

## CL King West Coast Best Ideas Conference March 2010

## Forward-Looking Statement

Certain matters discussed in this presentation and oral statements made from time to time by representatives of the Company may constitute forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995 and the Federal securities laws. Although AMERCO believes that the expectations reflected in such forward-looking statements are based upon reasonable assumptions, it can give no assurance that its expectations will be achieved. Forward-looking information is subject to certain risks, trends and uncertainties that could cause actual results to differ materially from those projected. Many of these factors are beyond AMERCO's ability to control or predict. Important factors that may cause actual results to differ materially and could impact AMERCO and the statements contained in this presentation can be found in AMERCO's filings with the Securities and Exchange Commission, including quarterly reports on Form 10-Q, current reports on Form 8 -K and annual reports on Form 10-K. For forward-looking statements in this presentation, AMERCO claims the protection of the safe harbor for forward-looking statements contained in the Private Securities Litigation Reform Act of 1995. AMERCO assumes no obligation to update or supplement any forward-looking statements, whether as a result of new information, future events or otherwise.
The discussion in this presentation of AMERCO's financial performance includes financial measures that are not derived from generally accepted accounting principles, or GAAP.

## பHALL


> Company Overview
> Operational Update
> Financial Review


## Self-Moving Distribution and Market

Rental equipment revenue
Rental equipment transactions
Owned and Operated locations*
Independent dealers*
Rental trucks*
Rental trai lers*
Rental towing devices*
Employees*

Fiscal 2009
\$1,423,022,000
11,012,000
1,418
14,400
101,000
76,000
34,000
17,700

Fiscal 2008
\$1,451,292,000
11,115,000
1,450
14,200
96,000
75,000
35,000
18,500

* Information as of March 31, 2009 and 2008

Total Moving Market
Moving Equipment Rental Market

## Combined

## Operational Update

## U-Box Portable Storage:

- Currently in over 100 markets across the United States
- Local and one-way moves/storage
- Additional markets planned by year-end
-Convenient 5'x8'x7.5' module that fits consumers' household goods



## பHALL

## Operational Update

Customer service initiatives:

- Voice-Over-InternetProtocal (VOIP) phone system
- Unedited customer reviews
- \$50 reservation guarantee
- U-Scan portable sales devices (pay-at-the-pump)
- Extended hours access at storage locations



## பHALL

## Corporate Sustainability Since 1945

- Truck and car sharing
- Trailer sharing
- Sustainable van body storage
- Permeable ground cover
- Box programs
- Virtual shareholder/analyst meetings
- Specialized equipment
- Fuel economy gauges
- Aerodynamic features
- Telecommuting programs


## Economic Efficiency

During fiscal 2009, U-Haul served more than 11 million do-it-yourself household moving customers. Also during this period, more than 700,000 people stored their belongings in a U-Haul storage facility.

## Proactive Environmental Solutions

In addition to maintaining compliance with applicable laws and regulations, our environmental team is consistently exploring ways to reduce our impact on the environment.

