

Non-Deal Roadshow

Falabella - Asia

September 30th - October 4th, 2024

FALABELLA



+ falabella.com

 SODIMAC

 TOTTUS

 mallplaza

 Banco Falabella

Cautionary Statement

This document contains "forward-looking statements," relating to, among other things, future operating and financial results, project performance, expenses, the impact of acquisitions and divestments, business strategy and any restructuring plans. These statements use words, and variations thereof, such as the future tense verbs generally, "plan", "intend", "expect", "anticipate", "estimate", "maintain", "project", "continue", "reduce" and "grow". We caution you not to rely on these forward-looking statements as the basis for any investment or divestment decisions regarding securities issued by the Company. These statements are based on assumptions and expectations of future events at the time they are made and, therefore, are subject to uncertainty.

If the underlying assumptions prove to be inaccurate, or known or unknown risks or uncertainties materialize, actual results could vary materially from the expectations and projections expressed in these forward-looking statements. Uncertainties relate to, among other things, the company's ability to successfully execute its planned projects and strategic plans, the possibility that expected benefits and opportunities may not materialize in the expected timeframe or at all, the impact of divestments, as well as risks related to the political and economic scenario; new regulations or more demanding regulatory changes; breach of rules and/or regulations; inability to attract and retain talent; cyber-attacks; failures or crashes of key systems; technological obsolescence; financial and market risks (exchange rate, inflation, interest rate, credit and liquidity); climate change causing natural disasters that affect operational continuity and/or increase costs in the value chain; inconsistency between ESG declarations and implementation; damage to infrastructure affecting physical security and operational continuity; conflicts with the community; accidents, illnesses or other events that impact the minimum number of people required to operate; failures in the supply chain and inventories; relationships with suppliers who fail to meet minimum standards; sale of products harmful to people's health or safety; inadequate identification and response to the preferences of our current and prospective customers. A more detailed list and description of these risks can be found in the Annual Report and in the notes to the financial statements of Falabella S.A., which are available online at the company's website (<https://investors.falabella.com>), as well as on the website of the Financial Market Commission (www.cmfchile.cl).

The information contained in this presentation pertain to the dates and for the time periods indicated therein, and the company assumes no obligation to update any of the information contained in this document. Accordingly, you should not rely on the accuracy of any statements or other information contained in any archived webcast or video on demand as the basis for investment or divestment decisions in securities issued by the company.

All numbers in this presentation are expressed as of LTM June 2024, converted to US Dollars and rounded to millions.

Agenda

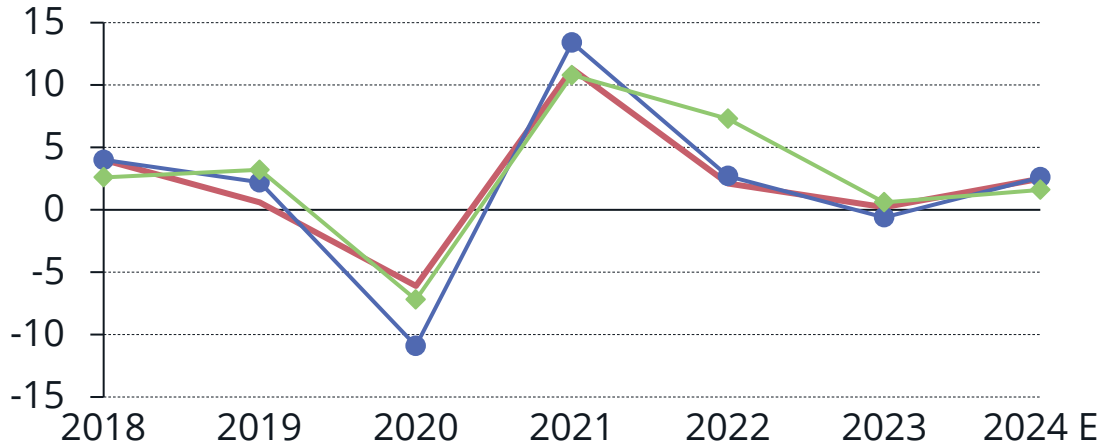
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- Macro Update
- Financial Highlights
- Our Strategy
- Appendix

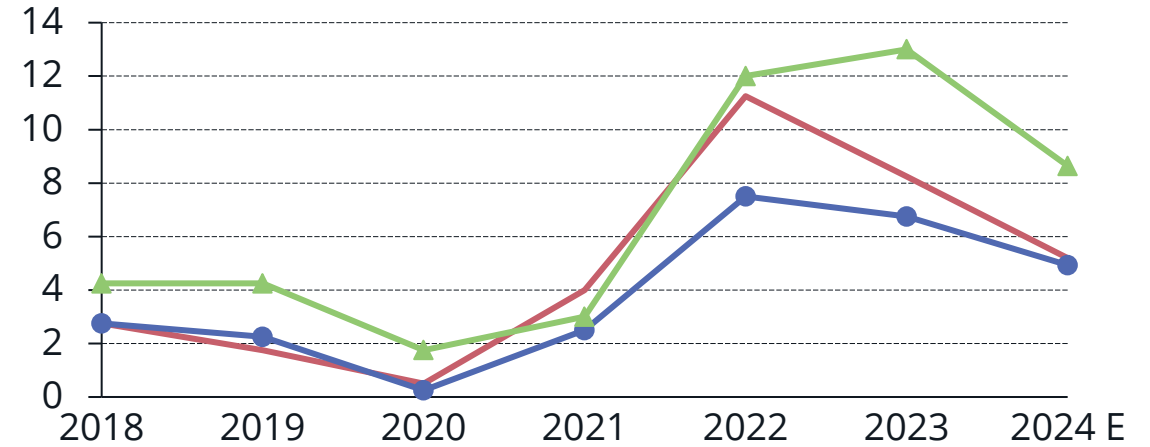
Regional macroeconomic landscape

Chile Peru Colombia

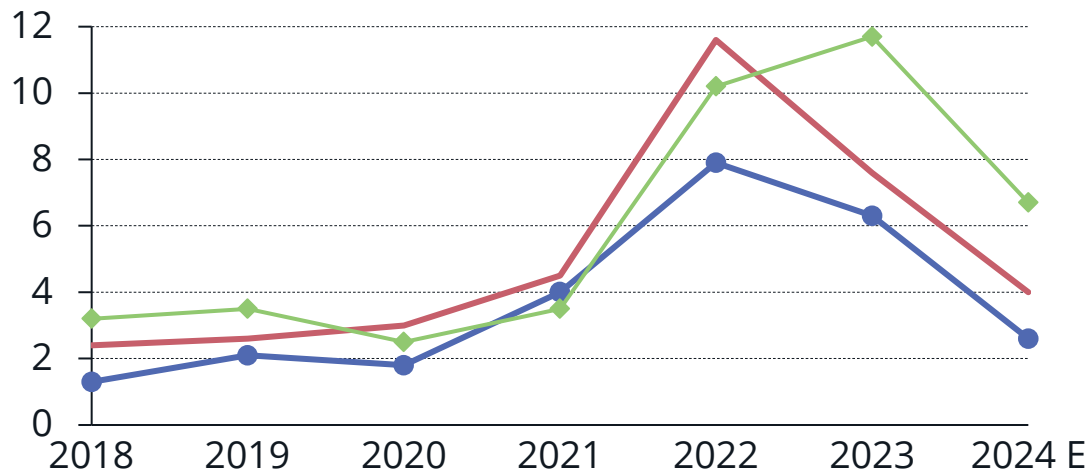
GDP Growth (%)



