

# Earnings Call 4Q-2023

FALABELLA



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All numbers in this presentation are converted to US Dollars and rounded to millions.

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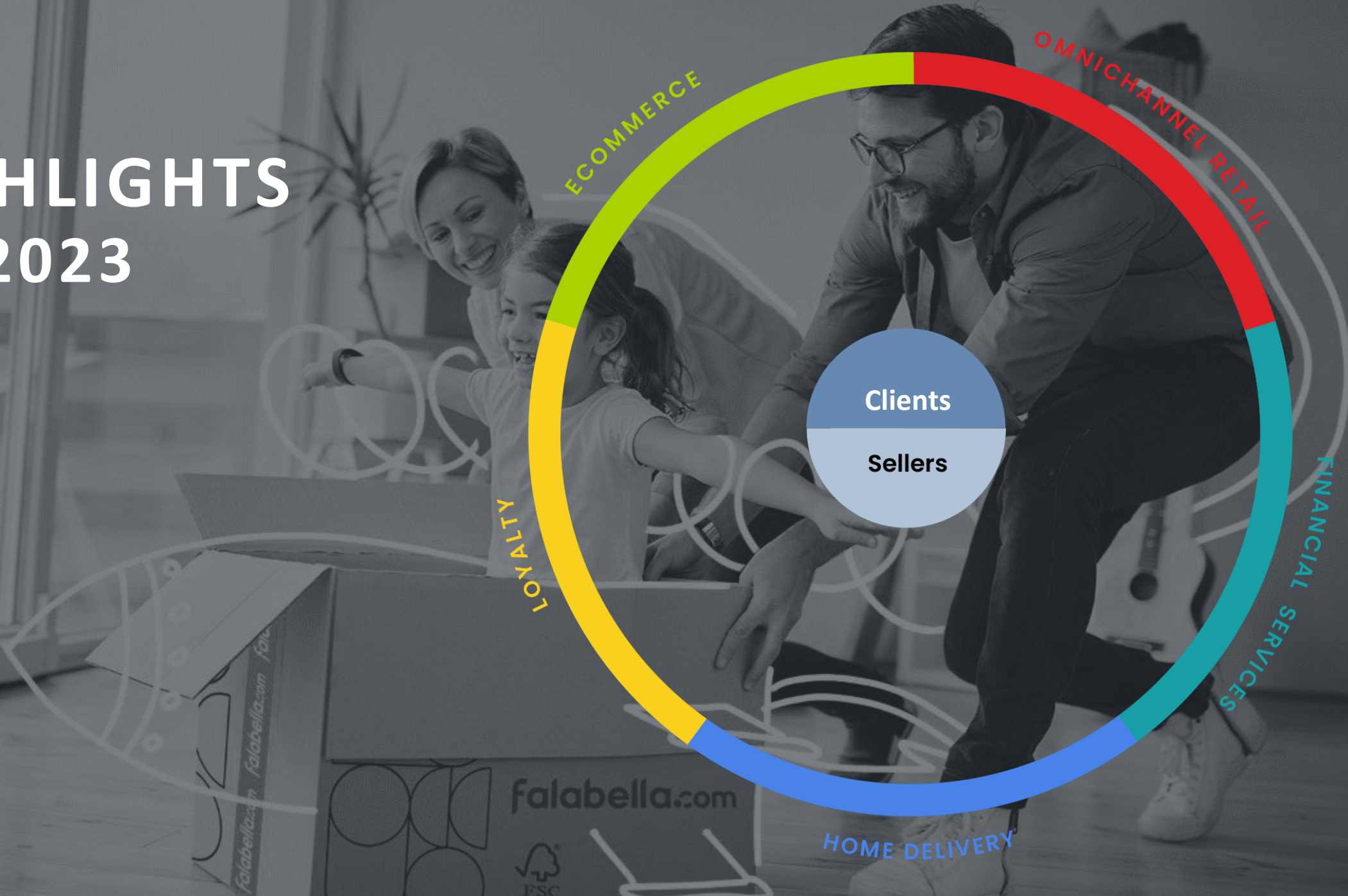
mallplaza

Banco Falabella

falabella.com

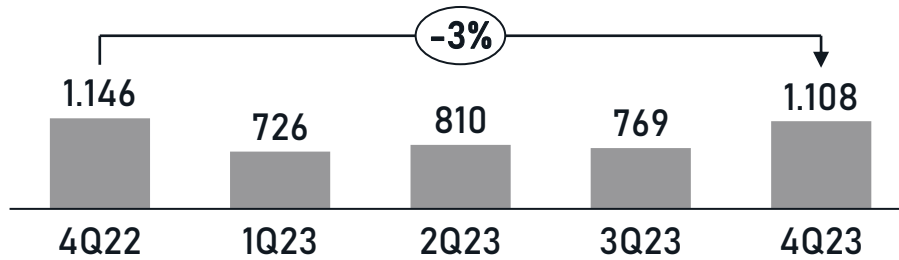
# HIGHLIGHTS

## 4Q-2023

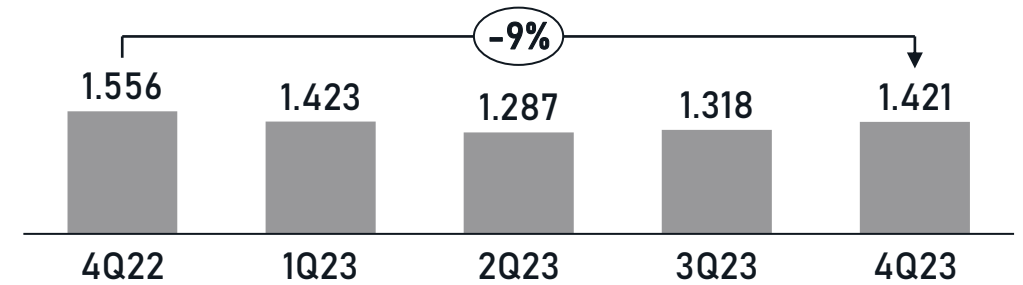


# Strong leadership presence of Retailers & Malls in Latam

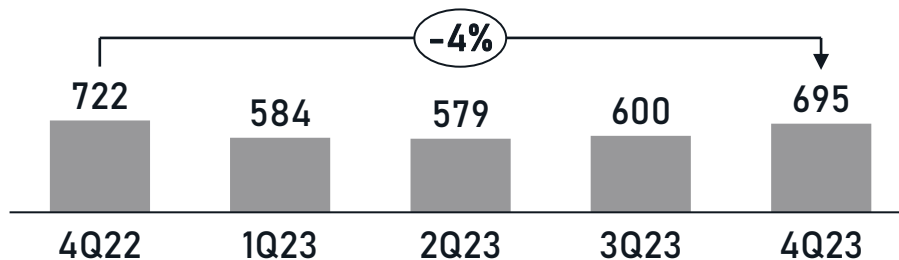
### Falabella Retail - Revenues (US\$ MM)



