Rent-A-Center:

First Quarter 2020 Earnings Review

SAFE HARBOR

Forward-Looking Statements

This presentation contains forward-looking statements that involve risks and uncertainties. Such forward-looking statements generally can be identified by the use of forward-looking terminology such as "may," "will," "expect," "intend," "could," "estimate," "predict," "continue," "should," "anticipate," "believe," or “confident,” or the negative thereof or variations thereon or similar terminology and including, among others, statements concerning the expected impact of the COVID-19 pandemic on the Company's business, financial condition and results of operations. The Company believes that the expectations reflected in such forward-looking statements are accurate. However, there can be no assurance that such expectations will occur. The Company's actual future performance could differ materially from such statements. Factors that could cause or contribute to such differences include, but are not limited to: the impact of COVID-19 pandemic and related federal, state, and local government restrictions, including adverse changes in such restrictions further limiting our ability to operate or prolonging their duration, and the potential for a recession resulting from such matters; the general strength of the economy and other economic conditions affecting consumer preferences and spending; factors affecting the disposable income available to the Company's current and potential customers; changes in the unemployment rate; capital market conditions, including availability of funding sources for the Company; changes in the Company's credit ratings; difficulties encountered in improving the financial and operational performance of the Company's business segments; risks associated with pricing changes and strategies being deployed in the Company's businesses; the Company's ability to continue to realize benefits from its initiatives regarding cost-savings and other EBITDA enhancements, efficiencies and working capital improvements; the Company's ability to continue to effectively execute its strategic initiatives; failure to manage the Company's store labor and other store expenses; disruptions caused by the operation of the Company's store information management systems; risks related to the Company's virtual lease-to-own business; including the Company's ability to continue to develop and successfully implement the necessary technologies; the Company's ability to achieve the benefits expected from its recently announced integrated retail preferred offering, Preferred Lease, including its ability to integrate its historic retail partner business (Acceptance Now) and the Merchants Preferred business under the Preferred Lease offering; the Company's transition to more-readily scalable, “cloud-based” solutions; the Company's ability to develop and successfully implement digital or E-commerce capabilities, including mobile applications; disruptions in the Company's supply chain; limitations of, or disruptions in, the Company's distribution network; rapid inflation or deflation in the prices of the Company's products; the Company's ability to execute and the effectiveness of a store consolidation, including the Company's ability to retain the revenue from customer accounts merged into another store location as a result of a store consolidation; the Company's available cash flow and its ability to generate sufficient cash flow to continue paying dividends; the Company's ability to identify and successfully market products and services that appeal to its customer demographic; consumer preferences and perceptions of the Company's brands; the Company's ability to retain the revenue associated with acquired customer accounts and enhance the performance of acquired stores; the Company's ability to enter into new, and collect on, its rental or lease purchase agreements; changes in the enforcement of existing laws and regulations and the enactment of new laws and regulations adversely affecting the Company's businesses; the Company's compliance with applicable statutes or regulations governing its businesses; changes in interest rates; changes in tariff policies; adverse changes in the economic conditions of the industries, countries or markets that the Company serves; information technology and data security costs; the impact of any breaches in data security or other disturbances to the Company's information technology and other networks and the Company's ability to protect the integrity and security of individually identifiable data of its customers and employees; changes in estimates relating to self-insurance liabilities and income tax and litigation reserves; changes in the Company's effective tax rate; fluctuations in foreign currency exchange rates; the Company's ability to maintain an effective system of internal controls; litigation or administrative proceedings to which the Company is or may be a party to from time to time; and the other risks detailed from time to time in the Company's SEC reports, including but not limited to, its Annual Report on Form 10-K for the year ended December 31, 2019. You are cautioned not to place undue reliance on these forward-looking statements, which speak only as of the date of this press release. Except as required by law, the Company is not obligated to publicly release any revisions to these forward-looking statements to reflect the events or circumstances after the date hereof or to reflect the occurrence of unanticipated events.