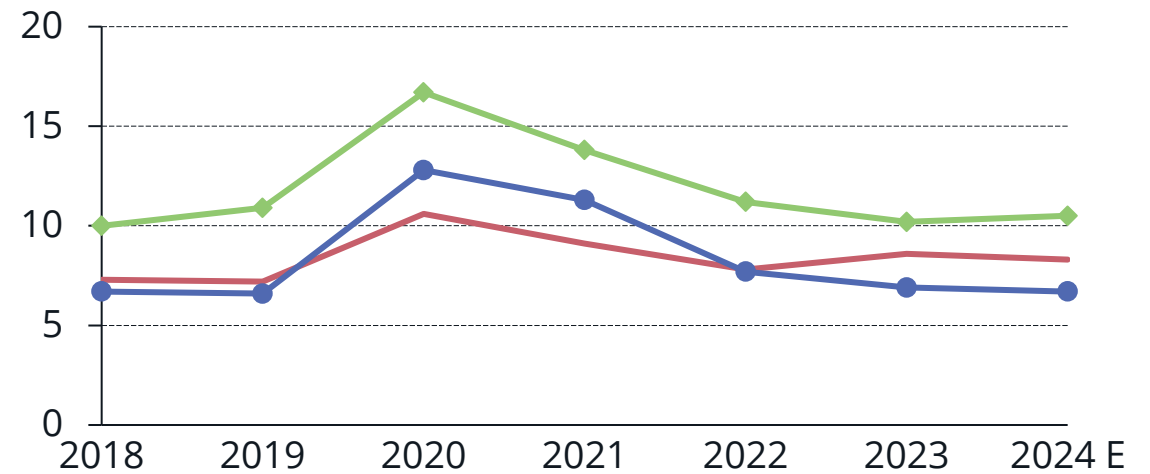
Monetary Policy Rate (% eop)



Inflation (% average)



Unemployment (% average)



Agenda

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Macro Update

● Financial Highlights

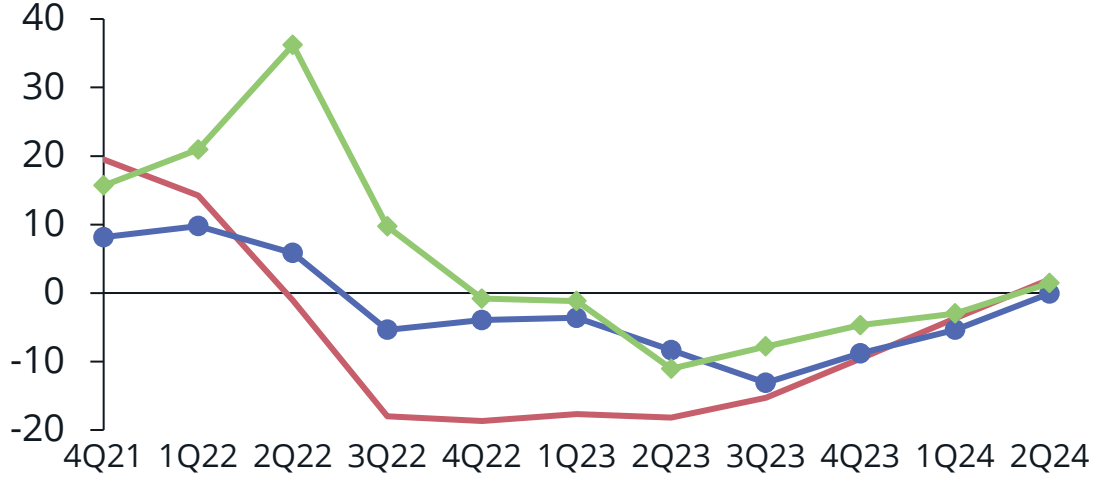
Our Strategy

Appendix

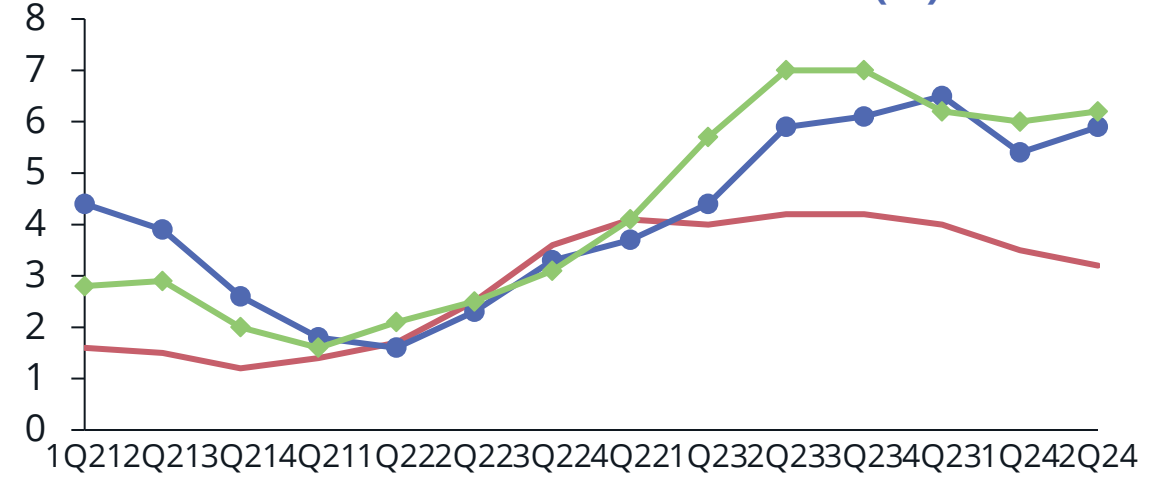
We've faced challenges in recent years across businesses, impacting our profitability

— Chile — Peru — Colombia

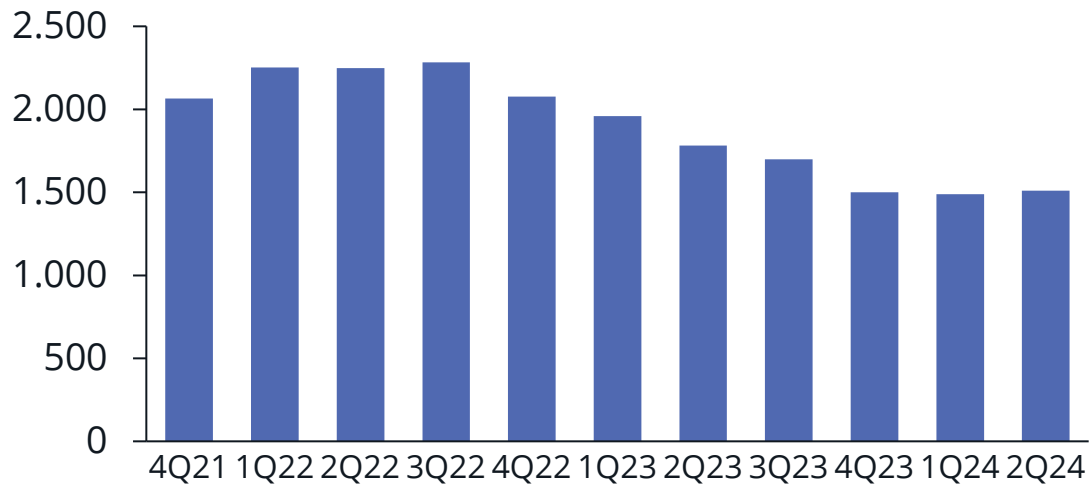
Retail - Revenues (% YoY, in local currency)



Financial Service - NPLs (%)



Retail - Inventory (USD millions)



