

Earnings Call 1Q-2022



SODIMAC

TOTTUS

Banco Falabella

mallplaza

Falabella INMOBILIARIO

LINIO

falabella.com



FALABELLA

This presentation contains forward-looking statements, including statements regarding the intent, belief or current expectations of the company and its management. Investors are cautioned that any such forward-looking statements are not a guarantee of future performance and involve a number of risks and uncertainties including, but not limited to, the risks detailed in the company's financial statements, and actual results could differ materially from those indicated by such forward-looking statements.



OUR PHYSICAL-DIGITAL ECOSYSTEM

1Q-2022 LTM

Loyalty

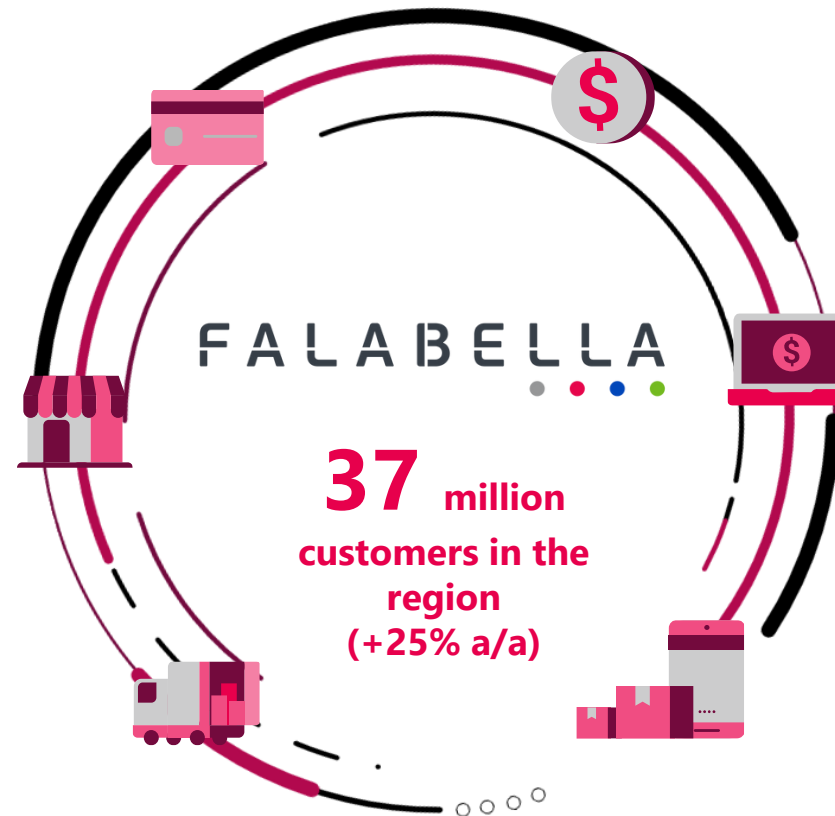
16.5 million active participants
across the region
+43% YoY

Marketplace

US\$ 3.8 Bn GMV
US\$ 721 mn GMV 3P
22% online penetration
14,000 Sellers
+8 million SKU's
44% app penetration in Chile

Logistics

+37 million orders delivered
60% deliveries under 48 hours in Chile
1.6 mn of sqm of logistic infrastructure



Digital Payments

US\$ 2.9 Bn TPV
+500,000 wallet active users

Digital Banking

US\$ 7.8 Bn loan book
100% digital product openings
+825,000 credit cards
+560,000 passive accounts
61% of loans digitally originated