Use of Non-GAAP Financial Measures

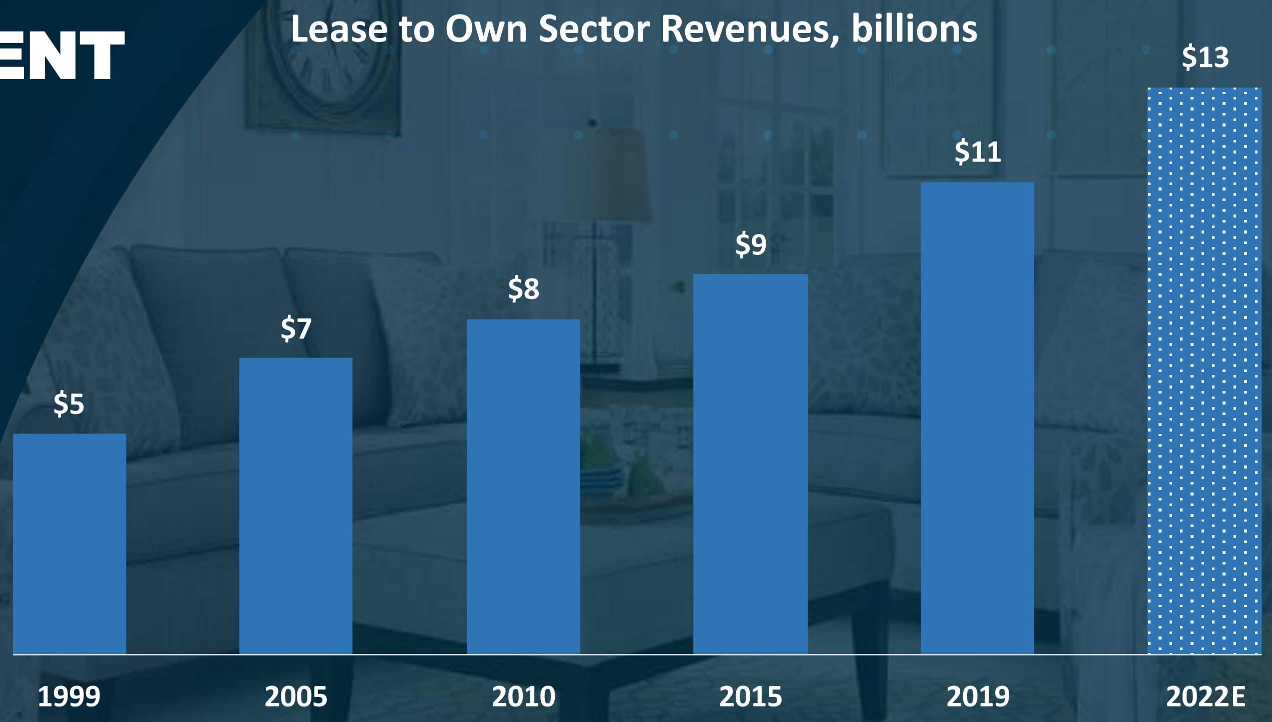
This presentation refers to adjusted EBITDA (earnings before interest, taxes, depreciation and amortization), which is a non-GAAP financial measure as defined in Regulation G. The Company believes that presentation of adjusted EBITDA is useful to investors as, among other things, this information impacts certain financial covenants under the Company's credit agreements. While management believes this non-GAAP financial measure is useful in evaluating the Company, this information should be considered as supplemental in nature and not as a substitute for or superior to the related financial information prepared in accordance with GAAP. Further, such non-GAAP financial measure may differ from similar measures presented by other companies.

Please see the appendix for non-GAAP reconciliation of consolidated adjusted EBITDA. The Company has not quantitatively reconciled differences between adjusted EBITDA and its corresponding GAAP measure for future periods due to the inherent uncertainty regarding variables affecting the comparison of such measure.

