stores in Canada. In early 2013, most of these acquired stores were closed and their customer lease portfolios were merged with pre-existing easyhome stores.

## **Capital Raised to Support the Growth of easyfinancial**

On October 4, 2012, the Company entered into a new \$20 million term loan facility with a pair of U.S. based debt providers to support the growth of easyfinancial. On June 18, 2013, the Company amended this term loan facility which increased the total maximum credit limit available under the term loan facility to \$50.0 million. All previous borrowings under the term loan facility were rolled into the amended \$50.0 million facility.

On November 12, 2013, the Company and a syndicate of underwriters completed a common share equity offering of 1,346,900 common shares of the Company at a price of \$14.85 per common share. The Company received gross proceeds of \$20.0 million and net proceeds of \$19.0 million.

On July 28, 2014, the Company entered into a new \$200 million credit facility, which replaced the Company's existing bank revolving credit facility and term loan facility. The new credit facility was comprised of a \$180 million term loan and a \$20 million revolving operating facility.

## **Launch of Ecommerce Websites**

While both of easyhome's business units have had an online presence for many years, they have been purely informational. In 2013, transactional websites were launched by easyhome Leasing for the leasing of new furniture, appliances and electronics, and easyfinancial for securing consumer installment loans. These new delivery channels allow the Company to reach consumers who may not have access to a

physical location or those who prefer to interact through the privacy and convenience of the internet. Further optimization of these channels will be achieved through ongoing analysis of transactional performance data and the enhancement of the transactional websites.

### **Opening of Shared Service Centre**

In the fourth quarter of 2013, the Company opened a new Shared Service Centre to provide operational support for both business units in areas such as collections, customer retention and customer care and to support the new delivery channels that do not operate with a dedicated local presence. The Company believes that this hybrid structure will allow local operators to continue to provide a strong level of service directly to their customers, and will enable many administrative and support functions to be performed at a reduced cost, employing best practices.

### **Launch of Master Brand “goeasy”**

In the third quarter of 2014, the Company announced a new master brand: goeasy. The Company's new goeasy master brand will provide a corporate umbrella that unites and supports its sub-brands of easyhome and easyfinancial and allows it to more effectively reach its targeted demographic – the cash and credit constrained consumer. The new master brand launch was complemented by an integrated advertising campaign which included television ads, a new website ([www.goeasy.com](http://www.goeasy.com)) and social media channels, as well as in-store and direct mail marketing.

### **Wind Down of U.S. Operations**

During the fourth quarter of 2014, the Company decided to wind down its operations in the U.S. and focus on the Canadian marketplace. This wind down involved the sale of the Company's rights to future royalty payments from its U.S. franchisees, the recognition of impairment provisions against certain intangible assets and property and equipment located in the U.S. and the recording of other restructuring charges which consisted of provisions for onerous leases, severance and other charges. For the quarter ended December 31, 2014, a net credit of \$1.2 million was recorded as restructuring and other charges within operating income. No further related charges are expected in future periods.

### **Acquisition of Cash Store Locations**

Subsequent to December 31, 2014, the Company acquired the lease rights and obligations as well as certain related assets for 45 retail locations across Canada previously operated by a payday loan operator, The Cash Store Inc. These retail locations will be opened as new easyfinancial branches which will provide consumer loans to Canadian consumers. The acquisition will allow easyhome to accelerate the build-out of its easyfinancial branch network and the growth of its consumer loans receivable portfolio.

### **Corporate Strategy**

The Company is committed to being the Canadian leader in providing goods and financial services to the cash and credit constrained consumer. To maintain this position, the Company must continuously evolve to meet the needs of its chosen consumer segment. Additionally, the Company must focus on maintaining its competitive advantage by capitalizing on the key aspects of each business unit, including brand awareness, superior customer service and its cross-country retail network. Cost efficiencies through economies of scale and shared services will further contribute to the Company's ability to contend with competitive activities in the marketplace.

To achieve this long-term goal, the Company has three key business imperatives:

- Evolving the delivery channels to better meet the needs of its customers
- Expanding the size and scope of easyfinancial
- Executing with efficiency and effectiveness

## **Evolving the Delivery Channels**

Up until 2013, all of easyhome's interactions with its leasing and financial services customers occurred at a physical retail location. In 2013, transactional websites were launched by easyhome Leasing for the leasing of new furniture, appliances and electronics, and easyfinancial for securing consumer installment loans. These new delivery channels allowed the Company to reach consumers who may not have had access to a physical location or those who preferred to interact through the privacy and convenience of the internet. Further optimization of these channels will be achieved through ongoing analysis of transactional performance data and the enhancement of the transactional websites.

As a further means of responding to consumer demand and capturing growth, easyfinancial will also evolve its delivery channels by exploring indirect lending. Indirect lending involves creating partnerships with merchants, both online and offline, to provide financing for their customers who do not qualify for the traditional credit products offered by these merchants. Under such a delivery channel, these customers will be given the option of applying for a loan through easyfinancial at the point of purchase, thereby allowing them to purchase the desired products or services from the merchant partner. Lastly, effective centralized support services will ensure a superior customer experience by providing just in time support to the indirect lending channel backed by a fully integrated, real-time CRM platform.

The easyhome Leasing business will complement this expansion into indirect lending. Consumer loans made by easyfinancial to consumers for the purchase of product categories that are similar to those offered by easyhome Leasing will be secured by the purchased merchandise. In the event that the loan goes into default, the goods can be repossessed and the value of these recovered goods can be realized by leasing or selling the assets through the easyhome Leasing store network. In this manner, the Company can better manage its risk and has a significant competitive advantage over potential competitors that lack a viable outlet for realizing against the security.

## **Expanding the Size and Scope of easyfinancial**

In addition to evolving its delivery channels, the Company will continue to focus on expanding the size and scope of easyfinancial. The Company believes that there is significant demand for the products offered by easyfinancial in the Canadian marketplace and that a large portion of this demand is currently not being satisfied.

The Company has made significant investments in its processes and infrastructure to position its easyfinancial business for long-term sustainable growth, including making the following key enhancements:

- Outside experts were engaged by the Company to evaluate all of the key easyfinancial control processes and make recommendations on industry best practices. All of the opportunities identified by these experts have been addressed.
- The Company has developed an internal competence in evaluating and managing credit risk. Using leading edge, data-driven modeling and analytical techniques, underwriting and credit adjudication rules were enhanced with the goal of balancing throughput and charge offs to optimize returns.
- An industry standard banking platform was implemented to ensure that the loans receivable portfolio could be appropriately managed and information could be securely maintained on a scalable infrastructure.
- In 2014, the Company implemented a proprietary loan application management system to process applications originated in its retail and online channels. This system is supported by a new credit decision engine built in partnership with a global leader in risk management technology solutions and is fully integrated with Company's customer relationship management platform enabling it to more efficiently meet the needs of its growing customer base.
- The easyfinancial management team was enhanced through the recruitment of senior managers with broad experience in the financial services and mobile technology industries.
- Through a combination of equity offerings, debt offerings and renegotiation of existing lending relationships, the Company secured the necessary capital to fund the expected growth for the

near-term. The continued successful growth of the easyfinancial portfolio and the strengthened balance sheet should provide for access to further levels of capital in the future at reduced costs.

Unlike easyhome Leasing, the retail footprint of easyfinancial is not yet mature and requires expansion. The Company estimates that its retail footprint for easyfinancial could expand to over 250 locations across Canada. The Company is responding to this opportunity by strategically adding new stand-alone locations. In addition to providing more convenient access to the customers that wish to transact in a physical retail environment, the critical mass of physical locations will strengthen the Company's financial services brand, establishing easyfinancial as the leader in providing financing solutions to consumers who are looking for an alternative to traditional banks and pay-day lenders.

Over the long-term, the Company expects the operating margin of its easyfinancial business unit to exceed 35% (before any allocation of indirect corporate costs, interest and taxes). This operating margin, however, will be muted in periods of rapid expansion. Additional easyfinancial store openings will provide a drag on margins as the relatively fixed cost base of a new location in the months after opening will be disproportionately large until the consumer loans receivable portfolio for that location has grown to a sufficient size to generate larger revenues. The Company will continue to make investments in technology as it develops the required platforms for the new delivery channels. Additionally, the Company will make greater investments in marketing and advertising expenditures, particularly in electronic media, that will drive further growth of the portfolio, but will increase the expense load in the periods where such marketing and advertising occurs.

The expansion of easyfinancial will also be aided by the introduction of complementary financial products. The Company has a stated goal of being the Canadian leader in providing goods and financial services to the cash and credit constrained consumer and so the Company intends to build out a suite of products that can ladder a customer from establishing credit to home ownership. In cases where the Company has the expertise and resources to offer these products directly, it will do so. In other cases, it will look to partner with primary providers of these products and offer such products to the Company's customers under a commission or fee type arrangement. As an example, in 2014 the Company launched a licensed mortgage brokerage business designed to assist customers in obtaining mortgage financing.