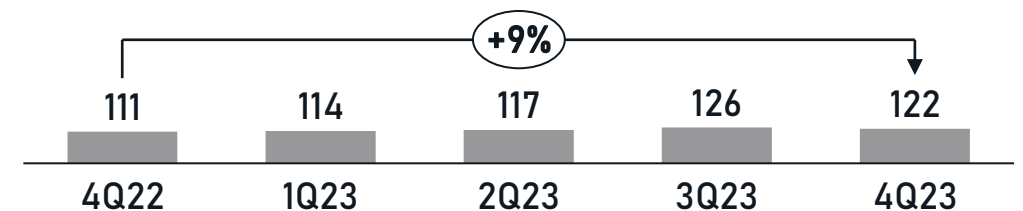
### Home Improvement- Revenues (US\$ MM)



### Supermarkets - Revenues (US\$ MM)



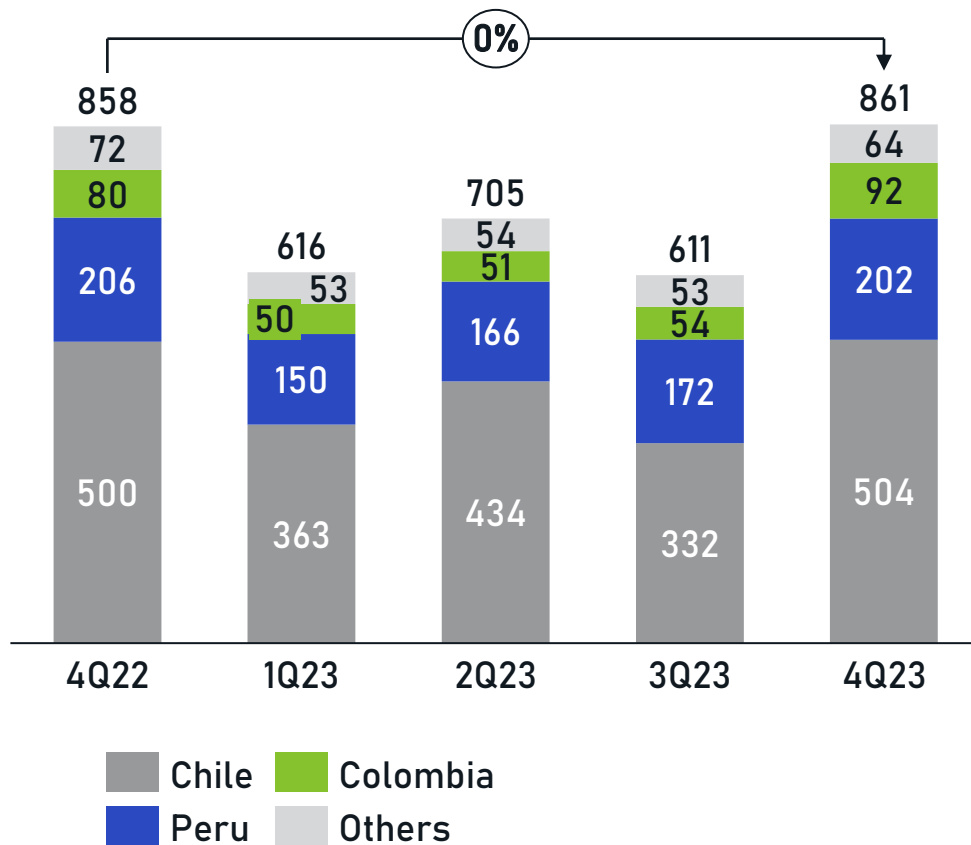
### Mallplaza - Revenues (US\$ MM)



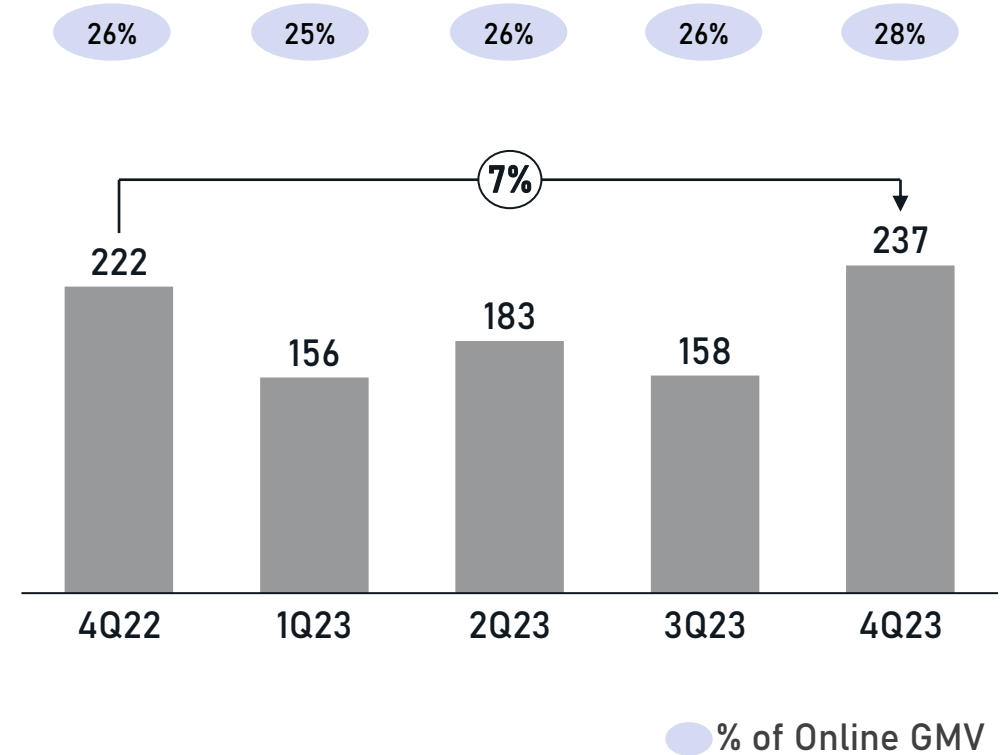
Note: Home Improvement operation includes the businesses in Chile, Peru, Colombia, Brazil, Mexico, Argentina and Uruguay. Mexico and Colombia do not consolidate in the financial statements.