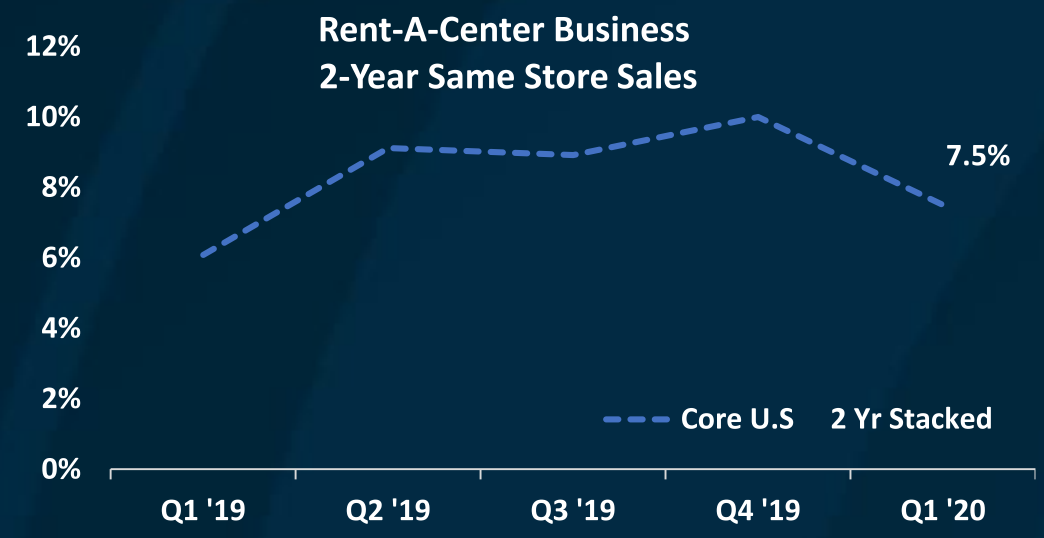
Note that all sources in this presentation are from company reports and company estimates unless otherwise noted.

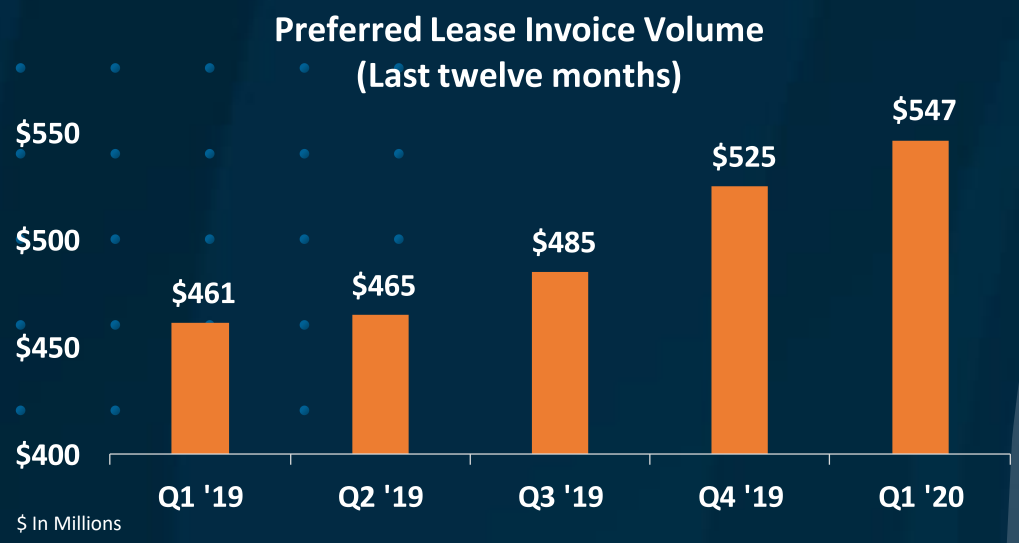
RESILIENT, TIME TESTED MODEL WELL POSITIONED FOR RECESSIONARY ENVIRONMENT

- Lease-to-own sales outpaced general retail sales in the Great Recession
- Similar to past recessions, macro environment favors lease-to-own (i.e. tighter credit availability, lower gas prices)
- Unemployment benefits and stimulus payments benefiting customer base
- Unique model with revenue stream from lease payments and low loss rates as customers return product if they can no longer make payments, which are then available to be re-rented
- Overall, demand for essential products such as appliances and computers has been strong in 2020



Sources: Company Estimates; Association of Progressive Rental Organizations





FIRST QUARTER 2020 REVIEW

- Consolidated revenues of $702M, up 0.8% versus the first quarter of 2019
- First quarter Adjusted EBITDA of $65.5 million remained consistent with first quarter 2019 and Non-GAAP EPS of $0.67 increased 14.6% over first quarter 2019
- Ninth consecutive quarter of positive same store sales in the Rent-A-Center Business (+7.5% on a 2-year basis), with a significant increase in profitability
- E-commerce leads were up 100 percent in April
- Preferred Lease revenue grew 10% over first quarter 2019, driven by 17% invoice volume growth

