

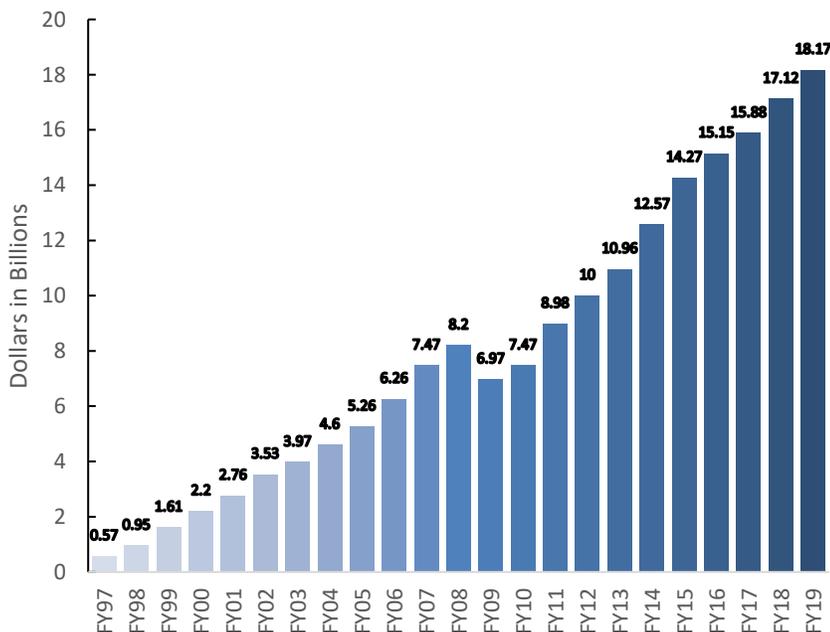


CarMax, Inc. (NYSE: KMX), the nation's largest retailer of used cars, revolutionized the automotive retail industry by driving integrity, honesty and transparency in every interaction. CarMax continues to innovate and is currently rolling out an omni-channel experience, empowering customers to buy a car from home, in store, or in a seamless combination of both.

CarMax has more than 200 stores in 41 states, with more than 25,000 associates nationwide. For 15 consecutive years CarMax been named as one of the FORTUNE 100 Best Companies to Work For®.

## Record Financial Results

### Revenues



**For fiscal year 2019, ended February 28, 2019:**

- Net sales and operating revenues increased 6.1% to \$18.17 billion
- Net earnings increased 26.8% to \$842.4 million, and EPS increased 33.1% to \$4.79
- Sold 748,961 used vehicles
- Sold 447,491 wholesale vehicles at CarMax Auctions
- Sold more than 8 million used vehicles at retail since 1993
- Sold nearly 5 million total wholesale vehicles at CarMax Auctions since 1993
- Adding 13 new stores in fiscal year 2020

# The CarMax Experience

CarMax brings integrity and transparency to the shopping experience.

## Exceptional Value

- **No-Haggle Prices:** We offer transparent prices on all vehicles, appraisals, financing, extended service plans, and accessories. The price you see is the price you pay - no hassles and no gimmicks.
- **Selection:** Our nationwide inventory of approximately 50,000 vehicles makes it easy to find the exact car you've been searching for, with the features and colors you want. We carry most makes and models to make comparison and test-driving simple. And you can have a vehicle transferred to the CarMax nearest you, often for free.
- **Peace of Mind:** Every CarMax vehicle comes with a free vehicle history report. CarMax stands behind their vehicles with a 7-Day Money-Back Guarantee and a limited warranty that covers a vehicle's major systems for 90 days or 4,000 miles, whichever comes first.
- **Appraisals:** Receive a no-obligation offer for your vehicle, good for 7 days, in as little as 30 minutes. At CarMax, we'll buy your car even if you don't buy ours®.
- **Financing:** By working with multiple financial institutions, we provide competitive solutions to meet a wide range of credit profiles. Our financing process puts you in the driver's seat to choose the offer that best meets your needs.

## Iconic Experience

- **Help in-person and online:** Receive help from informed CarMax consultants, both in-person and via phone, text or email. Buying a car can be complex, and CarMax consultants are at the ready to help customers find their ideal vehicle and navigate financing and other steps.
- **Omni-channel:** CarMax has launched a new omni-channel offering that is rolling out across the country throughout 2019/2020. The new experience empowers customers to buy a car completely from home, in-store, or through a seamlessly integrated combination of online and in-store experiences.
- **Customized Journey:** Shop and progress online or in-store, however you prefer. Omni-channel enables customers to start online, and then seamlessly transition to a store experience and go back to online shopping at any point along their journey.
- **Try Before You Buy:** All our vehicles are available to test drive with no requirement to purchase, and in some markets customers can have a vehicle delivered to home or work for a test drive.
- **Fast and Convenient:** CarMax has tools to provide ease of service before, during, and after your journey. Shopper and Owner apps give you real time inventory and pricing updates and alerts, along with service reminders, payment options, vehicle records, and more. New in-store express pickup is also available at select locations, which can have you in and out in as little as 30 minutes.

