## Press Releases

## Portfolio Recovery Associates Reports Record First Quarter 2011 Results

Portfolio Recovery Associates Reports Record First Quarter 2011 Results
NORFOLK, VA, May 04, 2011 (MARKETWIRE via COMTEX) -- Portfolio Recovery Associates, Inc. (NASDAQ: PRAA), a specialized financial services company and market leader in the consumer debt purchase and collection industry, today reported record first quarter results including net income of $\$ 23.1$ million for the quarter ended March 31 , 2011.

Net income for the first quarter of 2011 increased $56 \%$ from $\$ 14.8$ million in the same period a year earlier. Earnings per diluted share were $\$ 1.34$ in the first quarter of 2011, up 47\% from $\$ 0.91$ in the first quarter of 2010.

In the first quarter of 2011, total revenue rose $34 \%$ from the year-earlier period to a record $\$ 111.8$ million. Total revenue consists of cash collections reduced by amounts applied to principal on the Company's owned debt portfolios, plus fee income earned from its fee-for-service businesses. During the first quarter of 2011 , the Company applied $42.4 \%$ of cash collections to reduce the carrying value of its owned debt portfolios, down slightly from $43.0 \%$ in the first quarter of 2010 . The first quarter 2011 principal amortization rate included a $\$ 4.0$ million net allowance charge against certain pools of finance receivables accounts.
"Portfolio Recovery Associates kicked off 2011 with record financial results, driven by significantly higher first-quarter cash collections on our portfolios of defaulted consumer debt," said Steven D. Fredrickson, chairman, president and chief executive officer. "This performance, building on the Company's strong results in 2010, in large part reflects the improvements we've continued to make in our collections operations over time. These long-term investments paid off particularly well in the first quarter, with all measurements of collector productivity up strongly from 2010."

Financial and Operating Highlights
-- Cash collections increased $40 \%$ to a record $\$ 166.7$ million in the first quarter of 2011 from $\$ 119.2$ million in the year-ago period. Call center and other collections increased 18\%, external legal collections
increased 39\%, internal legal collections grew 46\%, and purchased bankruptcy collections gained $76 \%$ when compared with the year-earlier period. The table below displays cash collections by source, by quarter for the past five quarters:
Cash Collection Source (\$ in
thousands) Q12011 Q42010 Q32010 Q22010 Q12010
Call Center \& Other
Collections \$ 67,377 \$ 53,775 \$ 51,711 \$ 54,477 \$ 56,987
$\begin{array}{lllllll}\text { External Legal Collections } & 25,378 & 21,446 & 20,217 & 18,819 & 18,276\end{array}$
$\begin{array}{llllll}\text { Internal Legal Collections } & 15,598 & 12,841 & 12,130 & 11,362 & 10,714\end{array}$
Purchased Bankruptcy
Collections $\quad 58,364 \quad 56,301 \quad 53,319 \quad 43,748 \quad 33,219$
Total Cash Collections $\quad \$ 166,717$ \$144,363 \$137,377 \$128,406 \$119,196
-- Internal legal collections grew to $\$ 15.6$ million in the first quarter of 2011 from $\$ 10.7$ million in the year ago quarter. Internal legal collections, in which the Company uses its own staff attorneys or in select cases, third-party attorneys working on a fixed price basis, represent an important, emerging collections channel.
-- Productivity rose to a record $\$ 241$ per collector hour paid for the first quarter of 2011 from $\$ 194$ for all of 2010. Productivity is measured by cash collections per collector hour paid, the Company's key measure of collector performance. Excluding the impact of trustee remittances from purchased bankrupt accounts, the comparison is $\$ 162$ for the first quarter of 2011, compared with $\$ 129$ for all of 2010. Excluding trustee remittances on purchased bankrupt accounts and external legal collections, the comparison is $\$ 125$ for the first three months of 2011 and $\$ 100$ for all of 2010
-- In the first quarter of 2011, revenue was a record $\$ 111.8$ million, up $34 \%$ compared with the same period a year ago. This was driven by record cash receipts of $\$ 182.5$ million in the first quarter, up $36 \%$ from $\$ 134.6$ million a year earlier. Cash receipts are comprised of both cash collections and revenue from the Company's fee-based businesses.
-- The Company's net allowance charge totaled $\$ 4.0$ million in the first quarter of 2011, representing $0.5 \%$ of net finance receivables at period-end and $2.4 \%$ of cash collections. The table below displays net allowance charges incurred by quarter, by buying period since 2005, as well as purchases of charged-off consumer debt, net of buybacks:
(\$ in thousands)

| Entire Portfolio | Purchase Period |  |  |  |
| :--- | :--- | :--- | :--- | :--- | :--- |
| Allowance Period 1996-2003 | 2004 | 2005 | 2006 | 2007 |