NEAR TERM FOCUS & STRATEGIC INITIATIVES

NEAR TERM

- Accelerating investments to steepen the long-term demand curve
- Implementing additional e-commerce functionality
- Adding payment options for unbanked customers
- Managing costs and finding additional ways to reduce labor hours and improve collection efficiency
- Government stimulus benefitted April and expected to help customers through the summer with potential to support payments and demand

LONG TERM

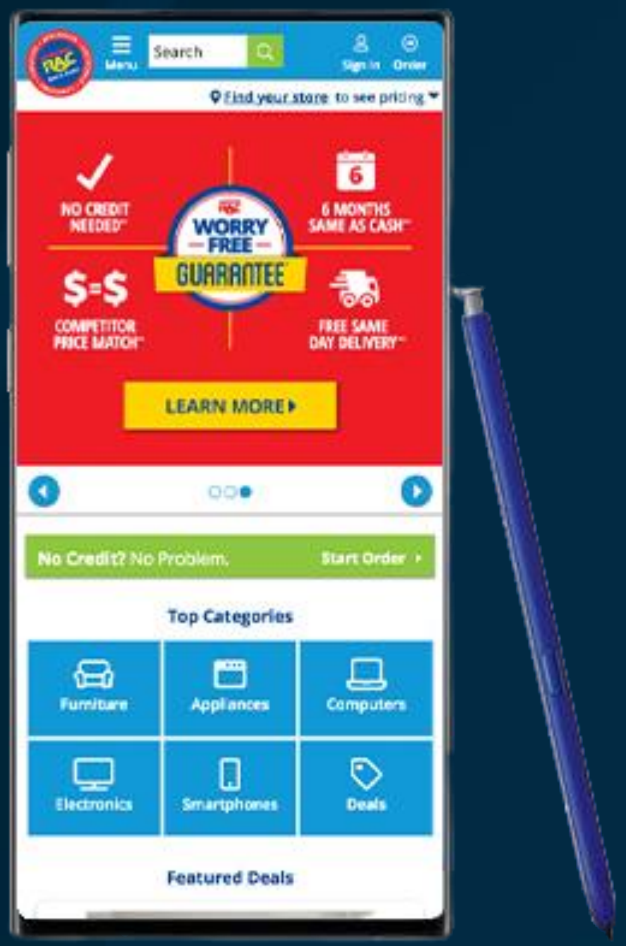
- Streamline the organization to further support a more variable cost structure
- Capture whitespace opportunity via virtual and digital as lease to own sector evolves
- Leverage our strong balance sheet and model to increase share as prime and subprime lenders move back up the credit scale
- Drive growth / market share in Preferred Lease as retailers grapple with accelerating change

FINANCIAL HIGHLIGHTS

In millions, except EPS	Q1 2020 Actual	Q1 2020 % of Total	B(w) versus Q1 2019	
Rent-A-Center Business [1]	$455	64.8%	($19)	-4.0%
Preferred Lease	$216	30.8%	$20	10.0%
Franchising	$17	2.5%	$5	35.5%
Mexico	$14	1.9%	$0	1.5%
Total Revenue	**$702**	**100.0%**	**$5**	**0.8%**
		% of Revenue		
Rent-A-Center Business	$75	16.4%	$8	*240*
Preferred Lease	$19	8.7%	($3)	*(250)*
Franchising	$3	14.6%	$1	*40*
Mexico	$1	7.9%	$0	*(300)*
Corporate	($31)	(4.5%)	($6)	*(80)*
Adjusted EBITDA	**$65**	**9.3%**	**($1)**	***(20 bps)***
Non-GAAP Diluted EPS	**$0.67**		**$0.08**	

Selected Metrics	Q1 2020	Q1 2019
Operating Cash Flow	**$47**	**$76**
Debt (excluding financing fees)	**$362**	**$543**
Net Debt to Adjusted EBITDA	**0.7x**	**1.4x**

[1] Year over year performance includes same store sales increase of 1.7% offset by the refranchising of approximately 60 Rent-A-Center locations and rationalization of the Rent-A-Center store base