## Community Driven

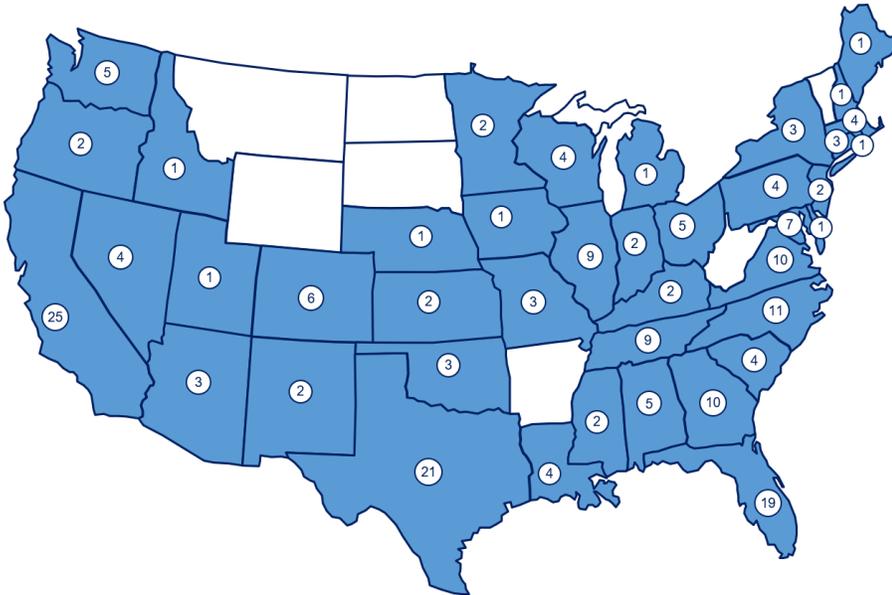
CarMax and The CarMax Foundation put people first by helping our communities thrive. We invest where we live and work because it's the right thing to do. And because, when our communities thrive, so do we. Together, CarMax and The CarMax Foundation have invested over \$65 million in causes important to our associates through matching gifts, board service, volunteer team-builders and more. Learn more about The CarMax Foundation at [foundation.carmax.com](https://foundation.carmax.com).

- **Children's Healthy Living:** The CarMax Foundation partners with KaBOOM!®, a national nonprofit organization dedicated to ensuring that all kids get a childhood filled with the balance and active play needed to thrive. The CarMax Foundation works with KaBOOM! to help build playgrounds and play spaces in communities where our associates live and work.
- **Military Commitment:** CarMax is proud to connect military and their families to careers and community. CarMax is KaBOOM!'s first military partner and together, the organizations bring play spaces to military families. CarMax also partners with Hiring Our Heroes and The Mission Continues as part of the company's commitment to providing community support and career opportunities to our nation's veterans, service members and their families. Hiring Our Heroes is a program of the U.S. Chamber of Commerce Foundation and helps veterans, service members and military spouses find meaningful employment opportunities. The Mission Continues is a nonprofit organization that empowers veterans to find new missions through community service.
- **Disaster Support:** As a member of the Resilient Response initiative, CarMax is committed to thoughtful and purposeful giving both during and after disaster events. CarMax has committed \$800K for 2019 disaster relief efforts through partnerships with the American Red Cross, Good360 and the

Emergency Assistance Foundation (EAF). In addition, for every dollar CarMax associates donate to these organizations, The CarMax Foundation will donate two dollars, and through the partnership with EAF, CarMax associates impacted by disasters may receive financial assistance up to \$1,500.

Learn more about CarMax's social responsibility efforts at [socialresponsibility.carmax.com](https://socialresponsibility.carmax.com).

## Our Locations



CarMax employs more than 25,000 associates and has more than 205 locations in 41 states nationwide.

Store locations as of 7/15/19. Contact [pr@carmax.com](mailto:pr@carmax.com) for up-to-date location information.

## More Information and Contacts

For the latest CarMax news and press releases, visit the CarMax Media Center at [media.carmax.com](http://media.carmax.com).

Find financial and earnings information at [investors.carmax.com](http://investors.carmax.com).

**CarMax Public Relations** [pr@carmax.com](mailto:pr@carmax.com) | 855.887.2915  
12800 Tuckahoe Creek Parkway, Richmond, Virginia 23238