# Our value proposition for customers and sellers continues to gain traction

Online GMV (US\$ MM)

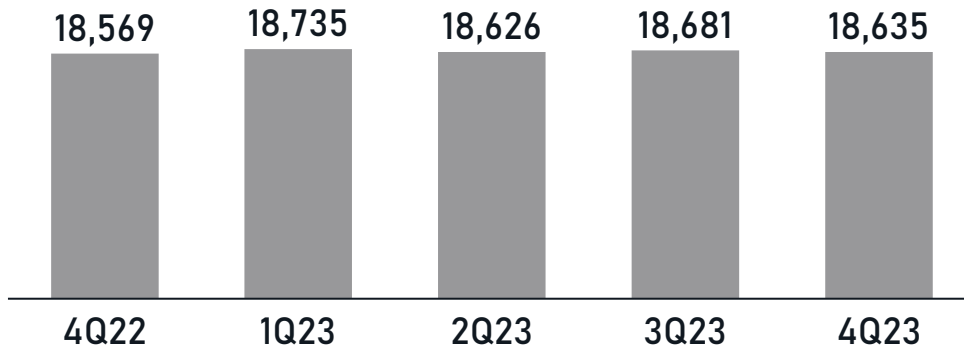


Online GMV - 3P (US\$ MM)



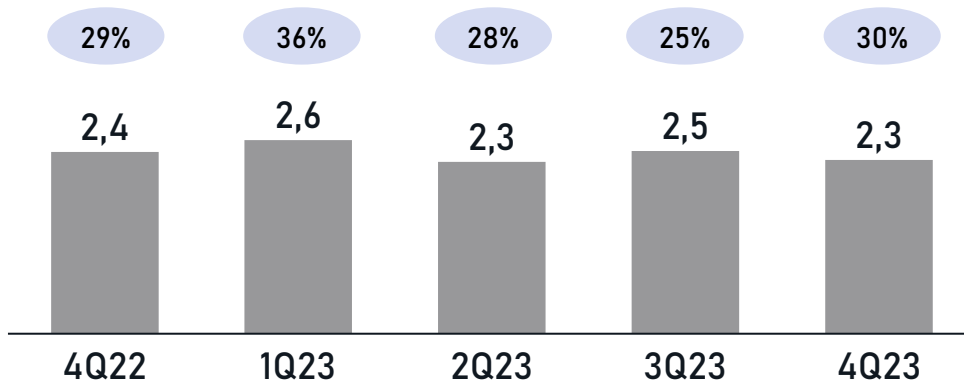
Our loyalty program is one of the most preferred in the region and plays a critical role in the transformation to a data-driven company

Participants (# 000')



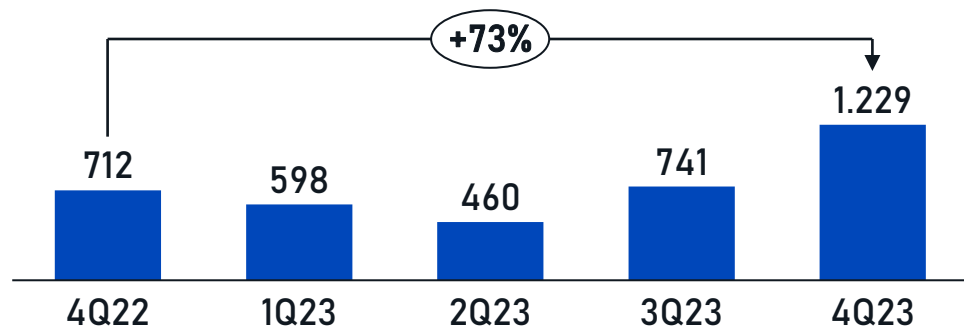
Redemptions (# MM)

Digital redemptions rate

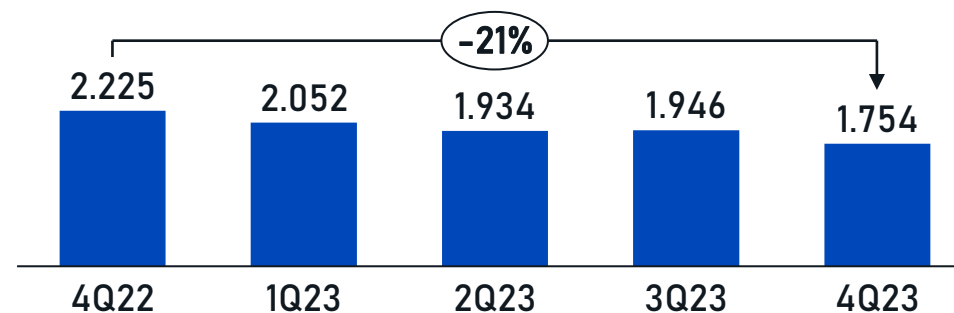


# We continue to focus efforts on our plan to strengthen our financial position... **FALABELLA**

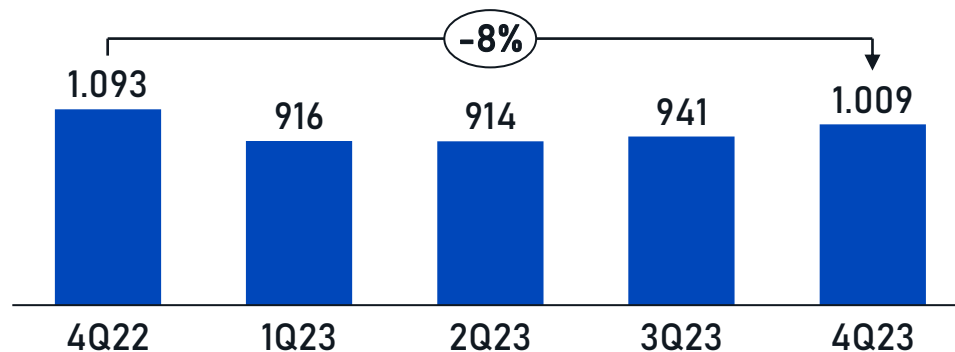
## Cash and Cash Equivalent – Non Banking (US\$ mm)



