

CORPORATE PRESENTATION 2Q-2023

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.

All numbers in this presentation are expressed as of LTM June 2023, converted to US Dollars and rounded to millions.



Physical and Digital ecosystem with diversified presence across Latin America

Key Financial Figures¹

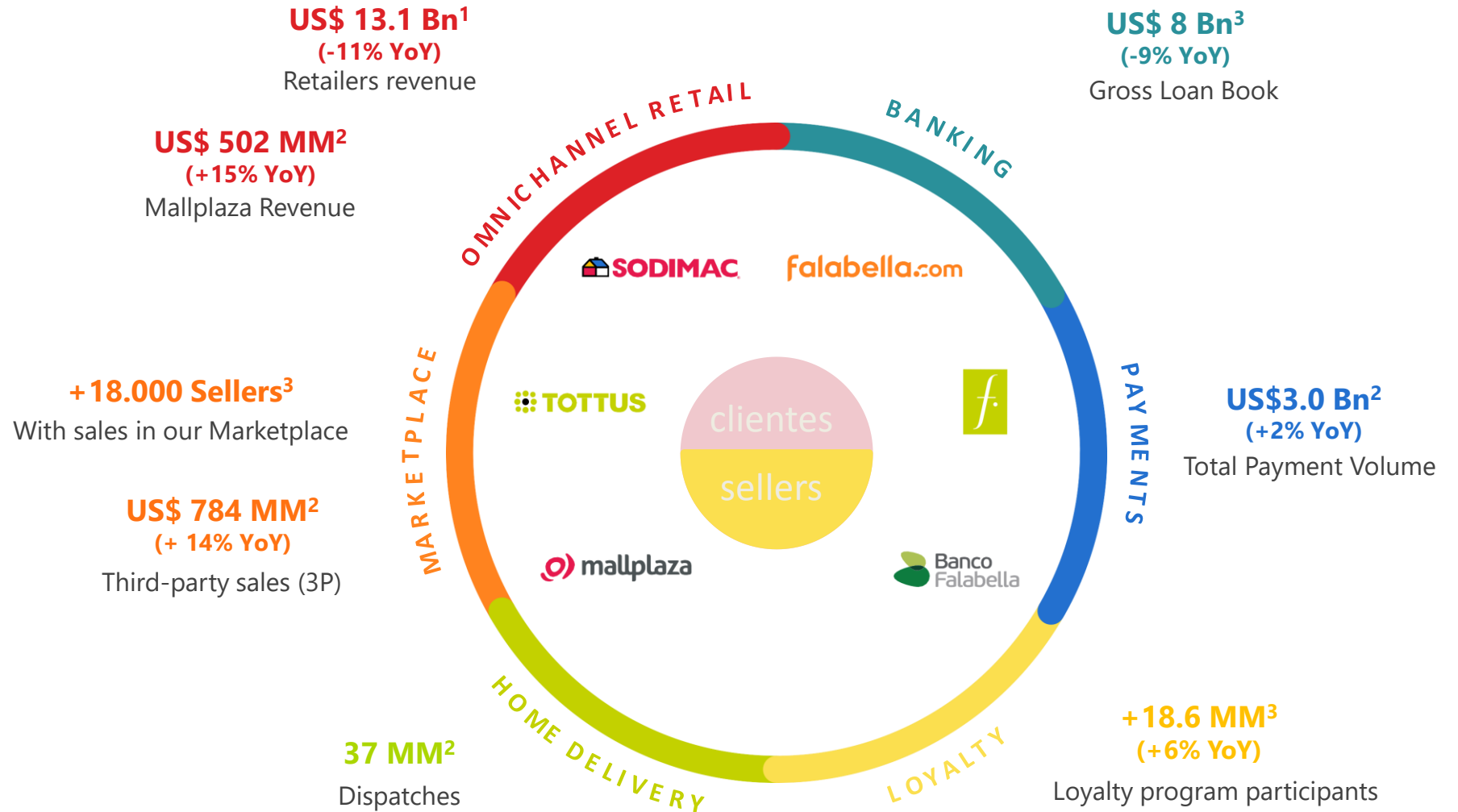
FALABELLA

US\$ 14.6 Bn
Total Revenue

US\$ 3.2 Bn
GMV

US\$ 3.0 Bn
TPV

US\$ 0.8 Bn
EBITDA

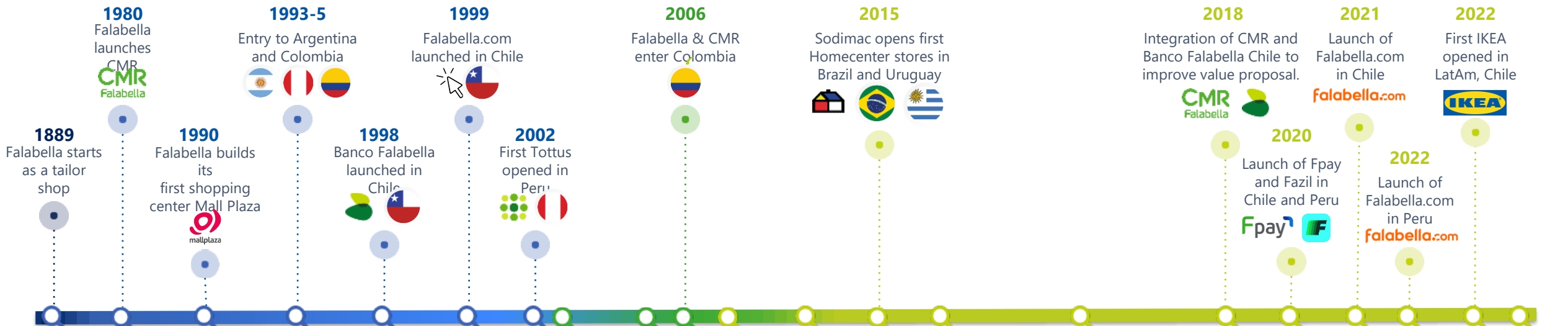


1. Figures as of 2Q23, last twelve months (LTM). Home Improvement operation includes the businesses in Chile, Peru, Colombia, Brazil, Mexico, Argentina and Uruguay. Mexico and Colombia do not consolidate in the financial statements.
2. Figures as of 2Q23, last twelve months (LTM).
3. Figures as of June 2023. Gross Loan Book includes CMR Mexico.