### **Executing with Efficiency and Effectiveness**

The Company believes that the products and services presented to its customers are clearly differentiated from its competitors. easyhome Leasing has established itself as the Canadian market leader by providing a more inviting retail experience than its direct competitors, providing consumers with the guaranteed lowest weekly payment rates, and by employing more engaged and better trained retail associates. easyfinancial provides consumers with a financing alternative that is less costly than pay-day loans and quicker and more convenient than traditional banks, all in an inviting retail or electronic environment.

To meet the demands of its customers and to maximize the profitability of the overall business, the Company will continue to focus on improving its level of execution across all areas of the business.

#### *Offer High Levels of Customer Service and Satisfaction*

Customer retention is of paramount importance. Frequent and positive customer interactions encourage repeat business and provide high levels of service and satisfaction. As part of its effort to provide superior customer service, the Company offers quick delivery of its merchandise and rapid loan decisions and funding. The Company believes that competent, knowledgeable and motivated personnel are necessary in order to achieve high levels of customer service and satisfaction. Accordingly, the Company has intensive employee training programs, as well as performance measurement programs, incentive driven compensation plans and other tools, in order to drive a positive customer experience and ensure customer retention.

### *Increase Store Level Efficiency*

Although the Company will pursue the previously described methods to encourage customer retention and growth, it must also aggressively manage all discretionary spending. Supplier relationships and economies of scale will be leveraged to reduce overall costs. Idle inventory levels within its stores will be maintained at optimum levels, balancing the need to provide customers with the choice and selection they require with the capital committed and management effort required to maintain this inventory. Other costs, especially labour, will be tightly controlled through centrally established thresholds, allowing spending to occur only when it will result in improved revenues. In addition, the Company will remediate and, if necessary, close underperforming stores, merging their portfolios with other nearby locations.

### *Utilize Data Analysis as a Competitive Advantage*

The Company has a tremendous volume of customer data that it has gained from years of operating its merchandise leasing and consumer lending businesses. The Company has made significant investments in information technology to safeguard the privacy of this data and also to allow the business to analyze this data to make better business decisions. The intelligent use of this data and analysis will allow easyfinancial to continually enhance its underwriting practices and credit scoring models to make better lending decisions. It will allow easyhome Leasing to better understand the retention patterns of its customers and develop marketing and customer relationship programs that are tailored to each customer's needs while maximizing profitability to the Company.

### *Leverage the Synergies of Both Business Units*

The easyhome Leasing and easyfinancial businesses offer different products to a common customer segment and share many operational practices such as customer relationship management, collections and contract administration. Historically, and as is common with both industries, these practices have been performed by each business unit at the local operating store level. While this approach results in more direct contact with customers, it makes it difficult to foster best practices and achieve economies of scale.

In the fourth quarter of 2013, The Company opened a new Shared Service Centre to provide operational support for both business units in areas such as collections, customer retention and customer care and to support the new delivery channels that do not operate with a dedicated local presence. The Company believes that this hybrid structure will allow local operators to continue to provide a strong level of service directly to their customers, and will enable many administrative and support functions to be performed at a reduced cost, employing best practices. Going forward, additional opportunities for providing coordinated operational support for all business units will be explored.

### *Continue to Invest in New Technologies*

As indicated previously, the Company has made significant investments in technology over the past several years to provide easyfinancial with a scalable platform on which to support significant future growth and to allow new delivery channels to be accessed. This investment in new technologies will continue into the future as the Company evolves its delivery channels and expands the size and scope of easyfinancial. Investments in new technology will also be made to provide the operators and support staff with additional tools so that they can better service their customers and obtain greater levels of efficiency.

### *Improve Brand Recognition Through goeasy*

In the third quarter of 2014 the Company announced a new master brand: goeasy. Going forward, the Company's new goeasy master brand will provide a corporate umbrella that unites and supports its sub-brands of easyhome and easyfinancial and allow it to more effectively reach its targeted demographic - the cash and credit constrained consumer - with all its lines of business.

The values of the new goeasy master brand are Access, Relief and Respect. When a customer deals with any of the Company's business units, they will know they can obtain greater access to products and

services than they can through more traditional retailers or banks who have denied them in the past. Customers will be provided with relief from their financial challenges with the promise of a decision within 30 minutes. Finally, customers will know that they will be respected by the Company and its people throughout their entire customer experience. These are the core pillars that anchor the goeasy brand.

The new master brand launch also involved a shift away from traditional paper based advertising channels towards a greater investment in broadcast and digital media. By focusing on the master brand, the Company will maximize the impact of its advertising dollars. Both of the Company's sub-brands (easyhome and easyfinancial) will be united under this one umbrella with one common message focused around the core brand pillars. It will reach a new set of customers that are unaware of the Company's products and services. Longer term, the master brand will facilitate the launch of new products and services and reduce the cost of customer acquisition.

## **NARRATIVE DESCRIPTION OF THE BUSINESS**

### **Competition**

The Company's leasing business faces competition for both customers and employees from U.S. based merchandise leasing companies and other smaller competitors within the Canadian market. Although the Company believes that such competition will stimulate industry growth, this increased competition could have a material adverse effect on the Company's operational results should the Company not be able to adequately respond to it.

Other factors that may adversely affect the operational results of easyhome Leasing are further competition from merchandise rental businesses and, to a lesser extent, rental stores that do not offer a purchase option. The Company also competes with discount stores and other retail outlets that offer an installment sales program or offer comparable products and prices and with financial institutions and pay-day lenders that offer consumer loans. Furthermore, additional competitors, both domestic and international, may emerge since barriers to entry are relatively low.

easyfinancial occupies a market niche between traditional financial institutions and short-term pay-day lenders. As such, it competes with companies from each of these sectors. Competition is based primarily on access, flexibility and cost (interest rate). Since the Company's products are more affordable than pay-day loans while being more accessible and flexible than banks, the Company offers alternatives to customers that are not being adequately served by the incumbent participants in either of these market sectors.

The Company believes that there is significant demand for the products offered by easyfinancial in the Canadian marketplace. Historically, the consumer demand for these loans was satisfied by the consumer lending arms of several large, international financial institutions. Since 2009, many of the largest participants in this market have either closed their operations or dramatically reduced their size due to changes in banking regulations related to risk adjusted capital reserves, leaving easyfinancial as the only national participant with growth aspirations. The Company estimates that the historic Canadian market for unsecured consumer installment loans, consistent with the products offered by easyfinancial, was in excess of \$1.5 billion and that this market was serviced by over 600 retail locations. The Company believes that similar products targeting comparable customers will eventually appear but the potential marketplace is sufficiently large that such introductions will not adversely affect the Company's operational results in the near term.

### **Business Cycles**

The Company's merchandise leasing business and financial services business are both portfolio businesses and, as such, are not as seasonal as other retail businesses which generate a significant portion of their sales and profits in the Christmas season. Quarterly revenue generally does not vary seasonally by more than 10%, assuming no portfolio growth, no store openings and no acquisitions.

**Systems and Processes**

The Company maintains an extensive information technology system to monitor and control all aspects of its operations and to facilitate its store expansion program.

Within easyhome Leasing, each leasing store has an on-site customized computer system on which all inventory data, customer information and leasing transactions are recorded. Transaction records and reports from each store are electronically transmitted periodically to easyhome’s data centre. In addition, the Company receives daily status reports from the Company’s bankers confirming deposits made by each store location. This extensive reporting system enables management to consistently monitor compliance. The Leasing system was installed by a leading provider of point of sales software.

The Company also maintains a central information technology system to manage the easyfinancial consumer loans receivable portfolio, customer information and lending transactions. In 2012, the Company replaced and upgraded its core loan administration software system which improved the monitoring of key performance indicators, established stronger authentication controls and provided a platform that is scalable as the size of the business increases in the future. The core loan administration software system provides extensive management and exception reporting which enables management to continuously monitor the business for performance, compliance and risk. In 2014, the Company implemented a proprietary loan application management system to process applications originated in its retail and online channels. This system is supported by a new credit decision engine built in partnership with a global leader in risk management technology solutions and is fully integrated with Company’s customer relationship management platform enabling it to more efficiently meet the needs of its growing customer base.

The Company has also developed an internal competence in evaluating and managing credit risk. The Company has developed new, proprietary custom risk models based on demographic and behavioural attributes unique to the Company’s consumer population. The Company constantly challenges and re-evaluates its underwriting models. In 2013, the Company deployed an industry-leading neural network model and multi-layered champion/challenger testing methodologies involving credit adjudication and lending limit assignments. These models, which leverage an even broader array of data, will provide the Company with the ability to manage volume and profitability in response to real-time changes in growth objectives, risk appetites and market conditions with the ultimate goal of balancing loan originations and charge offs to optimize returns.