## Inventories (US\$ mm)



## SG&A (US\$ mm)



# Summary Financials (US\$ MM)

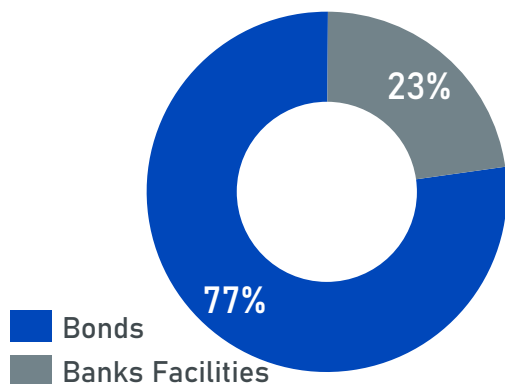
	4Q22	% revenues	4Q23	% revenues	Var (%)
<b>Total sales</b>					
<b>Total sales</b>	<b>3.869</b>		<b>3.668</b>		<b>-5%</b>
GMV Online	858		861		0%
GMV own products (1P)	636		624		-2%
GMV third-party products (3P)	222		237		7%
Total sales of physical stores	3.011		2.807		-7%
<b>Financial Results</b>					
Non-Banking Revenue	3.200	84,9%	3.026	85,0%	-5%
Financial Services Revenue	567	15,1%	533	15,0%	-6%
<b>Total Revenue</b>	<b>3.768</b>	<b>100%</b>	<b>3.559</b>	<b>100%</b>	<b>-6%</b>
Gross profit	1.219	32,4%	1.206	33,9%	-1%
SG&A expenses	(1.093)	-29,0%	(1.009)	-28,4%	-8%
Operational income	126	3,3%	197	5,5%	56%
<b>EBITDA</b>	<b>256</b>	<b>6,8%</b>	<b>333</b>	<b>9,4%</b>	<b>30%</b>
Non-operating profit	(86)	-2,3%	(46)	-1,3%	-47%
<b>Net (Loss) Income</b>	<b>9</b>	<b>0,2%</b>	<b>80</b>	<b>2,3%</b>	<b>824%</b>
<b>Balance Sheet</b>					
Cash (non-banking)	712		1.229		73%
Gross Loan Book	7.705		7.285		-5%
Total Net Debt (Exc. Banking)	4.184		3.662		-12%

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.

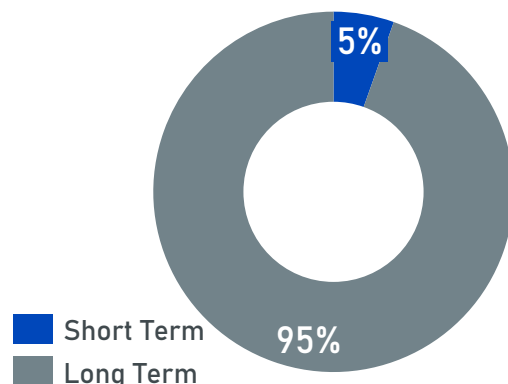


# Financial Position

Debt By Creditor  
w/o Banking Operations



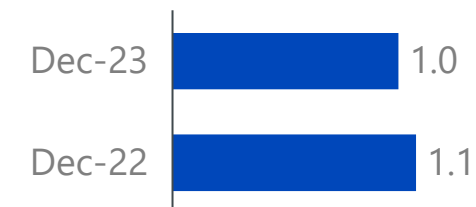
Debt By Maturity  
w/o Banking Operations



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

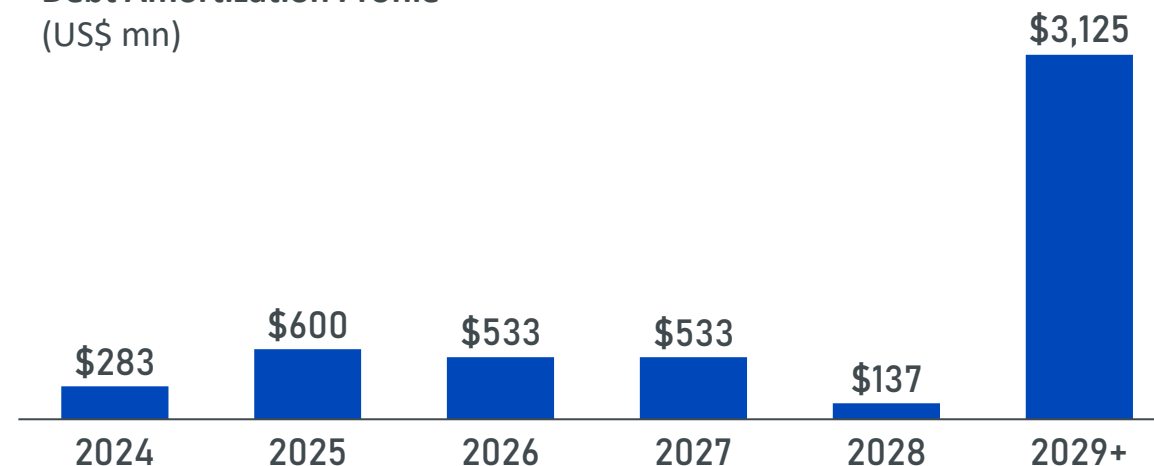


Net Leverage (times)  
w/o Banking Operations



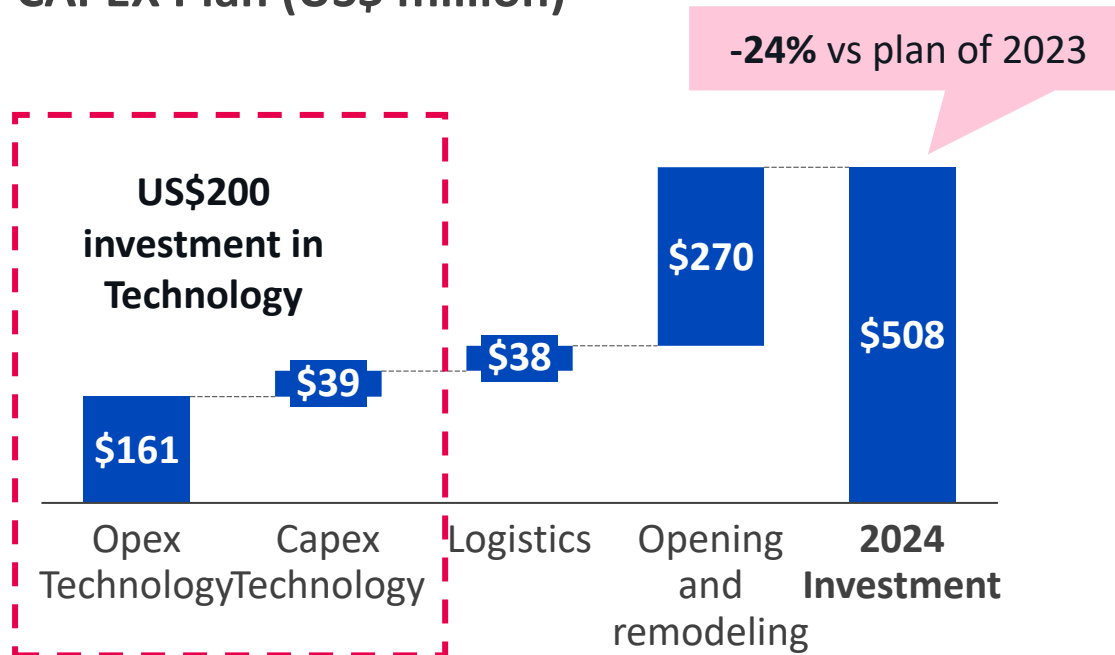
Total debt (exc. Banks) reached US\$ 5,211 million

