

PChome Group Company Overview



Company Profile

- Established: July 1998
- Public listing: Jan 2005(stock symbol:8044-TT)
- Main business: e-commerce
- HQ location: Taipei, Taiwan
- Business location: Primary Taiwan
- Founder:



Hung Tze Jan
Chairman



Arthur Lee
CEO



PChome Group Milestone



History

1998

• 1998.07

Established, Chairman H.T Jan, CEO Arthur Lee, provided portal services.

2000

• 2000.06

Rolled out online shopping channel, started from 3C products.

2002

• 2004.07

Cooperated with Skype, rolled out "PChome Skype".

2004

• 2005.01

IPO- 網家(8044-TT)

• 2005.10

Rolled out online store B2B2C service

• 2006.06

JV with eBay, launched Ruten auction site.

2006

2008

• 2007.01

Rolled out "PChome 24hr delivery" service.

• 2008.04

Cooperated with BIG5 estate agencies, rolled out "Rakuya"(樂屋網).

2010

• 2010.04

Spin off Store division to "PCstore Inc (4965-TT)."

• 2011.04

Subsidiary IPO -PCstore Inc (4965-TT)."

• 2011.09

Rolled Out O2O company "Liker"

• 2012.4

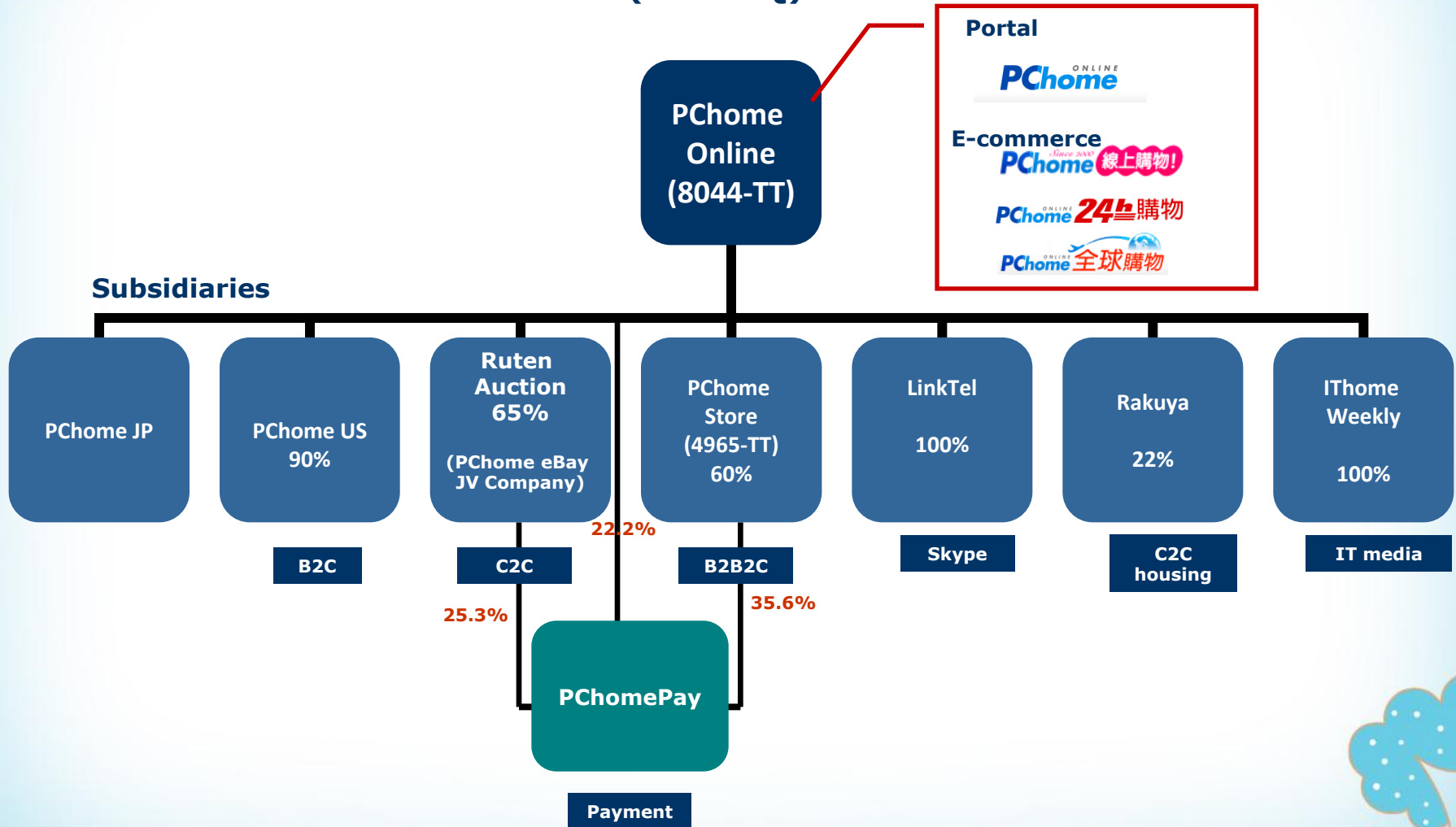
Rolled Out "PChomePay" online payment service
PChome US shopping site launched

