

Supplementary Materials for the Financial Results for Quarter Two of the Fiscal Year Ending Feb. 2027

(March 2026 - August 2026)

Creating Better Communities through Innovation and Communication

BELLSYSTEM24 Holdings, Inc.

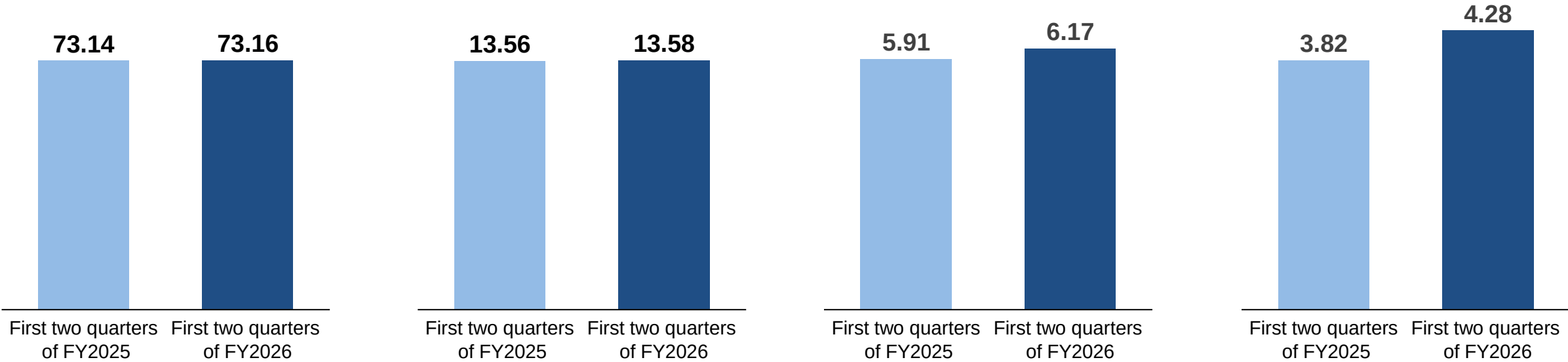
Securities code: 6183

October 14, 2026

Q2 of FY Ending Feb. 2027 Financial Results

Revenue and gross profit remained almost flat compared with the first two quarters of the previous fiscal year. Operating profit increased by 0.26 billion yen due mainly to the continued positive effects of various profit improvement measures, such as site consolidation. Net income attributable to owners of parent increased by 0.46 billion yen, which partly reflected an increase in the share of profit from investments accounted for using equity method and a decline in income taxes in Q1.

Revenue	Gross profit	Operating income	Net income attributable to owners of the parent
73.2 billion yen	13.6 billion yen	6.2 billion yen	4.3 billion yen
YoY +0.02 billion yen (+0.0%)	YoY +0.01 billion yen (+0.1%)	YoY +0.26 billion yen (+4.4%)	YoY +0.46 billion yen (+12.0%)



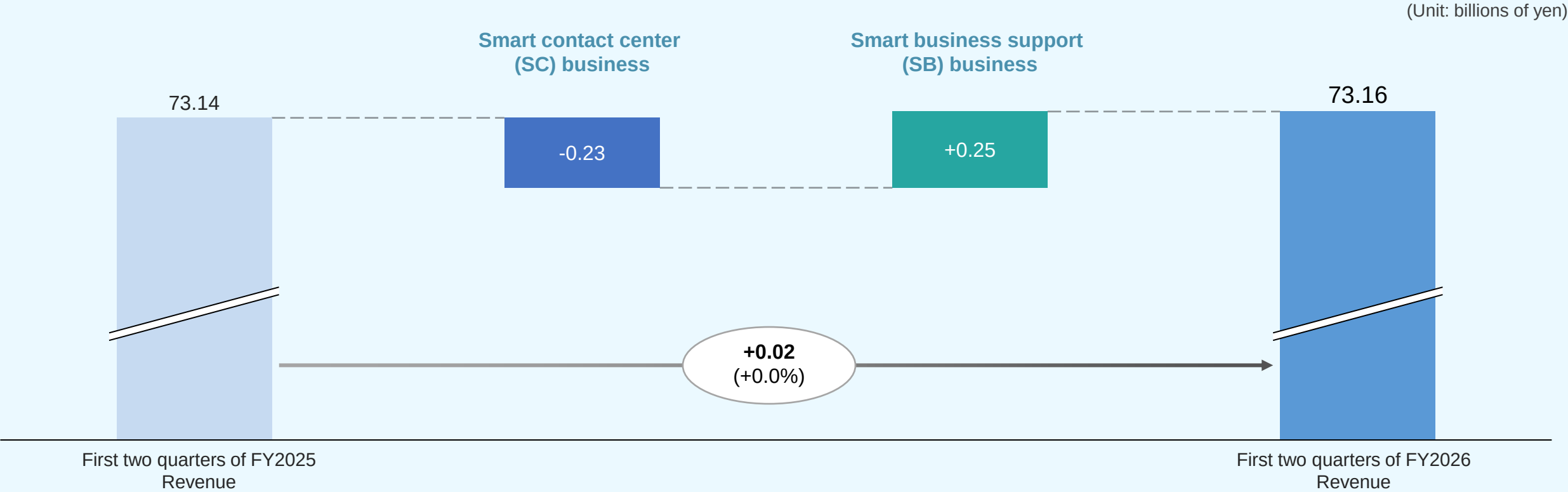
Looking at the rate of progress toward full-year targets, both revenue and operating profit fell short of the 50% progress benchmark, but they were almost in line with the targets for the first half.
Progress in net income attributable to owners of parent was above 50%, partly due to a one-off decline in income taxes in Q1.