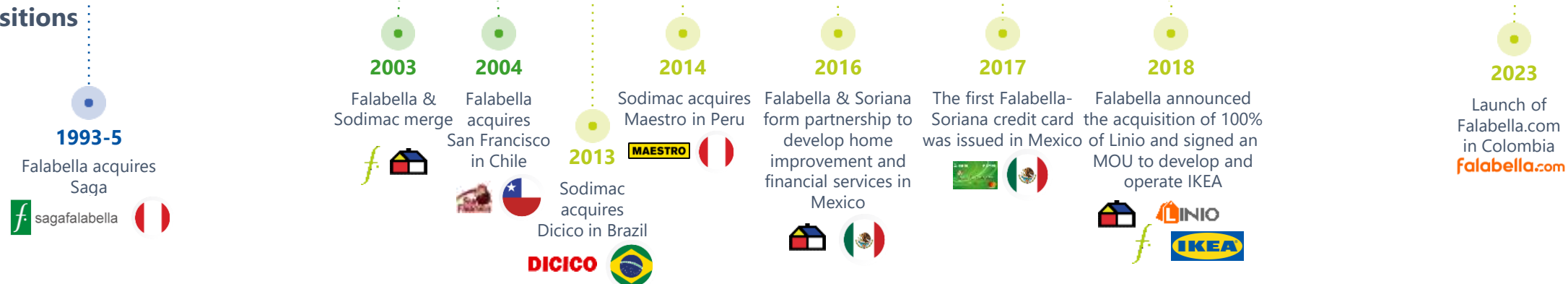
Constantly evolving to meet our customers' demands

Born over 130 years ago as a tailor shop, built a powerful model with important synergies, based on the virtuous circle between retail, financial services and malls


Organic initiatives



Mergers & Acquisitions



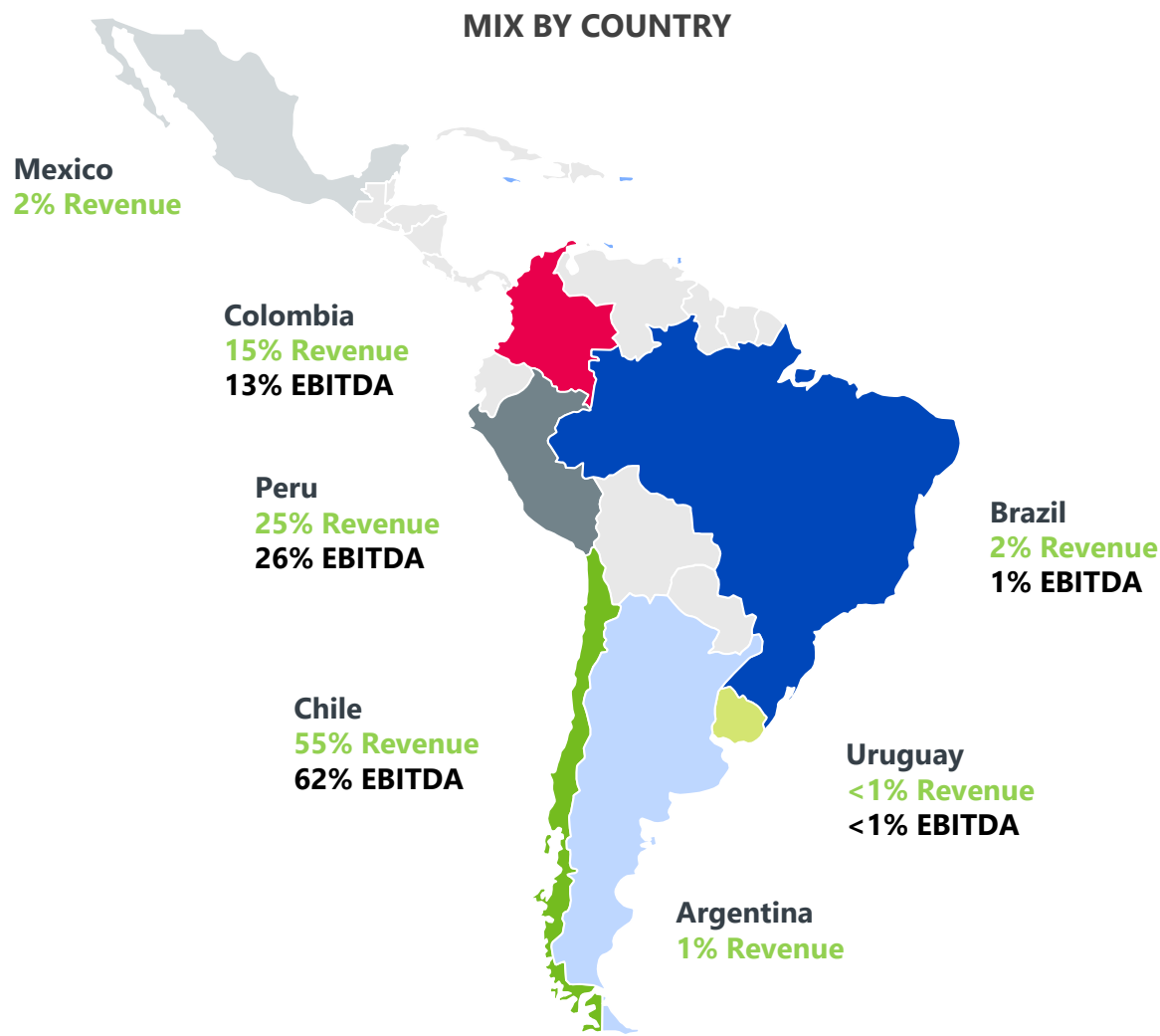
Physical and Digital ecosystem with diversified presence across Latin America

Present in all major LatAm markets							
<div> <div>7</div> <div>Countries</div> </div> 	Chile	Peru	Colombia	Argentina	Brazil	Uruguay	Mexico
	Department Stores	46 Stores	33 Stores	27 Stores			
	Home Improvement	88 Stores	55 Stores	40 Stores	7 Stores	54 Stores	4 Stores12 Stores
	Supermarkets	72 Stores	88 Stores				
	Financial Services	2,980,274 Active credit cards	1,280,511 Active credit cards	1,604,208 Active credit cards			555,412 Active credit cards
	Real Estate	27 Malls	15 Malls	4 Malls			

- Key highlights of Falabella's platform:
- ✓ Large market size
 - ✓ Growing young and middle class
 - ✓ Low banking penetration
 - ✓ Growth potential for the digital platform
 - ✓ Low relative physical penetration in retail compared to developed markets

1. All figures as of June 2023. Home Improvement Chile includes IKEA.

Contribution breakdown



1. Mix by Country and Mix by Business as of 2Q23 LTM. Segment 'Colombia' and 'Home Improvement include Sodimac Colombia and Sodimac Mexico, Financial Services includes CMR Mexico which we do not consolidate. Revenue and EBITDA breakdown does not consider Segment 'Others, elimination & annulment'.