2012

ONLINE
PChome

PChome Group Structure

(2014 1Q)



3 Major E-commerce Platform

Type	B2C Online Shopping	B2B2C Online Shopping Mall	C2C Online Auction
Business Model	Shopping site → Consumer	Online Store → Marketplace platform → Consumer	Seller → Auction platform → Buyer
Revenue Target	General customer	SME	Professional seller/ Casual seller
Global Icon	Amazon.com	Rakuten	eBay
PChome E-commerce Layout	 	 store.pchome.com.tw	 www.Ruten.com.tw a PChome & eBay JV
Note	Parent Company (8044-TT)	Subsidiary.(4965-TT) Holding 60%	Subsidiary. holding 65% Joint venture with eBay



Online Retailing Business Highlight



PChome 24h Shopping Overview



ONLINE **PChome 24h** 購物

Once an order has been placed on the website, the delivery will be made within 24 hrs

- Launched : 2007.01
- <http://24h.pchome.com.tw>
- Service Model: Consignment in-stock central warehouse
- SKU : over 1,000,000
- On time rate : 99.68%
- 24 hrs delivery guarantee
- Taipei city 6hrs delivery (2013.Dec,Beta)

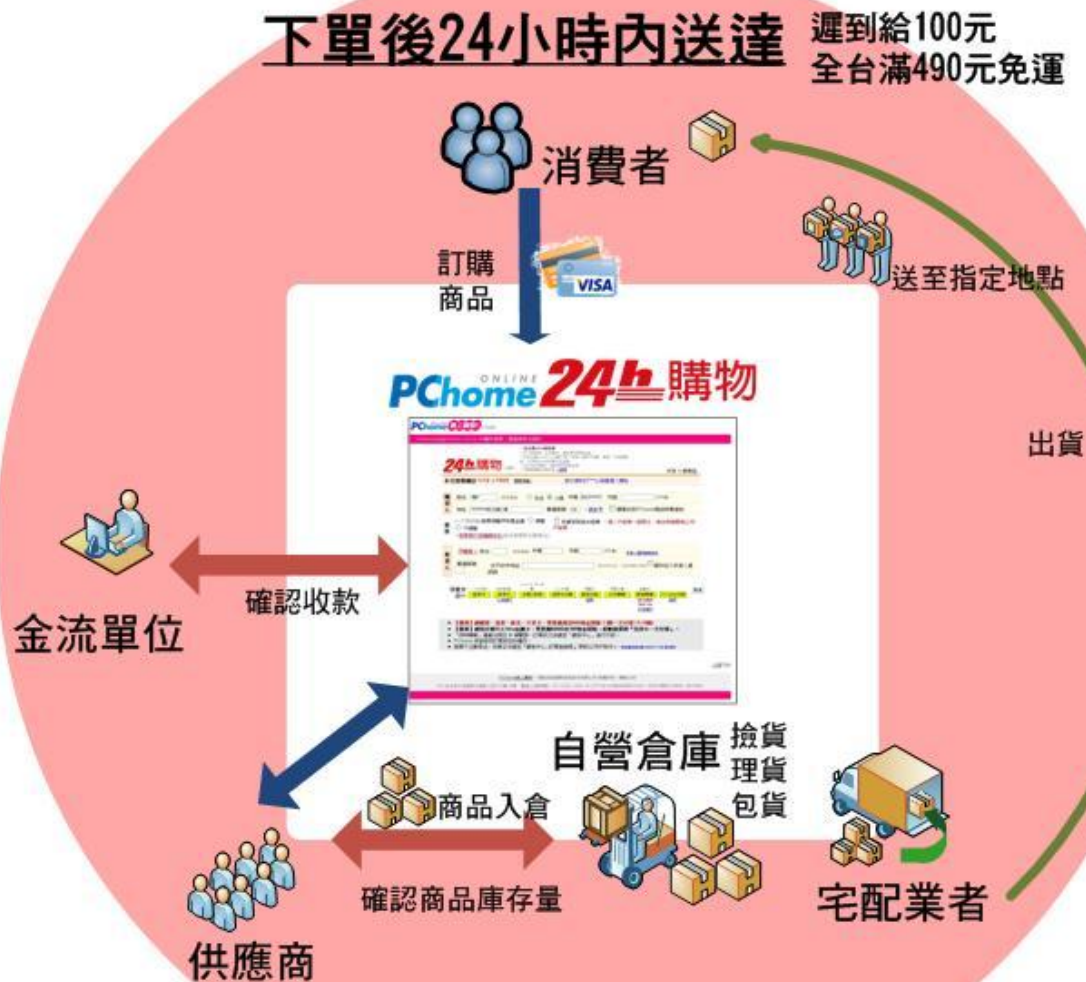
PChome shopping