FINANCIAL OUTLOOK

Revenue

- Expect second quarter 2020 revenue to be down less than 10 percent versus the second quarter of 2019, driven by lower demand from closed locations and lower collections
- Ongoing measures to contain COVID-19 will affect revenue in the second quarter, but we expect the impact to be less severe than traditional retailers

Earnings

- Expect second quarter 2020 EBITDA to decline 10 percent or less
- Includes initiatives to adjust operating expenses as we transform to a more variable cost structure
- Assumes modest, though not material, pressure on skips / stolen losses
- Expect second quarter 2020 diluted earnings per share approximately flat to last year
- Includes improvements to capital structure / lower interest expense versus last year

Cash Flow

- Free Cash flow expected to increase sequentially

CAPITAL STRATEGY

Liquidity [1]
(in millions)

Invest in the Business

- Invest to grow digital channels including virtual retail partner business and e-commerce using rentacenter.com and integration with retail partner websites
- Improve customer experience via technology and leveraging analytics

Maintain Conservative Balance Sheet

- Net debt to Adjusted EBITDA of 0.7x at 3/31/20
- Total liquidity of over $230 million at 3/31/20

Return Excess Cash to Shareholders

- Dividend increased 16% to $0.29 per quarter in Q1 2020 with approximately 6% yield as of May 5, 2020
- Repurchased 1.46 million shares for $26.5 million in Q1 2020

[1] Liquidity represents cash on hand plus revolver availability
[2] As of April 30, 2020

Rent-A-Center: Positioned for Growth

First Quarter 2020 Earnings Review

Question and Answer

APPENDIX

ADJUSTED EBITDA

($ in Millions)	Q1 2020A	Q1 2019A	Q2 2019A	Q3 2019A	Q4 2019A	FYE 2019A	Q1 2018A	Q2 2018A	Q3 2018A	Q4 2018A	FYE 2018A
GAAP Net Earnings (Loss)	**$ 49.3**	**$ 7.3**	**$ 94.5**	**$ 31.3**	**$ 40.5**	**$ 173.5**	**$ (19.8)**	**$ 13.8**	**$ 12.9**	**$ 1.7**	**$ 8.5**
Plus: Income Tax Expense (benefit)	(4.7)	1.5	27.3	(1.2)	22.7	50.2	(1.6)	2.8	2.6	1.6	5.3
Plus: Debt Refinancing Charges	-	-	-	2.2	-	2.2	-	-	-	0.5	0.5
Plus: Interest Expense, Net	4.3	8.5	8.1	6.6	4.7	27.9	11.2	10.6	10.2	9.9	41.8
Plus: Amortization, Depreciation	14.9	15.8	15.1	14.9	15.3	61.1	17.9	17.4	16.9	16.7	68.9
Plus: Extraordinary, Unusual or Non-Recurring Gains or Charges	1.7	33.4	(77.5)	2.9	(19.4)	(60.7)	17.5	16.5	6.7	18.7	59.3
Adjusted EBITDA	**$ 65.5**	**$ 66.5**	**$ 67.4**	**$ 56.6**	**$ 63.7**	**$ 254.2**	**$ 25.1**	**$ 61.1**	**$ 49.3**	**$ 49.0**	**$ 184.4**

ADJUSTED EBITDA

Rent-A-Center Business ($ in Millions)	Q1 2020A	Q1 2019A	Q2 2019A	Q3 2019A	Q4 2019A	FYE 2019A	Q1 2018A	Q2 2018A	Q3 2018A	Q4 2018A	FYE 2018A
GAAP Operating Profit	$ 67.9	$ 53.3	$ 64.9	$ 52.2	$ 65.6	$ 236.0	$ 28.4	$ 43.5	$ 43.2	$ 32.7	$ 147.8
Plus: Amortization, Depreciation	5.0	5.5	5.1	5.0	5.2	20.8	6.8	6.4	6.2	6.1	25.6
Plus: Extraordinary, Unusual or Non-Recurring Gains or Charges	1.6	7.8	3.0	2.1	1.4	14.2	4.8	11.2	2.0	13.6	31.7
Adjusted EBITDA	$ 74.5	$ 66.6	$ 73.0	$ 59.3	$ 72.1	$ 271.0	$ 40.0	$ 61.2	$ 51.5	$ 52.4	$ 205.0