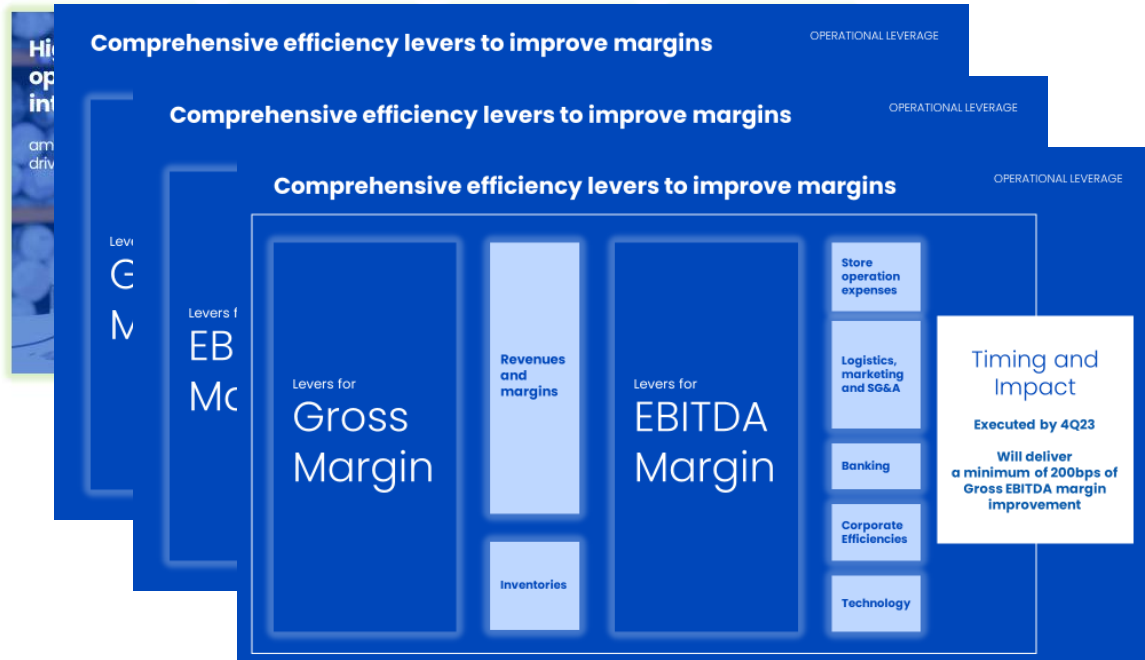
EBITDA Margin (%)



We focused our strategy on enhancing the customer experience and restoring profitability levels

Operation Leverage Plan (October 2022)

Our Response: an efficiency plan to deliver incremental value



Financial Strengthening Plan (November 2023)

We have established a plan that has three levers with which we intend to strengthen our financial position

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Within a period of 12-15 months, we expect to raise between US\$800-US\$1.000MM from the monetization of non-core assets, mainly real estate



Deepen savings achieved in 2023 and continue to strengthen our margins



Focus CAPEX 2024 (vs 2023)

We've made strong progress in our plan to strengthen our financial position



Monetization Plan of noncore assets

- ✓ Sale of Open Plaza Kennedy
- ✓ Sale of Mallplaza and Open Plaza Peru
- ✓ Strategic Agreement – Insurance Brokerage
- ✓ Sale of landbanks and DC in Argentina



Deepen the savings achieved in 2023 and continue to strengthen our margins

- ✓ Corporate efficiencies
- ✓ Improvement in logistic process
- ✓ Focus marketing expenditure
- ✓ Shorten inventory purchasing cycle
- ✓ Closure of Fpay, Fazil and Linio Mexico

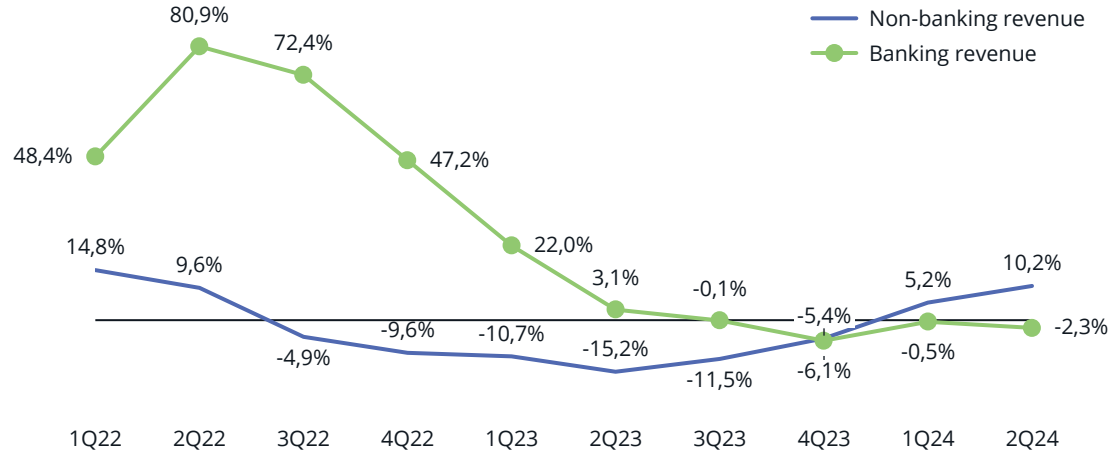


Focus CAPEX 2024 (vs 2023)

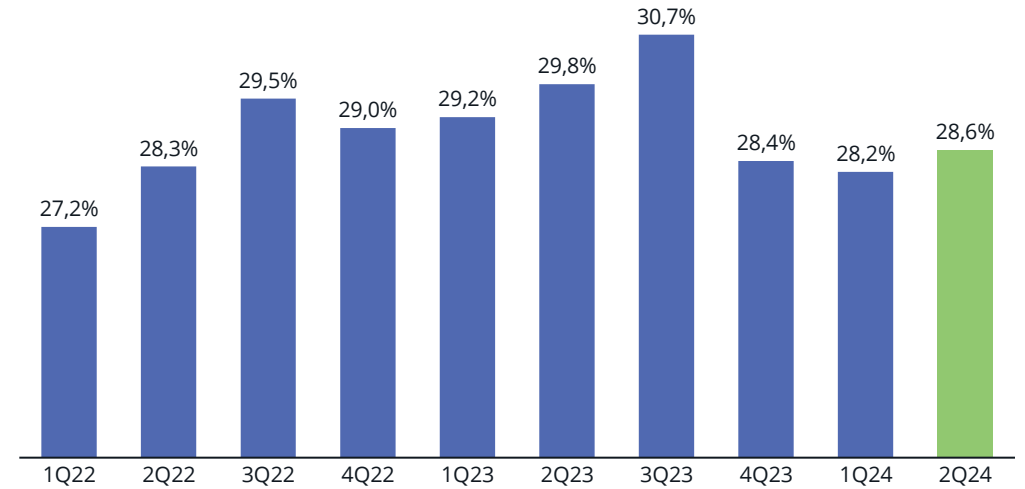
- ✓ 2024 Investment Plan considers a 24% reduction (vs 2023 plan)
 - ✓ Capex: -17% y/y
 - ✓ Opex: -39% y/y

... and the correct implementation of our plan shows progress in our 2Q24 results

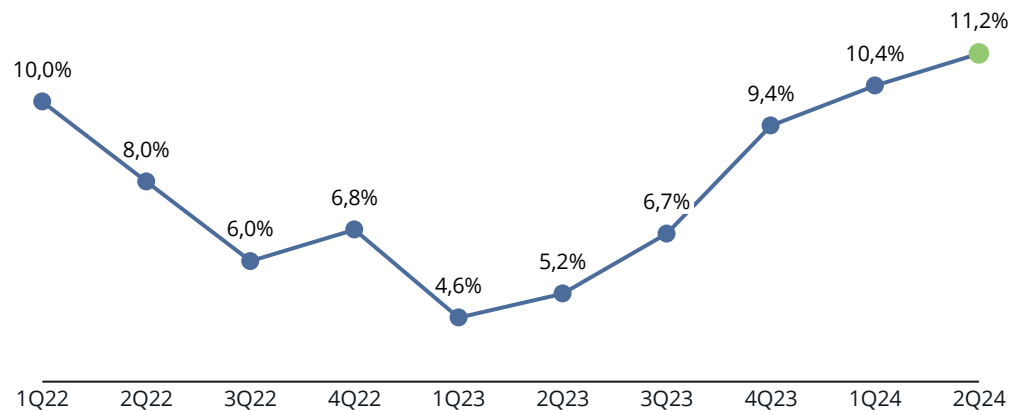
Revenue Variation Y/Y



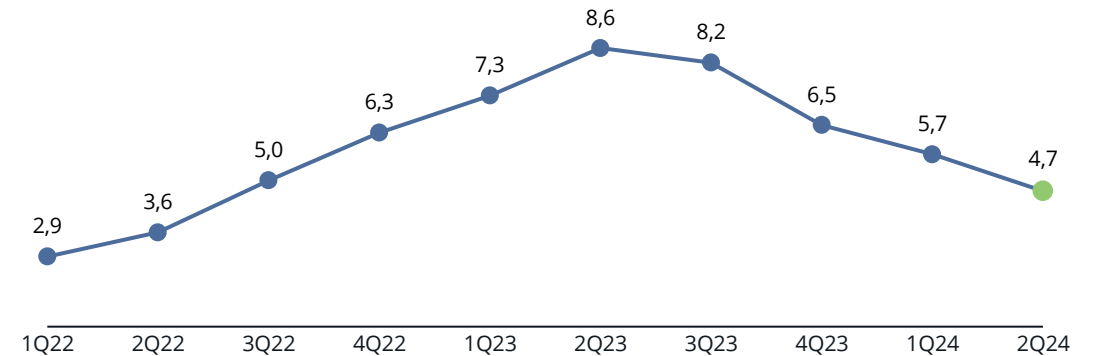
SG&A / Revenue (%)