**Products**

easyhome Leasing offers brand name household furnishing, appliances and home electronic products. easyhome Leasing’s major product lines currently include the following brand names:

<u>Home Electronics</u>	<u>Appliances</u>	<u>Furniture</u> <u>Accessories</u>	<u>and</u>	<u>Computers and</u> <u>Video Game Stations</u>
Sony	GE	Ashley Furniture		Dell
Samsung	Samsung	Dynasty		HP
LG Electronics	Whirlpool	Ezita		Acer
Toshiba		Serta		Toshiba
				Nintendo
				Microsoft
				Sony

easyhome Leasing purchases all products directly from the manufacturers or distributors. All merchandise is delivered directly to the stores, and accordingly easyhome does not generally require warehouse facilities. Product mix is determined by senior management based on historical lease patterns and the expected demand for new products.

Each leasing store is required to carry a pre-determined number of the Company’s core selection of products, but store management is able to select the remainder of inventory based on local customer

preferences. The Company maintains good relationships with its suppliers. Given the variety of suppliers able to meet the Company's inventory requirements for any particular product line, the Company does not believe that it is necessary to limit itself to one supplier, nor does it enter into long term supply contracts with its suppliers. However, because of the volume of products purchased, the Company is able to negotiate favourable terms with its suppliers.

The following chart indicates the percentage of the Company's total lease revenue represented in the product categories for the periods indicated. The Company realizes greater margins on furniture and accessories than other product categories.

	<b>Year ended December 31</b>					
	<b><u>2014</u></b>	<b><u>2013</u></b>	<b><u>2012</u></b>	<b><u>2011</u></b>	<b><u>2010</u></b>	<b><u>2009</u></b>
Home Electronics	34%	32%	33%	33%	35%	36%
Appliances	12%	12%	13%	12%	12%	12%
Furniture and Accessories	38%	38%	38%	37%	36%	37%
Computers and Video Game Consoles	16%	18%	16%	18%	17%	15%

Through easyfinancial, the Company offers short-term unsecured consumer loans and related financial services such as loan protection plans and home and auto benefit plans. The consumer loans are available in amounts from \$500 to \$10,000 over repayment terms generally ranging from 9 to 48 months. easyfinancial also offers a licensed mortgage brokerage service operating as easymortgages.

### **Liability Damage Waiver Policy**

easyhome Leasing's Liability Damage Waiver Policy is an optional loss/damage waiver program made available to customers when entering into a Merchandise Lease Agreement. The plan provides protection to a customer from the obligation to make any additional payments under a Merchandise Lease Agreement in the event that merchandise is damaged, destroyed or lost through fire, flood, lightning, smoke, wind, storm or theft in exchange for payment of a pre-determined amount over the term of the Merchandise Lease Agreement. Subject to manufacturers' warranties, a customer who does not take advantage of the merchandise protection plan is fully liable for damage in excess of normal wear and tear. Currently, the majority of all new customers who enter into Merchandise Lease Agreements elect to participate in easyhome Leasing's Liability Damage Waiver Policy.

### **Customer Protection Programs**

The Company offers customers of both its easyhome Leasing and easyfinancial businesses an optional customer protection program that provides creditor insurance. In the event that a customer who has elected to participate in one of the customer protection programs is unable to make scheduled payments due to involuntary loss of employment, accident and illness, critical illness or death, the creditor insurance provides payments on the customer's behalf.

### **Advertising**

Historically, easyhome's primary advertising media have been direct mail, flyers and in-store marketing programs. Generally, advertisements stress the advantages of leasing from easyhome Leasing or borrowing from easyfinancial. To a lesser extent, easyhome also utilizes promotional brochures and "yellow pages" advertising. The Company has periodically expanded its brand awareness efforts to include a national English language television campaign.

In recent years, the Company has directed an ever-increasing share of its advertising spending towards digital media. To promote its brands and to increase the transaction flow from its ecommerce websites, the Company engages in digital media advertising campaigns using tools such as social media, banner ads and paid and unpaid search engine listings.

In the third quarter of 2014, the Company announced a new master brand: goeasy. The Company's new goeasy master brand will provide a corporate umbrella that unites and supports its sub-brands of easyhome and easyfinancial and allows it to more effectively reach its targeted demographic – the cash and credit constrained consumer. The new master brand launch was complemented by an integrated advertising campaign which included television ads, a new website ([www.goeasy.com](http://www.goeasy.com)) and social media channels, as well as in-store and direct mail marketing.

Advertising expense as a percentage of total revenue for the year ended December 31, 2014 was 3.5% (2013: 3.4%).

## **Employees**

As at December 31, 2014, easyhome had 1,496 full time employees, of whom 114 were employed at the corporate office, 833 were employed in easyhome Leasing stores, 544 were employed in easyfinancial and 5 were employed to oversee the Company's U.S. franchise operations. The Company also employs a number of part-time employees. None of easyhome's employees are unionized. easyhome considers its relations with its employees to be positive.

Typically, each easyhome Leasing store requires a staff of four to seven employees, each easyfinancial kiosk requires a staff of two to three employees and each easyfinancial stand alone location requires a staff of two to five employees. In store staffing will vary depending on the size of the lease or loan portfolio. Promotions generally come from within the ranks of store employees. The Company has in place an employee training program which outlines a 90 day training and certification process which all employees must complete, as well as more comprehensive management training and certification programs.

Each easyhome Leasing store manager reports to a regional manager, who supervises the management of all the stores within a particular region, with each region having an average of 8 to 12 stores. Each regional manager reports to one of three divisional vice-presidents. Store managers, regional managers and divisional vice-presidents receive a significant portion of their compensation in the form of cash bonuses determined under a profit incentive arrangement. This arrangement is designed to promote growth, optimize revenues and maximize store profitability. Periodic bonuses are paid for achievement of profit goals.

Each easyfinancial manager reports to a regional manager, who supervises the management of all the kiosks and stand alone locations within a particular region, with each region having an average of 10 to 15 kiosks and stand alone locations. Each regional manager reports to one of two divisional vice-president. Managers, regional managers and the divisional vice-president receive a significant portion of their compensation in the form of cash bonuses determined under a profit incentive arrangement. This arrangement is designed to promote growth, optimize revenues and maximize store profitability. Periodic bonuses are paid for achievement of profit goals.

## **Facilities**

easyhome Leasing leases all of its store locations and easyfinancial leases all of its stand-alone locations, which are generally located in strip shopping centres, plazas, or stand-alone buildings in moderate to low income neighbourhoods. All easyfinancial kiosks are located within existing easyhome Leasing stores. The terms of the leases are generally five to ten years and contain renewal options at fair market value rates. easyhome is generally required to pay a proportional share of real estate taxes, as well as insurance and utilities. easyhome believes that its policy of leasing all of its premises gives it the flexibility to respond to shifting consumer patterns and changing space requirements. easyhome has not experienced substantial difficulty in renewing leases or acquiring substitute facilities for its stores and stand-alone locations although Canadian lease rates have been trending upwards in recent years.

The Company's corporate office in Mississauga consists of 22,682 square feet of leased premises with a 10-year lease term expiring on April 14, 2020 and an optional 5-year renewal term at market rates.

As of December 31, 2014, easyhome Ltd. operated 192 easyhome leasing stores (including 23 franchises and 6 consolidated franchise locations) and 154 easyfinancial locations.

## **Insurance**

The Company believes that it has sufficient property insurance to cover the maximum replacement costs of any one leasing store, subject to a \$5,000 deductible. The Company carries commercial general liability insurance in the amount of \$2.0 million for bodily injury and property damage, subject to a \$10,000 deductible. The Company's automobile insurance includes coverage of \$2.0 million bodily and property damage per occurrence, subject to a \$5,000 deductible. The Company's umbrella policy provides additional liability coverage up to \$15.0 million. The Company has directors' and officers' liability insurance with a limit amount of \$30.0 million for each policy period, subject to a \$100,000 deductible or a \$500,000 deductible for securities, the annual premiums of which are paid by the Company. The Company has a \$3.0 million crime policy with a \$50,000 deductible. The Company has a \$2.0 million network security and privacy liability policy with a \$100,000 deductible. The Company has a \$2.0 million employment practices liability policy with a \$100,000 deductible. Lastly the Company carries a \$2.0 million errors and omissions policy with a \$5,000 deductible for its mortgage brokerage operations.

## **Regulatory Matters**

The activities of both easyhome Leasing and easyfinancial are governed by federal laws which set a maximum rate of interest and by the various consumer disclosure acts that exist in each province. As the Company does not offer pay-day loans and does not accept customer deposits, it is not subject to pay-day loan legislation or the rules set out for banks by the Office of the Superintendent of Financial Institutions.