Q1 05
Q2 05
Q3 05
Q3 05
Q4 05
Q1 06
Q2 06
Q3 06
Q4 06
Q1 07
Q2 07
Q3 07
Q4 07
Q1 08
Q2 08
Q3 08
Q4 08
Q1 09
Q2 09
Q3 09
Q4 09
Q1 10
Q2 10
Q2 10
Q4 10

Total $\quad \$ \quad-\$ 1,200 \$ 17,272$ \$ 19,315 \$ 18,715




Kevin P. Stevenson, chief financial and administrative officer, said: "Portfolio Recovery Associates turned in a strong performance across the board in the first quarter, building on record cash collections driven by the long-term investments we have made in portfolio purchases and our collections operations. In addition, we saw our fee businesses make progress in the quarter, led by strong results from our claims processing subsidiary, CCB. Our other fee businesses continued to meet their challenges head on, with a new leadership team at our government services business and with process and strategy improvements and management changes at our auto location business."

Conference Call Information
The Company will hold a conference call with investors tonight, 5:30 p.m. EDT, Wednesday, May 4, 2011, to discuss its first-quarter results. Investors can access the call live by dialing 888-679-8037 for domestic callers or 617-213-4849 for international callers using the pass code 69150702. Investors may also listen via webcast at the Company's website, www.portfoliorecovery.com.
Following the live call, investors may listen to the call via a taped replay, which will be available for seven days, by dialing 888-286-8010 for domestic callers and 617-8016888 for international callers using the pass code 94862609 . The replay will be available approximately two hours after today's conference call ends. There will also be an archived webcast available at the Company's website.

Portfolio Recovery Associates, Inc. (NASDAQ: PRAA), a specialized financial services company, is a market leader in the consumer debt purchase and collection industry The Company, which has purchased more than $\$ 56$ billion of defaulted consumer debt since its inception, has operations in 10 states, approximately 25 million customer accounts and nearly 2,500 employees. Portfolio Recovery Associates also provides a broad range of fee-based services through its subsidiaries: PRA Government Services, LLC, MuniServices, LLC, PRA Location Services, LLC, and Claims Compensation Bureau, LLC. Working every day with people in financial distress, the Company seeks to engage collaboratively with its customers to create realistic, affordable repayment plans. Portfolio Recovery Associates has a longstanding culture of compliance, and for four consecutive years has been named to the Forbes 100 Best Small Companies in America annual rankings list (2007-2010). Additional information about Portfolio Recovery Associates is available at www.portfoliorecovery.com.

Statements herein which are not historical, including Portfolio Recovery Associates' or management's intentions, hopes, beliefs, expectations, representations, projections, plans or predictions of the future, including future revenue and earnings growth, statements with respect to future contributions of its subsidiaries to earnings and future portfolio-purchase opportunities, are forward-looking statements within the meaning of Section 27A of the Securities Act of 1933, as amended, and Section 21E of the Securities Exchange Act of 1934, as amended. Forward-looking statements include references to Portfolio Recovery Associates' presentations and web casts. The forwardlooking statements in this press release are based upon management's beliefs, assumptions and expectations of the Company's future operations and economic performance, taking into account currently available information. These statements are not statements of historical fact. Forward-looking statements involve risks and uncertainties, some of which are not currently known to us. Actual events or results may differ from those expressed or implied in any such forward-looking statements as a result of various factors, including the risk factors and other risks that are described from time to time in the Company's filings with the Securities and Exchange Commission including but not limited to its annual reports on Form 10-K, its quarterly reports on Form 10-Q and its current reports on Form 8-K, filed with the Securities and Exchange Commission and available through the Company's website, which contain a more detailed discussion of the Company's business, including risks and uncertainties that may affect future results. Due to such uncertainties and risks, readers are cautioned not to place undue reliance on such forward-looking statements, which speak only as of the date hereof. Information in this press release may be superseded by more recent information or statements, which may be disclosed in later press releases, subsequent filings with the Securities and Exchange Commission or otherwise. The Company expressly disclaims any obligation or undertaking to release publicly any updates or revisions to any forward-looking statements contained herein to reflect any change in the Company's expectations with regard thereto or to reflect any change in events, conditions or circumstances on which any such forward-looking statements are based, in whole or in part.