Traditional Order transfer model

轉單模式：購買後3-7天到貨



PChome 24h Shopping Consignment Model



24h Shopping on-time delivery % : 99.68%

PChome^{ONLINE} 24h購物

▶ 訂單查詢

訂單編號	日期	總價	訂單狀態	付款	配送狀態	發票	其他	24h說明	客服
20110603003873	2011/06/03	\$1,197	訂單成立	信用卡一次付清 (尚未請款)	配送狀態	發票內容	詳	24小時內到貨	問題查詢 問答紀錄
<div>收到訂單 11:14 撿貨 11:24 理貨 11:47 出貨 11:57 已送達 16:42 最晚 11:14 到 06/04 說明</div>									逾時申訴
01	SKIN 1000 BB霜40 (商品ID: DD1148-A55615827-000) 檢視商品頁快照				1件	\$399	06/03 出貨 黑貓 0209604362	-	退訂 購買證明
02	Avalon薰衣草舒緩洗面凝膠(200ml) (商品ID: DDA01N-A39760838-000) 檢視商品頁快照				1件	\$399	06/03 出貨 黑貓 0209604362	-	退訂 購買證明
Avalon有機薰衣草沐浴凝膠(355mlx2入) (商品ID: DBAF2K-155216744-000) 檢視商品頁快照 (內含以下商品:)					1件	\$399	06/03 出貨 黑貓 0209604362	-	退訂 -
03	Avalon薰衣草沐浴凝膠(355ml) (商品ID: DBAF2K-A50040322-000)				-	-	-	-	購買證明
04	Avalon薰衣草沐浴凝膠(355ml) (商品ID: DBAF2K-A50040322-000)				-	-	-	-	購買證明

Pick, Pack and Deliver



Real-time order, Stock & Delivery



Subsidiaries

Marketplace Highlight

- ***PChome Store***
- ***Ruten Auction***

Payment Service Highlight

- ***PChome Pay***

PChomeStore Inc.