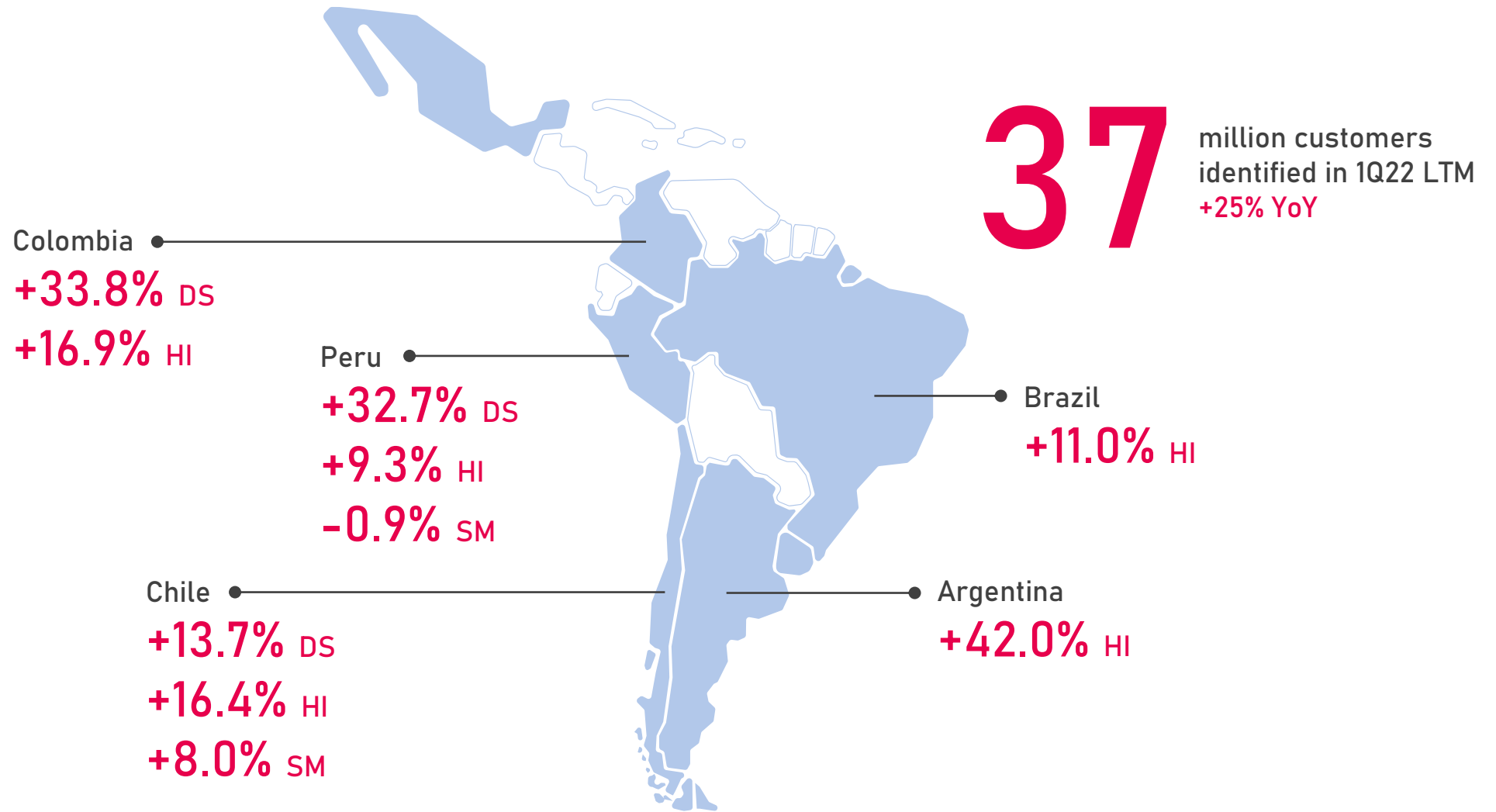
Omni-channel Retail

US\$ 13.3 Bn total sales at physical stores
~1,000 Click&Collect pickup points

HIGHLIGHTS OF THE PERIOD



OUR RETAILERS¹ CONTINUE GROWING YEAR OVER YEAR

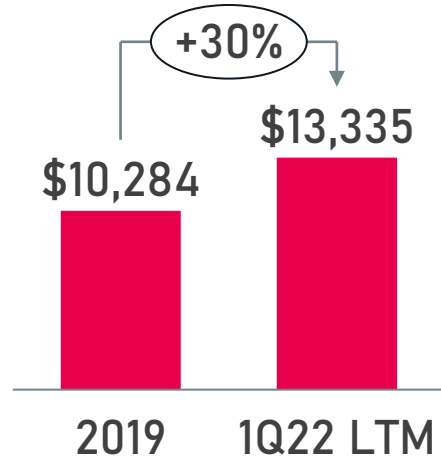


¹The acronyms for each of the retailers mean the following: DS is Department Stores, HI is Home Improvement and SM is supermarkets. Growth has been calculated in local currency.

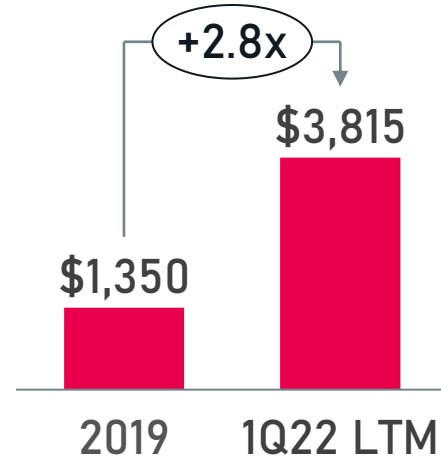
OUR PHYSICAL-DIGITAL ECOSYSTEM CONSOLIDATES ITS SCALE

US\$ mn

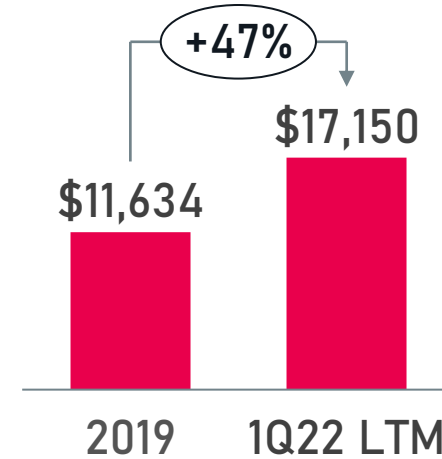
Total sales at physical stores



Online sales



Total sales

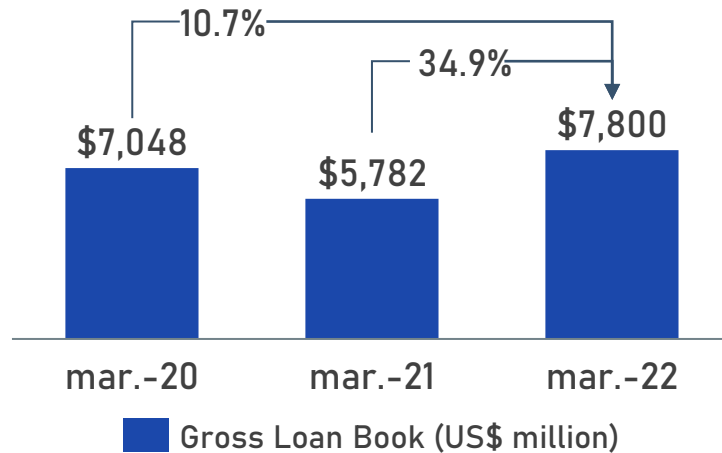


22% Total Regional Online Penetration
1Q-2022 LTM

“Falabella triples online sales versus 2019”

THE LOAN PORTFOLIO CONTINUES TO RAPIDLY GROW

Our loan portfolio grew 35% YoY, reaching its largest ever size



REGIONAL
+34.9% YoY
US\$ 7,800 million



Chile

+29.3% YoY

Local currency
 US\$ 5,372 million



Colombia

+46.4% YoY

Local currency
 US\$ 1,526 million



Peru

+36.1% YoY

Local currency
 US\$ 902 million

“We reached third place in consumer loans in Chile as of March 31, 2022, with a market share of more than 11%”

OUR DIGITAL BANKING BUSINESS CONTINUES TO CONSOLIDATE

1

Our online product origination journeys continue to drive growth

94%

of customer service interactions in the region are via online channels

+230,000

digital credit cards

~180,000

passive digital accounts

Online product openings are currently 57% of total product openings.

