

Q3 RESULTS 2000

do something **lastminute.com**

Brent Hoberman

Chief Executive Officer

do something **lastminute.com**

Building the lastminute marketplace

- Brand
 - No.2 online travel in Europe and No.1 in UK, for 4 consecutive months (MMXI, Feb-May 2000)
 - No.2 retail site in UK (Nielsen/Net Ratings Survey, June 2000)
- Product range and choice
 - Strong growth of 40% in individual supplier relationships to 3,458
 - 47% of items sold non-travel related
- Value proposition to customers
 - High quality products and services available at the best prices
 - Inspiration and ideas at short notice
- Distribution channels
 - extending marketing deals through all platforms
- Technology
 - early investment in leading technologies

do something **lastminute.com**

Strong growth across all metrics

	<u>3 months to 30 Jun 00</u>	<u>Growth</u>
Registered subscribers	2,078,395	50%
Customers since inception	107,993	65%
Suppliers at period end	3,458	40%
Items sold in period	90,500	21%
Total Transaction Value	£9,585k	34%
Gross Profit	£950k	34%

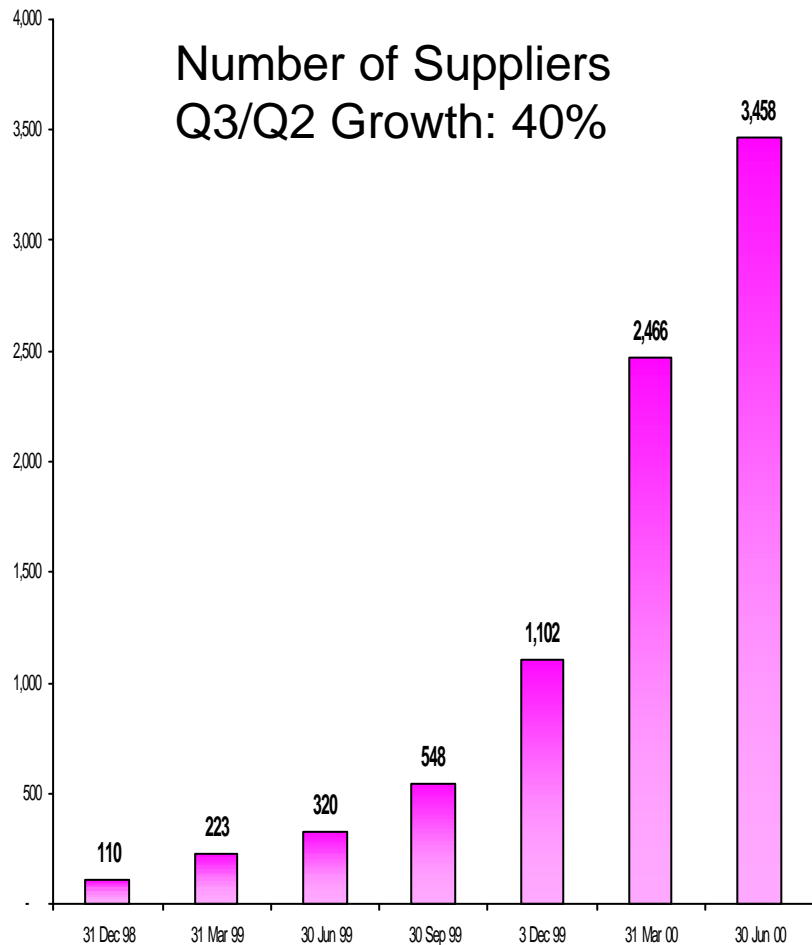
do something **lastminute.com**

Martha Lane Fox

Chief Operating Officer

do something **lastminute.com**

Wider choice of products and services



- Over 3,400 individual supplier relationships
- Deepening relationships
 - British Midland Auction
- Improved connectivity into supplier databases, e.g. SFX
- 47% of items sold non-travel related
- Enhanced product presentation
 - real estate management
 - destination page
 - bestsellers

do something **lastminute.com**

More broadly distributed



- Over 100 distribution deals
- Expansion of multi-platform strategy
 - Live on digital interactive television platforms, WAP, and PDA
 - Exceptional ability for m-commerce
- Effective marketing campaign
 - Extension of core strategy to full range of products and services on offer
 - Leverage of strategic investors
 - Viral marketing campaign on a new platform