Debt Amortization Profile  
(US\$ mn)

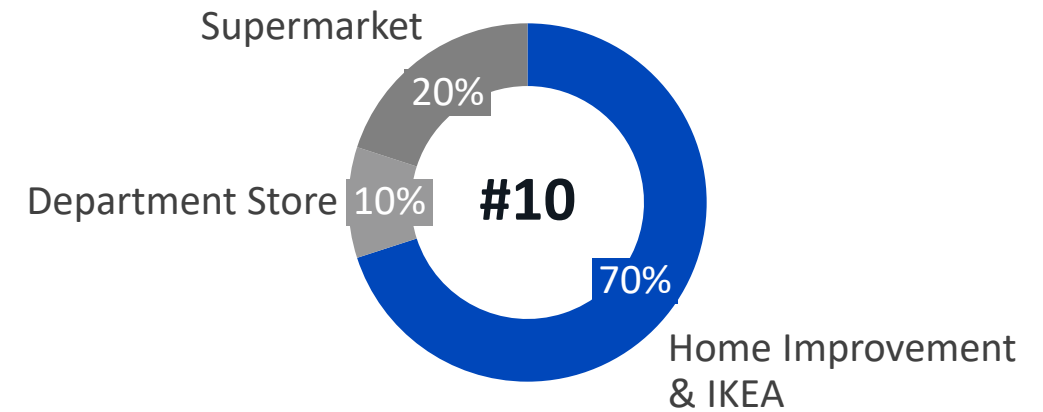


# ... and we announce our investment plan for 2024

## CAPEX Plan (US\$ million)

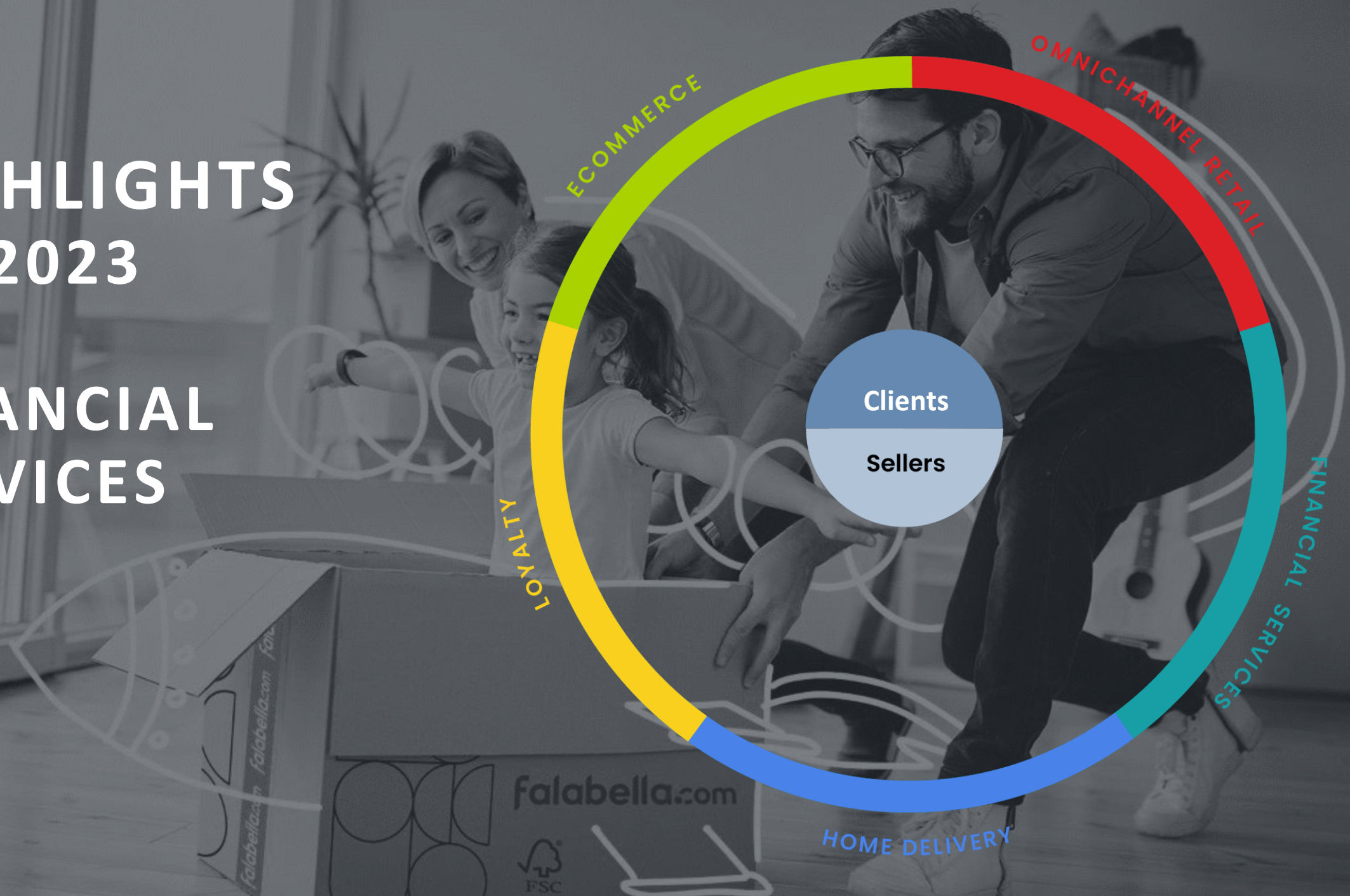


## Store Openings in 2024



# HIGHLIGHTS 4Q-2023

## FINANCIAL SERVICES



# Our digital transformation is enhancing our value proposition

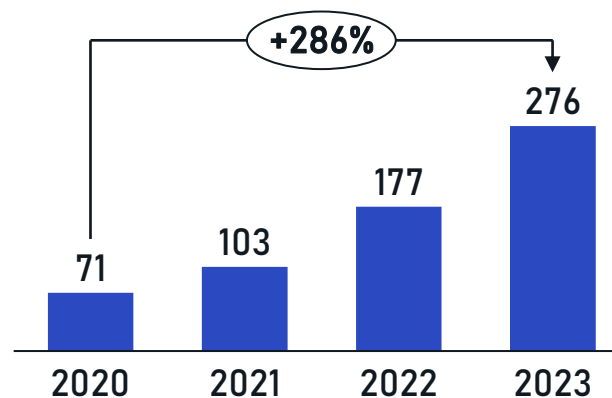
## We are continuing our path towards digitalization