2

Our customers increase their preference for our services

+36% YoY

in CMR purchases

65%

CMR purchases outside our ecosystem

1.2

million customers with simultaneous products (CMR and passive account)

3

Customers are increasing engagement with our loyalty program

16.5 million

43% growth YoY across the region

83% YoY

Redemptions growth to reach 2.5 million

OUR ONLINE PAYMENT BUSINESS CONTINUES TO STRENGTHEN

Our payment processing platform and digital wallet Fpay continues increasing its transactional flow

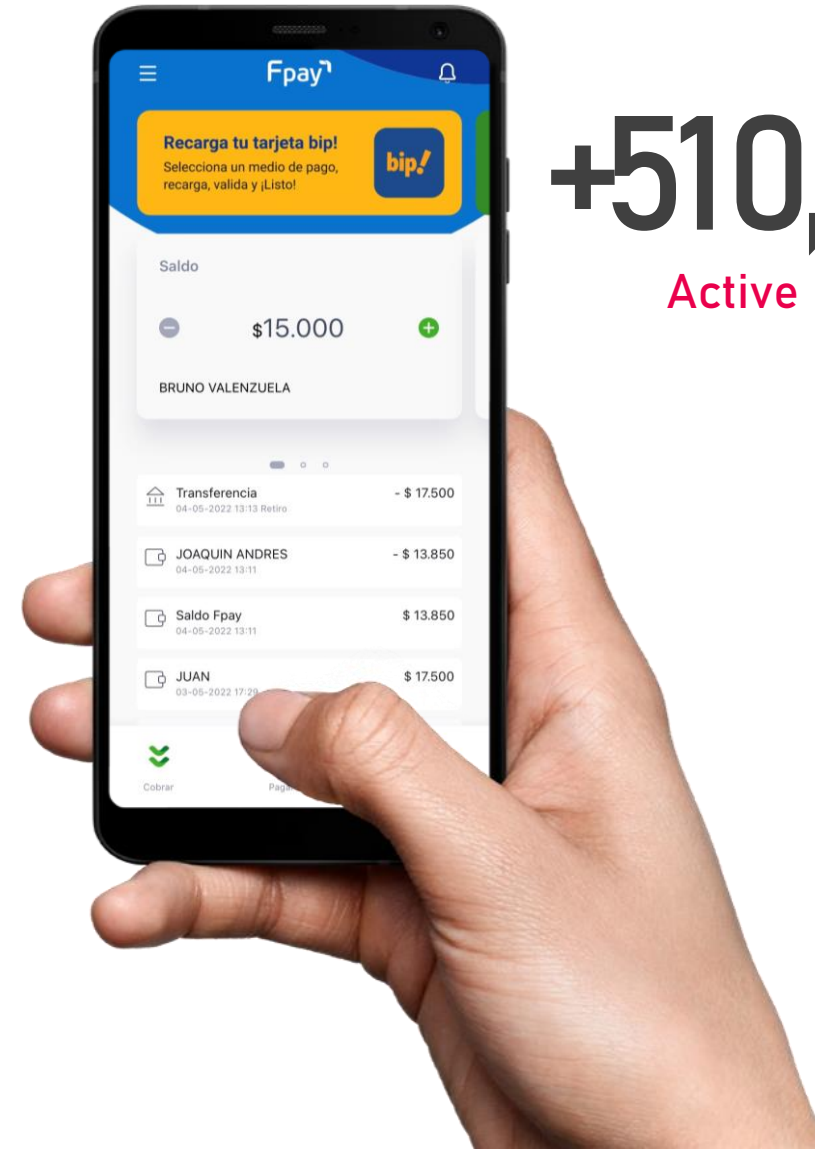
TPV US\$ 669 million
 +25% YoY
 1Q - 2022

US\$ 2,947 million
 +14% YoY
 1Q - 2022 LTM

New features for the digital wallet

The **Fpay prepaid account** was launched during March, which is fully online and totally free of charge.

Public transport payment card **bip! top-up** was launched in Chile using an app to control this fully online process.



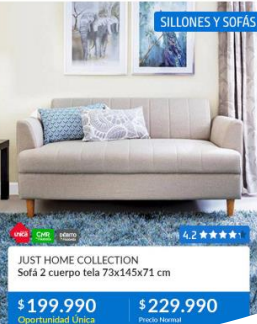
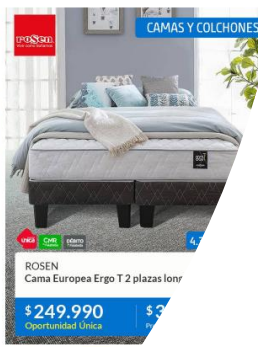
+510,000
 Active Fpay Users

¡Prepárate para el invierno!



4.5★★★★★
BAUKER
Taladro percutor eléc. 13 mm
650W + 50 accesorios
\$32.990
Oportunidad Única
\$46.990
Precio Normal

Ver productos

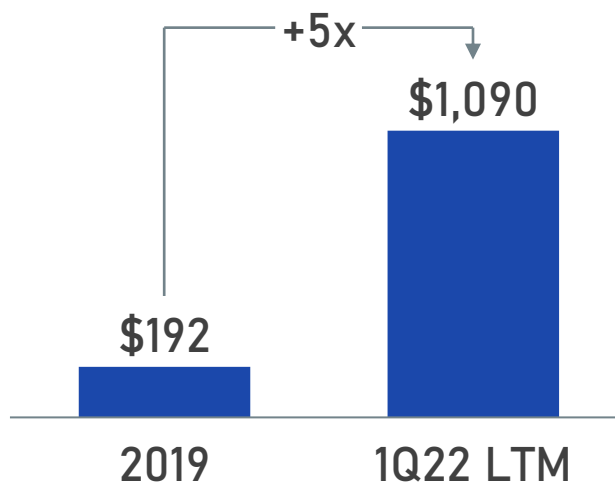


HOME IMPROVEMENT ACHIEVES A RECORD IN ONLINE SALES



Home Improvement business continued to capitalize on consumer momentum in all markets”

GMV Home Improvement (US\$ million)



Online Penetration

4% 2019

14% 1Q22 LTM

SUSTAINABILITY MILESTONES

Falabella Retail Chile provides a new service to give clothes a second life

People can transform and customize their jeans, turn them into a new product and extend their useful life at the "Taller F". The initiative promotes a circular economy within the company's +Verde strategy. For the first time the "Taller F" will be rolled out beyond Santiago to Antofagasta, La Serena, El Trébol, Concepción, Temuco and Viña del Mar.

