



FACT SHEET

HSN is a member of the QVC Group

The QVC Group offers the most engaging shopping experiences that combine the best of retail, media and social. The Group is #1 in video commerce, #3 in ecommerce in North America, #3 in mobile commerce in the U.S., and #8 in mobile commerce globally ⁽¹⁾.

We're a leading entertainment and lifestyle retailer, with a curated assortment of exclusive products and top brand names. We incorporate entertainment, inspiration, personalities and industry experts to provide an entirely unique shopping experience.

A Highly Engaged Shopping Community

- 5M Customers
 - 90% of sales come from repeat/reactivated customers
 - Existing customers order 13 items per year, on average
 - Our customers are avid, savvy shoppers, primarily women with a median age of 59.
 - Our customers are educated and affluent, with a medium \$72k household income, 83% homeowners

The original TV shopping company, transformed

- \$2.5B in annual revenue
 - YTD Q3 2017: 46% ecommerce penetration, 56% mobile penetration of ecommerce
- 91M homes reached via multiple networks and platforms
 - 2 television networks (HSN, HSN2)
 - 1 website, with 300M+ visits to hsn.com
 - 7 social pages
 - Shop by Remote available in 20M+ homes, as well as Apple TV, Amazon Fire, Roku, Samsung LG, and TiVo -- creating specialty channels/new ways to discover content.
 - Facebook Live executions drive engagement
 - Nashville event leveraged the social channels of Sheryl Crow, Hillary Scott and Kimberly Schlapman and reached 1.4M via FB live streams generating almost 500k views.
 - Beauty and the Beast collaboration drove close to 1M social actions and 3M+ impressions.

Exceptional selections in health & beauty, jewelry, home/lifestyle, fashion/accessories, and electronics

- 50M units shipped in 2016
- 664 products on air each week, 40% not previously on air
- 1,622 brands sold, 80K different products sold in 2016

Engaging via stories, personalities and service

- 24 on-air hosts; 742 different on-air guests per year
- 1.15M Facebook followers
- 21M+ calls to contact centers

A Passionate, Values-Driven Team

- 4,000 team members:
 - Headquarters/studios/contact centers in St. Petersburg FL.
 - Distribution centers in Piney Flats, TN; Fontana, CA; Roanoke, VA.