OUR STRATEGY



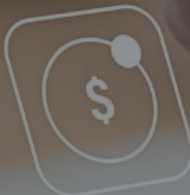
Tap & Pay



Tarjeta Digital



Canje de
Gift Card



Notificación
de Pagos



Control
de Seguridad



Compartir
Comprobante



Copiar y Pegar
Contactos

Our virtuous cycle results from our omnichannel retail, marketplace and financial services leveraging each other to grow



36 million
Total Customers

18 thousand
Sellers

572
Stores & Malls

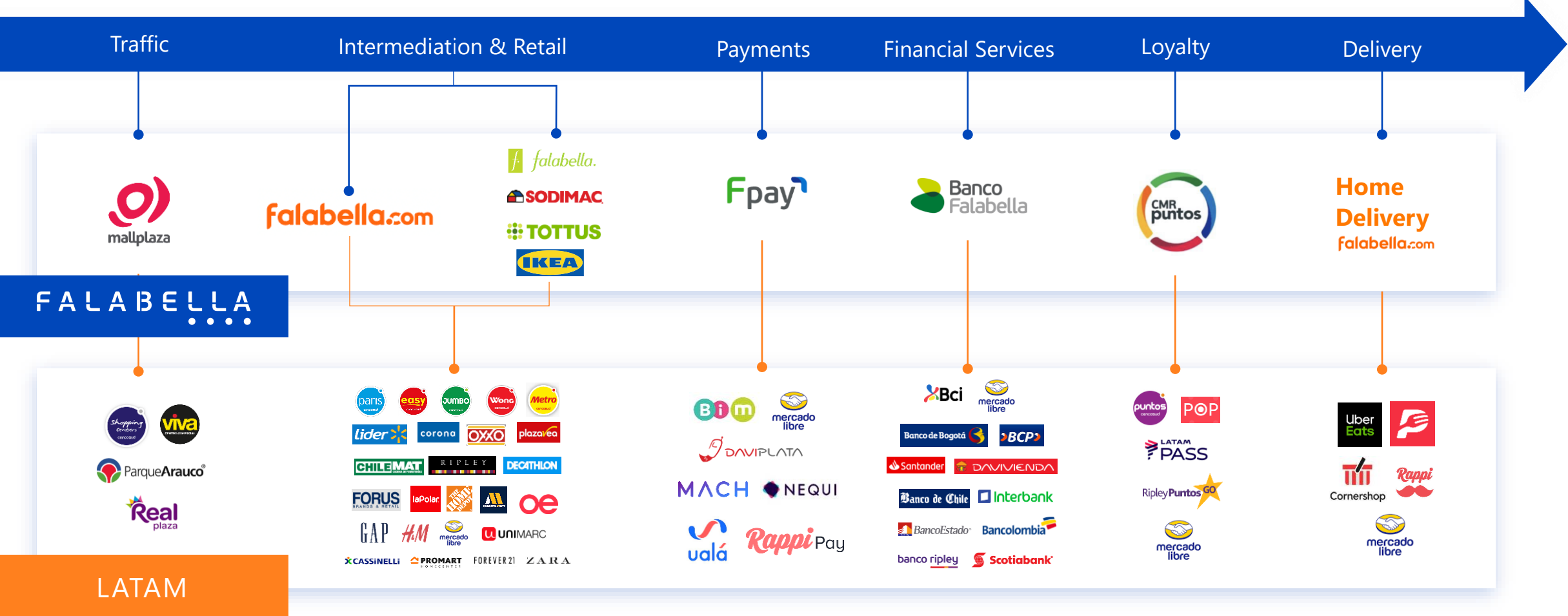
7.3 million
Banking Customers

Operations in
7 countries



To interact at all touchpoints of the customer journey, we incorporated Falabella.com, Fpay and Home Delivery unit

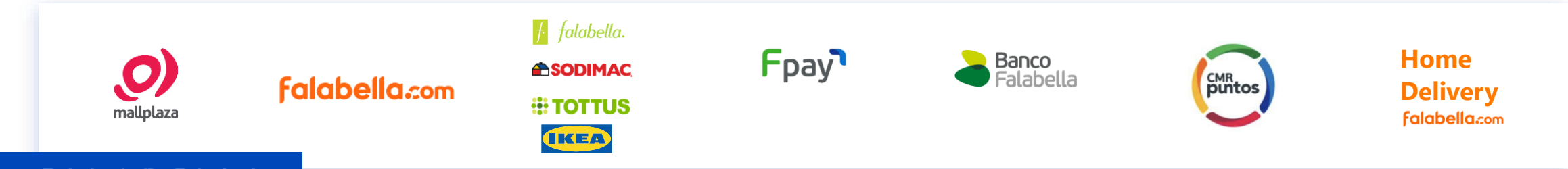
CUSTOMER'S JOURNEY



All products and services under a same umbrella and in a consistent journey for the customer