Mallplaza implements new Plaza 0 model

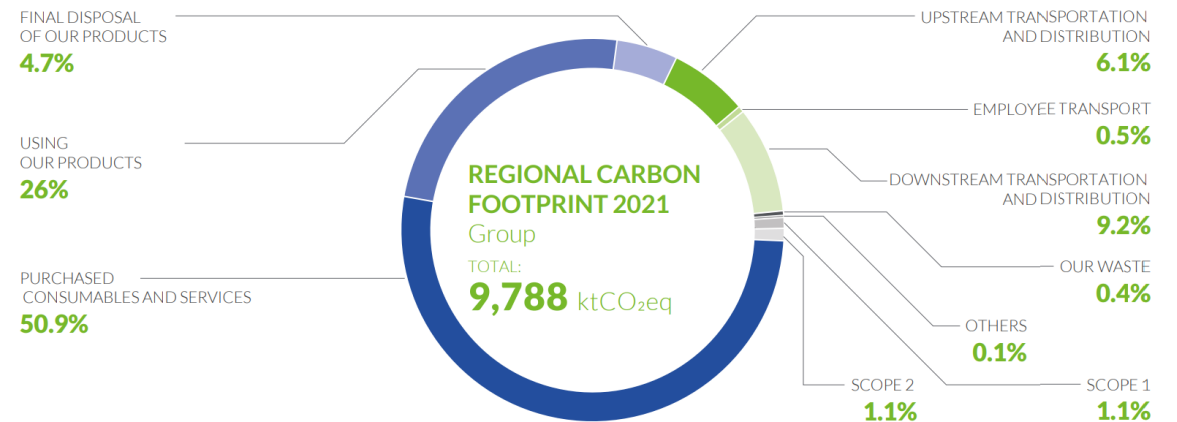
Plaza 0 is an unprecedented circular economy and waste management model that transforms Mallplaza's food courts to make them free of single-use packaging and it will manage the entire recycling chain in collaboration with business partners.

Plaza 0 replaces disposable containers with reusable tableware/crockery managed by Mallplaza. This provides an orderly, efficient and clean solution for business partners, which encourages good environmental practices, facilitates compliance with the law, and improves the visitor experience.

Falabella reported the consolidated Carbon Footprint of its business for the first time

We are committed to increasing the coverage of our emissions inventory, while maintaining our benchmarks for measuring and aligning our emissions with the international standards in the Greenhouse Gas (GHG) Protocol.

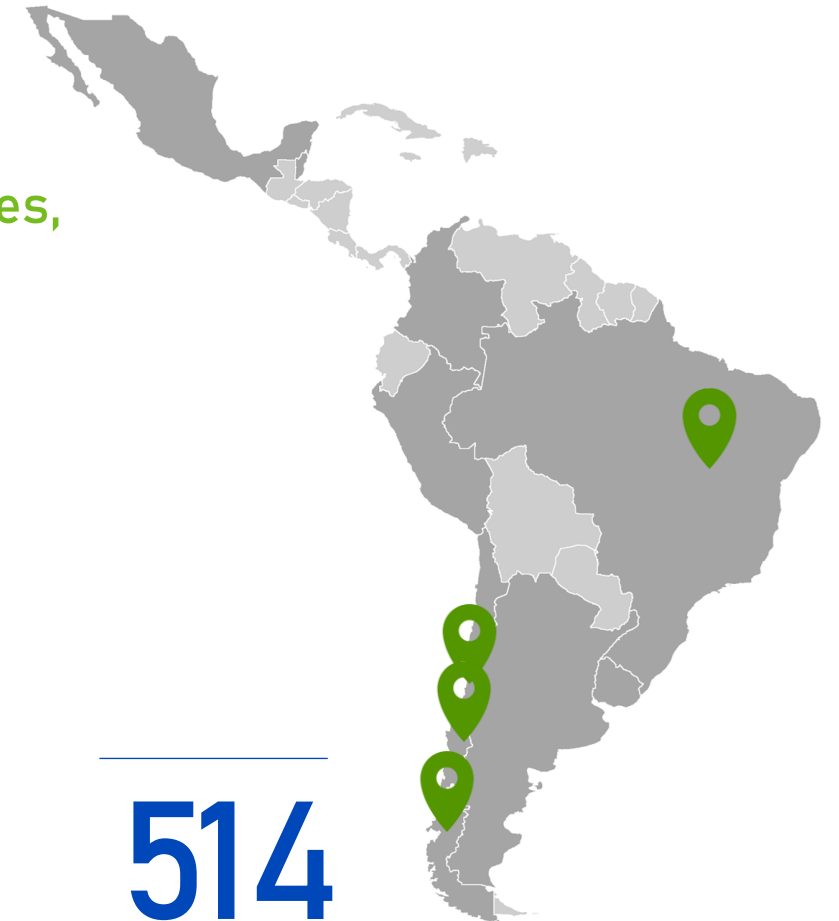
96% of our businesses are covered



PHYSICAL EXPANSION PLAN

“ Our selective physical expansion plan progressed, as we opened two Supermarkets and two Home Improvement stores, totaling +16,988 sqm.”

	Chile	Chile	Brazil
Format	Supermarkets	Home Improvement	Home Improvement
City	Santiago/Valparaíso	Temuco	São Paulo
Surface Area (sqm)	3.312	11.582	2.094
Opened	2	1	1
Total Country	72	85	53



514

Total stores across the region in 1Q22

FALABELLA ANNOUNCED US\$ 711 MILLION IN INVESTMENTS FOR 2022

“ Technology and logistics represent ~60% of planned investments for 2022 (US\$ 418 million)”

The plan focuses on launching Falabella.com in Peru and Colombia, strengthening our digital banking capabilities, increasing order processing capacity and shortening delivery times.