Consolidated Highlights

| (3 months) |  | Amounts in Millions, Except Per Share Data |  | (12 months) |  |
| :---: | :---: | :---: | :---: | :---: | :---: |
| 3Q10 | 3Q09 | Consolidated Financial Results | FY09 | FY08 | FY07 |
| \$463.6 | \$442.6 | Revenues | \$1,992.3 | \$2,049.2 | \$2,069.3 |
| 28.6 | (14.0) | Earnings(loss) from operations | 121.0 | 203.7 | 235.2 |
| (23.5) | (26.0) | Interest expense | (98.5) | (101.4) | (82.4) |
| - | - | Costs on early extinguishment of debt | - |  | (7.0) |
| (1.5) | 15.0 | Income tax benefit(expense) | (9.2) | (34.5) | (55.3) |
| 3.5 | (25.0) | Net earnings(loss) | 13.4 | 67.8 | 90.6 |
| (3.2) | (3.2) | Preferred stock dividends | (13.0) | (13.0) | (13.0) |
| 0.3 | (28.2) | Net earnings(loss) available to common | 0.4 | 54.8 | 77.6 |
| \$0.02 | (\$1.46) | Net earnings(loss) per common share | \$0.02 | \$2.78 | \$3.72 |
| 12.31.09 | 12.31 .08 | Selected Balance Sheet Data as of: | 3.31 .09 | 3.31 .08 | 3.31 .07 |
| \$1,968.4 | \$2,022.4 | Property, plant \& equipment, net | \$2,013.9 | \$2,011.2 | \$1,897.1 |
| 373.6 | 272.5 | Cash (Moving and Storage segment) | 213.1 | 191.3 | 64.3 |
| 3,969.7 | 3,896.4 | Total assets | 3,825.1 | 3,832.5 | 3,523.0 |
| 1,537.9 | 1,560.6 | Notes, loans and leases payable | 1,546.5 | 1,504.7 | 1,181.2 |
| 821.1 | 753.6 | Stockholder's equity | 717.6 | 758.4 | 718.1 |
| 19,393 | 19,348 | Weighted average common shares o/s (in 0000 s ) | 19,350 | 19,741 | 20,839 |
| 3Q10 | 3Q09 | Other Consolidated Information | FY09 | FY08 | FY07 |
| \$ 3.04 | \$ 0.39 | Operating cash flows per common share | \$14.21 | \$16.68 | \$16.83 |

## AMEFCD. <br> Insurance Company Operations

Amounts in millions before inter-company eliminations

| 3Q10 | 3Q09 | Insurance Company Results | FY09 | FY08 | FY07 |
| :---: | :---: | :---: | :---: | :---: | :---: |
| \$39.0 | \$27.5 | Life insurance premiums | \$109.6 | \$112.0 | \$121.6 |
| 7.8 | 8.1 | Property \& casualty ins. premiums | 28.3 | 28.4 | 24.3 |
| 6.6 | 7.2 | Net investment income | 29.5 | 33.0 | 36.7 |
| 0.6 | 0.8 | Other revenue | 5.1 | 4.5 | 4.7 |
| 54.0 | 43.6 | Total revenues | 172.5 | 177.9 | 187.3 |
| 10.8 | 9.6 | Operating expenses | 33.4 | 35.8 | 39.7 |
| 33.9 | 24.8 | Benefits and losses | 101.5 | 102.5 | 110.2 |
| 2.2 | 2.7 | Amoritzation of DAC | 12.4 | 13.2 | 17.1 |
| 46.9 | 37.1 | Total expenses | 147.3 | 151.5 | 167.0 |
| 7.1 | 6.5 | Earnings from operations | 25.2 | 26.4 | 20.3 |
| (2.5) | (2.5) | Income tax expense | (9.0) | (6.9) | (10.8) |
| 4.6 | 4.0 | Net earnings | 16.2 | 19.5 | 9.5 |
| 3.6 | 2.3 | Net earnings - Oxford | 11.2 | 13.6 | 9.7 |
| 1.0 | 1.7 | Net earnings (loss) - RepWest | 5.0 | 5.9 | (0.2) |
| 9.30 .09 | 9.30 .08 | Selected Balance Sheet Data as of: | 12.31 .08 | 12.31 .07 | 12.31 .06 |
| \$612.4 | \$603.4 | Total assets - Oxford | \$592.8 | \$634.9 | \$685.4 |
| 404.3 | 404.8 | Total assets - RepWest | 411.8 | 412.0 | 402.5 |
| 175.0 | 154.1 | GAAP equity - Oxford | 156.7 | 150.7 | 136.4 |
| 154.2 | 146.4 | GAAP equity - RepWest | 147.9 | 148.6 | 142.4 |