Example: In Perú and Colombia we have enabled immediate transfers using phone number



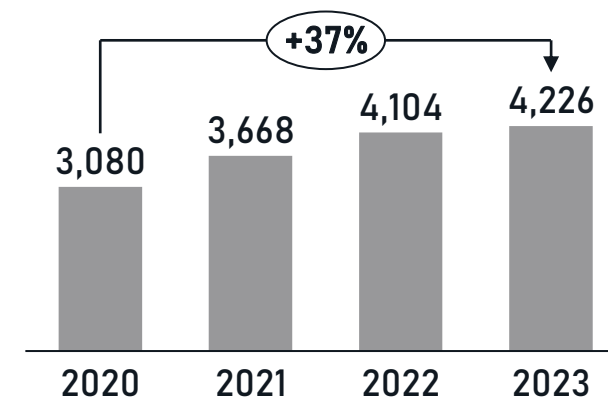
## 🇨🇴 Falabella – Soriana is becoming our customers' primary card

On Them credit card purchases (U\$S MM)



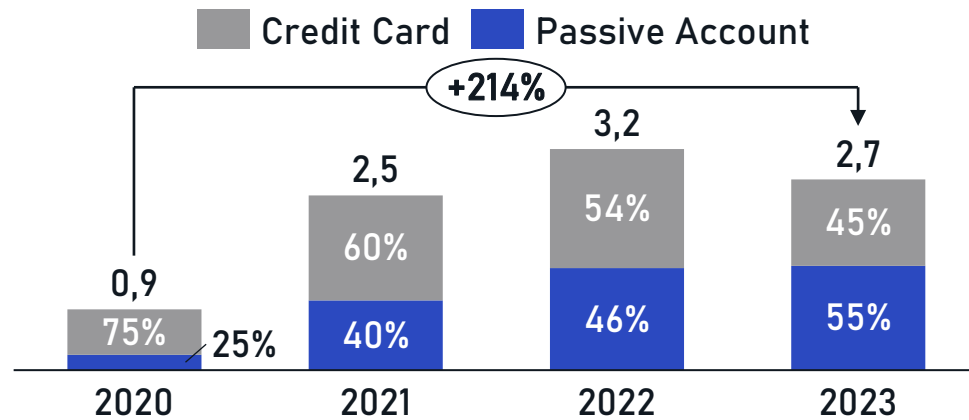
## 🇨🇱 We are #1 player in checking accounts and deposits are growing

(U\$S MM)

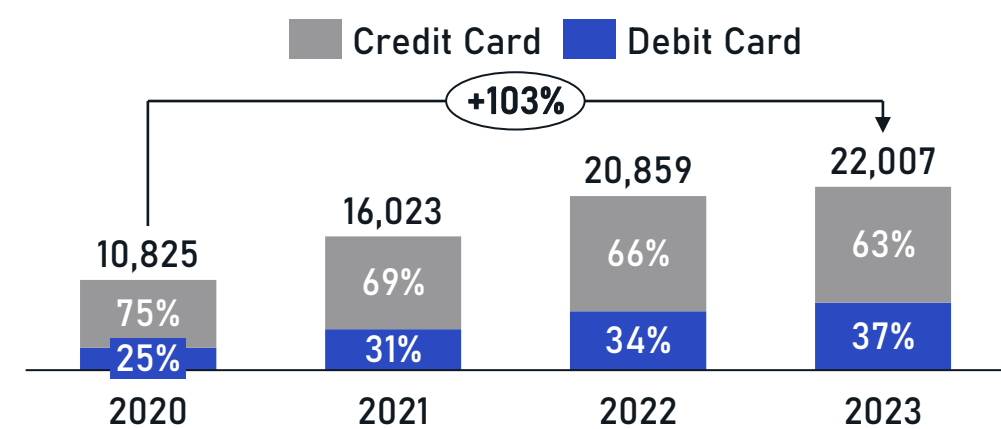


# Building the leading digital bank of the Andean region

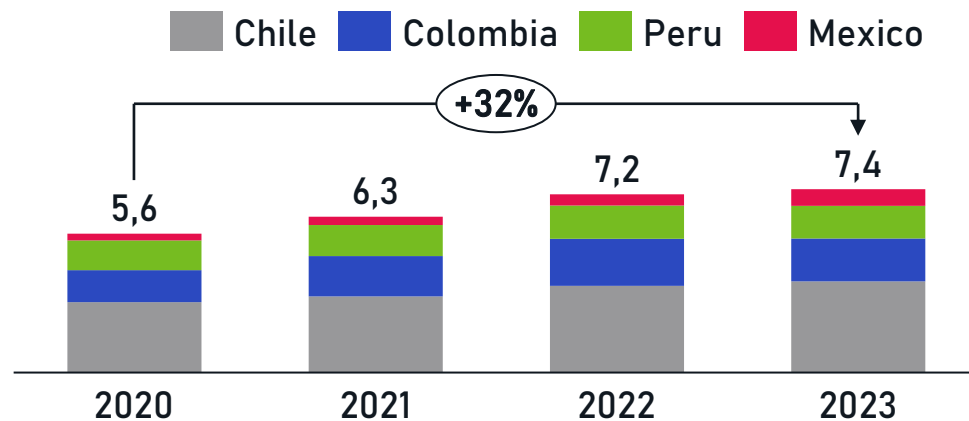
### Credit card & passive account openings (MM)



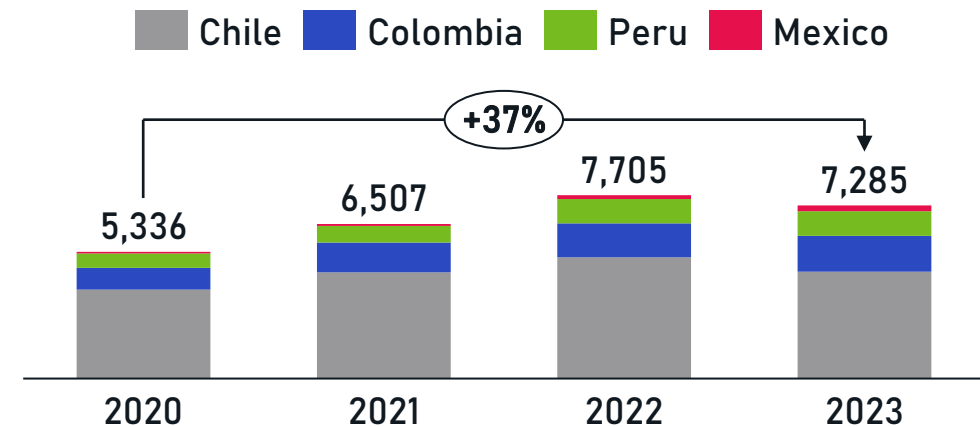
### Credit & debit card purchases (US\$ MM)