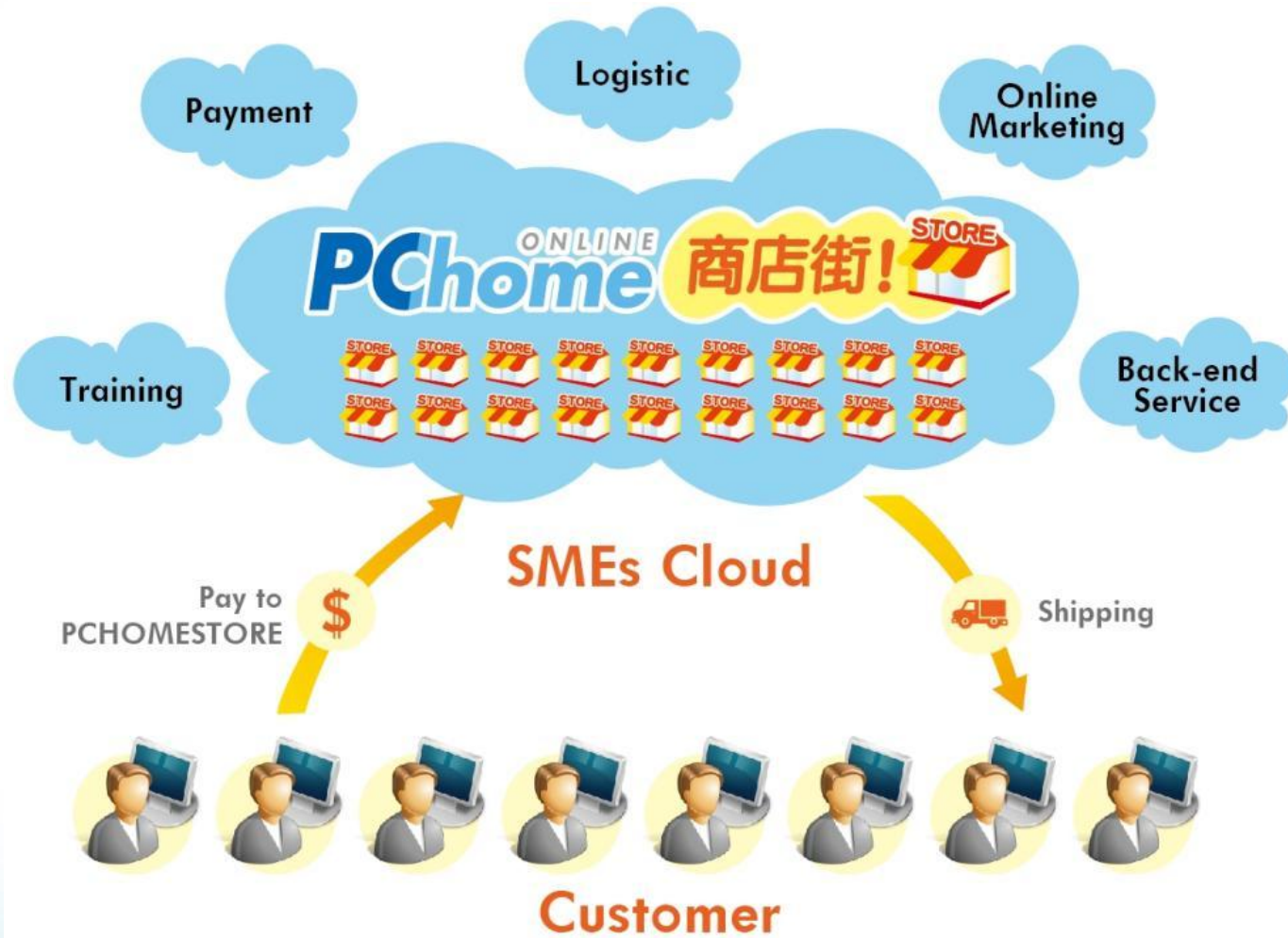


PChome ONLINE 商店街! STORE

<http://store.pchome.com.tw>

- IPO in Apr. 2011 (4965-TT)
- Service launched: 2005.10
- <http://www.pcstore.com.tw>
- # of Stores: 16,358 ('14,03)
- # of items: 15,438,972 ('14,03)
- HQ location: Taipei, Taiwan
- Employee : 125