Portfolio Recovery Associates, Inc.
Unaudited Consolidated Income Statements
(in thousands, except per share amounts)
Three Months Three Months
Ended March Ended March
31, 2011 31, 2010
Revenues:
$\begin{array}{lcccc}\text { Income recognized on finance receivables, net } & \$ 95,974 & \$ & 67,951 \\ \text { Fee income } & 15,803 & 15,427 & \end{array}$

| Fee income | 15,803 | 15,427 |
| :---: | :---: | :---: |


| Total revenues | 111,777 |
| :--- | :--- |
| 83,378 |  |


| perating expenses: |  |
| :---: | :---: |
| Compensation and employee services | 34,153 29,642 |
| Legal and agency fees and costs | 17,726 13,338 |
| Outside fees and services | 3,414 2,829 |
| Communications | 6,313 5,058 |
| Rent and occupancy | 1,398 1,252 |
| Depreciation and amortization | 3,216 2,550 |
| Other operating expenses | 2,852 2,274 |
| Total operating expenses | 69,072 56,943 |
| Income from operations | 42,705 26,435 |
| Other income and (expense): |  |
| Interest income | 36 |
| Interest expense | $(2,867) \quad(2,180)$ |
| Income before income taxes | 39,838 24,291 |
| Provision for income taxes | 16,129 9,486 |
| Net income \$ | 23,709 \$ 14,805 |

Less net income attributable to noncontrolling interest (588)

Net income attributable to Portfolio
Recovery Associates, Inc
\$ 23,121 \$ 14,800
$\qquad$
Net income per common share attributable to
Portfolio Recovery Associates, Inc.:

| Basic | $\$$ | 1.35 | $\$$ | 0.91 |
| :--- | :---: | :---: | :---: | :---: |
| Diluted | $\$$ | 1.34 | $\$$ | 0.91 |

Weighted average number of shares outstanding:
Basic
17,092 16,191
17,092 16,191

Unaudited Consolidated Summary Balance Sheets
(in thousands, except per share amounts)
ASSETS
March 31, December
2011 31, 2010

Cash and cash equivalents
Finance receivables, net
Accounts receivable, net
Property and equipment, net
\$66,443 \$ 41,094
7,369 8,932

Goodwill
24,469 24,270
Intangible assets, net
Other assets
61,678 61,678

Total assets
17,215 18,466
6,933 10,138
\$1,020,099 \$ 995,908
$===================$
LIABILITIES AND STOCKHOLDERS' EQUITY
Liabilities:
Accounts payable and accrued liabilities $\quad \$ 17,995$ \$ 23,576
Net deferred tax liability $\quad 179,043 \quad 164,971$
Line of credit $\quad 290,000 \quad 300,000$

Total liabilities 489,136 490,943
Redeemable noncontrolling Interest $\quad 15,253 \quad 14,449$
Stockholders' equity:
Portfolio Recovery Associates, Inc. stockholders
equity:



## Principal

amortization
without allowance $\quad 66,703 \quad 54,139 \quad 50,830 \quad 45,166 \quad 44,374$
Principal
$\begin{array}{llllll}\text { amortization with } & & & & \\ \text { allowance } & 70,743 & 59,580 & 57,351 & 51,486 & 51,245\end{array}$
allowance
amortization w/
allowance as \% of
cash collections:
Including fully

| amortized pools | $42.4 \%$ | $41.3 \%$ | $41.7 \%$ | $40.1 \%$ | $43.0 \%$ |
| :--- | :--- | :--- | :--- | :--- | :--- |
| Excluding fully |  |  |  |  |  |