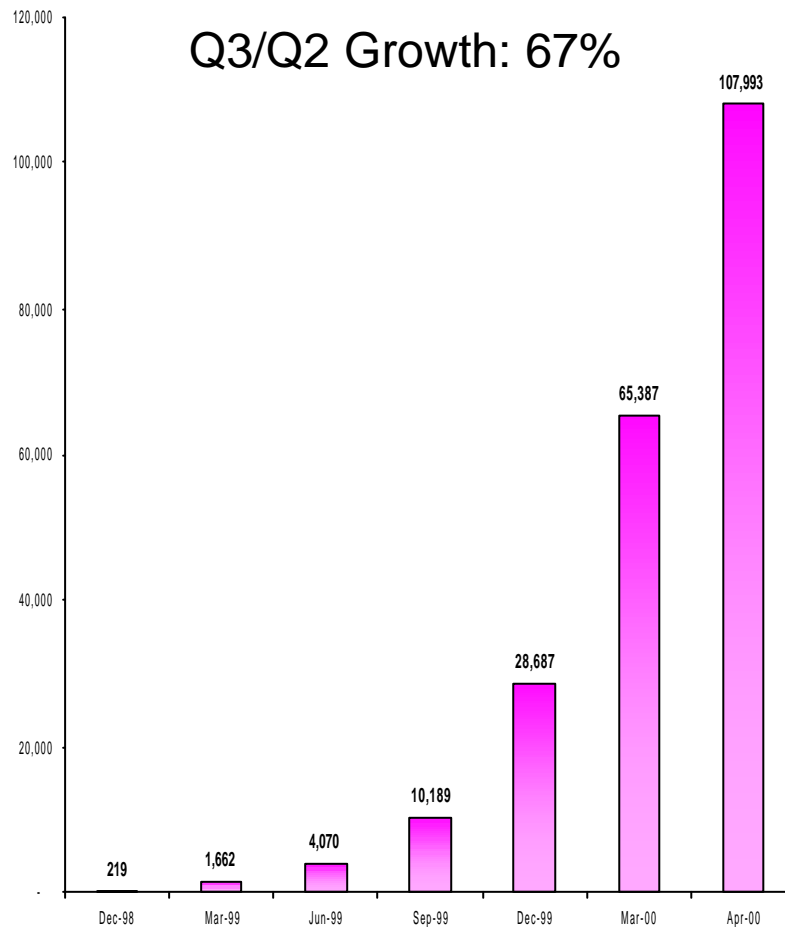
do something **lastminute.com**

Announcements in last 8 weeks

Date	Event
August 1	Access to US customers through restaurant supplier deal with OpenTable.com
July 31	Pan-European expansion through affiliate marketing deal with BeFree
July 12	Technology partnerships with E.piphany, NCorp and whereonearth.com
July 6	Pan-European agreement with the Qualiflyer Group
July 4	M-commerce partnership with Vodafone
June 30	German court rejects L'Tur claim to lastminute name
June 28	MD appointment for Scandinavia
June 26	Entertainment inventory doubles through agreement with SFX/Apollo Leisure
June 16	Distribution deal with Travelstore.com
June 8	M-commerce deals with France Telecom and Deutsche Telekom
June 2	Exclusive content provider for expedia.co.uk

do something **lastminute.com**

Focus on Customer Service



Cumulative customers

- Customer base up by 42,606 to 107,993
- Quality fulfillment
 - In-house ticketing department through IATA license
 - Direct ticketing facility at airports
- Improved service levels
 - 1 hour response time to urgent email
 - 4 hour response time to standard emails
 - Live chat response within 20 seconds
 - 90% calls answered in 20 seconds