(Unit: billions of yen)

	First two quarters of FY2025	First two quarters of FY2026	Same period YoY Change	Same period YoY YoY Percent Change	Consolidated Earnings Forecast (Planned)	Progress rate to target
Revenue	73.14	73.16	+0.02	+0.0%	152.00	48.1%
Smart contact center (SC) business	62.77	62.54	-0.23	-0.4%	129.00	48.5%
Smart business support (SB) business	10.37	10.62	+0.25	+2.4%	23.00	46.2%
Gross profit	13.56	13.58	+0.01	+0.1%	29.00	46.8%
Gross profit margin	18.5%	18.6%			19.1%	
Selling, general and administrative expenses	-7.72	-7.52	+0.20	-2.6%	-16.10	
Other income (expenses)	0.07	0.12	+0.05		0.10	
Operating income	5.91	6.17	+0.26	+4.4%	13.00	47.5%
Operating income ratio	8.1%	8.4%			8.6%	
Share of profit (loss) of investments accounted for using equity method	0.20	0.31	+0.11		0.55	
Financial income/costs	-0.35	-0.43	-0.08		-0.94	
Net income attributable to owners of the parent	3.82	4.28	+0.46	+12.0%	8.50	50.4%

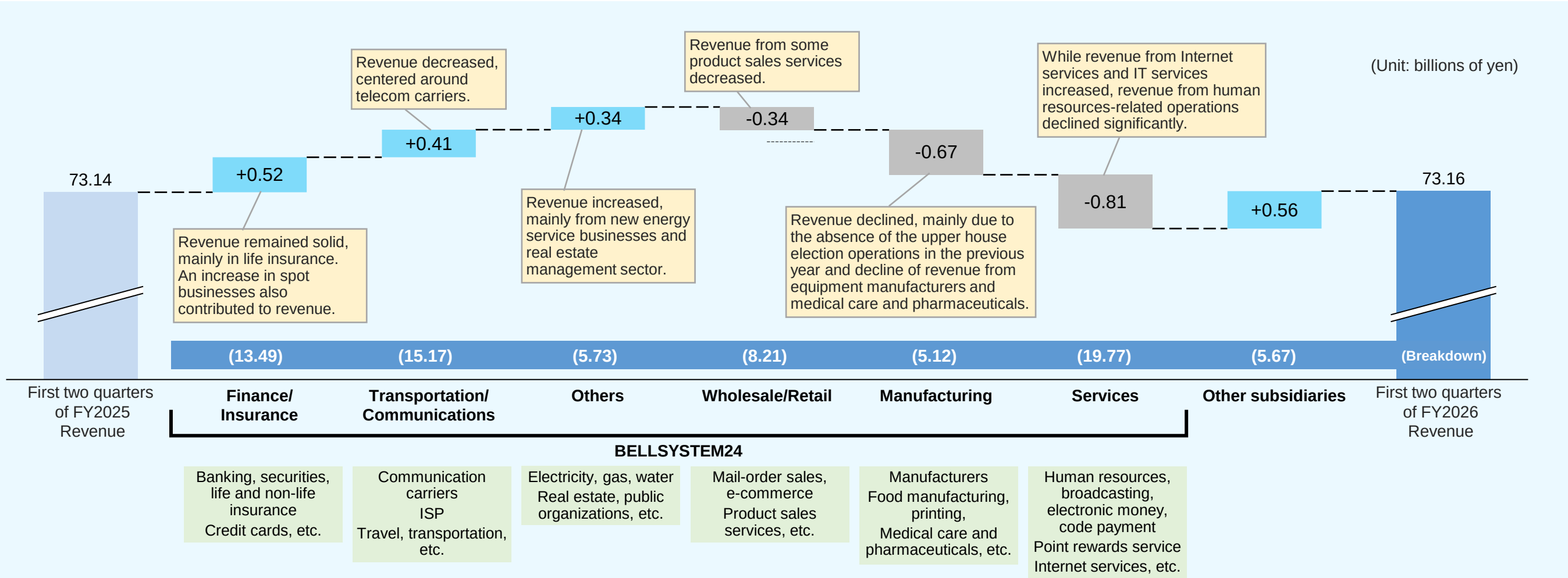
* From FY2026, revenue is divided into SC business and SB business. For FY2025, figures for Other Businesses are included in the SC business.

- Revenue stood at 73.16 billion yen, almost unchanged from the first two quarters of the previous year.
- In the smart contact center (SC) business, revenue declined by 0.23 billion yen compared with the first two quarters of the previous year due to failure to absorb the impact of the decrease attributed to the absence of the upper house election operations in July in the previous year by establishing new businesses and increases in other subsidiaries, in addition to a decline in human resources-related operations.
- In the smart business support (SB) business, revenue grew by 0.25 billion yen compared with Q2 of the previous year, due mainly to increases in customer and transaction management operations for telecom carriers and other clients, as well as personnel affairs and accounting operations at our subsidiary Horizon One Corporation.