PCStore SME E-commerce Cloud

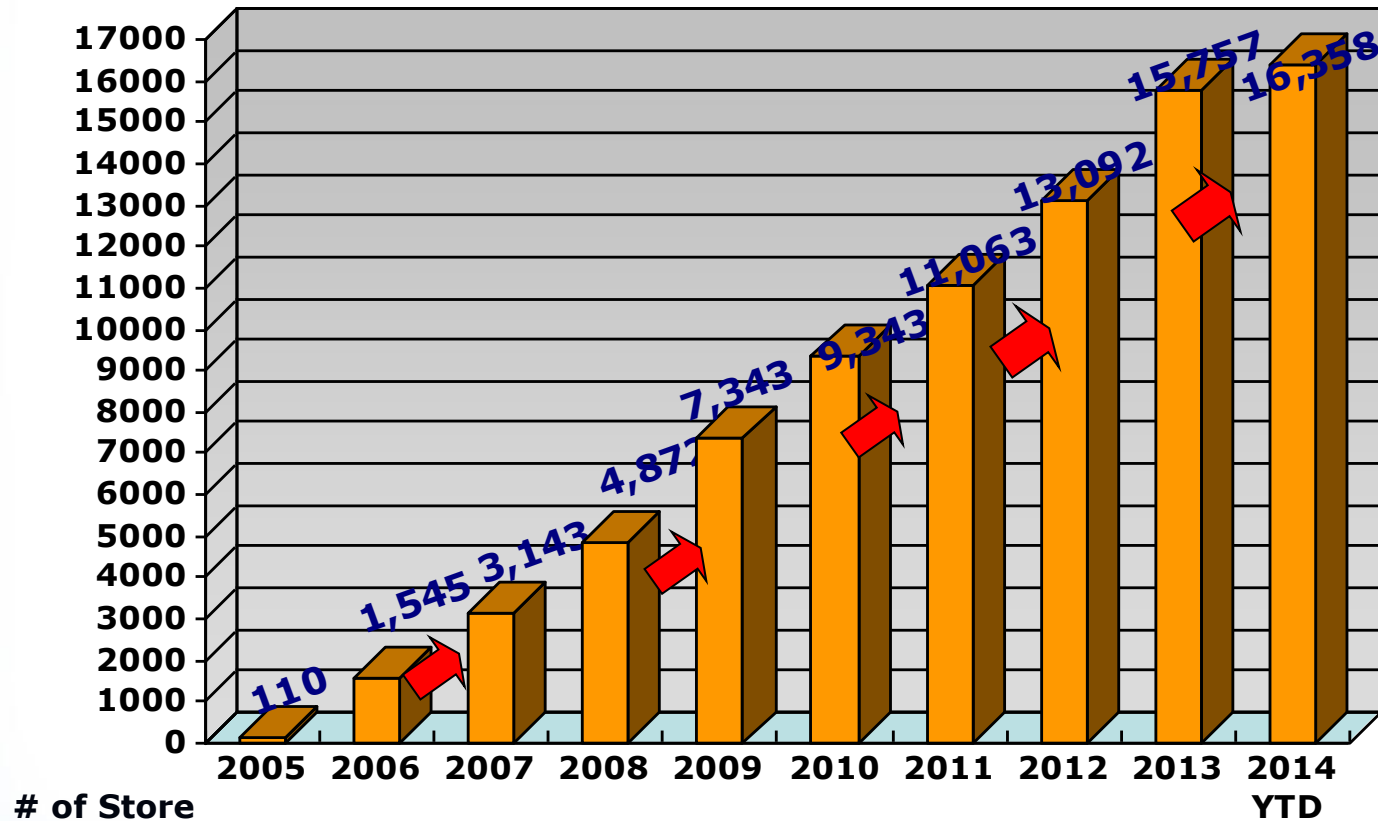


PCstore Revenue Model

Online Store Set-up Fee (one-time charge)	Annual maintenance Fee	Sales Commission (by orders)	Value-add Service	Payment Methods
NT\$40,000	NT \$3,000 (2nd year and after) For new register stores after Nov. 2011	2% (5% after 2nd year)* + payment surcharge	NT\$50~ NT\$5,000 (Web Ads and extension courses)	ATM Credit Card CVS Kiosk COD

(2014.01)

of Stores 2005 – YTD (Concurrent)