Investments in technology platforms (US\$ 308 million total, US\$ 65 million Capex, US\$ 243 million Opex)

Logistics investments (US\$ 110 million)

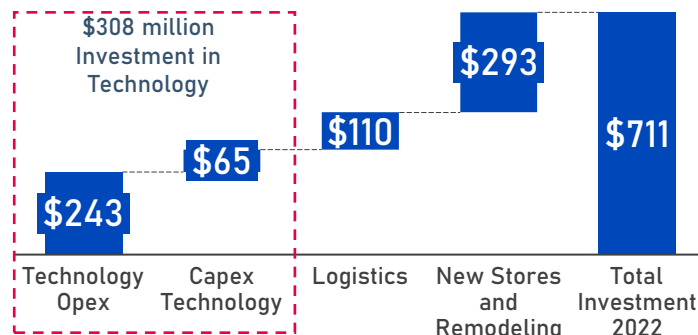
“ The remaining ~40% (US\$ 293 million) of these planned investments will be used for opening and remodeling stores

Opening stores (US\$ 135 million) to continue developing selected growth opportunities

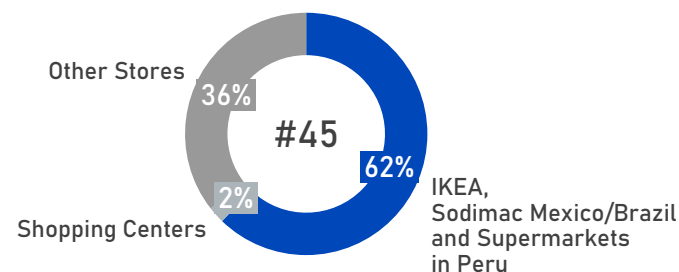
Renovation of selected locations (US\$ 158 million)

We are investing in technology and logistics, while decreasing the capital allocated to physical stores

Capex Plan (US\$ million)



Store openings for 2022-2023



For further information refer to the following link

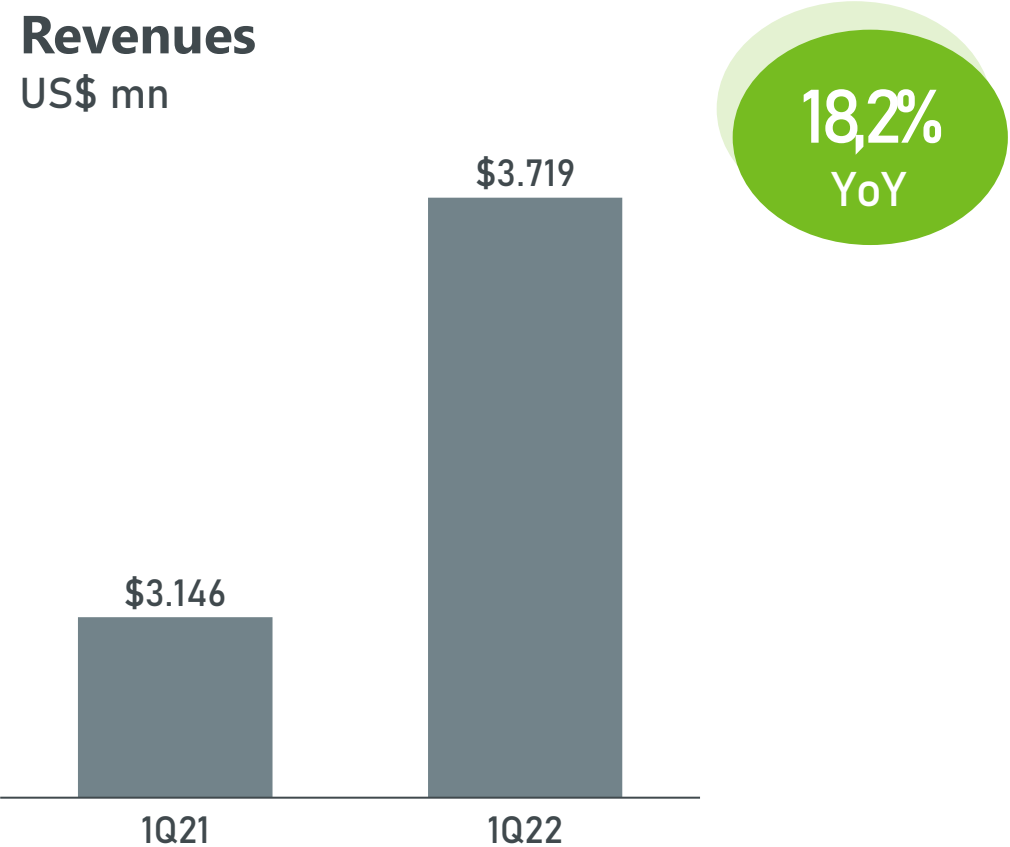
[Investment Plan 2022](#)