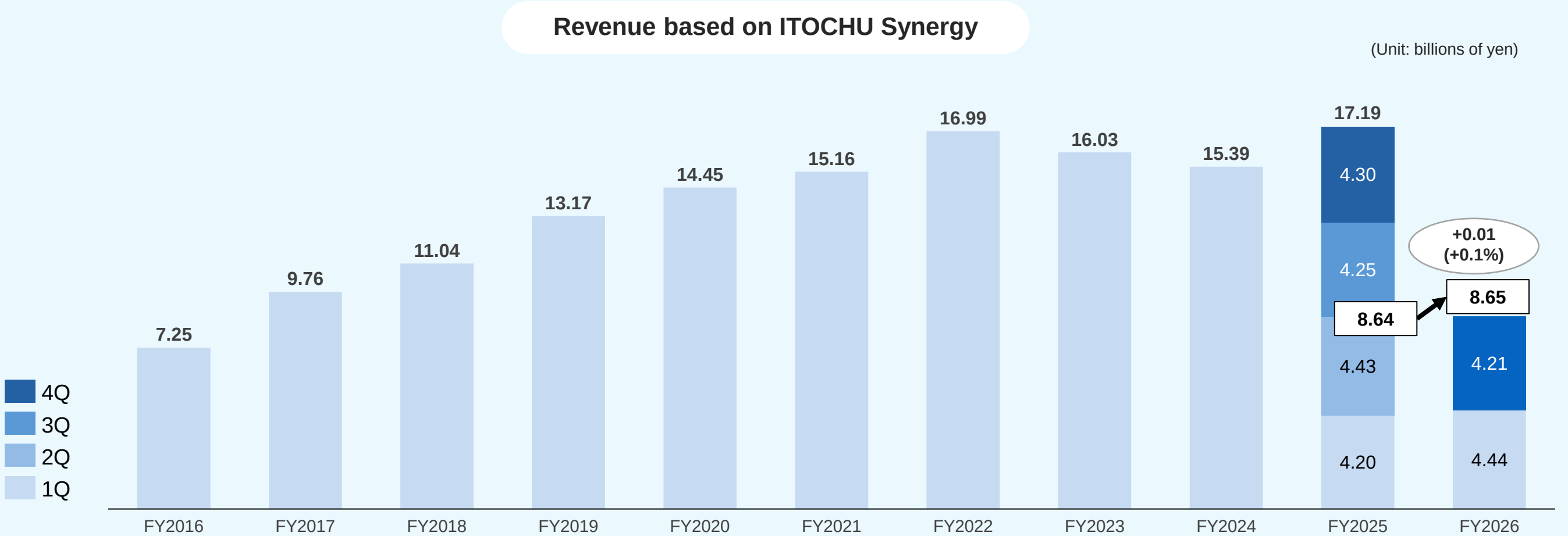
* From this fiscal year, figures for Other Businesses are included in the SC business, as their revenue is insignificant.

Looking at BELLSYSTEM24 revenue by client industry compared with the first two quarters of the previous year, revenue increased in Finance/Insurance (insurance-related), Transportation/Communications (telecom carriers), and Others, while revenue declined in Services (human resources-related), Manufacturing, and Wholesale/Retail.



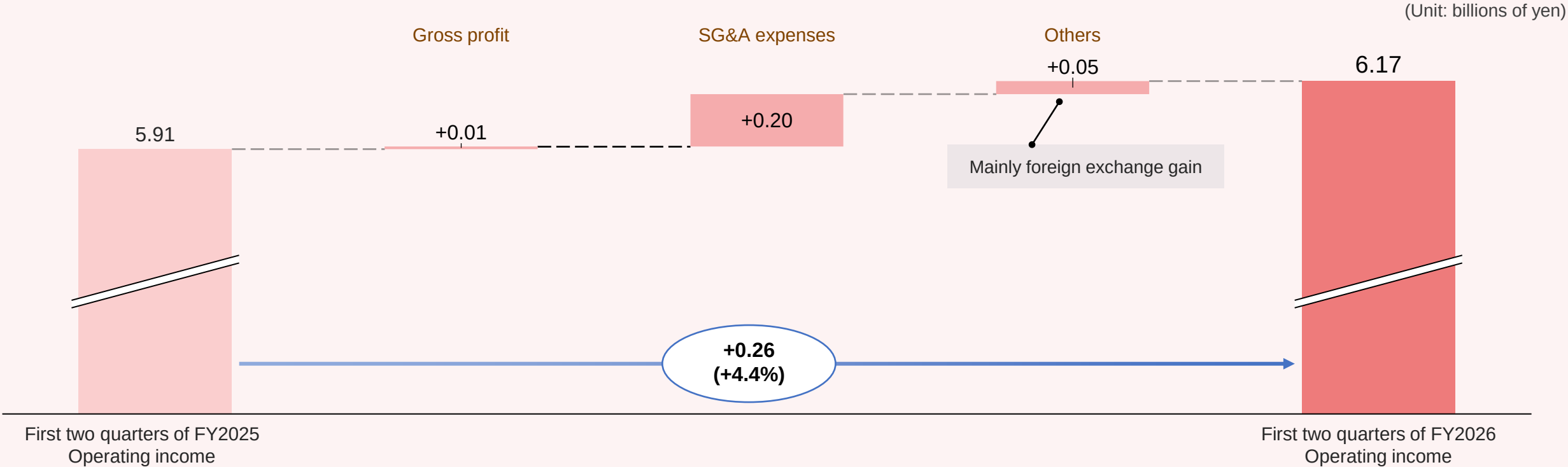
* Regarding the breakdown of revenue by industry for BELLSYSTEM24 on a non-consolidated basis, from this fiscal year, the scope of aggregation has been changed from the conventional top 300 clients to all clients, and the industry categories for some clients have been revised in light of their business activities and the actual status of transactions.

- Revenue based on ITOCHU Synergy remained flat compared with the first two quarters of the previous year, at 8.65 billion yen.
- Revenue grew sluggishly due to the impact of the end of some operations in Wholesale/Retail, offsetting steady revenue from communication carriers and an increase in revenue from CRM system integration support services for companies introduced by ITOCHU Group companies.