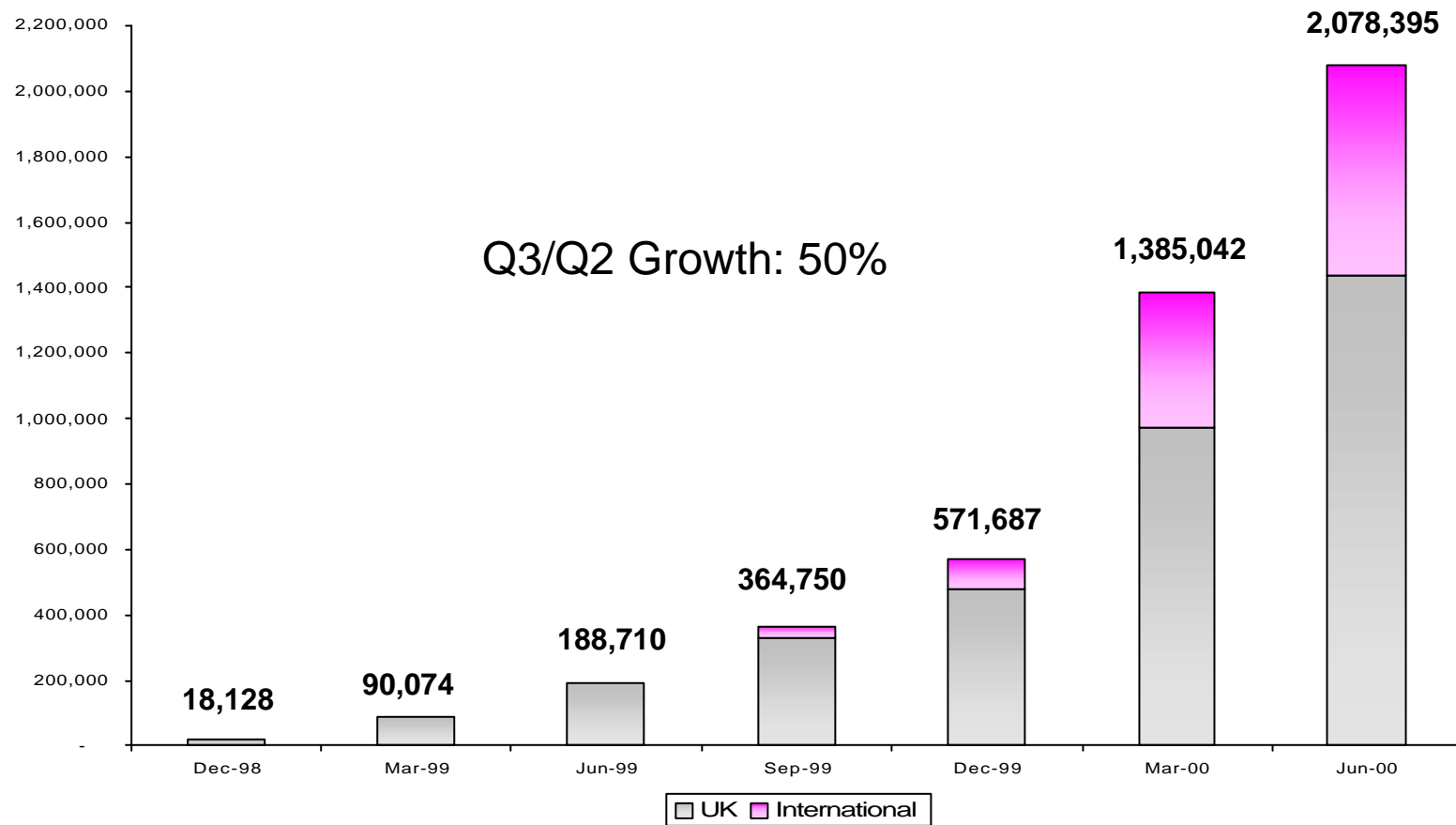
do something **lastminute.com**

New Technology Partners

- E.piphany - customer behaviour analysis
 - Customer segmentation for email campaigns
 - Real-time personal offer targeting
 - Implicit personalisation gets the right offer to the right customer much more effectively
- Whereonearth.com - geospatial
 - Product location for searches and cross-selling
 - Customer home and office location for local offers
 - Mobile location for filtered-search on the move
 - No dead-end searches
- NCorp
 - Multi-parameter smart-search
 - Searches with soft-edges
 - Recognises search preferences
 - Neurodynamics spin-off, as is Autonomy

do something **lastminute.com**

Subscribers* - sustained rapid growth



* Registered subscribers defined as those electing to receive weekly email alerts