To continue accelerating growth we have created six cross business platforms

CUSTOMER'S JOURNEY



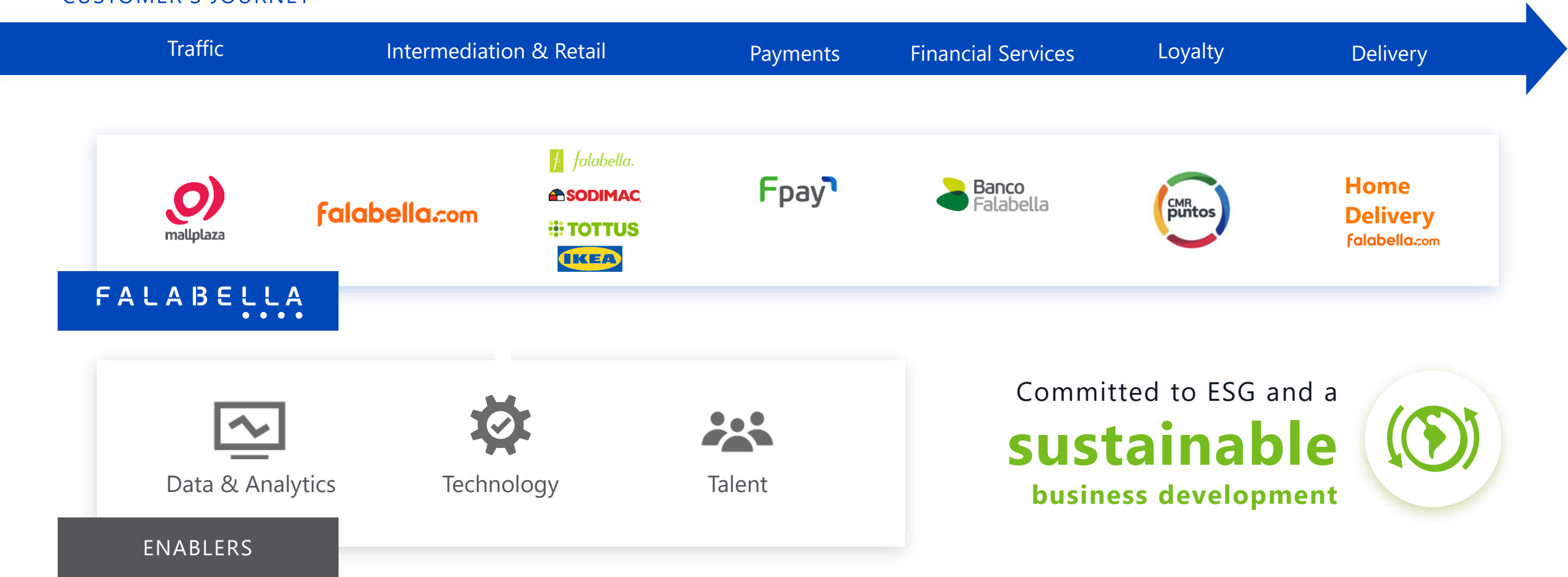
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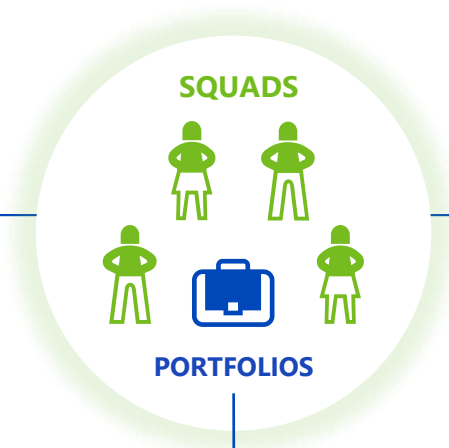
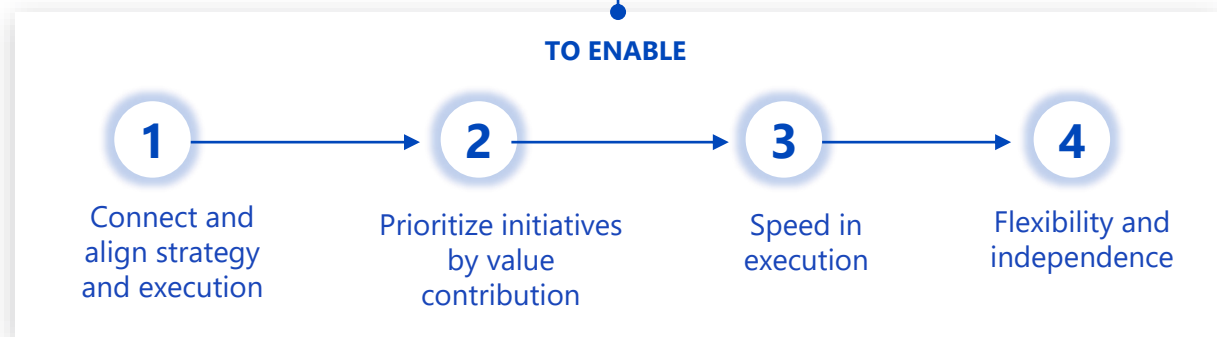
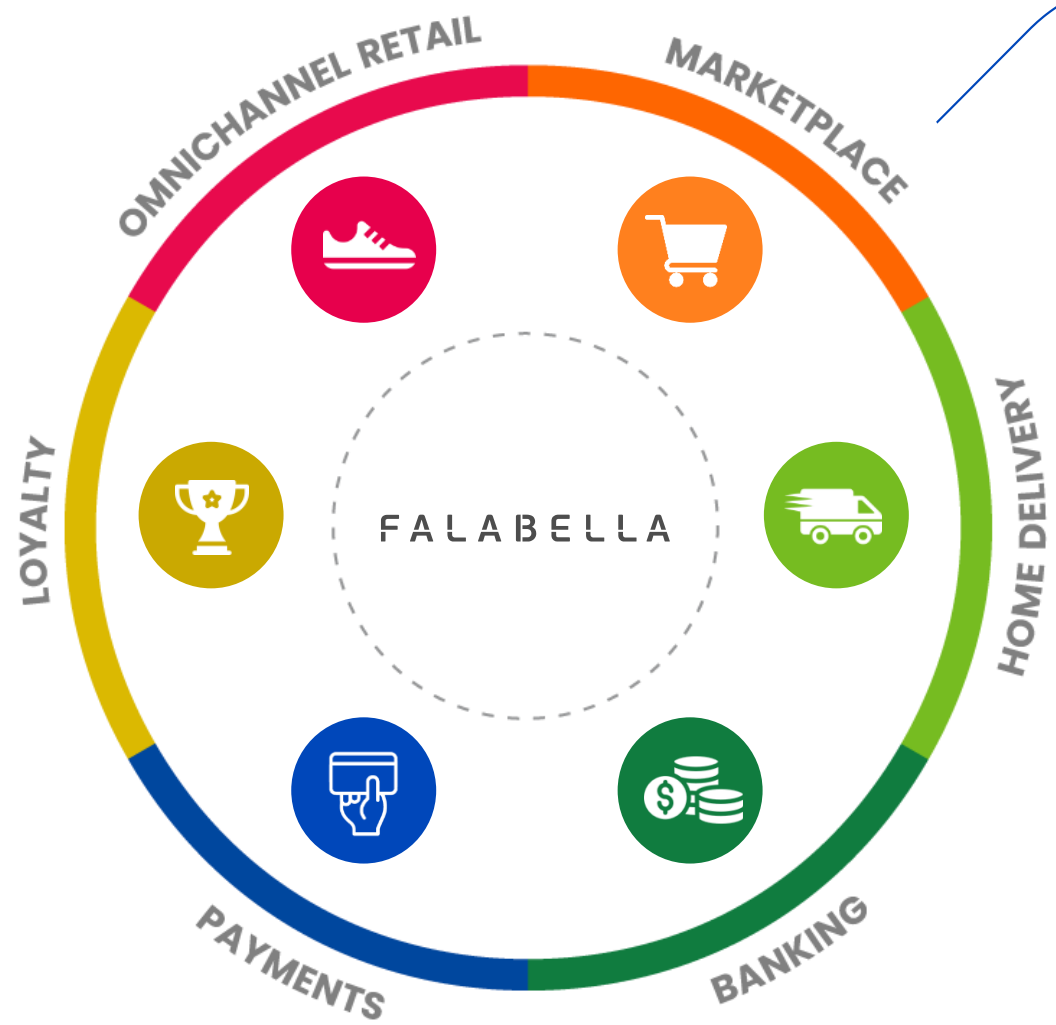
BUSINESS PLATFORMS

We have built a physical-digital ecosystem supported by our data, analytics, technology, and people in a sustainable business environment