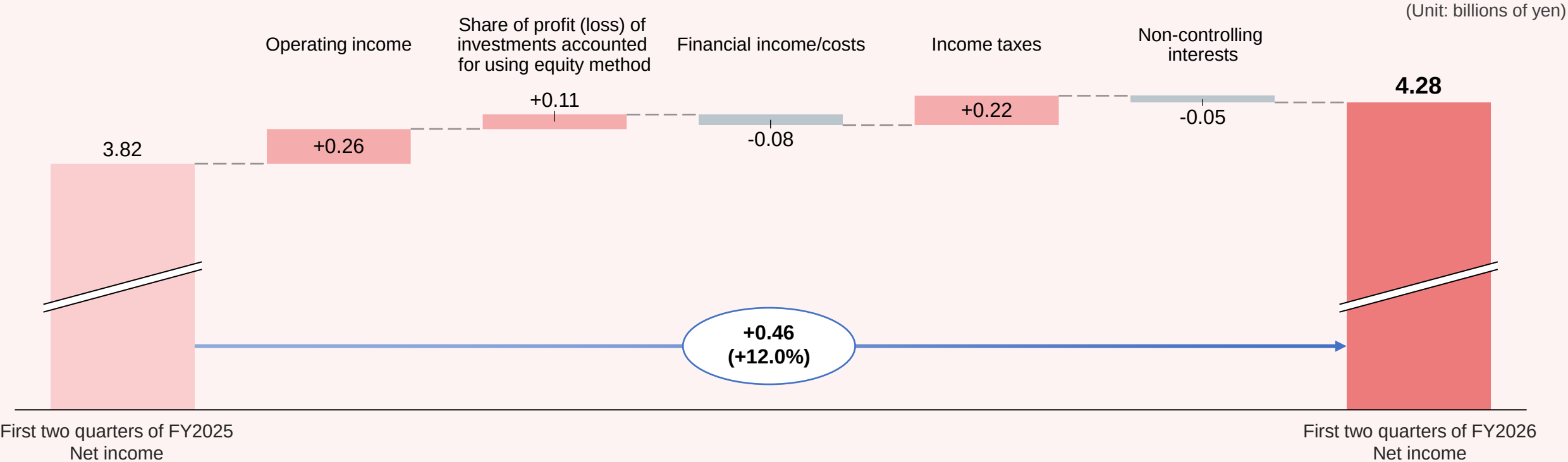


* ITOCHU Synergy represents transactions with ITOCHU Group companies and with companies introduced by the ITOCHU Group.

- Operating profit reached 6.17 billion yen, up 0.26 billion yen or 4.4% compared with the first two quarters of the previous year.
- Gross profit rose slightly compared with the first two quarters of the previous year.
 - While the impact of change in revenue remained flat, gross profit rose only slightly as the profitability improvement effects of increases in business efficiency, such as the optimization of billing rates and site consolidation, were offset by an increase in equipment-related expenses due to the rising cost of goods.
- Selling, general and administrative expenses decreased 0.20 billion yen compared with the first two quarters of the previous year (positive factor).
 - Reduced depreciation, etc., contributed to the decrease, offsetting an increase in personnel expenses due to wage hike measures.



- Net income reached 4.28 billion yen, up 0.46 billion yen or 12.0% compared with the first two quarters of the previous year.
- The share of profit of investments accounted for using the equity method rose 0.11 billion yen compared with the first two quarters of the previous year as two companies, CTC First Contact and True Touch, performed well by expanding their customer bases.
- Financial income/costs declined 0.08 billion yen compared with the first two quarters of the previous year, in part due to higher interest rates on borrowings due to a rise in market interest rates (negative factor).
- Income taxes increased by 0.22 billion yen compared with the first two quarters of the previous year, in part due to the application of preferential tax treatment in Q1 (positive factor).



* Net income refers to net income attributable to owners of parent.

Transfer of shares of Horizon One Corporation

We transferred 1% of the shares of Horizon One Corporation (hereafter, "Horizon One"), our consolidated subsidiary, to Layers Consulting Co., Ltd. (hereafter, "Layers Consulting"), an existing shareholder of Horizon One. This has changed the investment ratio, from 51% us and 49% Layers Consulting, to 50%:50%.

We will accelerate the growth of Horizon One's profit by expanding the creation of projects and business domains better leveraging the strengths of the two companies to facilitate the growth of the profit of the Group.

● Background to the Share Transfer

- Horizon One operates businesses by combining the consulting and project creation capabilities of Layers Consulting with our BPO implementation and operation capabilities.
- Ensuring the continuous commitment of Layers Consulting by equalizing the capital relationship between the two shareholders in light of projects actually created to date, etc.

● Future Outlook

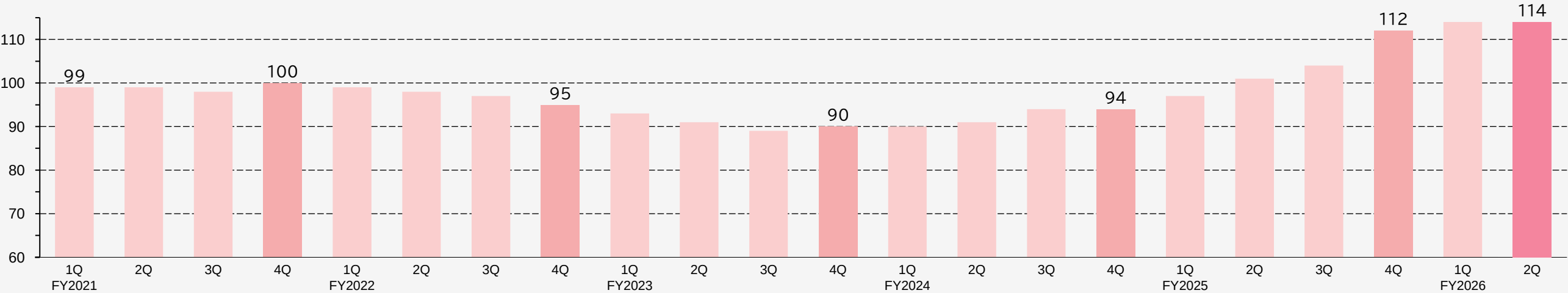
- Horizon One has shifted from being our consolidated subsidiary to being an equity-method affiliate.
- We continue to hold 50% of the equity of Horizon One and support the growth of its business together with Layers Consulting.
- It is expected that approx. 0.80 billion yen will be posted as "other income" in Q3 of the fiscal year ending Feb. 2027 due mainly to the fair value measurement of the remaining equity interest associated with the loss of control.