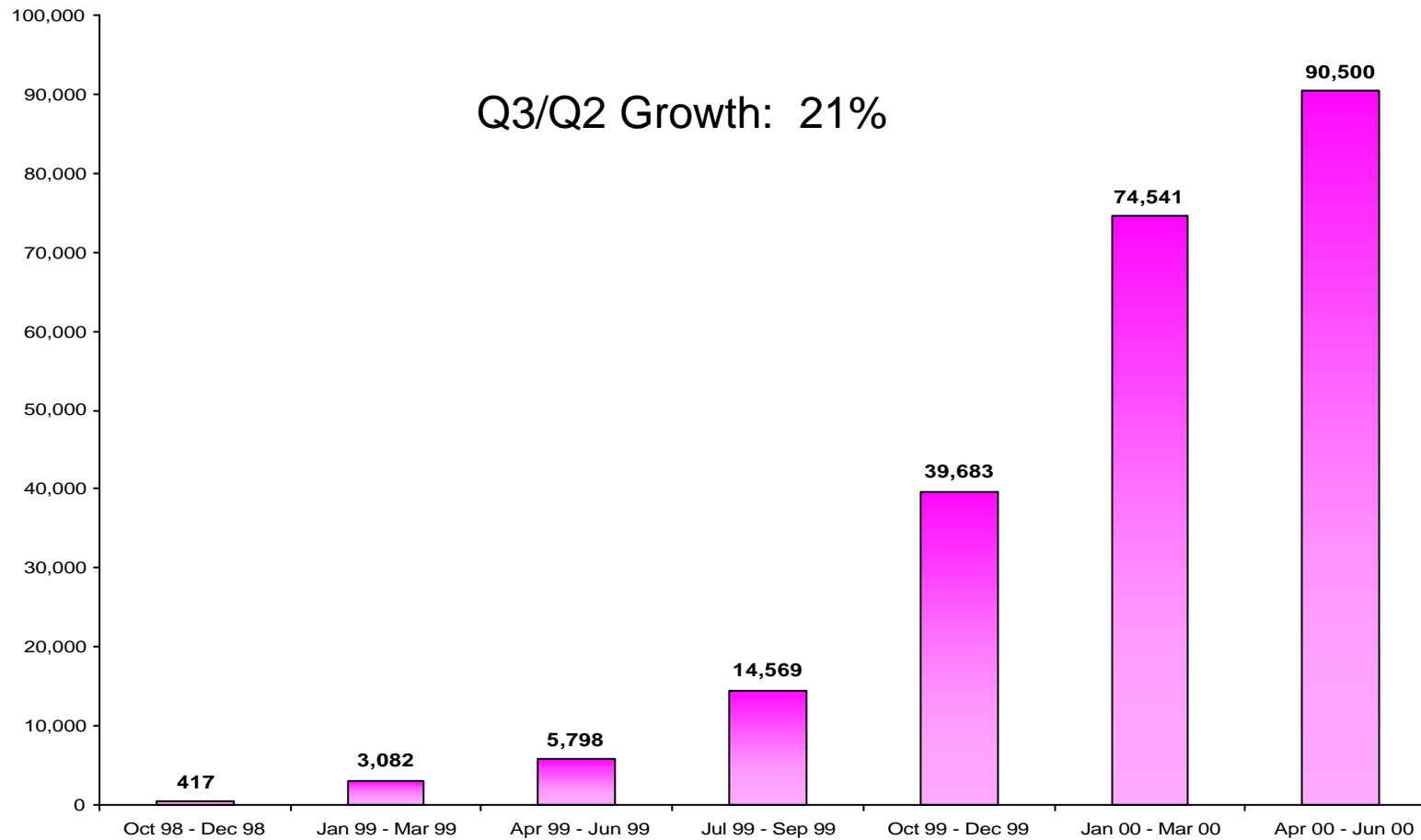
do something **lastminute.com**

Julian Culhane

Chief Financial Officer

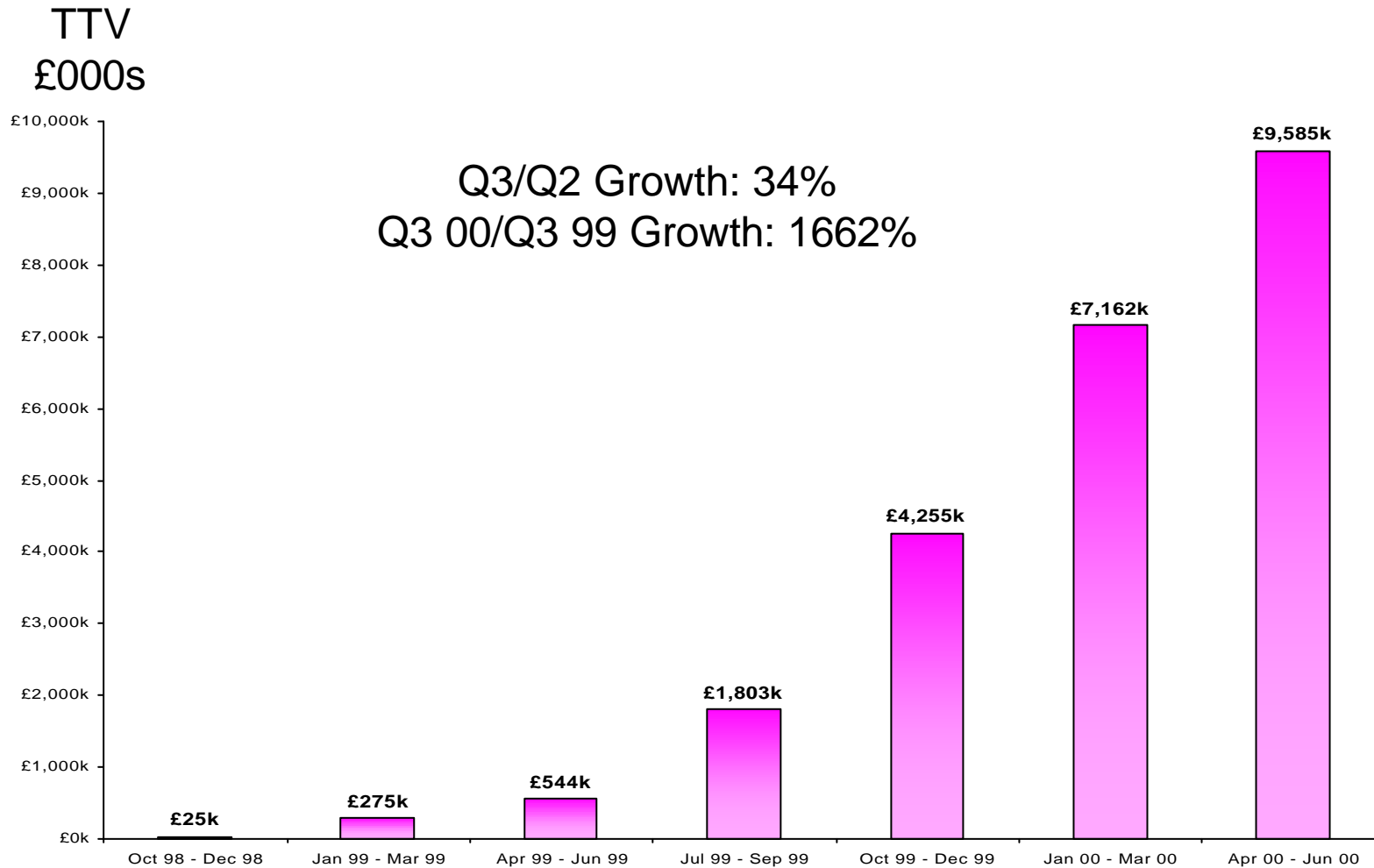
do something **lastminute.com**

Growth in Items Sold per Quarter



do something **lastminute.com**

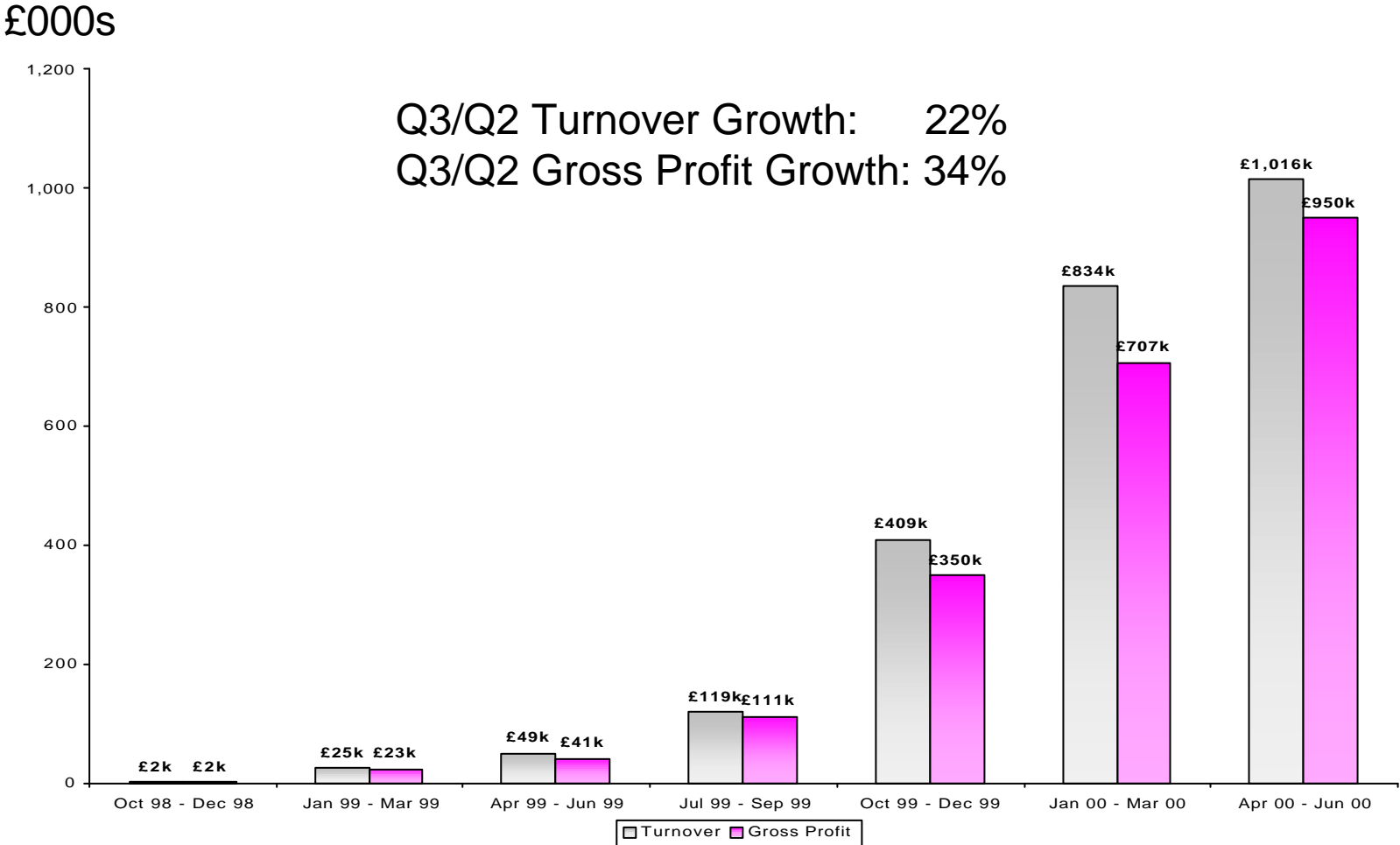
Total Transaction Value



* excluding VAT and airport taxes

do something **lastminute.com**

Strong Turnover/Gross Profit growth



do something **lastminute.com**

Profit & Loss Account Highlights