amortized pools $45.3 \% \quad 44.3 \% \quad 44.7 \% \quad 43.5 \% \quad 47.1 \%$
Estimated remaining
collections - core \$1,040,140 \$ 974,108 \$ 934,942 \$ 929,144 \$ 912,423
Estimated remaining
collections -
$\begin{array}{llllll}\text { bankruptcy } & 753,130 & 749,410 & 734,632 & 682,365 & 623,706\end{array}$
Estimated remaining
collections - total 1,793,270 1,723,518 1,669,574 1,611,509 1,536,129
ALLOWANCE FOR FINANCE
RECEIVABLES
Balance at
period-end $\$ 80,447 \$ 76,407 \$ 70,965 \$ 64,445 \$ 58,125$
Balance at
period-end to net
finance
receivables $\quad 9.28 \% \quad 9.19 \% \quad 8.79 \% \quad 8.31 \% \quad 7.83 \%$
Allowance charge $\$ 4,040 \quad \$ \quad 5,442 \quad \$ \quad 6,520 \quad \$ \quad 6,320 \quad \$ \quad 6,870$
Allowance charge to
net finance
receivable income $\quad 4.21 \% \quad 6.42 \% \quad 8.15 \% \quad 8.22 \% \quad 10.11 \%$
$\begin{array}{llllll}\text { Allowance charge to } \\ \text { cash collections } & 2.42 \% & 3.77 \% & 4.75 \% & 4.92 \% & 5.76 \%\end{array}$
PURCHASES OF FINANCE
RECEIVABLES
Purchase price -
core $\quad \$ 61,294 \$ 44,852$ \$ 31,831 \$ 42,277 \$ 31,038
Face value - core $1,008,758 \quad 1,357,301 \quad 588,551 \quad 885,321 \quad 593,139$
Purchase price -
$\begin{array}{llllll}\text { bankruptcy } & 46,607 & 40,671 & 60,687 & 44,505 & 71,582\end{array}$
Face value -
bankruptcy $482,941 \quad 511,588 \quad 788,967 \quad 781,976 \quad 1,298,108$
Purchase price -
$\begin{array}{llllll}\text { total } & 107,901 & 85,523 & 92,518 & 86,782 & 102,620\end{array}$
Face value - total 1,491,699 1,868,889 1,377,518 1,667,297 1,891,247
Number of
$\begin{array}{lllllll}\text { portfolios - total } & 79 & 75 & 68 & 78 & 84\end{array}$
PER SHARE DATA
Net income per
common share -
$\begin{array}{llllllllll}\text { diluted } & \$ & 1.34 & \$ & 1.20 & \$ & 1.08 & \$ & 1.14 & \$\end{array}$
Weighted average
number of shares
outstanding -
diluted $\quad 17,199 \quad 17,165 \quad 17,093 \quad 17,080 \quad 16,203$
Closing market
$\begin{array}{lllllllllll}\text { price } & \$ & 85.13 & \$ & 75.20 & \$ & 64.66 & \$ & 66.78 & \$ & 54.87\end{array}$
RATIOS AND OTHER
DATA
$\begin{array}{llllll}\begin{array}{l}\text { Return on average } \\ \text { equity(1) }\end{array} & 18.25 \% & 17.09 \% & 16.04 \% & 17.86 \% & 15.05 \%\end{array}$

| equity(1) | $18.25 \%$ | $17.09 \%$ | $16.04 \%$ | $17.86 \%$ | $15.05 \%$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Return on revenue(2) | $21.21 \%$ | $20.48 \%$ | $19.63 \%$ | $21.15 \%$ | $17.76 \%$ |


| Return on revenue(2) | $21.21 \%$ | $20.48 \%$ | $19.63 \%$ | $21.15 \%$ | $17.76 \%$ |
| :--- | :--- | :--- | :--- | :--- | :--- |
| Operating margin(3) | $38.21 \%$ | $36.00 \%$ | $34.35 \%$ | $36.90 \%$ | $31.71 \%$ |

Operating expense to
cash receipts(4) 37.84\% 40.22\% $41.02 \% \quad 40.62 \% \quad 42.30 \%$
Debt to equity(5) $56.64 \% \quad 61.65 \% \quad 61.80 \% \quad 64.78 \% \quad 70.40 \%$
Cash collections
per hour paid:
$\begin{array}{llllllllll}\text { Total } & \$ & 241 & \$ & 204 & \$ & 200 & \$ & 188 & \$ \\ \text { Excluding }\end{array}$
Excluding
bankruptcy
collections $\quad \$ \quad 162$ \$ 129 \$ 127 \$ 127 \$ 135
Excluding
bankruptcy and
external legal
collections $\$ 125$ \$ 98 \$ 97 \$ 100 \$ 106
Number of
$\begin{array}{llllll}\text { collectors } & 1,486 & 1,472 & 1,422 & 1,384 & 1,379\end{array}$
$\begin{array}{llllll}\text { Number of employees } & 2,482 & 2,473 & 2,421 & 2,377 & 2,329\end{array}$
Cash receipts(4) \$ 182,520 \$ 160,335 \$ 152,895 \$ 144,515 \$ 134,623
Line of credit
unused portion at
period end $\quad 117,500 \quad 107,500 \quad 76,500 \quad 75,500 \quad 68,700$
Notes:
(1) Calculated as annualized net income divided by average equity for the period
(2) Calculated as net income divided by total revenues
(3) Calculated as income from operations divided by total revenues
(4) "Cash receipts" is defined as cash collections plus fee income
(5) For purposes of this ratio, "debt" equals the line of credit balance plus long-term debt