The number of CMs has continued to trend downward, but productivity per CM has steadily improved since FY2024 due to the implementation of profit improvement measures.

Productivity per CM

* Gross profit per CM at BELLSYSTEM24, Inc. (annualized amount)
Number of CMs is calculated based on directly employed CMs and temporary employees, each converted to 8-hour work days.

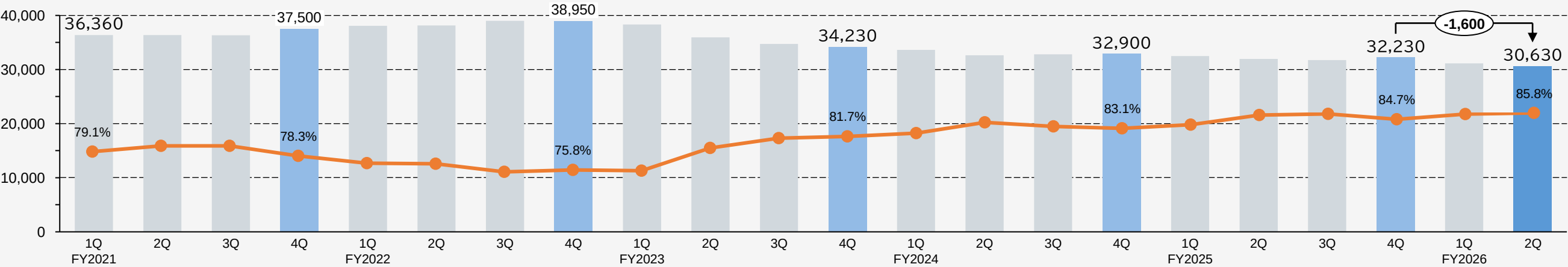
Gross profit per CM (Unit: 10,000 yen)



Number of CMs / Ratio of directly employed CMs

* Number of CMs = Number of CMs directly employed by BELLSYSTEM24, Inc. + Number of temporary employees
* Ratio of directly employed CMs = Number of directly employed CMs ÷ Number of CMs, excluding COVID-19 related business

Ratio of directly employed CMs (%) (Unit: persons)