£000s	3m to <u>Jun 00</u>	3m to <u>Mar 00</u>		3m to <u>Jun 99</u>
<i>Additional Information</i>				
Total Transaction Value	<u>9,585</u>	<u>7,162</u>	34%	<u>544</u>
<i>P&L Highlights</i>				
Turnover	1,016	834		49
Cost of Sales	<u>66</u>	<u>127</u>		<u>8</u>
Gross Profit	950	707	34%	41
Product Development	2,430	2,571		244
Sales & Marketing	5,850	4,801		188
General Admin	<u>2,886</u>	<u>1,991</u>		<u>400</u>
Operating Costs*	<u>11,166</u>	<u>9,363</u>	19%	<u>832</u>
Operating Loss	<u>10,216</u>	<u>8,656</u>	18%	<u>791</u>

* excludes non-cash share based compensation charges and national insurance provision

do something **lastminute.com**

Balance Sheet Highlights

£000s	As at <u>30 Jun 00</u>	As at <u>31 Mar 00</u>	As at <u>30 Jun 99</u>
Fixed assets	8,309	4,144	68
Stock	42	35	-
Debtors	5,815	5,874	298
Cash at bank	<u>117,474</u>	<u>131,155</u>	<u>5,636</u>
	123,331	137,064	5,934
Creditors < 1 year	6,496	7,609	835
Provisions	<u>2,374</u>	<u>2,563</u>	<u>173</u>
Net assets	<u>122,770</u>	<u>131,036</u>	<u>4,994</u>

do something **lastminute.com**

Cash Flow Statement

£000s	<u>3m to Jun 00</u>	<u>3m to Mar 00</u>	<u>3m to Jun 99</u>
Net cash outflow	(8,743)	(6,363)	(729)
Interest received	1,862	326	5
Interest paid	-	<u>(18)</u>	-
	1,862	(308)	5
Capital expenditure*	(4,946)	(2,954)	(36)
Tax paid	-	-	-
Issue of shares	(1,854)	137,817	5,776
Bridge loan	-	-	<u>350</u>
Increase in cash	<u>(13,681)</u>	<u>128,808</u>	<u>5,366</u>