Preferred Lease ($ in Millions)	Q1 2020A	Q1 2019A	Q2 2019A	Q3 2019A	Q4 2019A	FYE 2019A	Q1 2018A	Q2 2018A	Q3 2018A	Q4 2018A	FYE 2018A
GAAP Operating Profit	$ 18.2	$ 21.5	$ 22.7	$ 21.8	$ 17.0	$ 83.1	$ 15.4	$ 29.2	$ 26.3	$ 23.1	$ 94.0
Plus: Amortization, Depreciation	0.5	0.3	0.3	0.4	0.5	1.5	0.4	0.4	0.4	0.4	1.7
Plus: Extraordinary, Unusual or Non-Recurring Gains or Charges	0.1	0.3	0.0	0.1	0.1	0.5	4.5	0.1	0.4	0.3	5.3
Adjusted EBITDA	$ 18.8	$ 22.1	$ 23.1	$ 22.3	$ 17.6	$ 85.1	$ 20.3	$ 29.7	$ 27.1	$ 23.8	$ 101.0

Corporate ($ in Millions)	Q1 2020A	Q1 2019A	Q2 2019A	Q3 2019A	Q4 2019A	FYE 2019A	Q1 2018A	Q2 2018A	Q3 2018A	Q4 2018A	FYE 2018A
GAAP Operating Profit	$ (40.8)	$ (60.5)	$ 38.9	$ (37.5)	$ (18.6)	$ (77.7)	$ (55.8)	$ (48.3)	$ (45.3)	$ (43.1)	$(192.6)
Plus: Amortization, Depreciation	9.3	9.8	9.6	9.4	9.5	38.3	10.3	10.2	10.0	10.0	40.5
Plus: Extraordinary, Unusual or Non-Recurring Gains or Charges	-	25.2	(80.6)	0.7	(20.9)	(75.6)	7.8	5.2	4.2	4.7	22.0
Adjusted EBITDA	$ (31.4)	$ (25.5)	$ (32.1)	$ (27.4)	$ (30.0)	$ (115.0)	$ (37.8)	$ (32.8)	$ (31.0)	$ (28.4)	$(130.1)

Mexico ($ in Millions)	Q1 2020A	Q1 2019A	Q2 2019A	Q3 2019A	Q4 2019A	FYE 2019A	Q1 2018A	Q2 2018A	Q3 2018A	Q4 2018A	FYE 2018A
GAAP Operating Profit	$ 1.0	$ 1.2	$ 1.5	$ 1.2	$ 1.5	$ 5.4	$ 0.5	$ 0.9	$ 0.9	$ 0.3	$ 2.6
Plus: Amortization, Depreciation	0.1	0.1	0.1	0.1	0.1	0.4	0.3	0.3	0.2	0.2	1.0
Plus: Extraordinary, Unusual or Non-Recurring Gains or Charges	0.0	0.1	0.0	0.0	0.0	0.1	0.4	(0.0)	(0.0)	-	0.3
Adjusted EBITDA	$ 1.1	$ 1.4	$ 1.6	$ 1.3	$ 1.6	$ 5.9	$ 1.2	$ 1.1	$ 1.1	$ 0.5	$ 4.0

Franchise ($ in Millions)	Q1 2020A	Q1 2019A	Q2 2019A	Q3 2019A	Q4 2019A	FYE 2019A	Q1 2018A	Q2 2018A	Q3 2018A	Q4 2018A	FYE 2018A
GAAP Operating Profit	$ 2.5	$ 1.8	$ 1.8	$ 1.1	$ 2.5	$ 7.2	$ 1.3	$ 1.9	$ 0.5	$ 0.7	$ 4.4
Plus: Amortization, Depreciation	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.2
Plus: Extraordinary, Unusual or Non-Recurring Gains or Charges	-	-	-	-	-	-	-	-	-	-	-
Adjusted EBITDA	$ 2.5	$ 1.8	$ 1.8	$ 1.1	$ 2.5	$ 7.3	$ 1.3	$ 2.0	$ 0.6	$ 0.7	$ 4.6