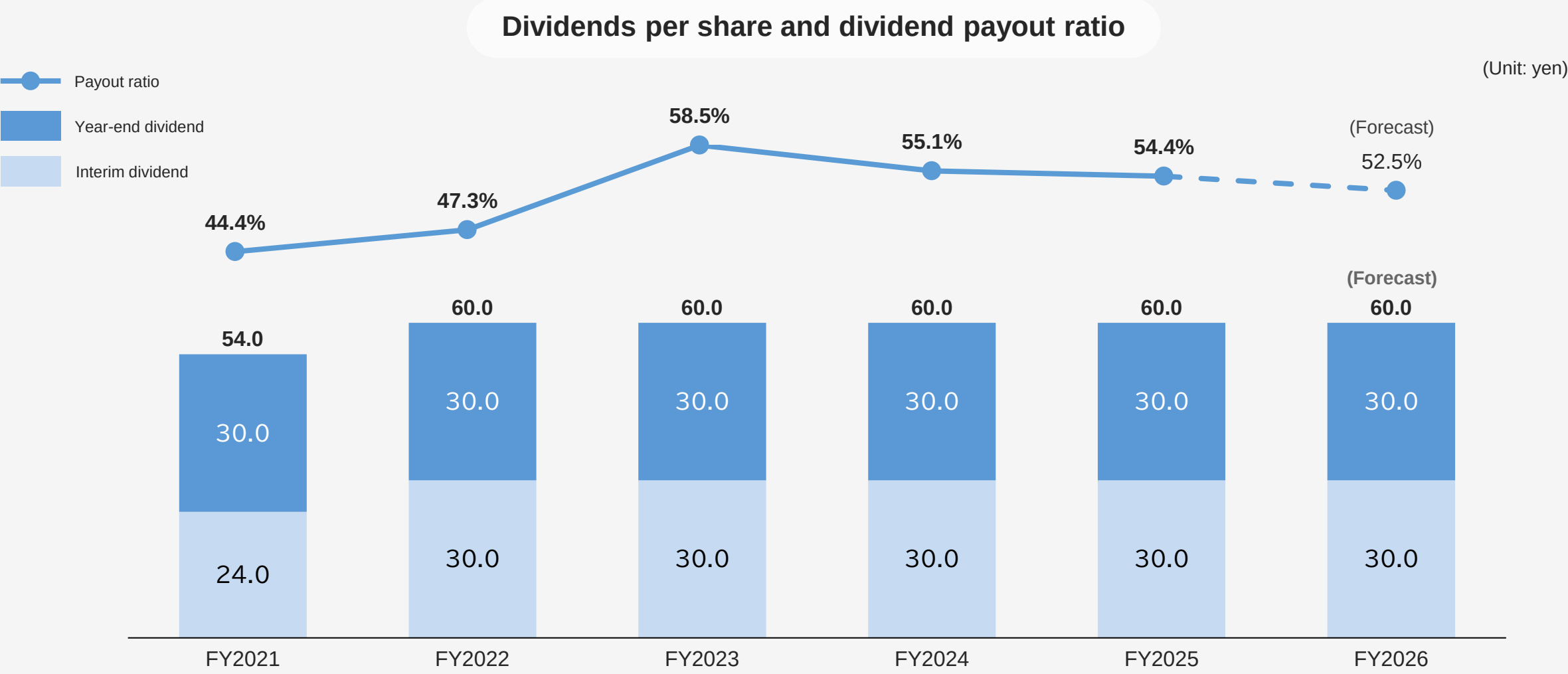


Consolidated Statement of Financial Position / Statement of Cash Flow for Q2 of FY Ending Feb. 2027

Overview of Consolidated Statement of Financial Position				(Unit: billions of yen)
	End of Feb. 2026	End of Aug. 2026	Change	
Current assets	29.72	28.09	-1.63	Decrease mainly due to the collection of major trade receivables
Non-current assets	140.10	138.17	-1.93	Decrease of right-of-use assets mainly due to site consolidation
Total assets	169.82	166.26	-3.56	
Current liabilities	45.79	43.43	-2.36	
Borrowings	17.30	16.30	-1.00	
Non-current liabilities	49.25	45.89	-3.36	
Long-term borrowings	31.44	29.34	-2.10	
Equity	74.78	76.93	+2.15	
Of which, equity attributable to owners of parent	73.93	75.97	+2.04	
Of which, non-controlling interests	0.85	0.96	+0.11	
Total liabilities and equity	169.82	166.26	-3.56	
Ratio of shareholders' equity to total assets	43.5%	45.7%	+2.2%	Ratio of shareholders' equity to total assets rose.
Net interest-bearing debt	41.55	38.68	-2.87	Net DER declined due to a decrease in net interest-bearing liabilities.
Net DER	0.56 times	0.51 times	-0.05 times	

Overview of Consolidated Statement of Cash Flow				
	FY2025 6-months total	FY2026 6-months total	Change	
Cash flows from operating activities:	11.06	9.57	-1.50	
Cash flows from investing activities:	-0.23	-1.13	-0.90	
Capital expenditures	-0.53	-1.11	-0.59	HOL and security-related investment
Business investment	-0.10	-0.04	+0.06	
Free cash flow	10.83	8.44	-2.40	
Cash flows from financial activities:	-8.79	-8.68	+0.11	
Increase/decrease in borrowings	-3.80	-3.10	+0.70	
Dividends paid	-2.21	-2.23	-0.02	
Repayments of lease liabilities	-3.32	-3.26	+0.06	
Cash and cash equivalents at the end of the period	9.04	6.96	-2.09	

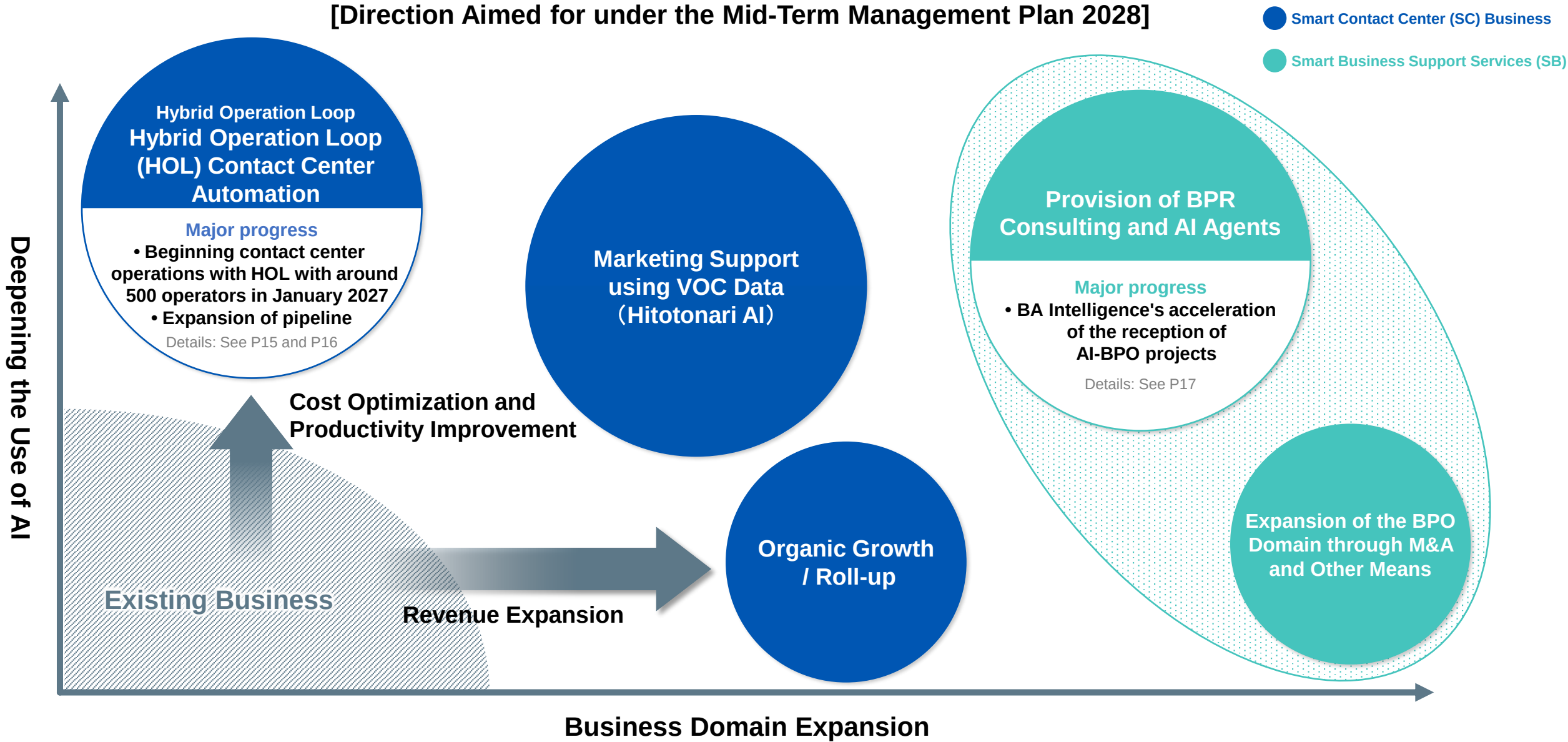
- Annual (year-end) dividends are kept unchanged from the initial forecast (announced on April 8, 2026).
- We will continue striving to increase dividends through expansion in profit, with a basic policy of maintaining the consolidated payout ratio at 50%.