*incl. capitalised V2 development costs

do something **lastminute.com**

Brent Hoberman

Chief Executive Officer

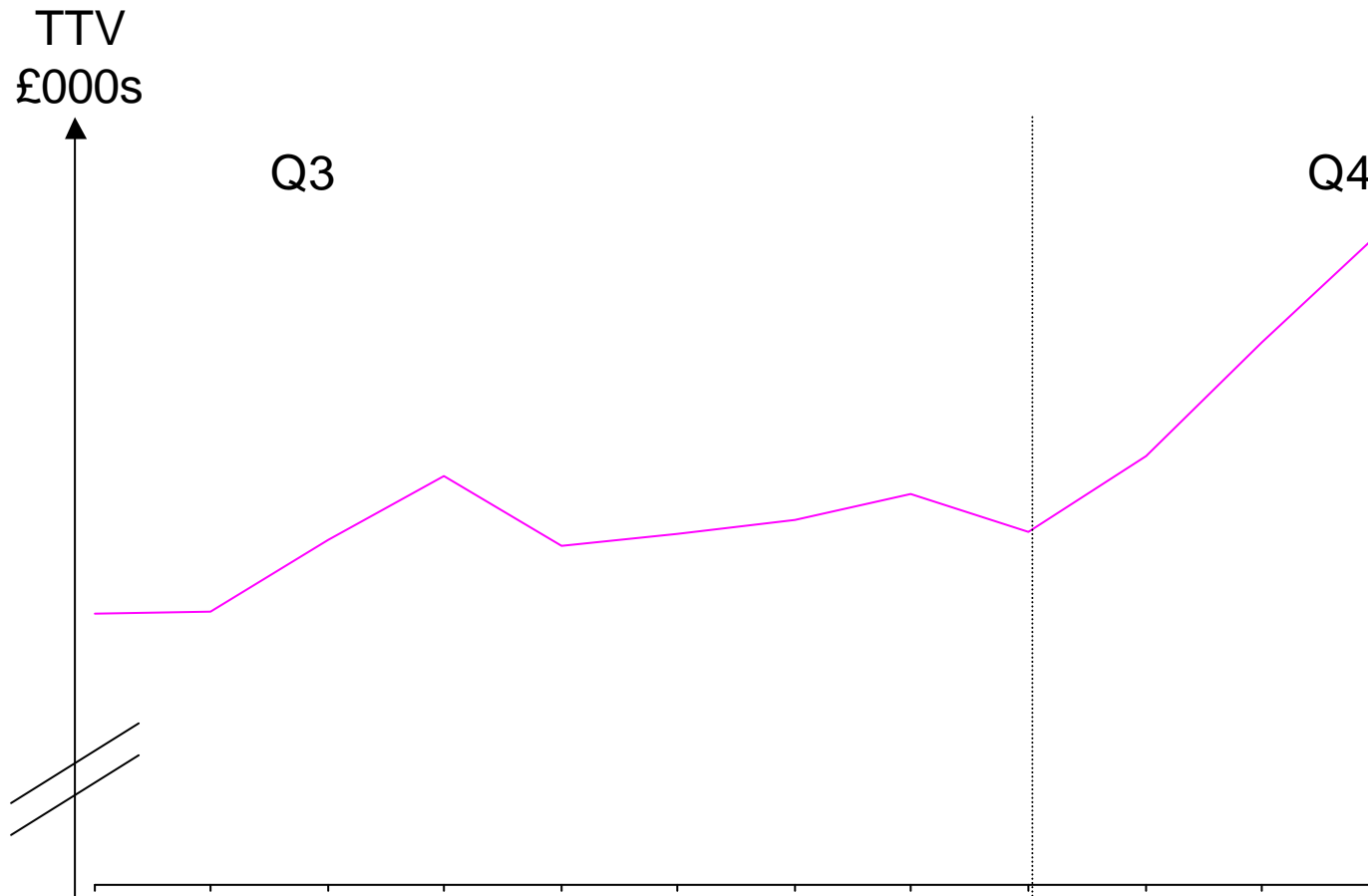
do something **lastminute.com**

Drivers of Conversion

- Quality and depth of supply
 - Expansion into new product areas
 - Increased connectivity into supplier databases
 - The one-stop shop for all last minute needs
- Efficient distribution network
 - Improved presentation of product choice
 - Push-marketing efficiency
 - Successful multi-platform presence
 - Strong brand value
- Advanced technology
 - Personalisation drives targeting on preferred platform
 - Repeat purchases through better cross-selling and enhanced customer experience

do something **lastminute.com**

Strong growth accelerates in Q4



do something **lastminute.com**

Questions & Answers

do something **lastminute.com**