CUSTOMER'S JOURNEY



We are shifting from a traditional organization to product teams

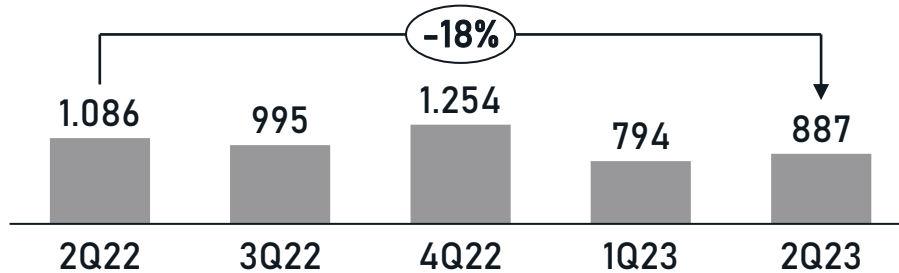


2Q-2023 HIGHLIGHTS

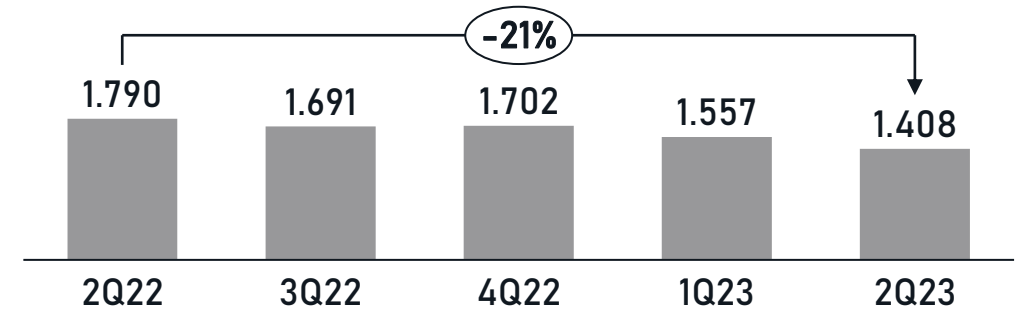


Strong leadership presence of Retailers & Malls in Latam

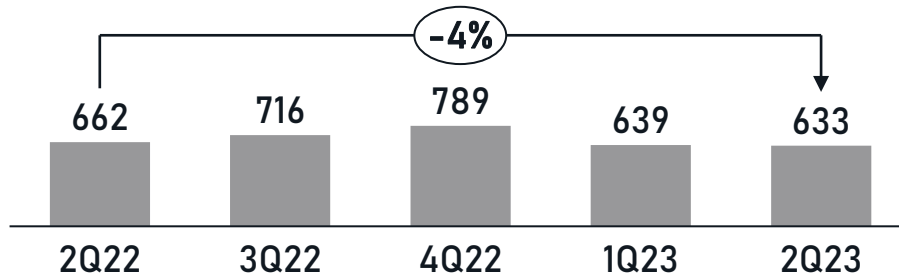
Department Stores - Revenues (US\$ MM)



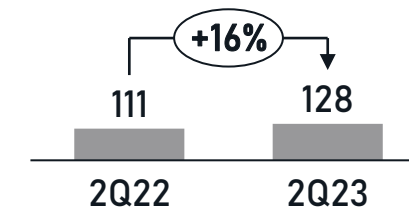
Home Improvement- Revenues (US\$ MM)



Supermarkets - Revenues (US\$ MM)

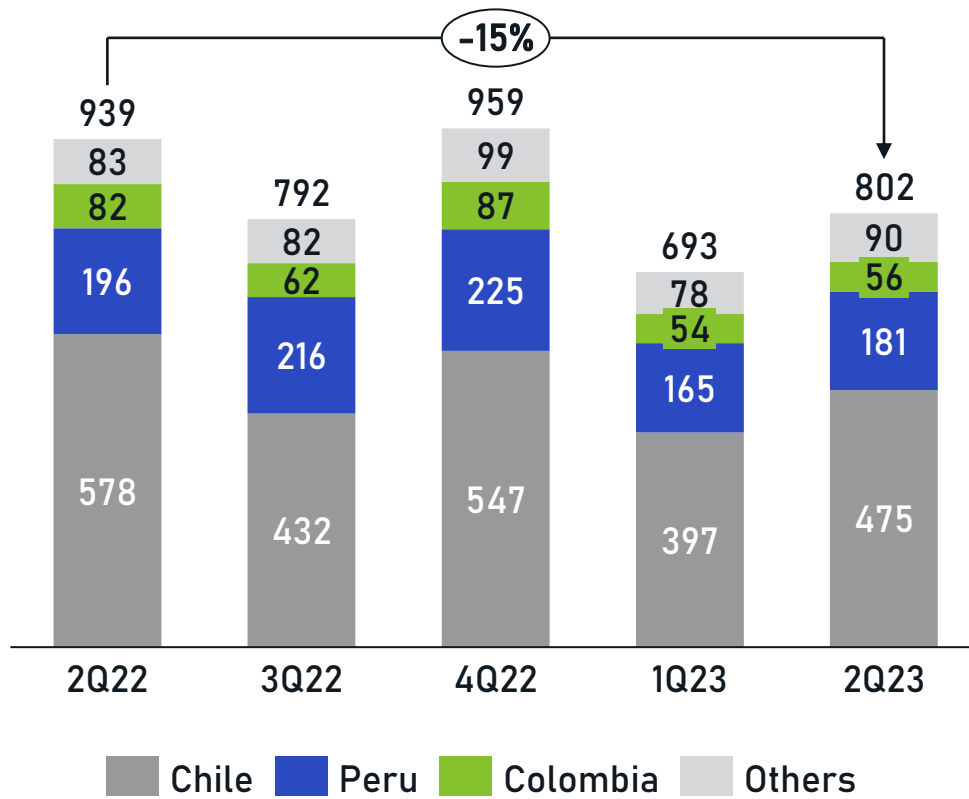


Mallplaza - Revenues (US\$ MM)