EBITDA Margin (%)

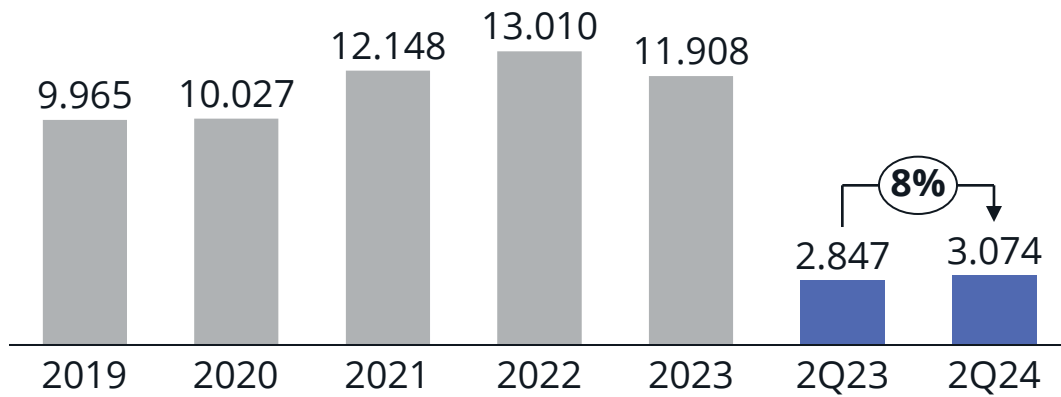


NFD / EBITDA (times)

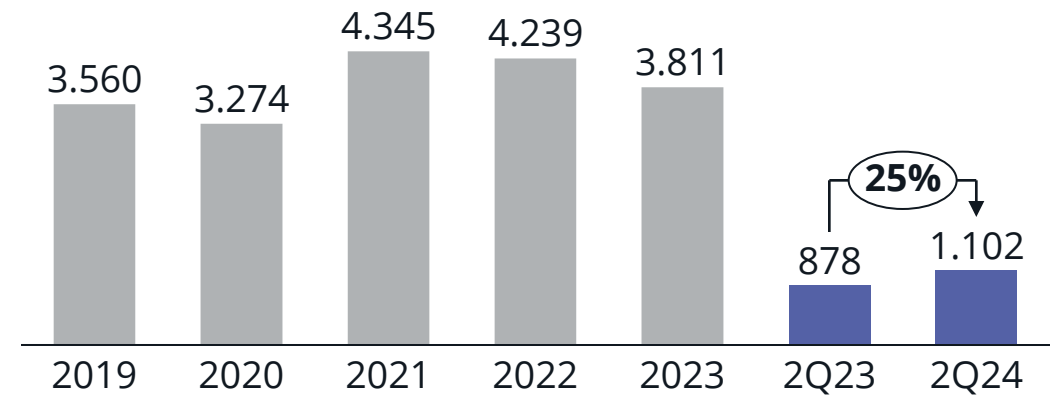


Main financials figures

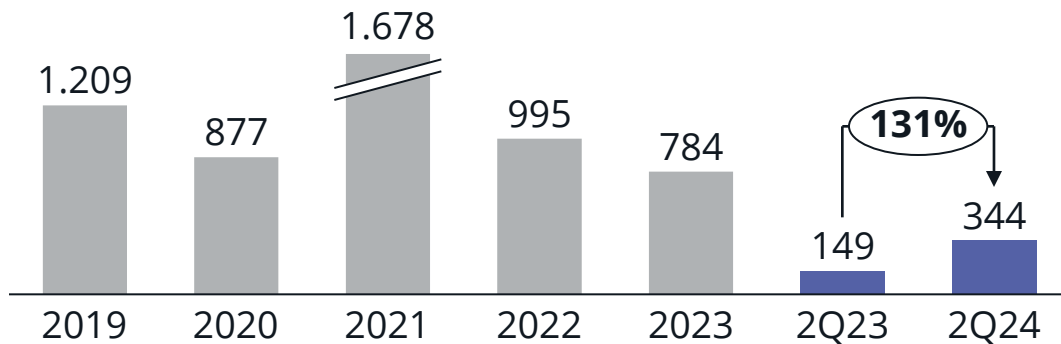
Total Revenues (US\$ MM)



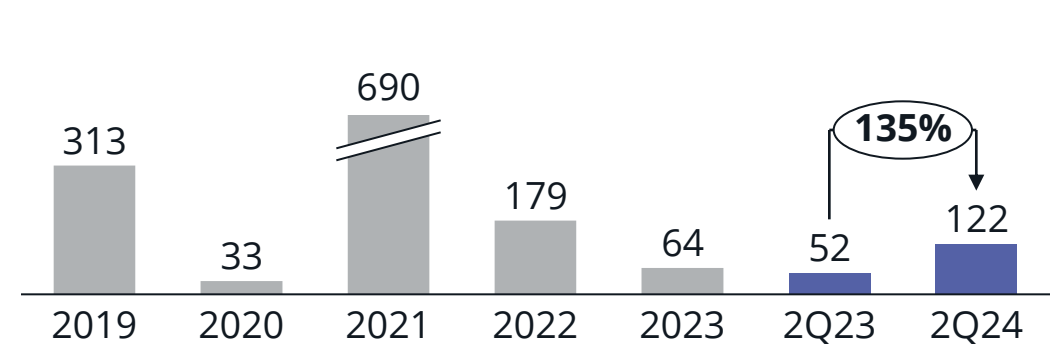
Gross Profit (US\$ MM)



EBITDA (US\$ MM)



Net Income (US\$MM)



Agenda

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Macro Update

Financial Highlights

● Our Strategy

Appendix

Leading Physical - Digital ecosystem with diversified presence across Latin America

Key Financial Figures¹

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US\$ 12.3 Bn

Total Revenue



US\$ 2.6 Bn

Online GMV



US\$ 1.2 Bn

EBITDA



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US\$ 11.0 Bn²

(-1% YoY)

Retailers Revenue

US\$ 648 MM¹

(+10% YoY)

Third-party sales (3P)

US\$ 478 MM¹

(+14% YoY)

Mallplaza Revenue

US\$ 6.4 Bn³

(-4% YoY)

Gross Loan Book

+19.6 MM¹

Loyalty program participants

50%⁴

Click & Collect Penetration

1. Figures as of 2Q24, last twelve months (LTM).

2. 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.

3. Figures as of June 2024. Gross Loan Book includes Financial Services Mexico.

4. 2Q24 figures

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



35 million
Total Customers

+20 thousand
Sellers

579
Stores & Malls

7.7 million
Banking Customers

Operations in
7 countries



Our strategy is driven by four key priorities that guide our efforts

STRATEGIC PRIORITIES



Enhance the **value proposition** of our five growth drivers.