Section 347 of the federal *Criminal Code*, prohibits the charging of an effective annual rate of interest that exceeds sixty percent for an agreement or arrangement for credit advanced. For the purposes of section 347, "interest" is broadly defined to include the aggregate of all charges and expenses, whether in the form of a fee, fine, penalty, commission or other similar charge or expense or in any other form, paid or payable for the advancing of credit under the agreement or arrangement. The Company believes that easyfinancial is subject to section 347 of the federal Criminal Code.

There is no federal legislation in Canada that specifically regulates the Company's merchandise leasing transactions. While Management of the Company is of the view that its merchandise leasing business does not involve the provision of credit, it could be determined that aspects of easyhome Leasing's merchandise leasing business is subject to section 347 of the federal Criminal Code. The Company has implemented measures to ensure that the aggregate of all charges and expenses under the Merchandise Lease Agreement do not exceed the maximum interest rate allowed by law. Where aspects of easyhome Leasing's business are subject to section 347 of the federal Criminal Code, and the Company has not complied with the requirements thereof, the Company could be subject to either or both (1) civil actions for nullification of contracts, rebate of some or all payments made by customers, and damages, and (2) criminal prosecution for violation of the Criminal Code, any of which outcomes could have a material adverse effect on the Company.

Consumer Protection Legislation in the provinces in which the Company operates specify that if the Company's business involves future performance agreements, leases with terms of a specified length, the sale of goods or the provision of credit, as defined in certain of such legislation, the Company may be required to comply with various disclosure requirements, including in some instances disclosure requirements concerning the costs of purchase and credit.

Management of the Company has reviewed and revised its business model to ensure it is in compliance with the applicable provincial legislation. However, the application of certain provincial legislation to the Company's business model remains uncertain. There is a risk that regulatory bodies or consumers could assert that certain provincial legislation is applicable where the Company had determined that it is not and that the Company is not in compliance with such applicable statutory requirements. If it should be

determined that the Company has not complied with the requirements of applicable provincial legislation, the Company could be subject to either or both (1) civil actions for nullification of contracts, rebate of some or all payments made by customers, and damages, and (2) prosecution for violation of the legislation, any of which outcomes could have a material adverse effect on the Company.

## **Legal Proceedings**

The Company is involved in various legal matters arising in the ordinary course of business. The resolution of these matters is not expected to have a material adverse effect on the Company's financial position, financial performance or cash flows.

The Company has agreed to indemnify its directors and officers and particular employees in accordance with the Company's policies. The Company maintains insurance policies that may provide coverage against certain claims.

## **RISK FACTORS**

### **Overview**

The Company's activities are exposed to a variety of commercial, operational, financial and regulatory risks. The Company's overall risk management program focuses on the unpredictability of financial and economic markets and seeks to minimize potential adverse effects on the Company's financial performance. The Company's Board of Directors has overall responsibility for the establishment and oversight of the Company's risk management framework. The Audit Committee of the Board of Directors reviews the Company's risk management policies on an annual basis.

### **Commercial Risks**

#### *Dependence on Key Personnel*

One of the significant limiting factors in the Company's performance and expansion plans will be the hiring and retention of the best people for the job. Over the past few years, the Company has improved its hiring competencies and its training programs.

In particular, the Company is dependent on the abilities, experiences and efforts of its senior management team and other key employees. The loss of these individuals without adequate replacement could materially adversely affect its business and operations.

As a consequence of its growth strategy and relatively high employee turnover at the store and branch level, the Company requires a growing number of qualified managers and other store or branch personnel to operate its retail locations successfully. There is competition for such personnel and there can be no assurances that the Company will be successful in attracting and retaining such personnel as it may require. If the Company is unable to attract and retain qualified personnel or its costs to do so increase dramatically, its operations would be materially adversely affected.

#### *Competition*

easyhome Leasing - Competition from U.S. based merchandise leasing companies and others in the Canadian market will increase the competition for customers and employees. Although the Company believes that such competition will stimulate rent to own industry growth, this increased competition could have a material adverse effect on the Company's operational results should the Company not be able to adequately respond to it. Other factors that may adversely affect the performance of the Leasing business are further competition from merchandise rental businesses and, to a lesser extent, rental stores that do not offer a purchase option. The Company also competes with discount stores and other retail outlets that offer an installment sales program or offer a financing transaction to facilitate the purchase of consumer

merchandise. Furthermore, additional competitors, both domestic and international, may emerge since barriers to entry are relatively low.

easyfinancial - The Company's financial services business occupies a market niche between traditional financial institutions and short-term payday lenders. As such, it competes with companies from each of these sectors. Competition is based primarily on access, flexibility and cost (interest rate). Since the Company's products are more affordable than payday loans while being more accessible and flexible than banks, the Company offers alternatives to customers that are not being adequately served by the incumbent participants in either of these market sectors. Although there may be other, larger companies that offer products similar to those offered by the Company's financial services business, the Company believes that the potential marketplace is sufficiently large enough that such competition will not adversely affect the Company's operational results in the near term. Additionally, the large volume of data relating to its customers and related loan performance which the Company has compiled and uses to create its loan underwriting models forms an effective barrier to entry.

#### *Macroeconomic Conditions*

Certain changes in macroeconomic conditions can have a negative impact on the Company's customers and its performance. The Company's chosen customer segment is the cash and credit constrained individual. These customers are affected by adverse macroeconomic conditions such as higher unemployment rates or costs of living, which can lower the Company's collection rates and result in higher loss rates and adversely affect the Company's performance, financial condition and liquidity. The Company can neither predict the impact current economic conditions will have on its future results, nor predict when the economic environment will change.

#### *Litigation*

From time to time the Company may be involved in material litigation. There can be no assurance that any litigation in which the Company may become involved in the future will not have a material adverse effect on the Company's business, financial condition or results of operations.

### **Operational Risks**

Operational risk, which is inherent in all business activities, is the potential for loss as a result of external events, human behaviour (including error and fraud, non-compliance with mandated policies and procedures or other inappropriate behaviour) or inadequacy, or the failure of processes, procedures or controls. The impact may include financial loss, loss of reputation, loss of competitive position or regulatory and civil penalties. While operational risk cannot be eliminated, the Company takes reasonable steps to mitigate this risk by putting in place a system of oversight, policies, procedures and internal controls.

#### *Strategic Risk*

The Company believes it has the correct strategy to address the current market opportunities. The Company's growth strategy is focused on easyfinancial. The Company's ability to increase its customer and revenue base is contingent, in part, on its ability to secure additional locations for easyfinancial, to grow its consumer loans receivable portfolio, to access customers through new delivery channels and to execute with efficiency and effectiveness.

Strategic risk is the risk from changes in the business environment, fundamental changes in demand for the Company's products or services, improper implementation of decisions, execution of the Company's strategy or inadequate responsiveness to changes in the business environment, including changes in the competitive or regulatory landscape. The impact of poor execution by management or an inadequate response to changes in the business environment could have a material adverse effect on the Company's financial condition, liquidity and results of operations.

### *Credit Risk*

Credit risk is the risk of loss that arises when a customer or third party fails to pay an amount owing to the Company.

The maximum exposure to credit risk is represented by the carrying amount of the amounts receivable, consumer loans receivable and lease assets with customers under merchandise lease agreements. The Company leases products and makes consumer loans to thousands of customers pursuant to policies and procedures that are intended to ensure that there is no concentration of credit risk with any particular individual, company or other entity, although the Company is subject to a higher level of credit risk due to the credit constrained nature of many of the Company's customers and in circumstances where its policies and procedures are not complied with.

For easyhome Leasing, the credit risk related to assets on lease with customers results from the possibility of customer default with respect to agreed upon payments or in their not returning the leased asset. The Company has a standard collection process in place in the event of payment default, which concludes with the recovery of the lease asset if satisfactory payment terms cannot be worked out, as the Company maintains ownership of the lease assets until payment options are exercised.

For amounts receivable from third parties the risk relates to the possibility of default on amounts owing to the Company. The Company deals with credible companies, performs ongoing credit evaluations of debtors and creates an allowance on its financial statements for uncollectible amounts where determined to be appropriate.

The credit risk on the Company's consumer loans receivable made in accordance with policies and procedures is impacted by both the Company's credit policies and the lending practices which are overseen by the Company's senior management. Credit quality of the customer is assessed based on a credit rating scorecard and individual credit limits are defined in accordance with this assessment. The consumer loans receivable are unsecured. The Company evaluates the concentration of risk with respect to customer loans receivable as low, as its customers are located in several jurisdictions and operate independently. The Company develops underwriting models based on the historical performance of groups of customer loans which guide its lending decisions. To the extent that such historical data used to develop its underwriting models is not representative or predictive of current loan book performance, the Company could suffer increased loan losses.