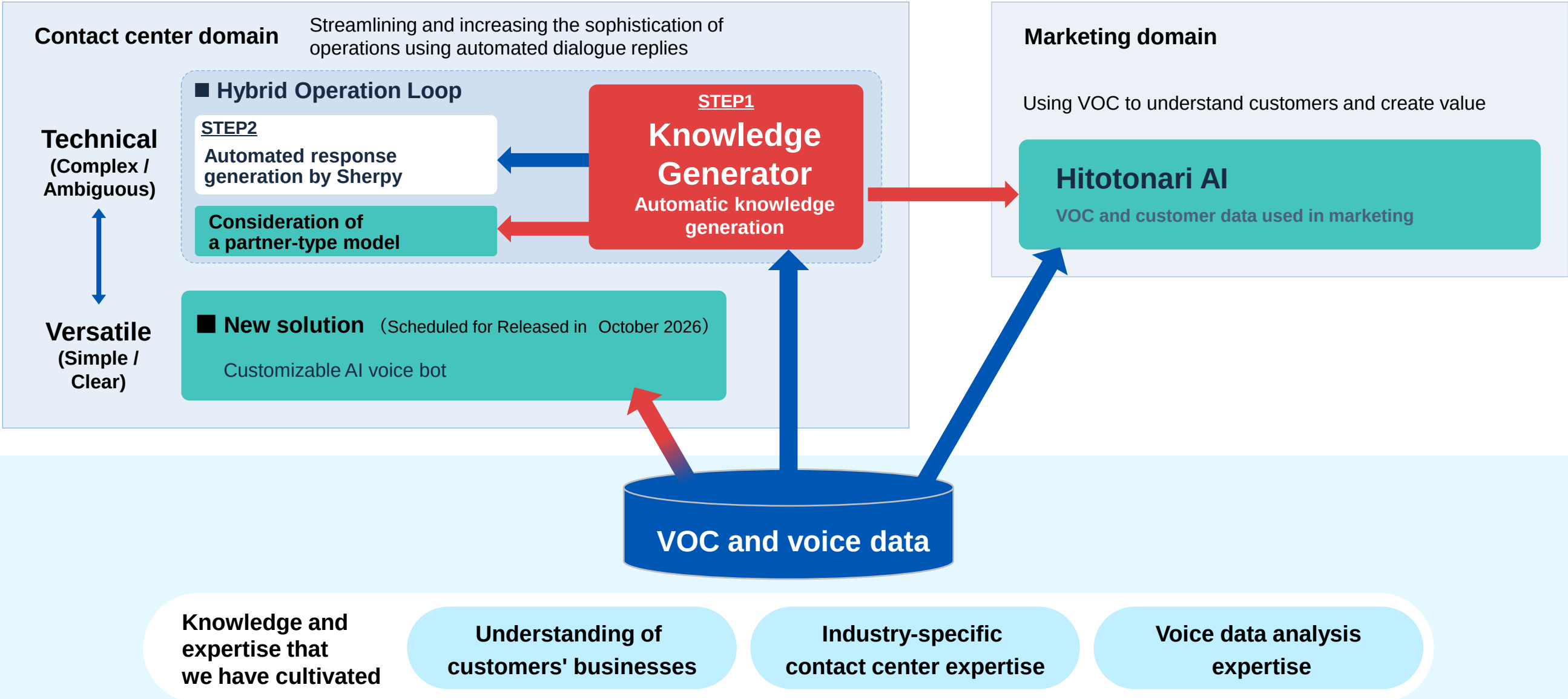
Initiatives in Q2 of FY2026

We see AI not as a threat but as a growth opportunity. In Mid-term Management Plan 2028, we have positioned "deepening the use of AI" as a pillar of our growth strategy. Implementation and commercialization of growth strategy made progress under the two pillars of "deepening the use of AI" and "expanding business domains."