Ruten Auction

PChome ONLINE

+ eBay® =

露天拍賣
a PChome & eBay JV
Beta Version

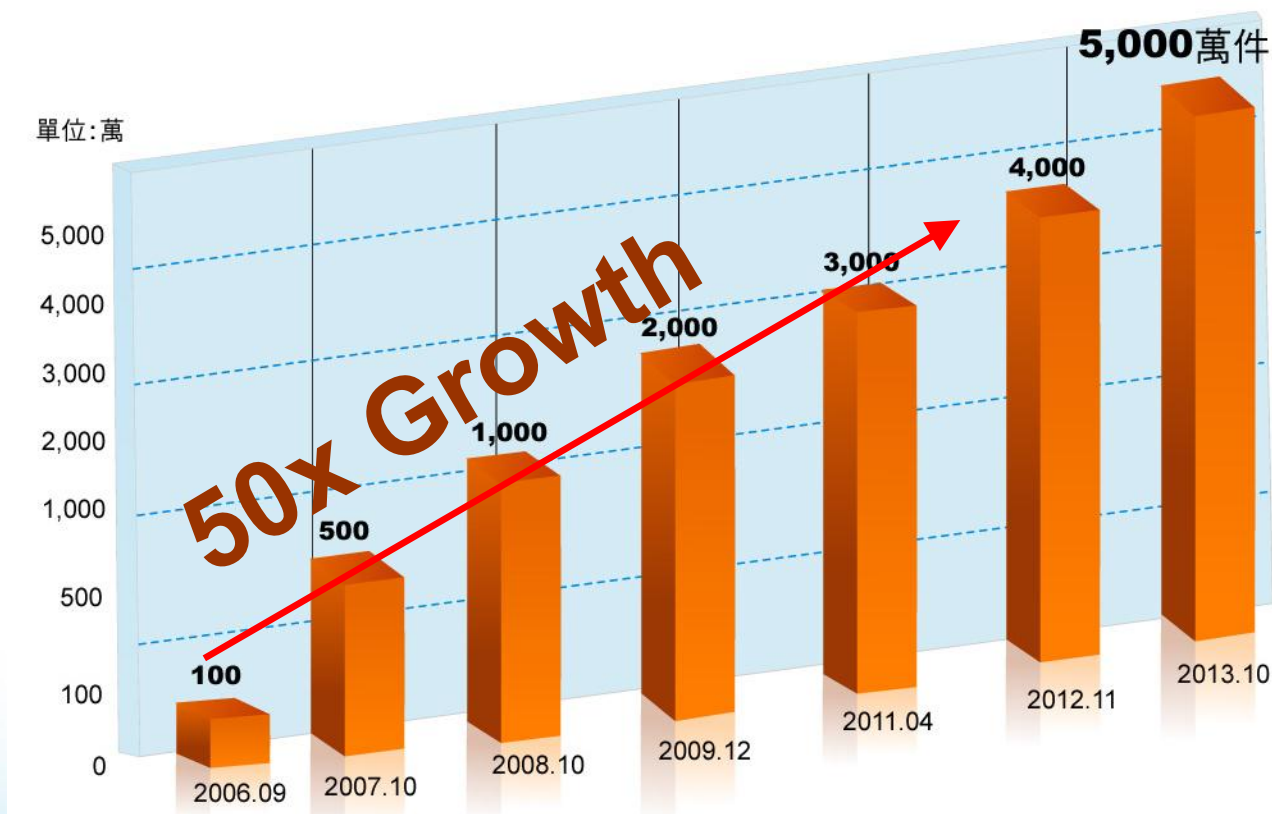


- Established : 2006.09
- PChome holding 65%
- # of Listing : 55,614,552('14,03)
- Business model: final value fee, advertisement
- Final value fee: 1.5% (Since '09.11)
- # of seller : Over 900,000
- # of web member: Over 7Mn

PChome ONLINE

Listing is Power

Live Listings | **50X** Growth in 7Years



Listing Per Capita

country/No. 1 Marketplace	Listing Per Capita
Taiwan/Ruetn	2.15
Japan/Rakuten	1.14
Korea/G-market	0.75
china/TaoBao	0.66
US/eBay	0.12
Germany/eBay	0.56
UK/eBay	0.91