The Company maintains an allowance for loan losses (i.e. expected losses that will be incurred in relation to the Company's consumer loan's portfolio). The process for establishing an allowance for loan losses is critical to the Company's results of operations and financial conditions. The allowance is determined by the Company using a standard calculation that is not subject to management's discretion that considers i) the relative maturity of the loans within the portfolio, ii) the long-term expected charge off rates based on actual historical performance and iii) the long-term expected charge off pattern (timing) for a vintage of loans over their life based on actual historical performance. To the extent that such historical data used to develop its allowance for loans losses is not representative or predictive of current loan book performance, the Company could suffer increased loan losses above and beyond those provided for on its financial statements.

The Company cannot guarantee that delinquency and loss levels will correspond with the historical levels experienced and there is a risk that delinquency and loss rates could increase significantly.

### *Technology Risk*

The Company is dependent upon the successful and uninterrupted functioning of its computer, internet and data processing systems. The failure of these systems could interrupt operations or materially impact the Company's ability to enter into new lease or lending transactions and service customer accounts. Although the Company has extensive information technology security plans and disaster recovery plans, if sustained,

such a failure could have a material adverse effect on the Company's financial condition, liquidity and results of operations.

The Company's operations rely heavily on the secure processing, storage and transmission of confidential customer information. While the Company has taken reasonable steps to protect its data and that of its customers, the risk of the Company's inability to protect customer information, or breaches in the Company's information systems, may adversely affect the Company's reputation and result in significant costs or regulatory penalties and remedial action.

#### *Internal Controls over Financial Reporting*

The effective design of internal controls over financial reporting is essential for the Company to prevent and detect fraud or material errors that may have occurred. The Company is also obligated to comply with the Form 52-109F2 Certification of interim filings of the Ontario Securities Commission, which requires the Company's CEO and CFO to submit a quarterly certificate of compliance. The Company and its management have taken reasonable steps to ensure that adequate internal controls over financial reporting are in place. However, there is a risk that a fraud or material error may go undetected and that such material fraud or error could adversely affect the Company.

#### *Risk Management Processes and Procedures*

The Company has established a risk oversight committee and created processes and procedures to identify, measure, monitor and mitigate significant risks to the organization. However to the extent that such risk go unidentified or are not adequately or expeditiously addressed by management the Company could be adversely affected.

### **Financial Risks**

#### *Inadequate Access to Financing*

The Company has historically been funded through various sources such as private placement debt and public market equity offerings. The availability of additional financing will depend on a variety of factors including the availability of credit to the financial services industry and the Company's financial performance and credit ratings.

The Company believes that the cash flow expected to be provided by operations during 2015, coupled with the increased loan facilities obtained in the third quarter of 2014 will be sufficient in the near term to meet operational requirements, purchase leased assets, meet capital spending requirements, satisfy financial obligations and pay dividends. Additionally, the Company is able to manage the growth of its consumer loans receivable portfolio based on the amount of available financing.

The Company has publicly stated that it intends to significantly expand its consumer lending business. To achieve this goal, it will require additional funds which can be obtained through various sources, including debt or equity financing. There can be no assurance, however, that additional funding will be available when needed or will be available on terms favourable to the Company. The inability to access adequate sources of financing, or to do so on favourable terms, may adversely affect the Company's capital structure and the Company's ability to fund operational requirements and satisfy financial obligations. If additional funds are raised by issuing equity securities, shareholders may incur dilution.

#### *Interest Rate Risk*

Interest rate risk measures the Company's risk of financial loss due to adverse movements in interest rates. The Company is subject to interest rate risk as all credit facilities bear interest at variable rates. The Company does not hedge interest rates and future changes in interest rates will affect the amount of interest expense payable by the Company.

### *Foreign Exchange*

The Company sources some of its merchandise out of the U.S. and as such, the Company's Canadian operations have U.S. denominated cash and payable balances. While the Company sold off most of its U.S. franchise rights in 2014, it continues to have some operations in the U.S. As a result, the Company has both foreign exchange transaction and translation risk.

Although easyhome has significant U.S. denominated purchases, the Company has historically been able to price its lease transactions to compensate for the impact of foreign currency fluctuations on its purchases. However in periods of rapid change in the Canadian to U.S. dollar exchange rate, the Company may not be able to pass on such changes in the cost of purchased products to its customers which may negatively impact the Company's financial performance. The Company currently does not actively hedge foreign currency risk and transacts in foreign currencies on a spot basis.

### *Liquidity Risk*

Liquidity risk is the risk that the Company's financial condition is adversely affected by an inability to meet funding obligations and support its business growth. The Company manages its capital to maintain its ability to continue as a going concern and to provide adequate returns to shareholders by way of share appreciation and dividends. The capital structure of the Company consists of external debt and shareholders' equity, which comprises issued capital, contributed surplus and retained earnings.

The Company manages its capital structure and makes adjustments to it in light of economic conditions. The Company, upon approval from its Board of Directors, will balance its overall capital structure through new share issuances, share repurchases, the payment of dividends, increasing or decreasing debt or by undertaking other activities as deemed appropriate under the specific circumstances. The Company's strategy, objectives, measures, definitions and targets have not changed significantly from the prior period.

The Company's revolving operating facility and term debt facility must be renewed on a periodic basis. These facilities contain restrictions on the Company's ability to, among other things, pay dividends, sell or transfer assets, incur additional debt, repay other debt, make certain investments or acquisitions, repurchase or redeem shares and engage in alternate business activities. The facilities also contain a number of covenants that require the Company to maintain certain specified financial ratios. Failure to meet any of these covenants could result in an event of default under these facilities which could, in turn, allow the lenders to declare all amounts outstanding to be immediately due and payable. In such a case, the financial condition, liquidity and results of operations of the Company could materially suffer.

The Company has been successful in renewing and expanding the revolving credit and term debt facilities in the past. If the Company were unable to renew these facilities on acceptable terms when they became due, however, there could be a material adverse effect on the Company's financial condition, liquidity and results of operations.

The Company has significant debt that is subject to certain financial and non-financial covenants. A violation of any or all of the debt covenants may result in the lender requiring the Company to repay the outstanding debt, which would have a material adverse effect on the Company's financial position, liquidity and results of operation.

### *Possible Volatility of Stock Price*

The market price of the Company's Common Shares, similar to that of many other Canadian (and indeed worldwide) companies, has been subject to significant fluctuation in response to numerous factors, including the recent credit crisis and related recession, as well as variations in the annual or quarterly financial results of the Company, timing of announcements of acquisitions or material transactions by the Company or its competitors, other conditions in the economy in general or in the industry in particular, changes in applicable laws and regulations and other factors. Moreover, from time to time, the stock markets experience significant price and volume volatility that may affect the market price of the Common

Shares for reasons unrelated to the Company's performance. No prediction can be made as to the effect, if any, that future sales of Common Shares or the availability of shares for future sale (including shares issuable upon the exercise of stock options) will have on the market price of the Common Shares prevailing from time to time. Sales of substantial numbers of such shares or the perception that such sales could occur may adversely affect the prevailing price of the Common Shares. Significant changes in the stock price could jeopardize the Company's ability to raise growth capital through an equity offering without significant dilution to existing shareholders.

## **Regulatory Risks**

### *Government Regulation and Compliance*

The Company takes reasonable measures to ensure compliance with governing statutes, regulations and regulatory policies. A failure to comply with such statutes, regulations or regulatory policies could result in sanctions, fines or other settlements that could adversely affect both its earnings and reputation. Changes to laws, statutes, regulations or regulatory policies could also change the economics of the Company's merchandise leasing and consumer lending businesses.

Numerous consumer protection laws and related regulations impose substantial requirements upon lenders involved in consumer finance, including leasing and lending. Also, federal and provincial laws impose restrictions on consumer transactions and require contract disclosures relating to the cost of borrowing and other matters. These requirements impose specific statutory liabilities upon creditors who fail to comply with their provisions.

easyhome currently operates in an unregulated environment with regards to capital requirements. The Criminal Code of Canada, however, imposes a restriction on the cost of borrowing in any lending transaction to 60% per year. The application of capital requirements or a reduction in the maximum cost of borrowing could have a material adverse effect on the Company's financial condition, liquidity and results of operations.

### *Privacy, Information Security, and Data Protection Regulations*

The Company is subject to various privacy, information security and data protection laws and takes reasonable measures to ensure compliance with all requirements. Legislators and regulators are increasingly adopting new privacy information security and data protection laws which may increase the Company's cost of compliance. While the Company has taken reasonable steps to protect its data and that of its customers, a breach in the Company's information security may adversely affect the Company's reputation and also result in fines or penalties from governmental bodies.

## **GENERAL DESCRIPTION OF CAPITAL STRUCTURE**

The authorized share capital of the Company consists of an unlimited number of Common Shares and an unlimited number of Preference Shares, issuable in series, with the attributes of each series to be determined by the Board of Directors. The issued and outstanding capital of the Company as at December 31, 2014, consists of 13,330,099 Common Shares.

In December 2002, the articles of the Company were amended to create the first series of Preference Shares. In 2003, these Preference Shares were redeemed and at this time there are no Preference Shares outstanding.