Refocus our **digital strategy** and **ecosystem** development

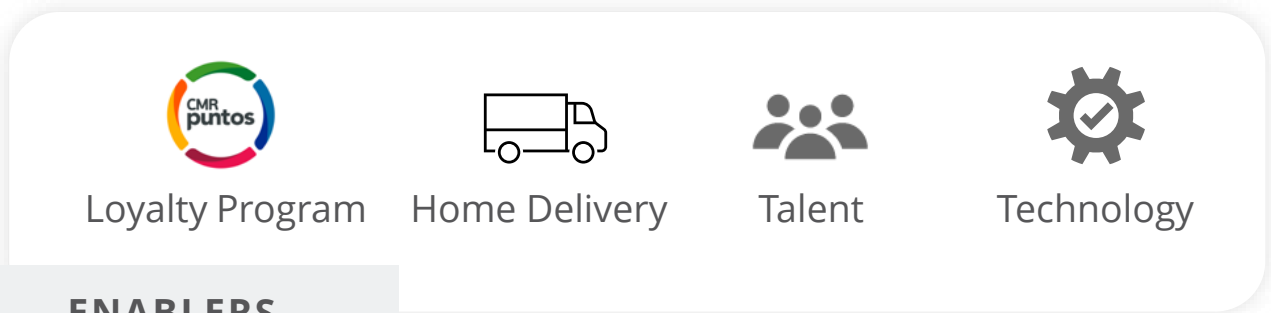


Drive a more **efficient organization**



Prioritize **investment decisions and capital allocation** to restore profitability

Focus on our five growth drivers aiming to improve the customer experience and strengthen our value propositions.



Committed to ESG and a **sustainable** business development



Contribution breakdown

MIX BY COUNTRY



MIX BY BUSINESS




Mix by Country and Mix by Business as of 2Q24 LTM. Segment 'Colombia' and 'Home Improvement' include Sodimac Colombia and Sodimac Mexico, Financial Services includes Financial Services Mexico which we do not consolidate. Revenue and EBITDA breakdown does not consider Segment 'Others, elimination & annulment'.



Physical and Digital ecosystem with diversified presence across Latin America

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	Chile	Peru	Colombia	Mexico	Brazil	Argentina	Uruguay
 Home Improvement (# of stores)	89	55	44	14	54	7	4
 Falabella Retail (# of stores)	44	34	26				
 Tottus (# of stores)	72	89					
 Financial Services (# of active credit card, MM)	3.0	1.0	1.2	0.5			
 Real Estate (# of malls)	27	15	5				

Agenda

Macro Update

Our Strategy

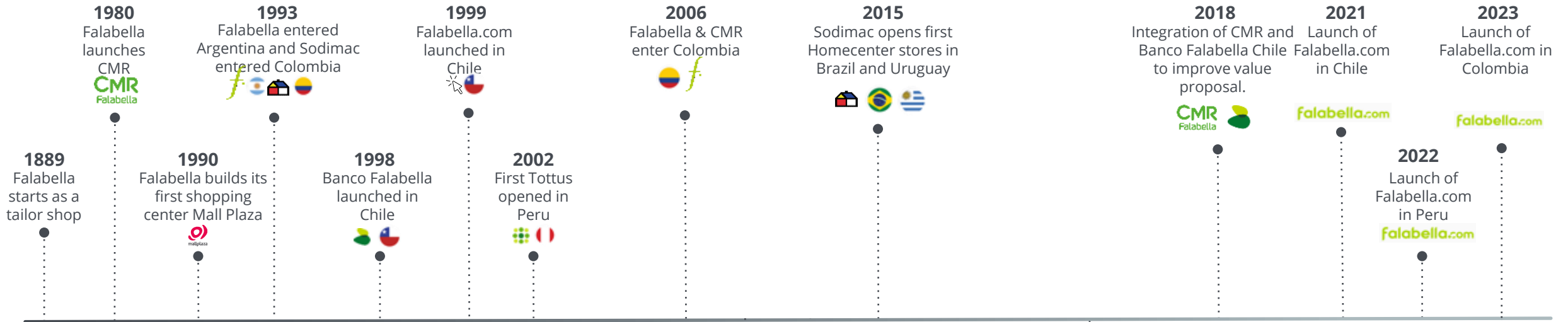
Financial Highlights

● Appendix

Our Story: A Continuous Evolution to Stay Ahead of Our Clients' Needs

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



Home Improvement at a glance

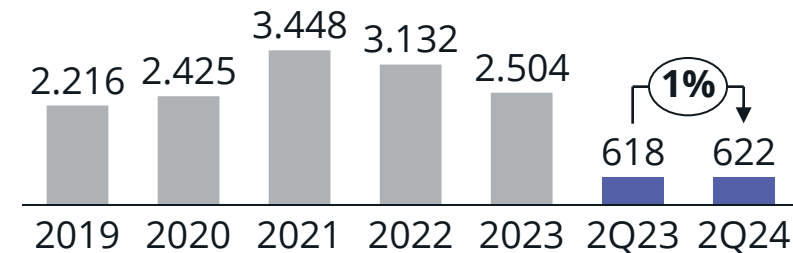


- 5.3** Total Revenues (US\$ B)
- 29%** Gross Margin (%)
- 15%** Online Penetration (%)

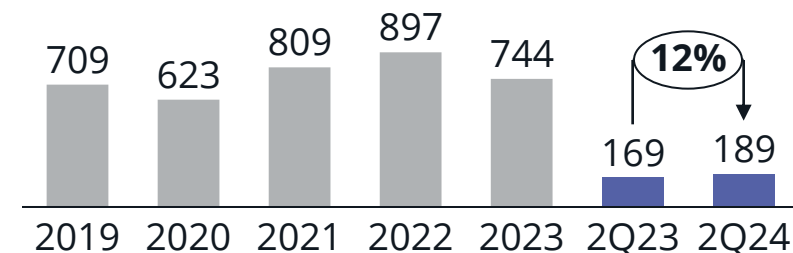
Regional Presence



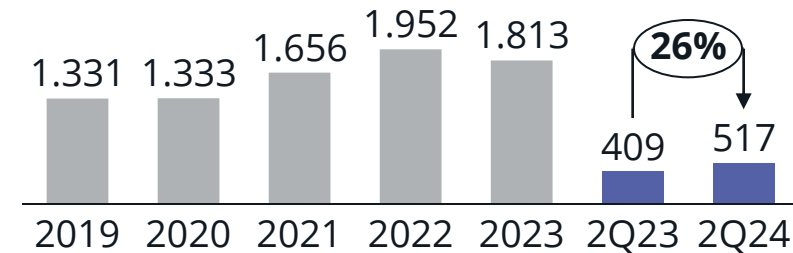
Chile - Revenue (US\$ MM)



Perú - Revenue (US\$ MM)



Others - Revenue (US\$ MM)



Falabella Retail at a glance

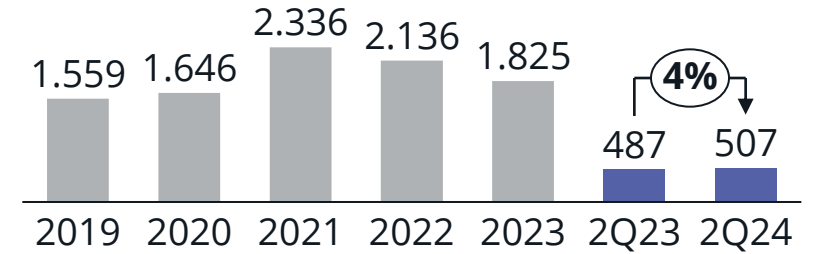


- 3.5** Total Revenues (US\$ B)
- 35%** Gross Margin (%)
- 40%** Online Penetration (%)