### Active Clients (MM)



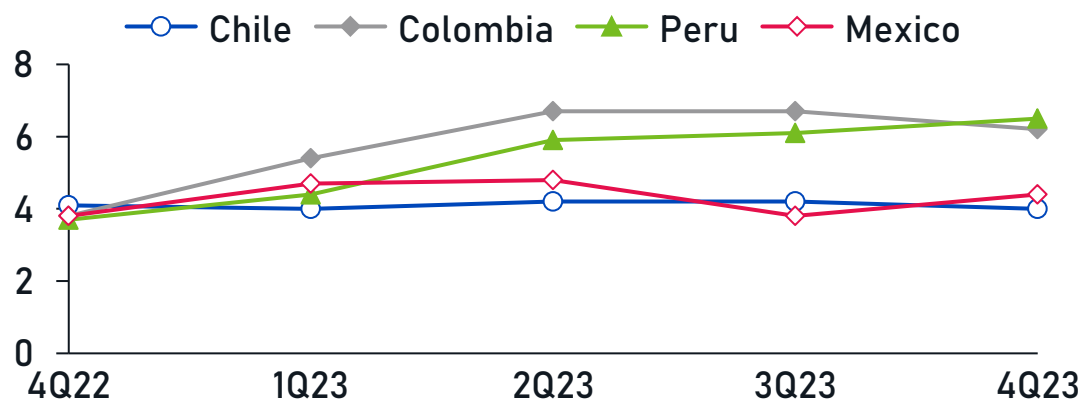
### Loan portfolio (US\$ MM)



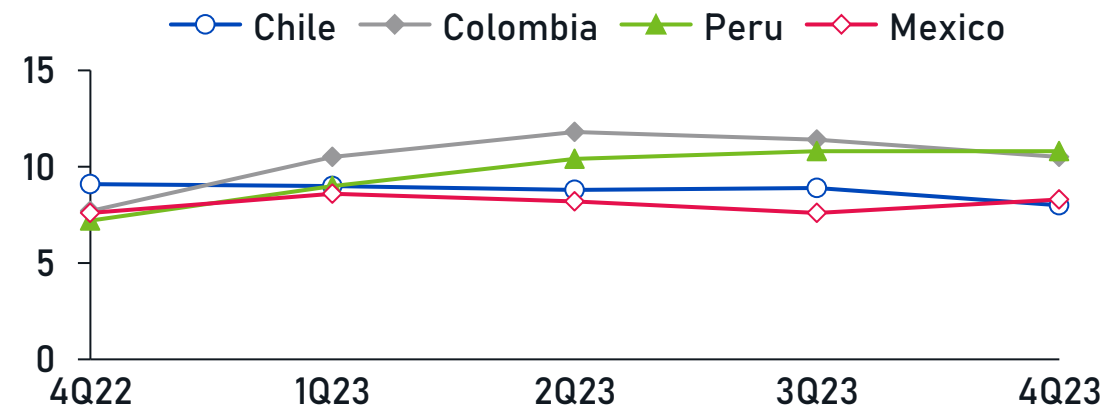
Note: Consolidated metrics include the banking businesses in Chile, Peru, Colombia and CMR Mexico. CMR Mexico does not consolidate in the financial statements.