## **Common Shares**

The following is a summary of the principal attributes of the Common Shares.

### *Voting Rights*

Holders of the Common Shares are entitled to receive notice of, and to attend all meetings of the shareholders of the Company. At any such meeting, other than a meeting at which only the holders of another specified class of series of shares of the Company are entitled to vote separately as a class or series, each Common Share confers one vote.

### *Dividends*

The holders of Common Shares are entitled to receive on a pro-rata basis such dividends as may be declared by the Board of Directors of the Company, out of funds legally available therefore, subject to the preferential rights of any shares ranking prior to the Common Shares with respect to the payment of dividends.

### *Rights on Dissolution*

In the event of the liquidation, dissolution or winding-up of the Company, whether voluntary or involuntary, or any other distribution of assets of the Company among its shareholders for the purpose of winding up its affairs, the holders of the Common Shares will be entitled to receive on a pro-rata basis all the assets of the Company remaining after payment of all the Company's liabilities, subject to the preferential rights of any shares ranking prior to the Common Shares with respect to the distribution of assets upon liquidation, dissolution or winding-up of the Company.

### *Pre-emptive and Conversion Rights*

No pre-emptive or conversion rights attach to the Common Shares and the Common Shares, when fully paid, are not liable to further call or assessment. No other class of voting shares may be created without the approval of the holders of the Common Shares voting separately as a class.

## **Preference Shares**

The following is a summary of the principal attributes of the authorized Preference Shares, none of which are outstanding.

### *Issuance in One or More Series*

The directors of the Company may issue Preference Shares at any time and from time to time in one or more series. Before any shares of a particular series are issued, the directors of the Company shall fix the number of shares and such series and determine, subject to the limitations set out in the articles, the designation, rights, privileges, restrictions and conditions to be attached to the shares of such series.

### *Ranking*

No rights, privileges, restrictions or conditions attaching to a series of Preference Shares shall confer upon the shares of the series a priority in respect of dividends or in respect of return of capital in the event of the liquidation, dissolution or winding-up of the Company, whether voluntary or involuntary, over the shares of any other series of Preference Shares.

Preference Shares are entitled to priority over the Common Shares and over any other shares of any other class of the Company ranking junior to the Preference Shares with respect to the payment of dividends and/or the return of capital in the distribution of assets in the event of liquidation or dissolution or winding-up of the Company whether voluntary or involuntary, or any other distribution of the assets of the Company

among its shareholders for the purpose of winding up its affairs as the directors of the Company shall determine at the time of determining the number and designation of, and the rights, privileges, restrictions and conditions attaching to, the series of Preference Shares.

If any amount of cumulative dividends, whether or not declared, or declared non-cumulative dividends or amounts payable on a return of capital in the event of the liquidation, dissolution or winding-up of the Company in respect of a series of Preference Shares is not paid in full, the Preference Shares of all series shall participate rateably in respect of all accumulated cumulative dividends, whether or not declared, and all declared non-cumulative dividends, and in respect of amounts payable on return of capital in the event of liquidation, dissolution or winding-up of the Company; provided, however, that in the event of there being insufficient assets to satisfy in full all such claims as aforesaid, the claims of the holders of the Preference Shares with respect to amounts payable on return of capital shall first be paid and satisfied and any assets remaining thereafter shall be applied towards the payment and satisfaction of claims in respect of dividends.

### *Voting Rights*

The holders of Preference Shares are not entitled as such to receive notice of, to attend or to vote at any meetings of the shareholders of the Company. The holders of Preference Shares are entitled to receive notice of meetings of shareholders of the Company called for the purpose of authorizing the dissolution of the Company or the sale, lease or exchange of all or substantially all the property of the Company other than in the ordinary course of business.

### *Modifications*

The rights, privileges, restrictions and conditions attaching to Preference Shares, as a class, may not be amended, modified or varied in whole or in part except with prior approval of not less than two-thirds of the holders of Preference Shares present (in person or by proxy) at a meeting of the holders of Preference Shares duly called for such purposes in addition to any other approval required by law.

### **Dividends**

Prior to May 10, 2004, the Company had not declared or paid a dividend on the Common Shares. The Company declared its first dividend on May 10, 2004 in the amount of \$0.04 per Common Share, payable on July 2, 2004 with a record date of May 31, 2004. In total, dividends of \$485,000 were paid to holders of Common Shares in 2004, \$1,410,000 in 2005, \$2,222,000 in 2006, \$2,772,000 in 2007, \$3,406,000 in 2008, \$3,561,000 in 2009, \$3,562,000 in 2010, \$3,913,000 in 2011, \$4,038,000 in 2012, \$4,060,000 in 2013, and \$4,527,000 in 2014.

On each of April 11, 2014, July 11, 2014, October 10, 2014 and January 9, 2015 the Company paid a dividend of \$0.085 per Common Share. On February 18, 2015, the directors declared a quarterly dividend of \$0.10 per Common Share payable on April 10, 2015 to shareholders of record on March 27, 2015.

The historic dividend policy of the Company is to declare and pay quarterly cash dividends at the discretion of the Board of Directors, as circumstances permit. The Company's dividend policy and practice will be reviewed from time to time in the context of the Company's earnings, financial condition, the need to retain earnings to fund future growth of the business of the Company and other relevant factors, and the declaration of a dividend will always be at the discretion of the Board of Directors.

### **Dividend Reinvestment Plan**

On March 5, 2012, the Board of Directors approved a Dividend Reinvestment Plan ("DRIP") effective beginning with dividends in respect of Shareholders of record on April 5, 2012. The DRIP enables registered holders of Common Shares of the Company who are eligible for the DRIP to reinvest their cash dividends paid on the Common Shares to purchase additional Common Shares. No commissions, service charges or brokerage fees are payable by participants under the DRIP. The Common Shares acquired under the

DRIP will, at the discretion of the Company, either be purchased on the Canadian open market including through the facilities of the Toronto Stock Exchange or issued by the Company from treasury.

### Market for Securities

The Company's Common Shares are listed on The Toronto Stock Exchange under the symbol "EH". The volume and price range for the Common Shares for each month in 2014 was as follows:

2014	Volume of shares traded	Price Range	
		Low \$	High \$
December	1,067,515	16.56	22.85
November	1,251,103	20.69	24.10
October	889,739	21.71	24.34
September	634,163	21.50	24.85
August	1,314,241	23.00	26.14
July	726,945	19.85	25.24
June	704,721	19.50	21.00
May	663,439	17.53	20.10
April	447,066	16.85	18.90
March	746,293	16.71	19.75
February	685,735	14.90	17.66
January	452,130	15.15	18.09

### DIRECTORS AND OFFICERS

Under the by-laws of the Company, directors of the Company are elected annually. Each director holds office until the next annual meeting or until the successor of such director is duly elected or appointed, unless such office is earlier vacated in accordance with the by-laws.

#### Name, Address, Occupation and Security Holdings

The names, provinces or states of residence, positions, principal occupations and shareholdings of the directors and executive officers of easyhome as at December 31, 2014 were as follows:

Name and Place of Residence	Principal Occupation(s) (for the past 5 years or more)	Became a Director or Officer	Common Shares Beneficially Owned Directly or Indirectly or Over Which Control or Direction is Exercised
Donald K. Johnson O.C. Ontario, Canada	Member, Advisory Board, BMO Capital Markets since November 2009. Prior to that, Mr. Johnson was Senior Advisor, BMO Capital Markets from November 2004 to November 2009, and prior to that he as Vice-Chairman of BMO Nesbitt Burns Inc. Mr. Johnson also serves as the Chairman Emeritus and a Director of Business for the Arts, a director of the Toronto General & Western Hospital Foundation, a director and member of the Executive Committee of the Ivey Business School Business Advisory Board, a member of the 2015 Major Individual Giving Cabinet of the United Way of Greater Toronto and a director of Murichison Minerals Inc.	June 1999	3,000,609