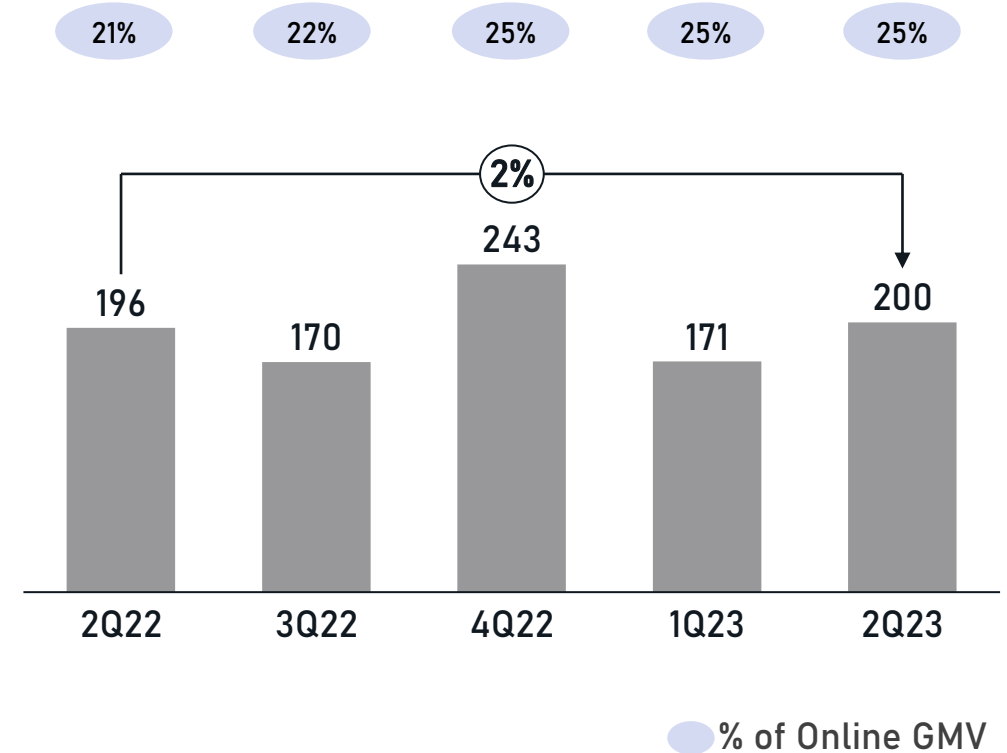


Our value proposition for customers and sellers continues to gain traction

Online GMV (US\$ MM)



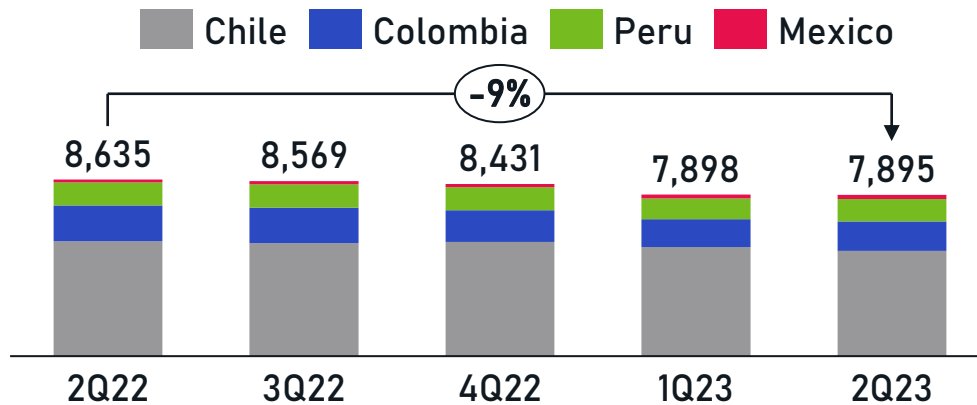
Online GMV - 3P (US\$ MM)



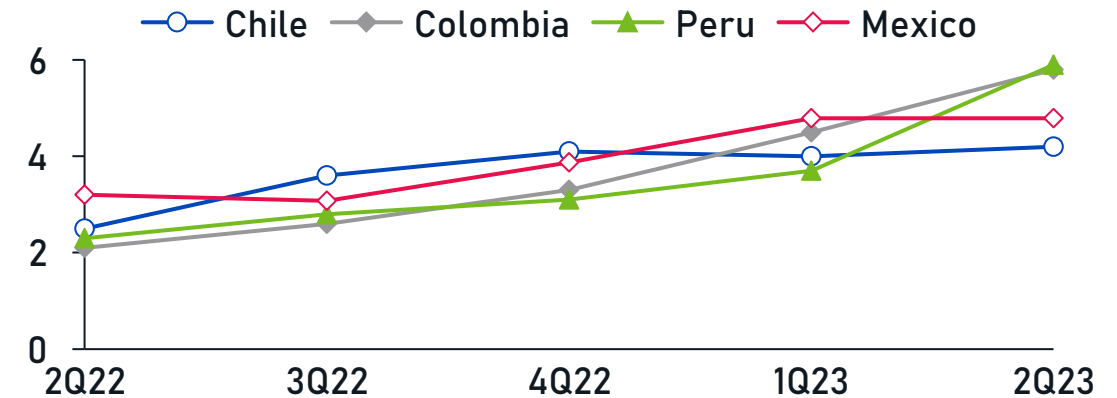
Building the leading digital bank of the Andean region

FALABELLA

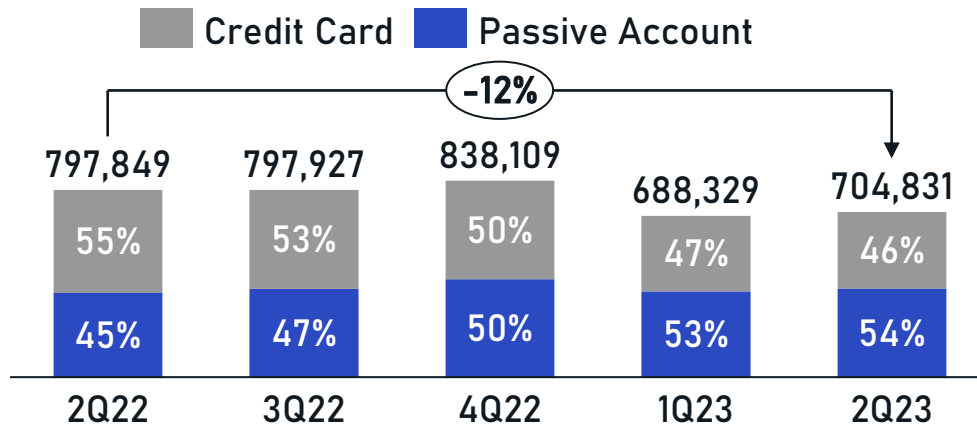
Loan portfolio (US\$ MM)



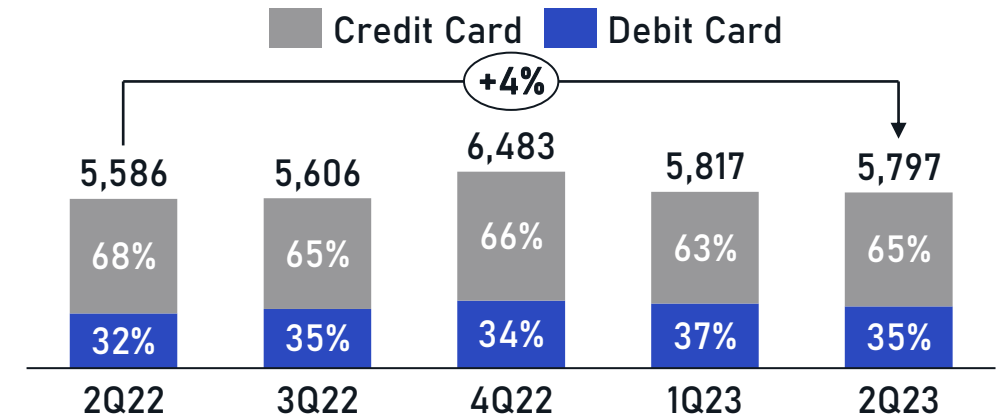
NPL (%)