Moving and Storage Operations

Amounts in Millions

| 3Q10 | 3Q09 | Moving and Storage Results | FY09 | FY08 | FY07 |
| :---: | :---: | :---: | :---: | :---: | :---: |
| \$321.8 | \$311.6 | Self-moving equipment rentals | \$1,423.3 | \$1,451.3 | \$1,462.5 |
| 27.9 | 27.4 | Self-storage revenues | 110.5 | 110.8 | 106.5 |
| 41.1 | 38.7 | Retail product sales | 199.4 | 207.8 | 208.7 |
| 5.5 | 6.1 | Property management fees | 23.2 | 24.5 | 24.0 |
| 14.7 | 16.1 | Other revenue | 66.6 | 63.8 | 60.1 |
| 411.0 | 399.9 | Total revenues | 1,823.0 | 1,858.2 | 1,861.8 |
| 234.9 | 252.8 | Operating expenses | 1,022.7 | 1,039.9 | 1,033.5 |
| 38.0 | 36.7 | Commission expenses | 171.3 | 173.8 | 172.1 |
| 20.8 | 23.2 | Cost of retail product sales | 114.4 | 115.0 | 110.2 |
| 38.8 | 39.0 | Lease expense | 153.6 | 135.6 | 150.6 |
| 57.0 | 68.7 | Depreciation expense | 265.2 | 220.7 | 187.5 |
| 389.5 | 420.4 | Total costs and expenses | 1,727.2 | 1,685.0 | 1,653.9 |
| 21.5 | (20.5) | Earnings(loss) from operations | 95.8 | 173.2 | 207.9 |
| Cash Flows from Operating Activities: |  |  |  |  |  |
| (\$1.1) | (\$28.9) | Earnings(loss) - Moving and Storage | (\$2.8) | \$47.8 | \$80.2 |
| 56.8 | 63.1 | Add depreciation | 248.6 | 226.5 | 184.0 |
| 0.3 | 5.6 | Eliminate (gain)/loss on sale of prpty | 16.6 | (5.8) | 3.5 |
| - | - | Add SAC note/interest paydowns | - | 25.6 | 23.0 |
| (27.5) | (28.3) | Other changes, net | 10.1 | 30.3 | 41.0 |
| \$28.5 | \$11.5 | Net cash provided by operations | \$272.5 | \$324.4 | \$331.7 |

## பHALL

## Self-Moving Equipment Revenue

- Truck rental transactions in the third quarter of fiscal 2010 increased compared to the third quarter of the previous five fiscal years.
- Revenue per transaction for the first nine months of FY09 and FY10 has declined due to reduced average mileage per rental, mix of model size being rented, and from price competitip,be

- FY09 and FY10 self storage revenues have small declines due to reduction in the number of occupied rooms
- Declines in occupancy were somewhat offset by rate optimization
- 79\% occupied room rate in FY09
- 84\% occupied room rate in FY08
- Total occupancy increasing in FY10

Occupied Rooms
(in thousands)


## Self-Storage Results



Storage Revenue / Occupied Square Feet

- All Properties (Annualized)



## Margin Analysis

Significant operating leverage in the Moving and Storage segment:

|  | 3Q2010 | 3Q2009 | 3Q2008 | 3Q2007 | 3Q2006 | FY 2009 | FY 2008 | FY 2007 | FY 2006 | FY 2005 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Revenue | 100.0\% | 100.0\% | 100.0\% | 100.0\% | 100.0\% | 100.0\% | 100.0\% | 100.0\% | 100.0\% | 100.0\% |
| Operating Expenses | 57.2\% | 63.2\% | 61.6\% | 63.0\% | 59.0\% | 56.1\% | 56.0\% | 55.1\% | 54.6\% | 59.4\% |
| Commissions | 9.2\% | 9.2\% | 9.4\% | 9.9\% | 10.1\% | 9.4\% | 9.4\% | 9.9\% | 10.0\% | 10.1\% |
| Cost of Sales | 5.1\% | 5.8\% | 6.2\% | 5.6\% | 5.0\% | 6.3\% | 6.2\% | 5.9\% | 5.6\% | 5.5\% |
| Depreciation/Lease | 23.3\% | 26.9\% | 22.7\% | 20.6\% | 16.3\% | 23.0\% | 19.2\% | 18.0\% | 15.0\% | 15.1\% |
| Operating Margin | 5.2\% | -5.1\% | 0.1\% | 0.9\% | 9.6\% | 5.2\% | 9.2\% | 11.1\% | 14.8\% | 9.9\% |
| Operating Margin (excl. Depr/Lease | 28.5\% | 21.8\% | 22.8\% | 21.5\% | 25.9\% | 28.2\% | 28.4\% | 29.1\% | 29.8\% | 25.0\% |