Name and Place of Residence	Principal Occupation(s) (for the past 5 years or more)	Became a Director or Officer	Common Shares Beneficially Owned Directly or Indirectly or Over Which Control or Direction is Exercised
<b>David Ingram</b> Ontario, Canada	President and Chief Executive Officer of easyhome Ltd. since May 24, 2001. Prior to that, Mr. Ingram was Executive Vice-President and Chief Operating Officer of easyhome Ltd. since December 2000. Prior to that Mr. Ingram was an executive with Kingfisher plc (a retail conglomerate) in the United Kingdom. He is also Vice Chair and a Trustee of the Boys & Girls Club of Canada Foundation and a Member of the Foundation's Strategic Team.	December 2000	291,476
<b>David Lewis</b> <sup>(1)(2)(3)</sup> Ontario, Canada	Corporate Director. Mr. Lewis is a former Chairman and CEO of Continental Bank of Canada.	August 1993	92,900
<b>David Appel</b> <sup>(1)(2)(3)</sup> Ontario, Canada	Corporate Director. Mr. Appel has had a career in law, business, and government service, and is a director of a number of charitable organizations. Mr. Appel is a member of the Quebec Bar.	August 2010	94,855
<b>Sean Morrison</b> <sup>(1)(2)</sup> British Columbia, Canada	Corporate Director. Mr. Morrison is the Co-Founder and a Managing Partner of Maxam Capital Corporation and the Chief Executive Officer of Diversified Royalty Corp. Prior to forming Maxam, Mr. Morrison was a partner at Capital West Partners, a Vancouver-based investment banking firm. Mr. Morrison is a Chartered Accountant.	January 2012	1,139,013
<b>David Thomson</b> <sup>(1)(2)(3)</sup> Ontario, Canada	Corporate Director. Mr. Thomson is a former President of Great West Life Properties. Prior to joining Great West, he was Executive Vice President of Oxford Development Group. He is Chairman of the Toronto Dominion Bank Private Giving Foundation.	January 2012	5,000
<b>Karen Basian</b> Ontario, Canada	Corporate Director. Ms. Basian is the Co-Founder and CEO of Beehive5, and is also the Managing Director of Newtopia and a Principal at Firefly Strategy Capital Inc., a strategy consulting and financial advisory firm. Ms. Basian is a Chartered Accountant and has an M.B.A. from IMD in Lausanne, Switzerland.	November 2014	-
<b>Steven Goertz</b> Ontario, Canada	Senior Vice-President and Chief Financial Officer of easyhome Ltd. Mr. Goertz was Vice President, Finance, for Sobeys Ontario from 2003 to 2009. Prior to that, Mr. Goertz was Vice President, Finance for Maple Leaf Foods Inc. from 1999 to 2003. Mr. Goertz is a Chartered Accountant and holds an Honours Degree, Bachelor of Mathematics from the University of Waterloo.	August 2009	20,000
<b>David Maries</b> New York, U.S.A.	Senior Vice-President, Marketing, and Merchandising of easyhome Ltd. Mr. Maries was a divisional manager with Rent-A-Center Inc. in the USA from 1997 to 2001. Prior to that, Mr. Maries held various operational and marketing positions for Thorn Europe, based out of the UK.	May 2001	133,315

<b>Rick Atkinson</b> Ontario, Canada	Senior Vice-President, Development of easyhome Ltd. Mr. Atkinson was previously Vice President, Leasing and Operations for Devan Properties and prior to that was Corporate General Manager Real Estate with Sears Canada. Mr. Atkinson holds an Honours Degree, Bachelor of Arts in Urban Planning from Lakehead University.	May 2005	43,136
<b>Jason Mullins</b> Ontario, Canada	Senior Vice-President, easyfinancial Services Operations. Mr. Mullins was previously Vice President of Operations and New Business Development of easyhome Ltd. with 10 years of financial services experience. Mr. Mullins came to the Company in August 2010 from Mogo Financial where he was Vice President of Sales and Operations and held previous management roles at CIBC as well as Allied International Credit.	April 2011	4,750

**Notes:**

- (1) Member of the Audit Committee.
- (2) Member of the Compensation Committee.
- (3) Member of the Corporate Governance Committee.

As of December 31, 2014, the directors and executive officers of the Company beneficially own directly or indirectly or exercised control or direction over 4,825,054 Common Shares or approximately 36.2% of the issued and outstanding Common Shares.

**AUDIT COMMITTEE INFORMATION**

The Company's Audit Committee Mandate sets out its responsibilities and duties, membership qualifications and procedures for reporting to the Board of directors. A copy of the mandate is attached hereto as Schedule "A". As at December 31, 2014, the Audit Committee was comprised of four directors, all of whom are independent directors: David Thomson (chair), David Appel, David Lewis and Sean Morrison. Each member of the Audit Committee is considered by the Board to be financially literate by way of their business experience and educational background. The following is a brief summary of the education and experience that is relevant to the performance of their responsibilities as Committee members.

David Thomson (Chair)

Mr. Thomson is a former President of Great West Life Properties. Prior to joining Great West, he was Executive Vice President of Oxford Development Group. He is Chairman of the Toronto Dominion Bank Private Giving Foundation.

David Appel

Mr. Appel has had a career in law, business, and government service and is a director of a number of charitable organizations. Mr. Appel is a member of the Quebec Bar and has been a registered investment advisor.

David Lewis, B.Com, SM

Mr. Lewis is a retired banker. His last position was Chairman and CEO of Continental Bank of Canada. He has previously served as a Director of two other public companies, Caldwell Partners International and West Street Capital Corporation.

Sean Morrison

Mr. Morrison is the Co-Founder and a Managing Partner of Maxam Capital Corporation and the Chief Executive Officer of Diversified Royalty Corp. Prior to forming Maxam, Mr. Morrison was a partner at Capital West Partners, a Vancouver-based investment banking firm. Mr. Morrison is a Chartered Accountant.

## **External Auditor Service Fees**

During the two most recently completed financial years, the Company paid the following fees to Ernst & Young LLP, the Company's external auditor, for audit, audit-related and tax services:

### *Audit Fees*

Ernst & Young LLP has performed audit services for the Company during the last two fiscal years, which included the audit of the Company's consolidated financial statements for the fiscal years ended December 31, 2013 and December 31, 2014. Aggregate fees for audit services for the Company were \$575,000 in 2013 and \$554,600 in 2014.

### *Audit-Related Fees*

Audit-related services performed by Ernst & Young LLP during the last two fiscal years included assistance with quarterly reporting and accounting. Aggregate fees for audit-related services were \$nil in 2013 and \$nil in 2014.

### *Tax Fees*

Ernst & Young LLP has provided tax advice to the Company during the last two fiscal years, which included corporate income tax return compliance, personal tax compliance for officers and tax structuring. Aggregate fees for tax related services were \$78,000 in 2013 and \$86,500 in 2014.

### *All other Fees*

Ernst & Young LLP has provided accounting services to the Company. Aggregate fees for other services were \$nil in 2013 and \$nil in 2014.

## **Interest of Experts**

Ernst & Young LLP, the Company's external auditor, has provided an audit report on the Company's consolidated financial statements for the year ended December 31, 2014. Ernst & Young was independent of the Company in accordance with the rules or professional conduct in Ontario.

## **TRANSFER AGENT AND REGISTRAR**

The Company's transfer agent for all classes of stock is TMX Equity Transfer Services located in Toronto, Ontario. The register of transfers is located at the offices of the Company's transfer agent.

## **ADDITIONAL INFORMATION**

Additional information including directors' and officers' remuneration and indebtedness, principal holders of the Company's securities, options to purchase securities and interests of insiders in material transactions, if applicable, is contained in the Company's management information circular for the Company's annual meeting to be held on May 5, 2015. Additional financial information is provided in the Company's audited consolidated financial statements for the year ended December 31, 2014 and the accompanying management's discussion and analysis of financial condition and results of operations dated February 18, 2015.

Additional information relating to the Company may be found on SEDAR at [www.sedar.com](http://www.sedar.com) and on the Company's website at [www.easyhome.ca](http://www.easyhome.ca).

**SCHEDULE “A”**  
**easyhome Ltd.**  
**AUDIT COMMITTEE MANDATE**  
**(revised January 11<sup>th</sup>, 2011)**

**Purpose**

The Audit Committee (“A/C”) shall assist the Board in its oversight role with respect to:

- The quality and integrity of financial information.
- The effectiveness of easyhome’s risk management, internal controls and regulatory compliance practices.
- The external auditor’s performance, qualifications and independence.
- Reviewing and approving applicable financial information and documents prior to public disclosure.

**Composition**

The A/C shall serve as a standing committee of the Board of Directors (the “Board”).

The A/C shall consist of three or more directors of easyhome appointed by the Board. None shall be officers or employees of easyhome or any of its affiliates. Each of the members shall satisfy the applicable independence requirements of the laws governing the Corporation, including National Instrument 52-110 Audit Committees.

Each member of the A/C shall be financially literate as defined by the applicable legislation. Financially literate shall mean he or she has the ability to read and understand a set of financial statements that present a breadth and level of complexity of accounting issues that are generally comparable to the breadth and complexity of the issues that can reasonably be expected to be raised by the Corporation’s financial statements. An A/C member who is not financially literate may be appointed to the A/C provided that the member becomes financially literate within a reasonable period of time following his or her appointment.

Members of the Committee are appointed or reappointed annually by the Board. The Board shall designate one member to chair the A/C.

**Meetings**

The A/C shall meet as often as it determines but not less frequently than quarterly to ensure review by the A/C of the company’s quarterly results and proposed filings. A secretary shall be appointed for every meeting of the A/C who shall be responsible for the production and distribution of meeting minutes. The Chairman of the A/C shall report to the Board on its activities after each of its meetings or upon request of the Board.