FIRST QUARTER CONSOLIDATED FINANCIAL RESULTS

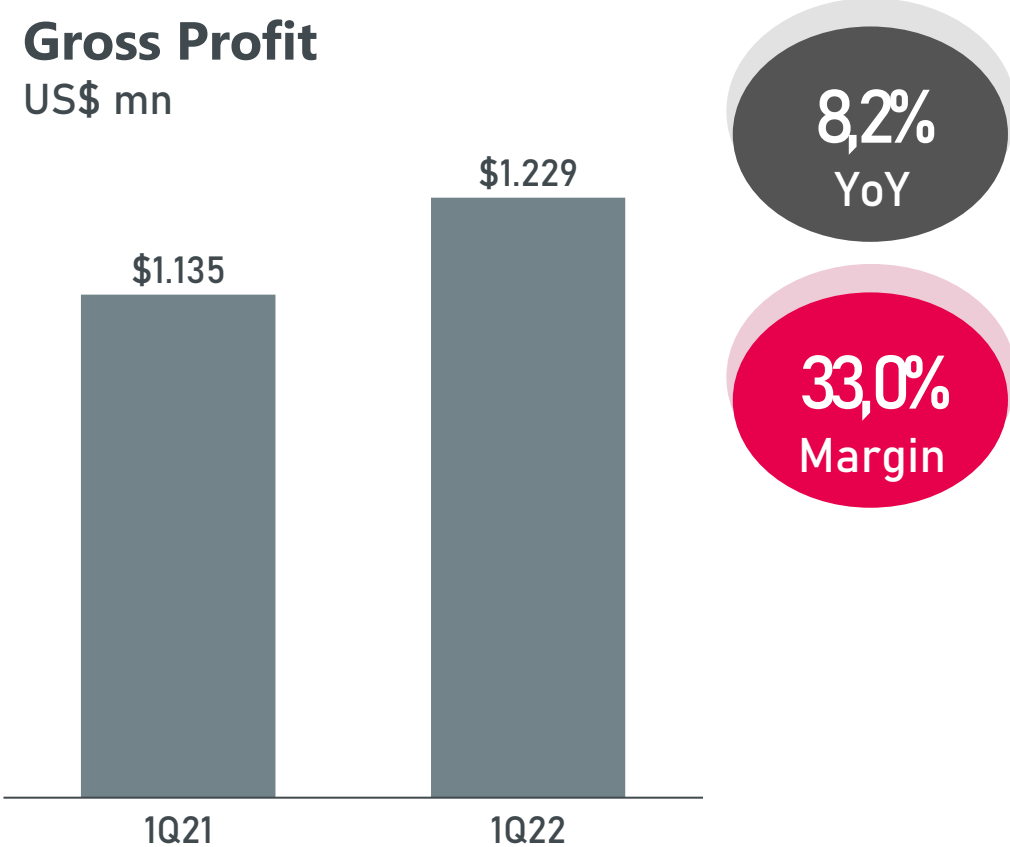


CONSOLIDATED FINANCIALS RESULTS

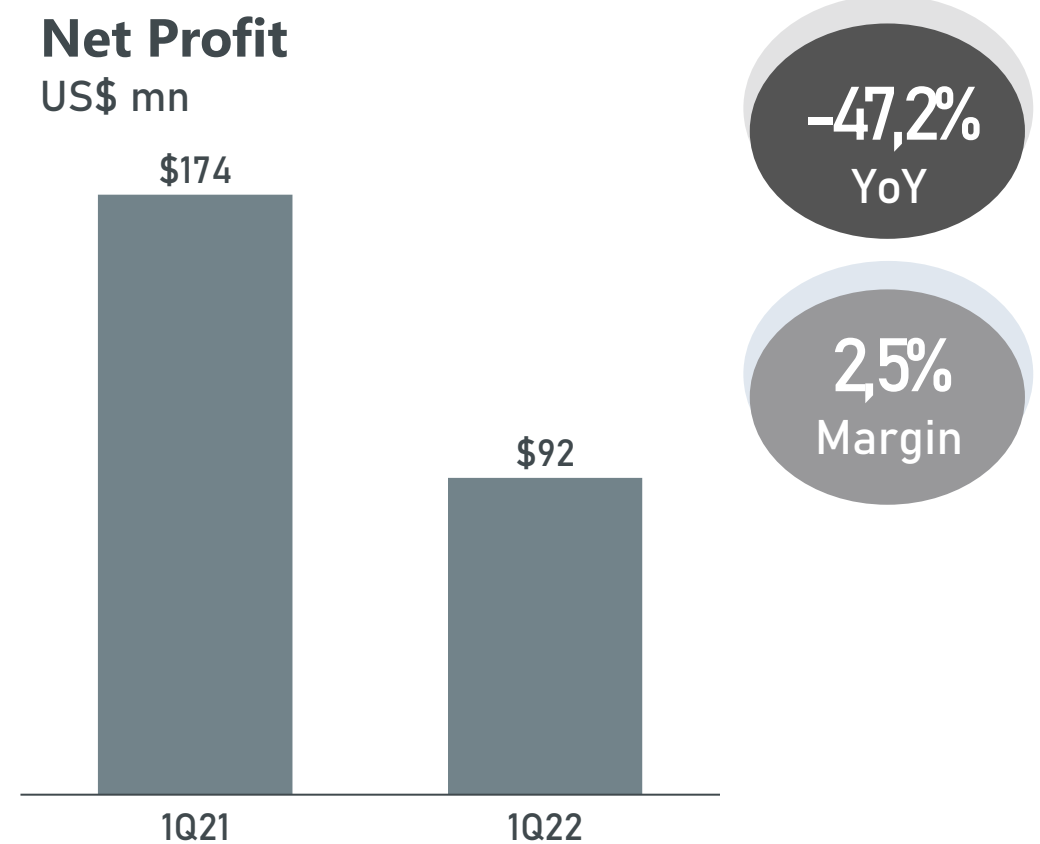
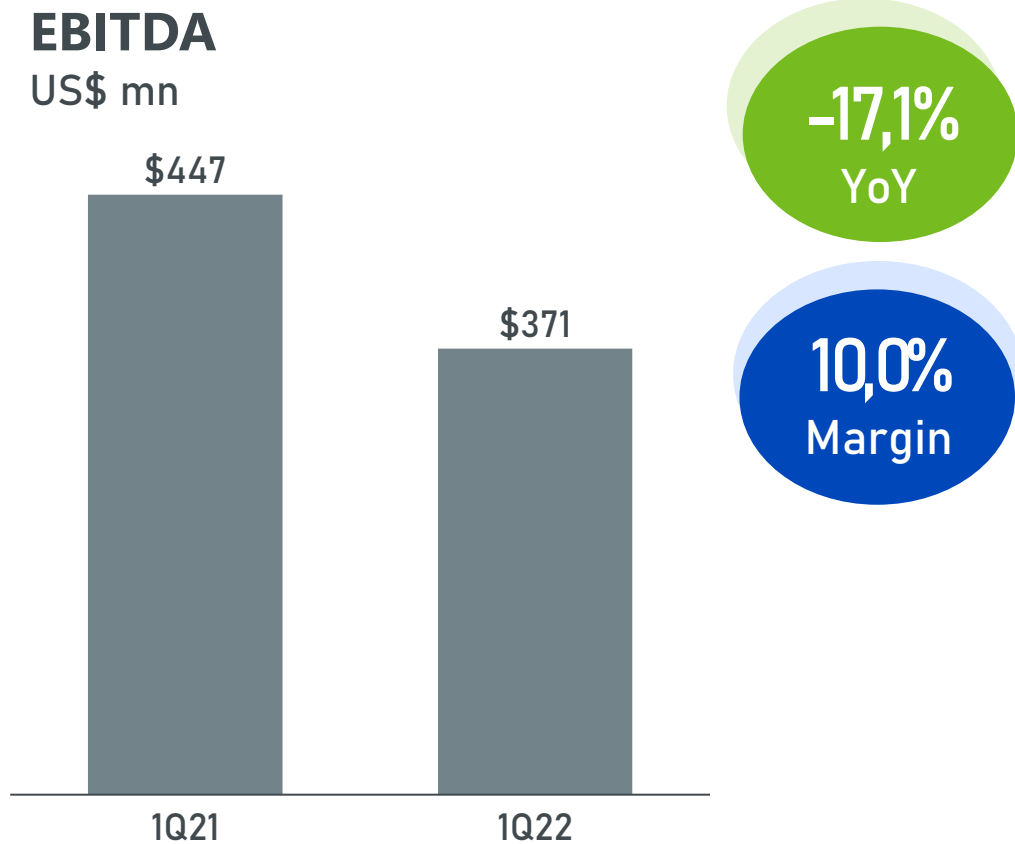
Revenues US\$ mn