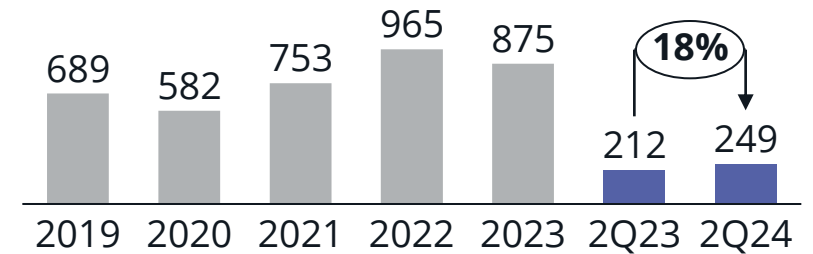
Regional Presence



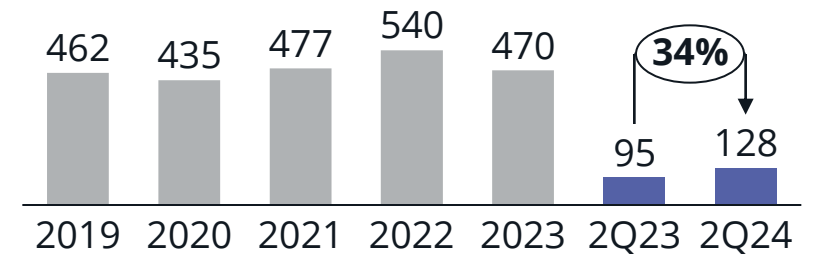
Chile - Revenue (US\$ MM)



Perú - Revenue (US\$ MM)



Colombia - Revenue (US\$ MM)



Falabella Retail at a glance: e-commerce



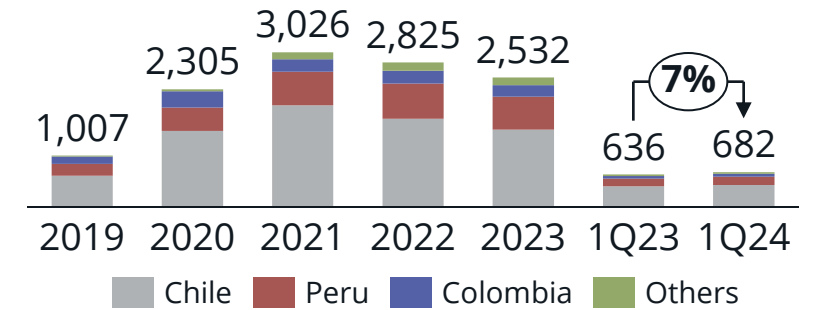
2.6

Total GMV (US\$B)

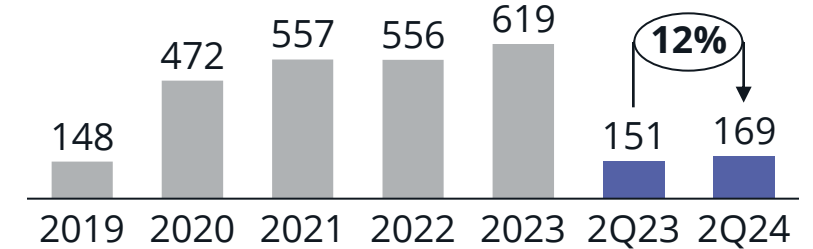
50%

Penetration of Click & Collect (% total)

Total Online GMV (US\$ MM)



3P GMV (US\$ MM)



Tottus at a glance



2.4

Total Revenues (US\$ B)

25%

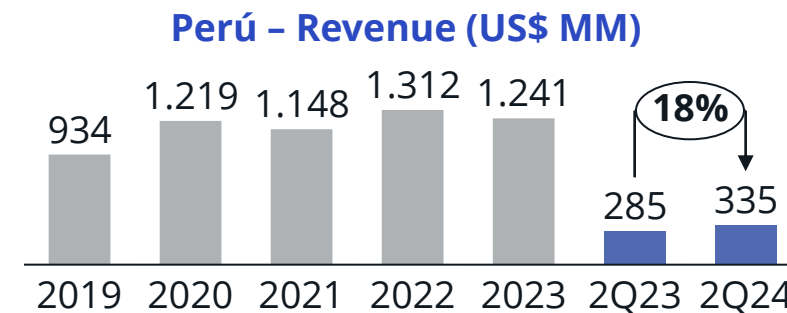
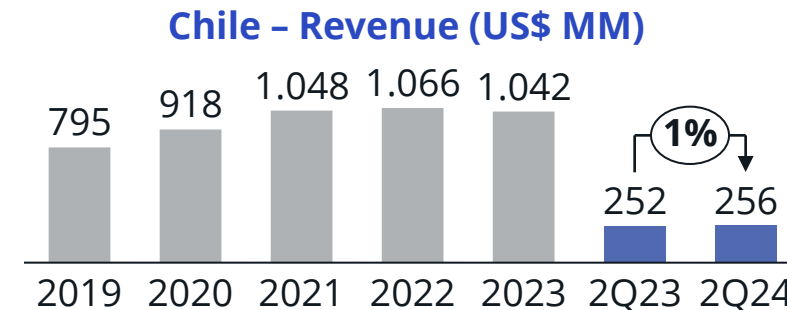
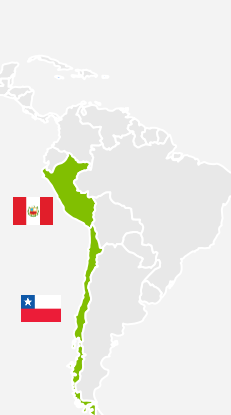
Gross Margin (%)

5%

Online Penetration (%)

Regional Presence

161 Stores



Mallplaza at a glance



478

Total Revenues (US\$ MM)

77%

EBITDA Margin (%)

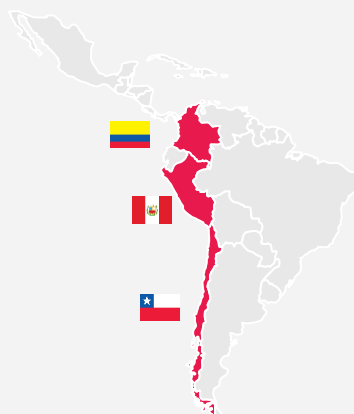
96%

Occupancy Rate (%)

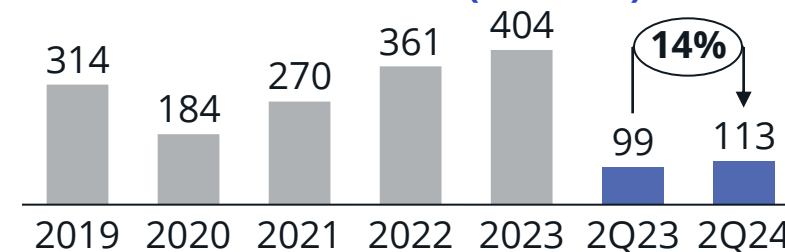
Regional Presence

26

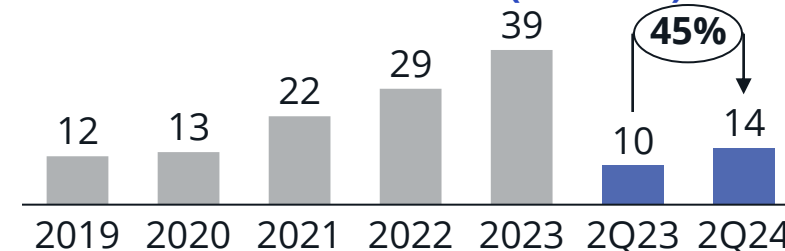
Shopping
Malls



Chile - Revenue (US\$ MM)



Colombia - Revenue (US\$ MM)