# We have taken measures that has allowed us to stabilize risk, but impacting our interest income

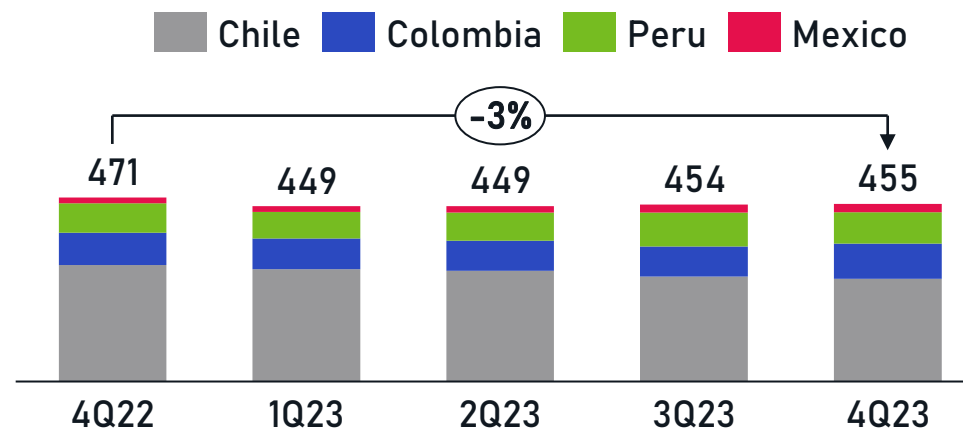
### NPL (%)<sup>1</sup>



### Delinquency Rate 30+ (%)



### Interest Income (US\$ MM)

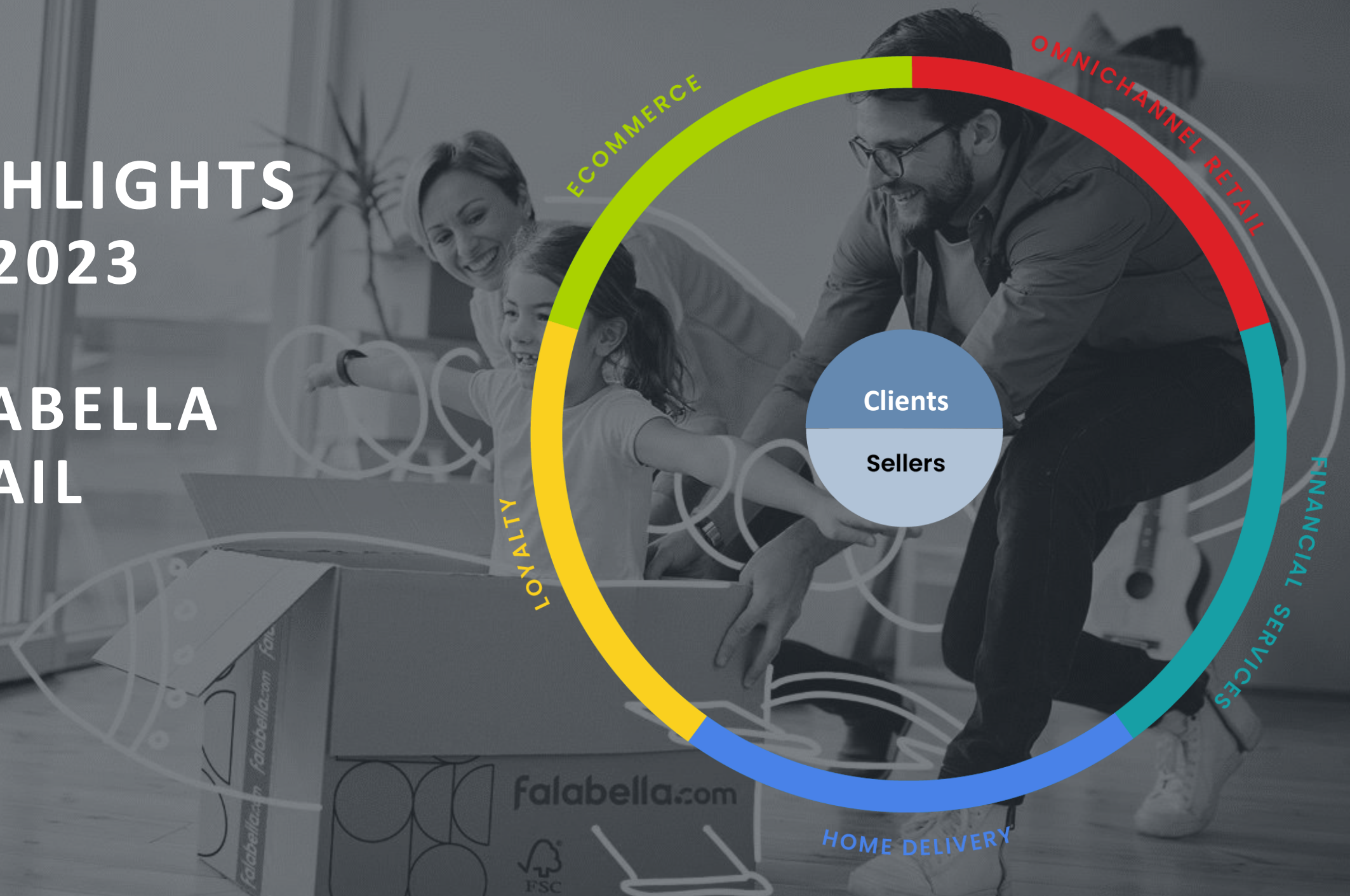


Note: Consolidated metrics include the banking businesses in Chile, Peru, Colombia and CMR Mexico. CMR Mexico does not consolidate in the financial statements

1. Percentage overdue portfolio of more than 90 days

# HIGHLIGHTS 4Q-2023

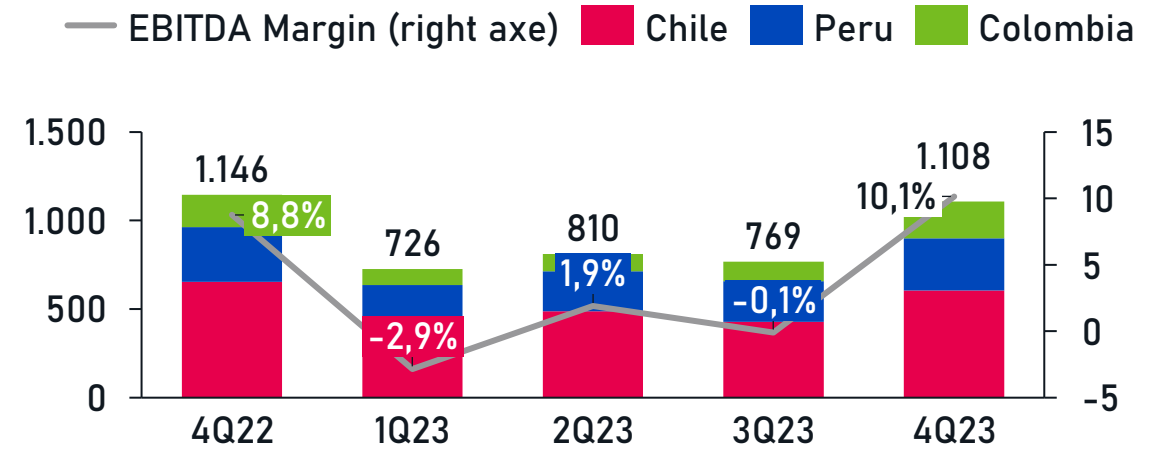
## FALABELLA RETAIL



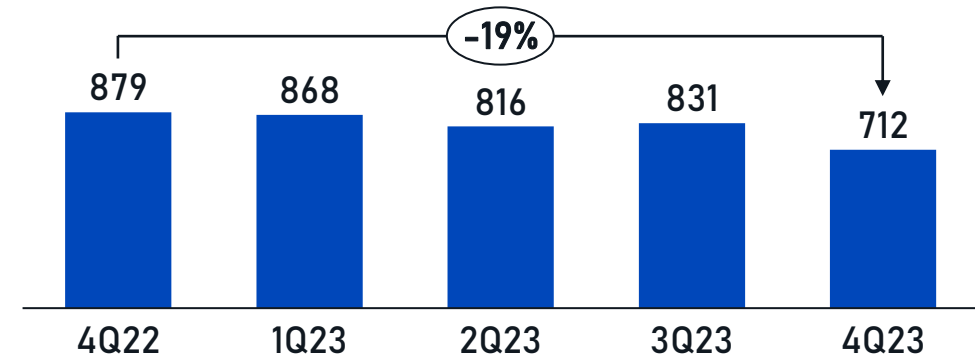


Our customer-focused efforts are generating results

## Falabella Retail - Consolidated Revenue (US\$ mm)



## Falabella Retail - Consolidated Inventories (US\$ mm)





# We have a clear roadmap



## Products

Offer the most attractive proposal of private label, exclusive and global / local brands in the region



## Store & E-commerce

**Store:** Have the best and most entertaining experience in the region  
**E-commerce:** Enhance our digital experience



## Profitability

Operational excellence and business efficiency



# Brands play different roles in our value proposition

F A L A B E L L A





# Brands play different roles in our value proposition

F A L A B E L L A



Sneakers Corner



Taller F



Click & Collect



Youth & Urban Fashion



Personal Shopper



Storytellers

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