[Direction Aimed for under the Mid-Term Management Plan 2028]

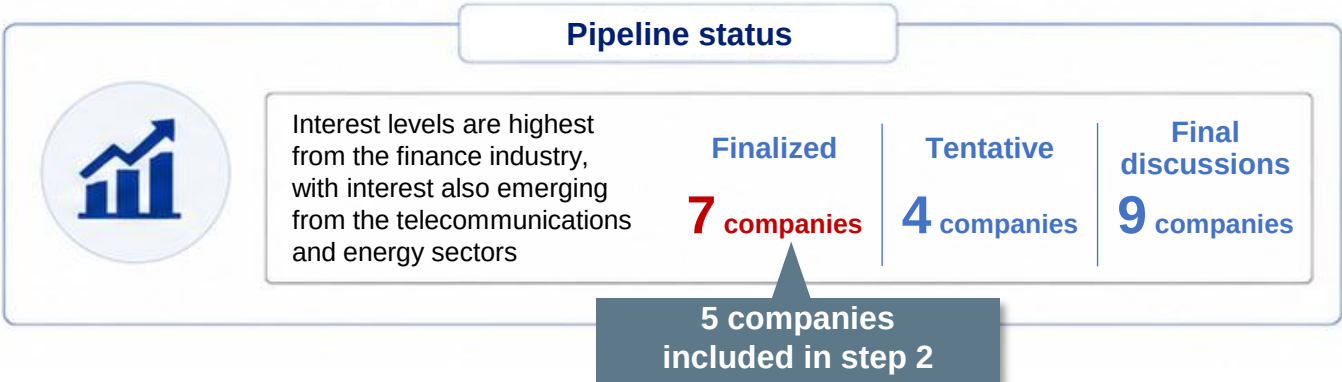


Using VOC and voice data accumulated based on our understanding of customers' businesses, records of diverse businesses, and KCS-compliant knowledge, we began to provide versatile, automated dialogue reply solutions for simple operations in addition to marketing solutions using Hitotonari AI and solutions in advanced operation domains with HOL.

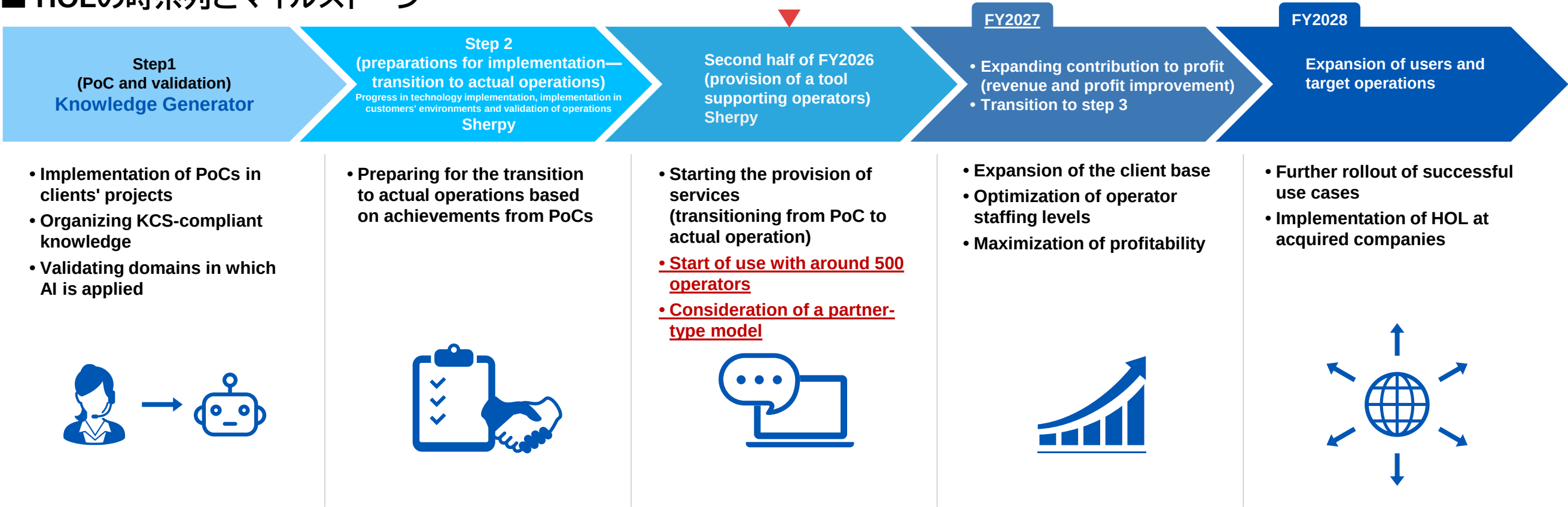


We plan to start actual operations in January 2027 with around 500 operators. We are also steadily expanding our pipeline.

While revenue will be posted later than initially forecast, the commercialization process has steadily moved from PoC to the actual operation phase.



■ HOLの時系列とマイルストーン



We achieved progress in the reception of AI-BPO projects in which the sophistication of BPO operations is increased leveraging the AI implementation capabilities of our subsidiary, BA Intelligence (BAI).

Number of projects for which orders were received
(cooperation between BELLSYSTEM24 and BAI)

Orders received for **four projects** from major communication carriers, ISPs, etc.

Project pipeline

Business negotiations under way with **slightly more than ten companies**, including a manufacturer and a human resources-related company.

Use case: AI-BPO initiatives at an ISP

Analysis of existing businesses



Analyzing business and identifying the domains in which AI will be applied and the introduction order

Implementation and entrenchment of AI



Implementing AI agents

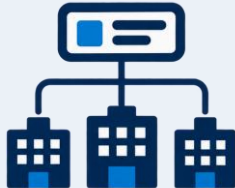
Improvement of business efficiency and quality



An onsite supervisor (AI-SV) controls operations using AI, improving efficiency and quality leveraging the specialized skills of BAI.



Future outlook



Applying successful examples of AI-SV in other industries and projects

Note

The content of these explanations and reference materials contains forecasts about the future financial results of the Company. These forecasts are based on the judgment of the Company using information that is currently available, and thus they contain potential risks and uncertainties regarding their feasibility. Please note that actual results may differ materially from the forecasts in this document.