An affirmative vote of a majority of the members of the Committee participating in any meeting is required for the adoption of a resolution. A quorum shall be not less than two members. If only two members form the quorum, one of those members must be the Chairman of the Committee. In the event of deadlock, the Chairman shall cast the deciding vote.

The A/C will have the opportunity for an in-camera session at the end of every meeting.

## **Authority**

The A/C has the authority to:

- Conduct or authorize an independent investigation and retain outside consultants for any matters that come under its scope of responsibilities, with the cost to be borne by the Corporation.
- Communicate and meet with the external auditor or outside counsel, without the presence of Management.
- Call a meeting of the Board to consider any matter of concern to the A/C.

## **Administration**

The A/C shall review its charter and assess annually the adequacy of this mandate, the effectiveness of its performance and, when necessary, will recommend changes to the Corporate Governance and Nominating Committee.

## **Functions and Responsibilities**

The A/C has the following functions and responsibilities:

### ***External Auditor***

- Annually approve and recommend for appointment the external auditor to the Board. The external auditor shall report and be directly accountable to the A/C.
- Review and approve the external auditor's proposed annual audit scope, plan and staffing, including the annual audit fees and terms of the engagement.
- Review and pre-approve all engagements for non-audit services, unless in the aggregate, they are not in excess of 5 percent of the total amount of fees paid by the Corporation to the external auditor during the fiscal year in which the services are provided.
- Oversee the work of the external auditor including the resolution of disagreements between management and the external auditor regarding financial reporting, accounting policies and internal controls.
- Review the external auditor's management comment letter and management's responses thereto, and enquire as to any disagreements between management and external auditors or restrictions imposed by management on external auditors.
- Evaluate the qualifications, expertise and performance of the external auditors (at least annually). If necessary, initiate the termination of the external auditors, subject to the Board and shareholder approval as required by applicable law.
- Review the relationships or services that may impact the objectivity and independence of the external auditor, including annual review of the auditor's written statement of all relationships between the auditor and the Corporation.
- Review and approve the Corporation's hiring policies regarding partners, employees and former partners and employees of the Corporation's present and former external auditor.
- Provide an open avenue of communication between management, the external auditors and the Board.

### ***Financial Reporting***

- Review and recommend to the Board approval of the Corporation's annual and interim financial statements, MD&A and press releases prior to the public disclosure of this information.
- Review and recommend to the Board approval of the financially related information and disclosures contained in the Corporation's Annual Report, the Annual Information Form and the Information Circular prior to public disclosure.
- Review and discuss with management and the external auditor at least annually significant financial reporting issues and judgments made in connection with the preparation and presentation of the financial statements, including any significant changes in the Corporation's

selection and application of accounting principles, any major issues as to the Corporation's internal controls and any special steps adopted in light of material control deficiencies.

- Review any change in the Corporation's accounting policies including alternative treatments and their impacts.
- Review with legal counsel any legal matters having a significant impact on the financial reports.

#### ***Internal Controls***

- Annually review Management's process for assessing the Corporation's system of internal controls over financial reporting, including any significant or material deficiencies.
- Review the Corporation's disclosure controls and procedures and periodically assess the adequacy of those disclosure controls and procedures.
- Review the minutes of the quarterly Disclosure Committee meetings.
- Review and approve the Corporation's policy on external communication and disclosure of material information, including the form and generic content of any quarterly earnings guidance and of any financial disclosure provided to investment analysts and rating agencies.
- Establish and review procedures for the receipt, retention and treatment of complaints received by the Corporation regarding accounting, internal accounting controls, or auditing matters.
- Establish and review procedures for the confidential, anonymous submission by the Corporation's employees of concerns regarding questionable accounting or auditing matters.
- Review management's practices in effect over officers' expenses and perquisites.

#### ***Risk Management and Fraud***

- Review the Corporation's Risk Management practices on an annual basis and make recommendations to the Board regarding any proposed changes.
- Review on a periodic basis, significant risks inherent in the Corporation's business and ensure appropriate risk management techniques are in place.
- Review the effectiveness of the Corporation's procedures in relation to the prevention, detection, reporting and investigation of fraud.
- Annually review the adequacy and quality of insurance coverage maintained by the Corporation.
- Oversee the investigation into occurrences of material fraud
- Review, as required, the Corporation's regulatory compliance with provincial & federal legislation.
- Review major changes to the Corporation's IT systems.
- Communicate and meet with the Corporation's VP of Risk Management, without the presence of Management, to obtain updates and feedback on the Corporation's Risk Management practices.
- Review and approve the variable compensation program for the VP of Risk Management.

#### ***Other***

- Review recommended appointees to the office of Chief Financial Officer.
- Review and/or approve other financial matters delegated specifically to it by the Board.

**APPENDIX “A”  
MULTILATERAL INSTRUMENT 52-110 – AUDIT COMMITTEES  
MEANING OF INDEPENDENCE**

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**Meaning of Independence**

(1) An audit committee member is independent if he or she has no direct or indirect material relationship with the issuer.

(2) For the purposes of subsection (1), a “material relationship” is a relationship, which could, in the view of the issuer’s board of directors, is reasonably expected to interfere with the exercise of a member’s independent judgment.

(3) Despite subsection (2), the following individuals are considered to have a material relationship with an issuer:

- (a) an individual who is, or has been within the last three years, an employee or executive officer of the issuer;
- (b) an individual whose immediate family member is, or has been within the last three years, an executive officer of the issuer;
- (c) an individual who:
  - (i) is a partner of a firm that is the issuer’s internal or external auditor,
  - (ii) is an employee of that firm, or
  - (iii) was within the last three years a partner or employee of that firm and personally worked on the issuer’s audit within that time;
- (d) an individual whose spouse, minor child or stepchild, or child or stepchild who shares a home with the individual:
  - (i) is a partner of a firm that is the issuer’s internal or external auditor,
  - (ii) is an employee of that firm and participates in its audit, assurance or tax compliance (but not tax planning) practice, or
  - (iii) was within the last three years a partner or employee of that firm and personally worked on the issuer’s audit within that time;
- (e) an individual who, or whose immediate family member, is or has been within the last three years, an executive officer of an entity if any of the issuer’s current executive officers serves or served at that same time on the entity’s compensation committee; and
- (f) an individual who received, or whose immediate family member who is employed as an executive officer of the issuer received, more than \$75,000 in direct compensation from the issuer during any 12 month period within the last three years.

(4) Despite subsection (3), an individual will not be considered to have a material relationship with the issuer solely because (a) he or she had a relationship identified in subsection (3) if that relationship ended before March 30, 2006 or (b) he or she had a relationship identified in subsection (3) by virtue of subsection (8) if that relationship ended before June 30, 2007.

(5) For the purposes of clauses (3)(c) and (3)(d), a partner does not include a fixed income partner whose interest in the firm that is the internal or external auditor is limited to the receipt of fixed amounts of compensation (including deferred compensation) for prior service with that firm if the compensation is not contingent in any way on continued service.

(6) For the purposes of clause (3)(f), direct compensation does not include:

- (a) remuneration for acting as a member of the board of directors or of any board committee of the issuer, and
- (b) the receipt of fixed amounts of compensation under a retirement plan (including deferred compensation) for prior service with the issuer if the compensation is not contingent in any way on continued service.

(7) Despite subsection (3), an individual will not be considered to have a material relationship with the issuer solely because the individual or his or her immediate family member

(a) has previously acted as an interim chief executive officer of the issuer, or

(b) acts, or has previously acted, as a chair or vice-chair of the board of directors or of any board committee of the issuer on a part-time basis.

(8) For the purpose of this section, an issuer includes a subsidiary entity of the issuer and a parent of the issuer.

### **Additional Independence Requirements**

(1) Despite any determination made pursuant to the meaning of independence set forth above, an individual who

(a) accepts, directly or indirectly, any consulting, advisory or other compensatory fee from the issuer or any subsidiary entity of the issuer, other than as remuneration for acting in his or her capacity as a member of the board of directors or any board committee, or as a part-time chair or vice-chair of the board or any board committee; or

(b) is an affiliated entity of the issuer or any of its subsidiary entities is considered to have a material relationship with the issuer.

(2) For the purposes of subsection (1), the indirect acceptance by an individual of any consulting, advisory or other compensatory fee includes acceptance of a fee by

(a) An individual's spouse, minor child or stepchild, or a child or stepchild who shares the individual's home; or

(b) an entity in which such individual is a partner, member, an officer such as a managing director occupying a comparable position or executive officer, or occupies a similar position (except limited partners, non-managing members and those occupying similar positions who, in each case, have no active role in providing services to the entity) and which provides accounting, consulting, legal, investment banking or financial advisory services to the issuer or any subsidiary entity of the issuer.

(3) For the purposes of subsection (1), compensatory fees do not include the receipt of fixed amounts of compensation under a retirement plan (including deferred compensation) for prior service with the issuer if the compensation is not contingent in any way on continued service.