Gross Profit US\$ mn

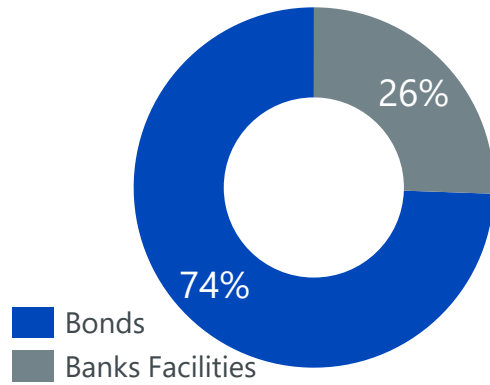


CONSOLIDATED FINANCIALS RESULTS

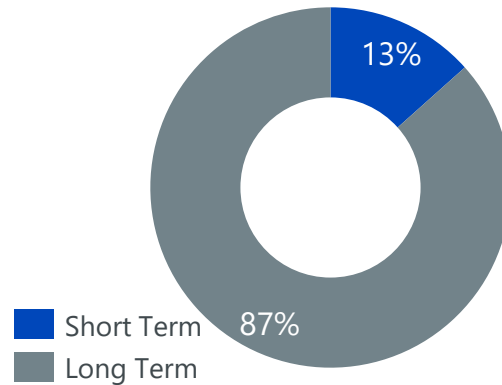


STRONG FINANCIAL POSITION

Debt By Creditor
w/o Banking Operations



Debt By Maturity
w/o Banking Operations



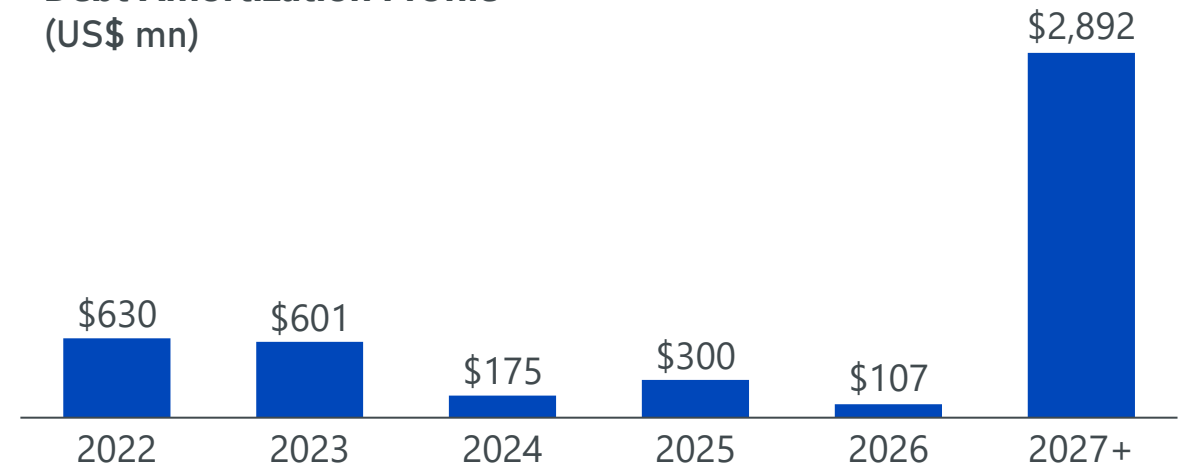
Net Financial Debt/Ebitda (times)
w/o Banking Operations



Net Leverage (times)
w/o Banking Operations



Debt Amortization Profile (US\$ mn)



Total debt (exc. Banks) reached US\$ 4,706 million

SUMMARY FINANCIALS

(US\$ mn)

	1Q21	1Q22	Var (%)
Total sales			
GMV Online	738	796	8,0%
GMV own products (1P)	568	655	15,4%
GMV third-party products (3P)	170	141	-17,0%
Total sales of physical stores	2.713	3.200	17,9%
Total sales	3.451	3.996	15,8%
TPV	536	669	24,8%
Financial Results			
Non-Banking Revenue	2.815	3.227	14,6%
Financial Services Revenue	331	492	48,4%
Total Revenue	3.146	3.719	18,2%
EBITDA	447	371	-17,1%
Net (Loss) Income	174	92	-47,2%
Balance Sheet			
Cash (non-banking)	1.294	448	-65,4%
Gross Loan Book	5.782	7.800	34,9%
Total Net Debt (Exc. Banking)	3.319	4.199	26,5%

Note: Total sales correspond to the total value of the merchandise sold, including our own (1P) and third-party (3P) products, through our omnichannel platform (physical and online stores). Includes value added taxes. Calculated with a neutral exchange rate.