## Fleet Information

Fleet rotation program over the last several years has resulted in the following infusion of new rental trucks (excludes cargo vans and pickups) into the fleet:

| thru 3Q10 | FY09 | FY08 | FY07 | FY06 |
| :---: | :--- | :--- | :--- | :--- |
| 1,710 | 13,200 | 12,400 | 15,600 | 14,300 |

## Cash Flows

- The last four fiscal years included significant investment in the fleet and storage portfolio
- This capital spending is now decreasing


3Q results represent nine months through the third quarter, FY results represent full twelve months
Cash from operations: amounts from GAAP cash flow statement, net cash provided by operating activities.
Lease funding: operating and capital leases entered into during time period. Amounts presented net with purchases of PP\&E in the GAAP cash flow statement.
Loan funding: amounts from GAAP cash flow statement, borrowing from credit facilities.
PP\&E sales proceeds: amounts from GAAP cash flow statement, includes both equipment and real estate.
Total Outflows: amounts from GAAP cash flow statement and include purchases of PP\&E (gross before leases), principal repayments on credit facilities, debt issuance costs, preferred stock dividends and common stock repurchase.
FY06 excludes the effects of the refinancing of the previous loan balances resulting from the restructuring.

Capital Expenditures/Free Cash Flow

| 9 Months Through |  | Moving and Storage Segment (in thousands) | 12 Months |  |
| :---: | :---: | :---: | :---: | :---: |
| 3Q10 | 3Q09 |  | FY09 | FY08 |
| \$ 283,621 | \$ 253,716 | Cash provided by operations | \$272,475 | \$324,393 |
| 130,789 | 106,435 | Proceeds from sales | 128,188 | 165,995 |
| 414,410 | 360,151 | Total cash generated | 400,663 | 490,388 |
| $(\$ 225,400)$ | $(\$ 439,300)$ | Trucks/trailers produced | $(\$ 516,600)$ | $(\$ 520,400)$ |
| $(15,500)$ | $(33,000)$ | Equipment lease buy-outs | $(36,700)$ | $(61,100)$ |
| $(26,300)$ | $(42,800)$ | Construction/repair/renovation | $(53,000)$ | $(53,500)$ |
| $(7,200)$ | $(24,700)$ | Other real estate/purchases | $(28,200)$ | $(11,000)$ |
| $(3,450)$ | $(42,750)$ | Other items | $(48,442)$ | $(54,829)$ |
| $(\$ 277,850)$ | $(\$ 582,550)$ | Cash used for investment | $(\$ 682,942)$ | $(\$ 700,829)$ |
| $(9,723)$ | $(9,723)$ | Preferred stock dividends | $(12,963)$ | $(12,963)$ |
| \$126,837 | $(\$ 232,122)$ | Free cash flow | $(\$ 295,242)$ | $(\$ 223,404)$ |
| \$373,595 | \$272,488 | Cash at end of period | \$213,078 | \$191,250 |
| \$115,000 | \$42,700 | Available cash from existing credit | \$42,700 | \$164,200 |

- Revenue - negative trend, improving
- Net income - significant operating leverage
- Capital expenditures - moderated
- Free cash flow - improving
- Cash - maintaining conservative balances
- Debt - manageable maturity schedule