Credit card & passive account openings (#)



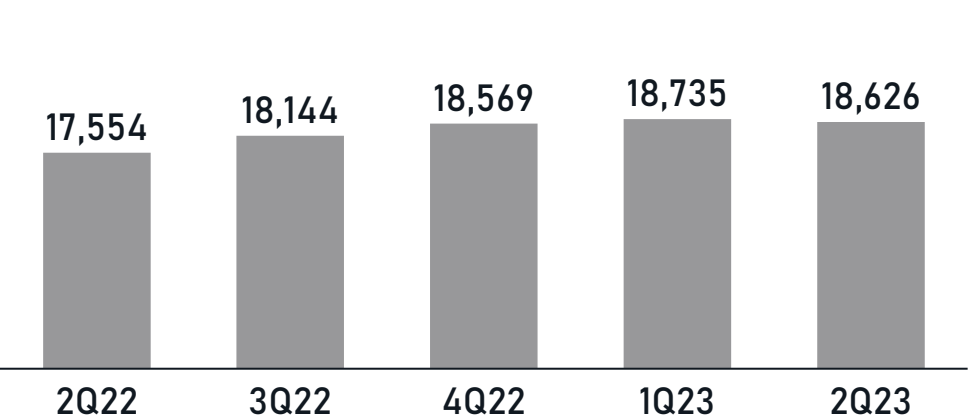
Credit & debit card purchases (US\$ MM)



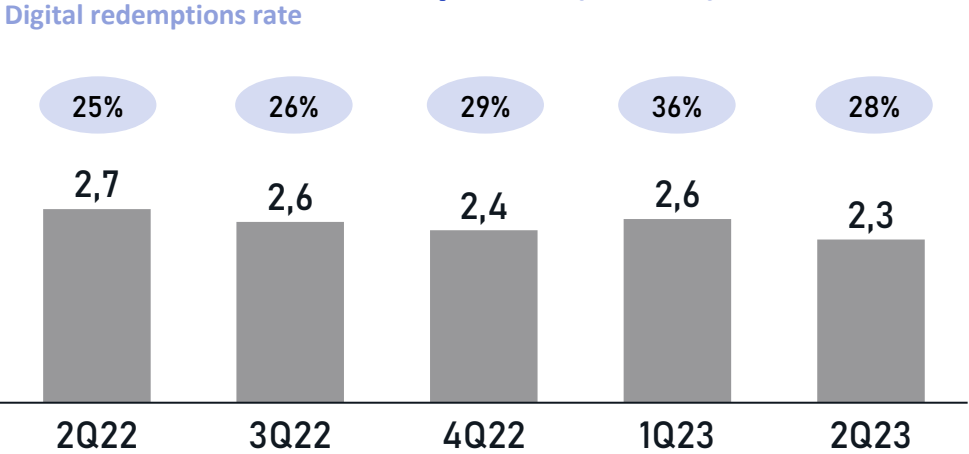
Note: Consolidated metrics include the banking businesses in Chile, Peru, Colombia and CMR Mexico. CMR Mexico does not consolidate in the financial statements.

Our loyalty program is one of the most preferred in the region and plays a critical role in the transformation to a data-driven company

Participants (# 000')



Redemptions (# MM)



Summary Financials

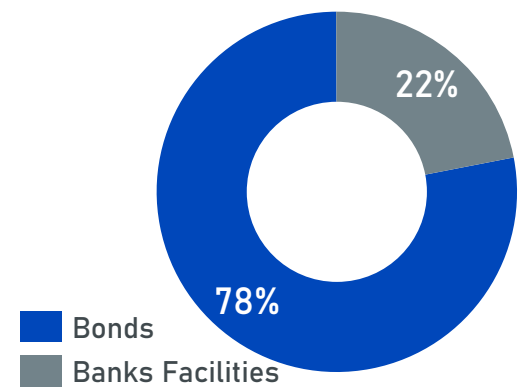
(US\$ MM)

	2Q22	% revenues	2Q23	% revenues	Var (%)
Total sales					
Total sales	3.973		3.540		-11%
GMV Online	939		802		-15%
GMV own products (1P)	743		602		-19%
GMV third-party products (3P)	196		200		2%
Total sales of physical stores	3.034		2.737		-10%
TPV	805		761		-5%
Financial Results					
Non-Banking Revenue	3.267	85,2%	2.769	82,6%	-15%
Financial Services Revenue	567	14,8%	584	17,4%	3%
Total Revenue	3.834	100%	3.354	100%	-13%
Gross profit	1.253	32,7%	1.035	30,9%	-17%
SG&A expenses	(1.086)	-28,3%	(1.000)	-29,8%	-8%
Operational income	167	4,3%	34	1,0%	-79%
EBITDA	305	8,0%	176	5,2%	-42%
Non-operating profit	23	0,6%	115	3,4%	393%
Net (Loss) Income	123	3,2%	61	1,8%	-50%
Balance Sheet					
Cash (non-banking)	682		503		-26%
Gross Loan Book	8.635		7.895		-9%
Total Net Debt (Exc. Banking)	4.824		4.971		3%

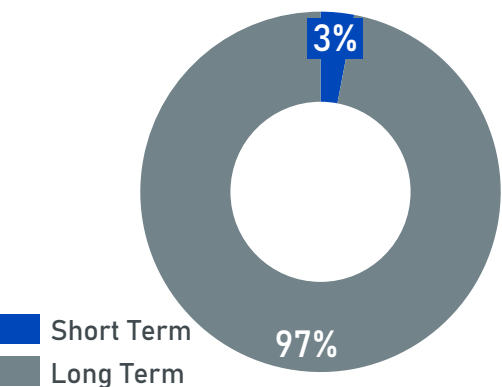
Note: Total sales correspond to the total value of the merchandise sold, including our own (1P) and third-party (3P) products, through our omnichannel platform (physical and online stores). Includes value added taxes. Calculated with a neutral exchange rate.