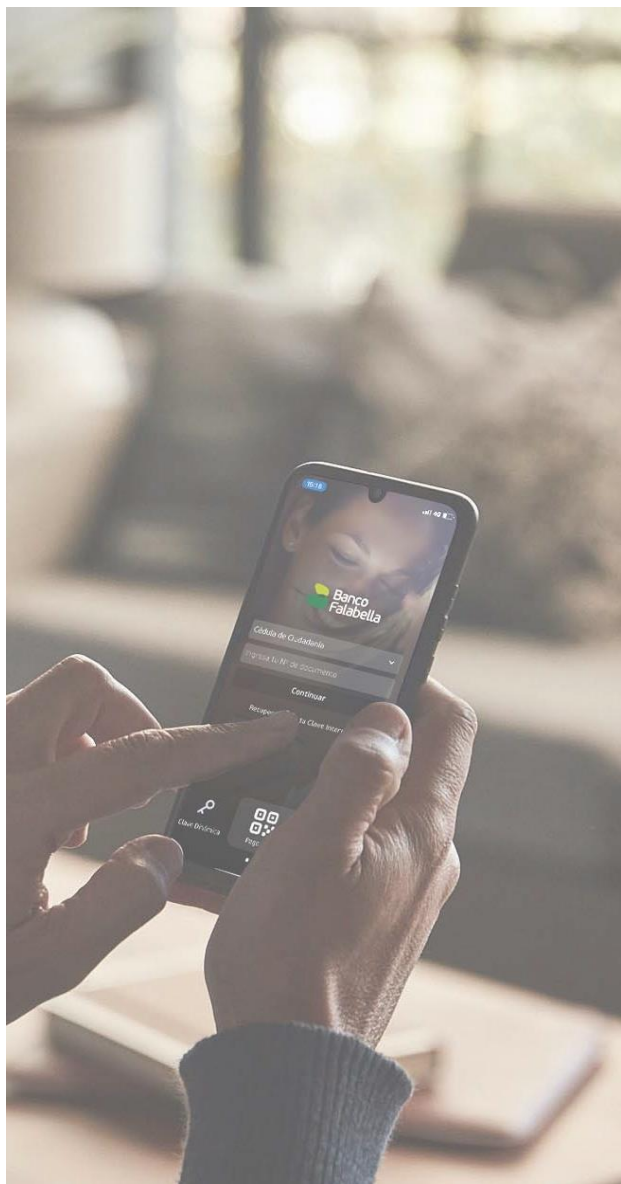


We announced the evolution of our e-commerce strategy with a simpler and value-oriented omnichannel proposal



Shared Services: Product, Home Delivery, CX and Digital Marketing

Financial Services at a glance



6.4

Loan Book (US\$B)

7.7

Active Customers (# MM)

4.2%

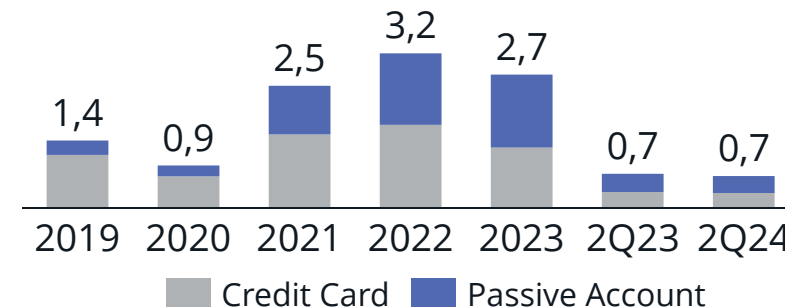
Consolidated NPL (+90 days)

Regional Presence

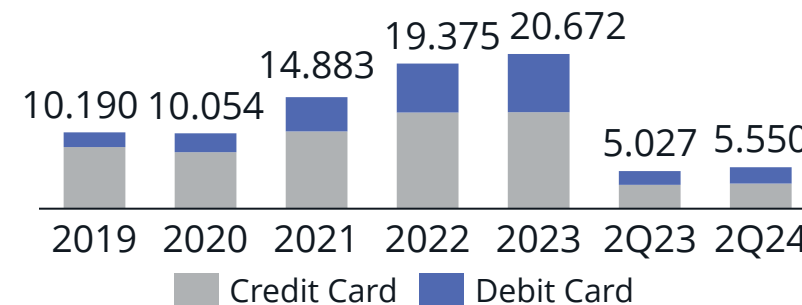
205
Branches



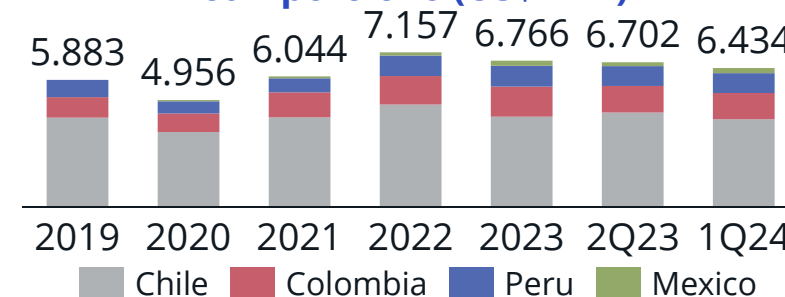
Credit card & passive account openings (MM)



Credit & debit card purchases (US\$ MM)



Loan portfolio (US\$ MM)

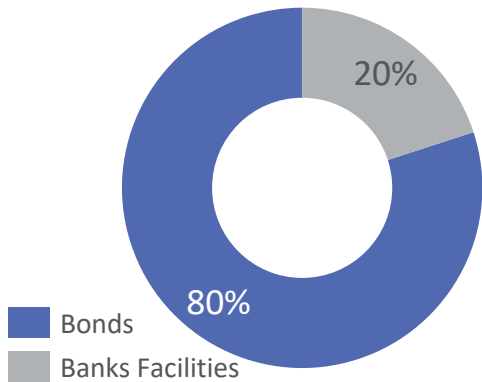


Summary Financials (US\$ MM)

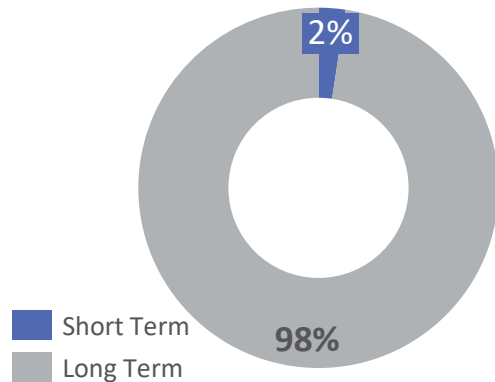
	2019	2020	2021	2022	2023	jun-23	jun-24	Var jun-24 vs jun-23
Total sales								
Total sales	9.430	10.092	13.616	13.220	11.893	5.789	5.785	0%
GMV Online	1.007	2.305	3.026	2.825	2.532	1.191	1.238	4%
GMV own products (1P)	860	1.833	2.469	2.270	1.913	912	929	2%
GMV third-party products (3P)	148	472	557	556	619	279	309	10%
Total sales of physical stores	8.422	7.787	10.589	10.394	9.361	4.598	4.547	-1%
Financial Results								
Non-Banking Revenue	8.528	8.769	10.945	11.081	9.907	4.760	5.123	8%
Financial Services Revenue	1.437	1.258	1.203	1.929	2.002	997	983	-1%
Total Revenue	9.965	10.027	12.148	13.010	11.908	5.756	6.106	6%
Gross profit	3.560	3.274	4.345	4.239	3.811	1.748	2.149	23%
SG&A expenses	(2.813)	(2.886)	(3.162)	(3.711)	(3.511)	(1.700)	(1.736)	2%
Operational income	747	388	1.183	528	300	48	413	755%
EBITDA	1.209	877	1.678	995	784	283	658	132%
Non-operating profit	(217)	(302)	(225)	(258)	(89)	13	(45)	NA
Net (Loss) Income	313	33	690	179	64	(5)	184	NA
Balance Sheet								
Cash (non-banking)	318	1.288	565	661	1.141	427	1.041	144%
Gross Loan Book	5.883	4.956	6.044	7.157	6.766	6.702	6.434	-4%
Total Net Debt (Exc. Banking)	2.842	2.381	2.761	3.887	3.402	4.056	3.538	-13%