Taiwan x Ruten

No. 1 Listing per capita Of the
World

2.15 listing /Person



Ruten Auction Service Flow



Third Party Payment Highlight

- PChome Pay***

PChomePay Company Profile

- Founded : 2011.8
- Position : 3rd party payment service
- Current Paid-in Capital : NTD\$ 450 Million
- Staff Number : 15
- Current Service: ATM escrow, Credit card payment, Credit card installment

Operating Facts

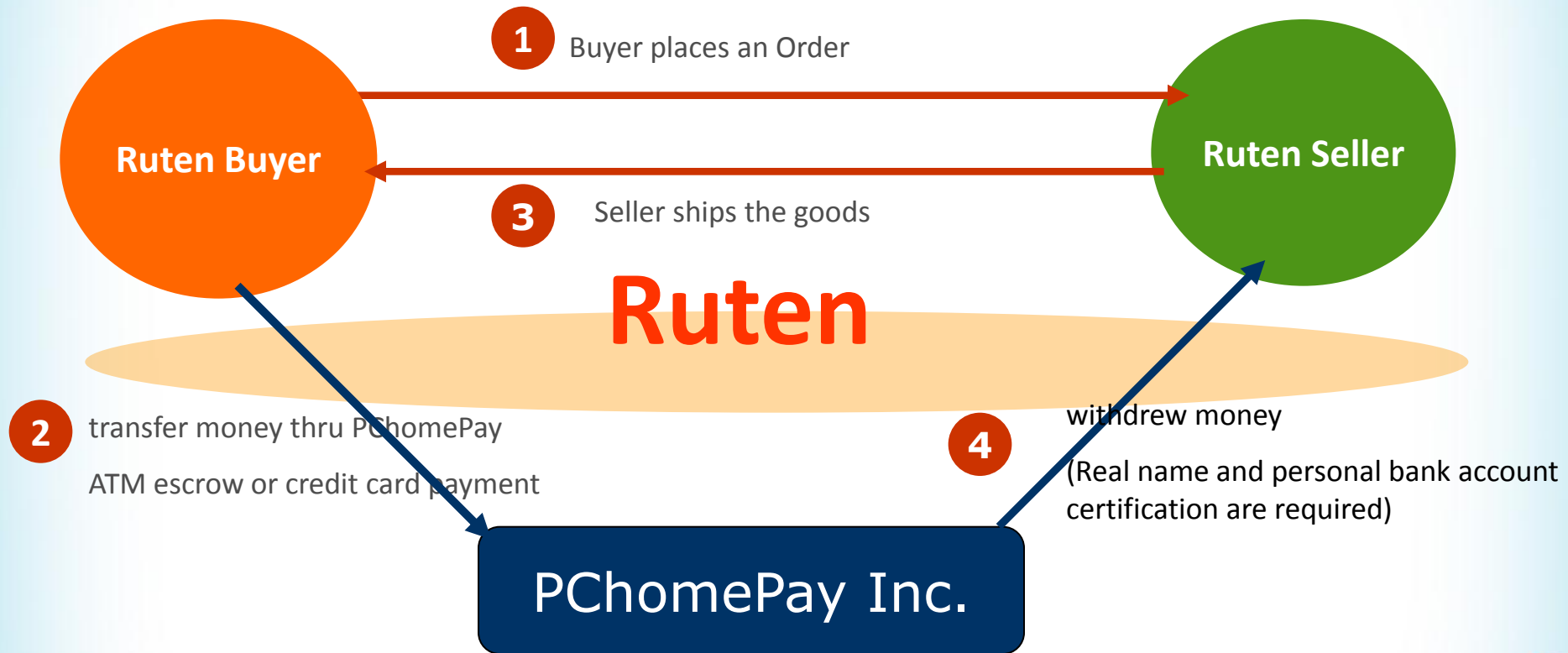
Service

- ATM escrow: Mar. 2012
- Credit card payment: Apr.2013
- Credit card installment: Jan. 2014