FIRST QUARTER RESULTS BY SEGMENT





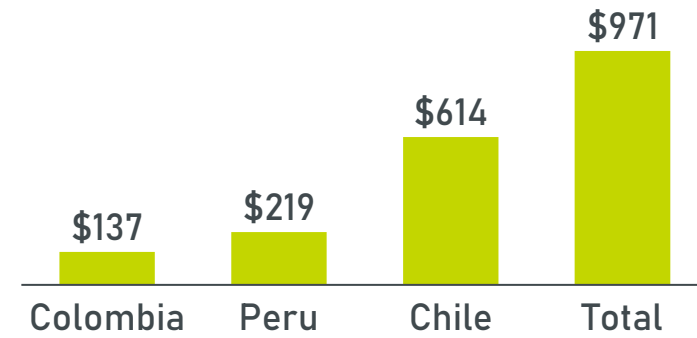
DEPARTMENT STORES



REVENUE 1Q22¹

US\$ mn

Annual var (%) 36.8% 42.6% 13.7% 16.2%



SSS	26.7%	N/A	N/A
Var Local currency (%)	33.8%	32.7%	13.7%

¹Total revenues includes Argentina operation



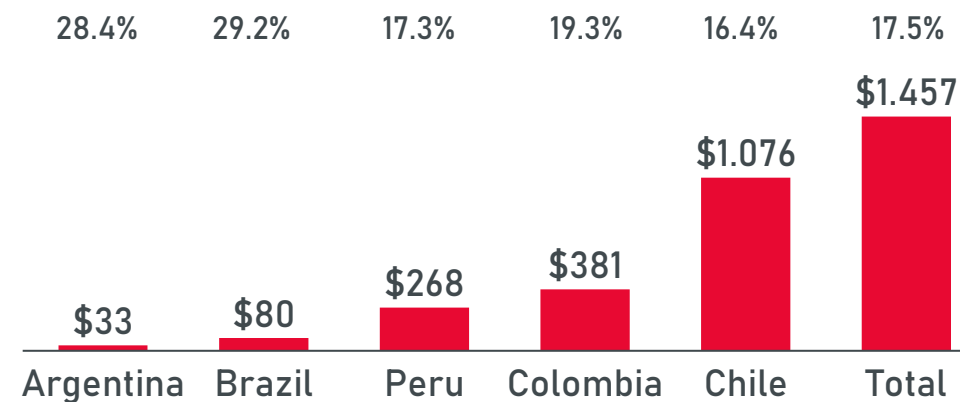
HOME IMPROVEMENT



REVENUE 1Q22¹

US\$ mn

Annual var (%)



	Argentina	Brazil	Peru	Colombia	Chile
SSS	48.2%	8.1%	9.6%	16.3%	16.0%
Var Local currency (%)	42.0%	11.0%	9.3%	16.9%	16.4%

¹Total revenues excludes Uruguay, Colombia and Mexico operations

SUPERMARKETS



REVENUE 1Q22

US\$ mn

Annual var (%) 8.0% 6.4% 7.2%



SSS 4.0% -2.8%

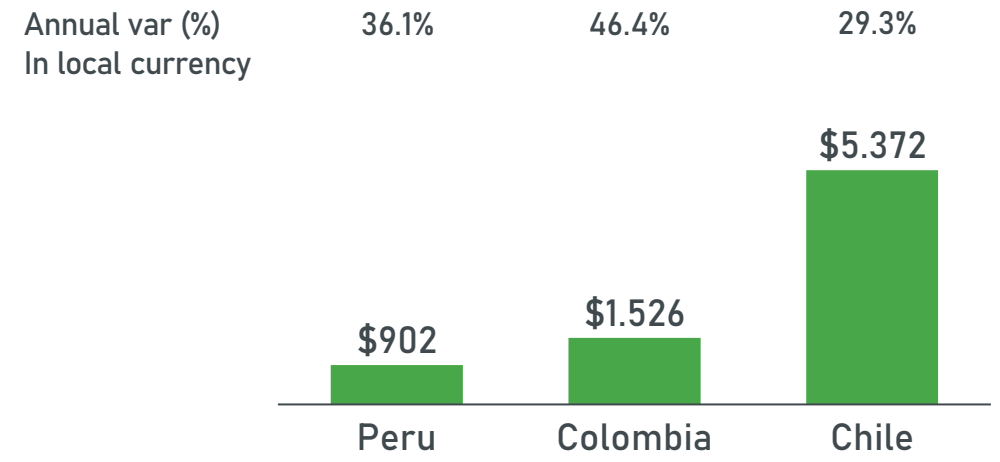
Var Local currency (%) 8.0% -0.9%

FINANCIAL SERVICES



LOAN BOOK 1Q22

US\$ mn



REAL ESTATE



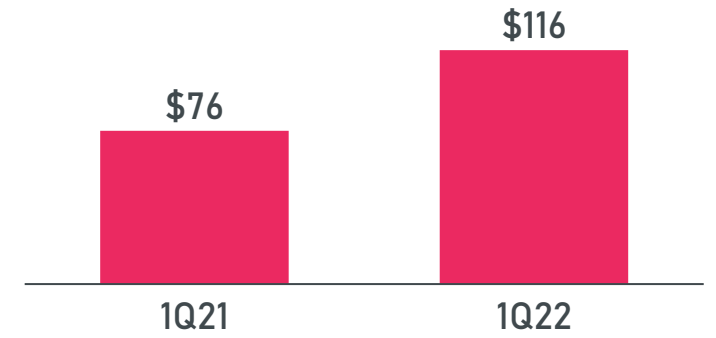
REVENUE 1Q22

US\$ mn

Annual var (%)

-19.9%

52.7%



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