Financial Position

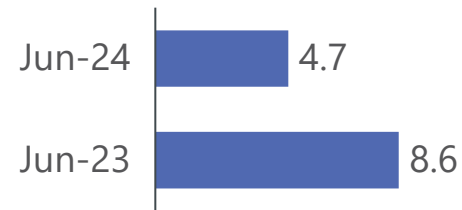
Debt By Creditor
w/o Banking Operations



Debt By Maturity
w/o Banking Operations



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

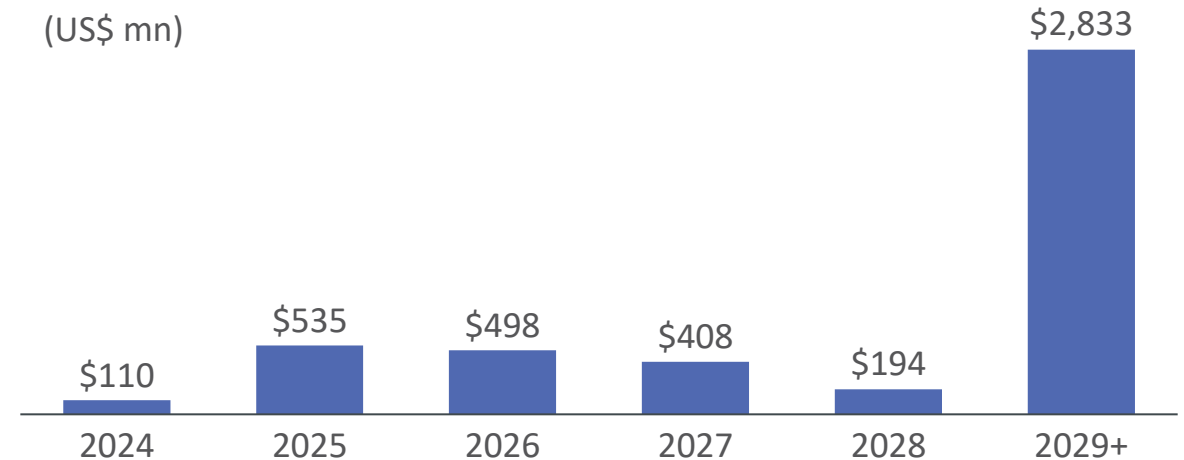


Net Leverage (times)
w/o Banking Operations



Financial Debt (Exc. Banking business) reached US\$ 4,579 million

Debt Amortization Profile (US\$ mn)



Our ESG Strategy

FALABELLA
...

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

Environmental



CLIMATE ACTION

Contribute to reducing greenhouse gas emissions and establishing operations resilient to climate change-related risks.



CIRCULARITY AND WASTE

Encourage circularity by maximizing resource utilization and minimizing landfill waste.



DIVERSITY, EQUITY AND INCLUSION

Foster an inclusive work culture and environment that promotes diversity, rejects all forms of discrimination, and promotes equal integration and participation for everyone



SOCIAL IMPACT

To enhance the lives of individuals and communities we engage with, we strive to create opportunities, diminish inequality, and contribute to the development of a fairer and more equitable society



CORPORATE GOVERNANCE

To guarantee transparency and integrity in our business conduct, we advocate for the creation of sustainable value for both the company and its stakeholders

Social

Governance

During 2023, we made significant efforts to **achieve** our environmental goals



Our Commitments

Carbon Footprint

0 net emissions in Scopes 1 and 2 by 2035

-65% of emissions by 2030

Energy supply

65% from renewable source by 2030

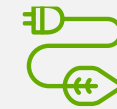
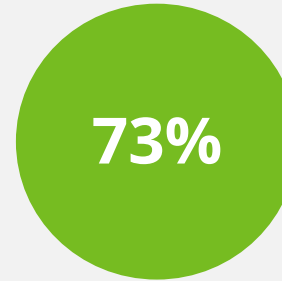
Food Loss and Waste in our Supermarkets

-20% food waste by 2025

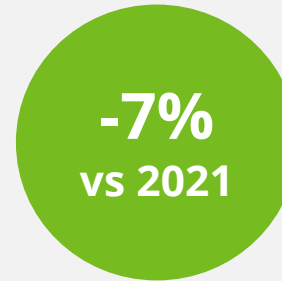
2023 PROGRESS



...of Scopes 1 and 2 emissions



...of our energy supply from renewable sources



food loss and waste

Generating impact in our value chain to build more equitable societies



Pillars

Diversity, Equity and Inclusion



2023 PROGRESS

51.2%
women in total workforce

39.4%
women in Top & Middle Management positions

+335
women in "Fuertes y Fantásticas"

Social Impact



+100,000
boys and girls reached by educational initiatives.

+33,000
individuals benefitted by "Construyendo Sueños de Hogar"

+1,700
entrepreneurs in "Plaza Emprende"

Corporate Governance

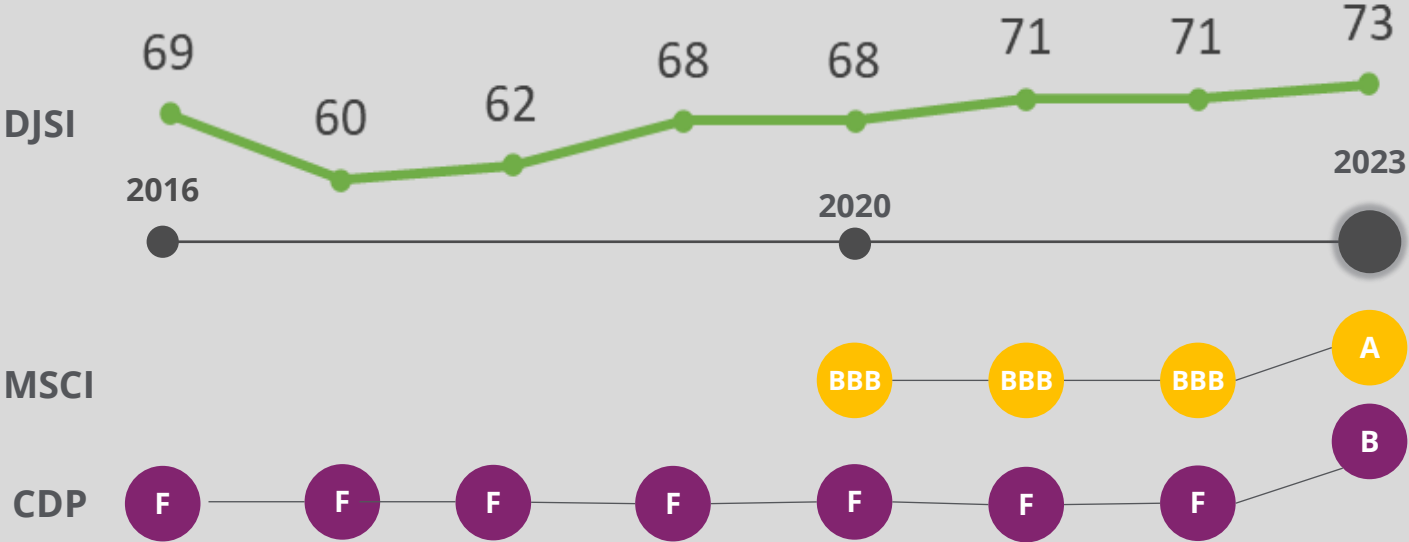


Integrating ESG risk management

Human Rights Due Diligence in all of our business units

Rising **28** positions in the CHRB ranking & **1st place** in "Diagnóstico Empresas y DDHH", PUC

These sustainability efforts have been recognized by S&P's Dow Jones Sustainability Index, as we are the only Chilean retailer recognized within the TOP 10% of CSA results. In addition, Falabella reached an A qualification in the MSCI assessment, for the first time.



2023

DJSI World DJSI MILA DJSI Chile

73
points

99
percentile

Falabella S.A
RET Retailing

Top 10%
S&P Global Corporate Sustainability
Assessment (CSA) Score 2023

S&P Global CSA Score 2023: 73/100
Score date: February 7, 2024
The S&P Global Corporate Sustainability Assessment (CSA) Score is the S&P Global ESG Score without the inclusion of any modelling approaches.
Position and scores are industry specific and reflect exclusion screening criteria.
Learn more at <https://www.spglobal.com/esg/csa/yearbook/methodology/>

S&P Global Sustainable 1

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

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