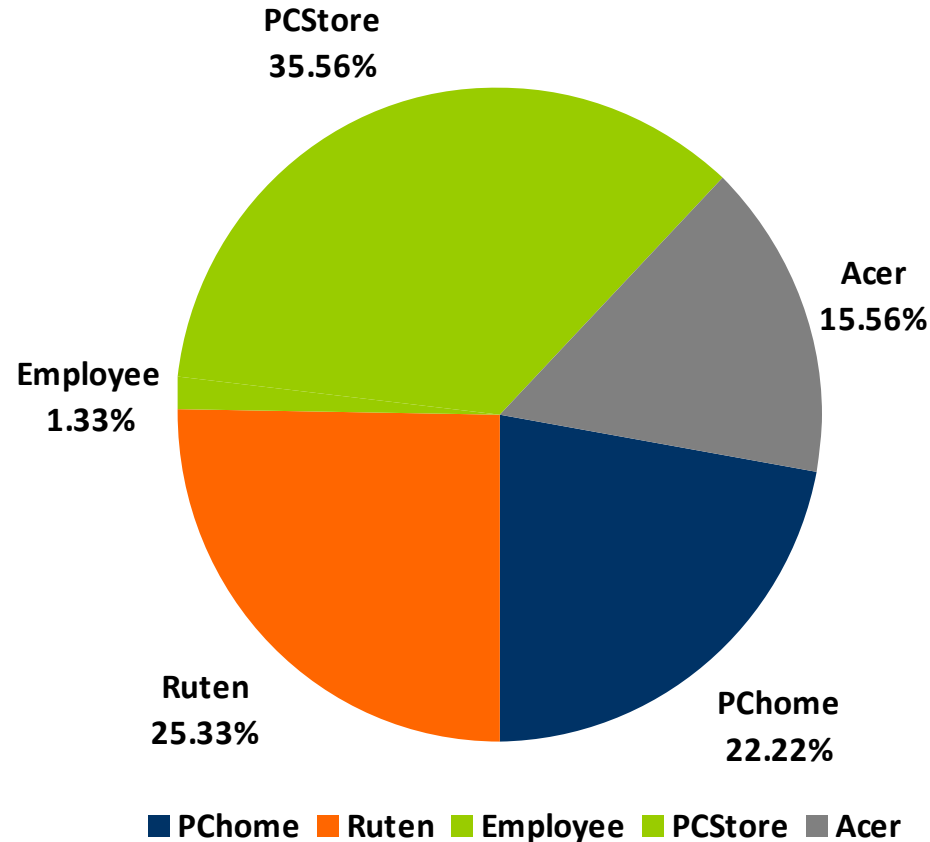
Current penetration status on Ruten

- # of listing provide PChomePay (ATM& Credit card) : 26,000,000
- # of listing provide PChomePay Credit card: 9,000,000
- # of listing provide PChomePay Credit card installment : 2,500,000

PChomePay & Ruten Service Flow



PChomePay Shareholder Structure



Paid-in Capital:NTD \$450 million

(PChome's consolidated shareholdings percentage is 59.99%)



Financial Update

2013 vs 2012 Income statement

(IFRS-consolidated)

NTD :000	2013	%	2012	%	Variance
Revenue	16,309,196	100.0%	14,708,974	100.0%	10.9%
Gross Margin	2,780,009	17.0%	2,424,603	16.5%	14.7%
Operating Expense	2,116,355	13.0%	1,940,691	13.2%	9.1%
marketing Expense	1,634,918	10.0%	1,518,050	10.3%	7.7%
Aministration expense	331,340	2.0%	289,389	2.0%	14.5%
R&D expense	150,097	0.9%	133,252	0.9%	12.6%
Operating Income	663,654	4.1%	483,912	3.3%	37.1%
Net non-operating income	25,324	0.2%	11,780	0.1%	115.0%
Net income before tax	688,978	4.2%	495,692	3.4%	39.0%
Net income after tax	547,510	3.4%	427,667	2.9%	28.0%
Attributable to					
Shareholders of parent company	506,756	3.1%	392,575	2.7%	
Minority Interest	40,754	0.2%	35,092	0.2%	
Opening cash balance	2,929,153		2,887,802		
Closing cash balance	3,781,417		2,929,153		

2013 Dividend Policy

- 2013 Net Income: NTD \$506,756,000
- EPS:NTD \$6.16
- Cash Dividend: NTD \$3.61/per share
- Stock Dividend: NTD \$0.56/per share

Thank you