Financial Position

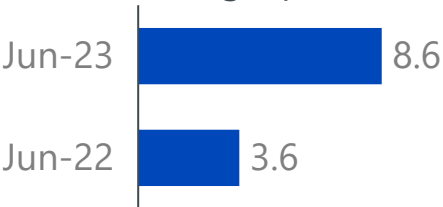
Debt By Creditor
w/o Banking Operations



Debt By Maturity
w/o Banking Operations



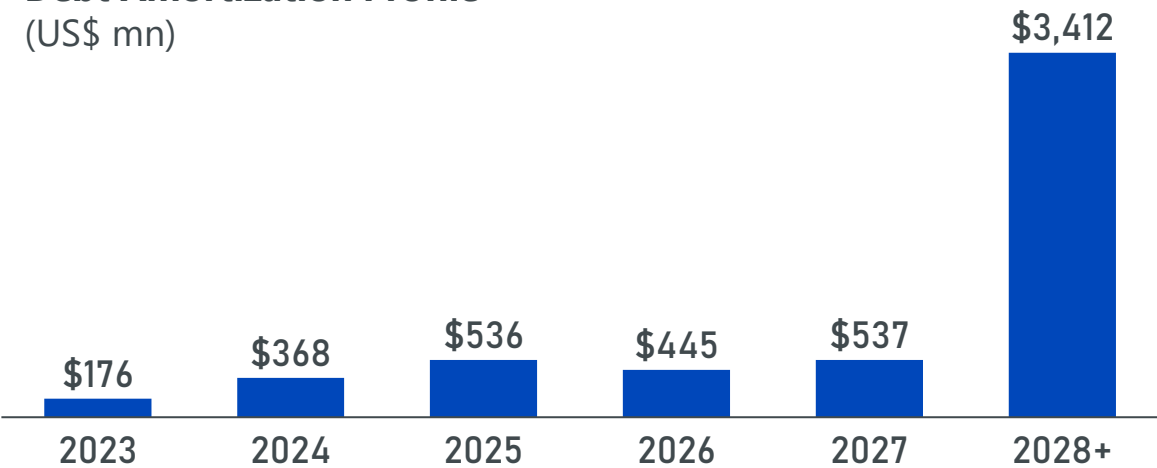
Net Financial Debt/Ebitda
(times)
w/o Banking Operations



Net Leverage (times)
w/o Banking Operations



Debt Amortization Profile
(US\$ mn)



Total debt (exc. Banks) reached US\$ 5,474 million

Comprehensive efficiency levers to improve margins

Levers for

Gross Margin

Revenues
and margins

Inventories

Levers for

EBITDA Margin

Store
operation
expenses

Logistics,
marketing and
SG&A

Banking

Corporate
Efficiencies

Technology

Timing and Impact

Executed by 4Q23

Will deliver
a minimum of 200bps of Gross
EBITDA margin improvement

ESG



Falabella's purpose is supported by five ESG pillars with clear aspirations and goals aligned with the Sustainable Development Goals

Making life simpler and more enjoyable



We have started our long-term decarbonization strategy while achieving relevant ESG milestones



Committed **20% Food Loss & Waste reduction** in our supermarkets by 2025



We achieved our commitment to have **40% of our top and middle management positions held by women** by yearend 2022



We integrated **ESG-related risks into our Risk Management System** to achieve a more resilient operation



We defined an aspiration and roadmap

In 2022 we completed a comprehensive baseline of our GHG emissions and waste, through all scopes and businesses



We committed best-in-class decarbonization targets

To become Net Zero in Scopes 1 and 2 by 2035 and achieve +65% of our electricity supplied from renewable sources by 2030



Execute strategy

Deploy operational levers and cost-efficient retro-fits to reduce emissions from refrigerators, HVAC and lighting in our stores

Implementing impactful environmental initiatives at each business level

+verde

NADA SE PIERDE, TODO SE REUTILIZA



+Verde

+15 million units sold

with sustainable attributes considering raw materials, certificates and labeling

26% share

of sales in applicable categories during 2022

SODIMAC
DICICO
SUA CASA PRECISA, AQUI TEM.



Embracing a
clean energy transition

+60 stores with solar panels & +70 facilities

with EV chargers for customers

Promoting electromobility

to our Home Delivery carriers

plaza 0
reducir | reutilizar | reciclar

Una iniciativa de Mallplaza Egaña por un Patio de Comidas libre de residuos

- residuos + medio ambiente



Plaza 0

Free of single-use packaging

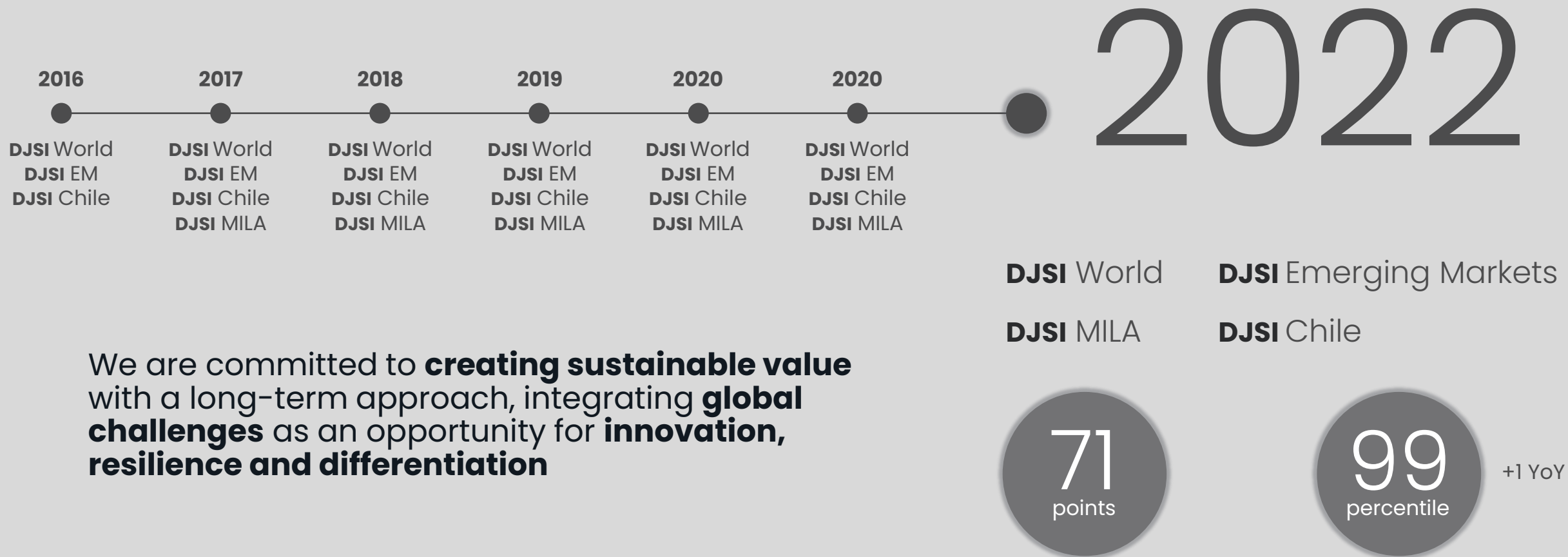
transformation for Mallplaza food courts

3,495 kilograms of waste

recovered in food courts in 2022

ESG

These sustainability efforts have been recognized by S&P's Dow Jones Sustainability Index, as we are the only Chilean listed company to be selected on all four applicable index groups on the past six years



We are committed to **creating sustainable value** with a long-term approach, integrating **global challenges** as an opportunity for **innovation, resilience and differentiation**

E-mail

inversionistas@falabella.cl

Website

investors.falabella.com

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