

CORPORATE PRESENTATION 4Q-2023

FALABELLA

falabella.com



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 December 2023, converted to US Dollars and rounded to millions.

FALABELLA




 SODIMAC

 TOTTUS

 mallplaza

 Banco Falabella

 falabella.com

Physical and Digital ecosystem with diversified presence across Latin America

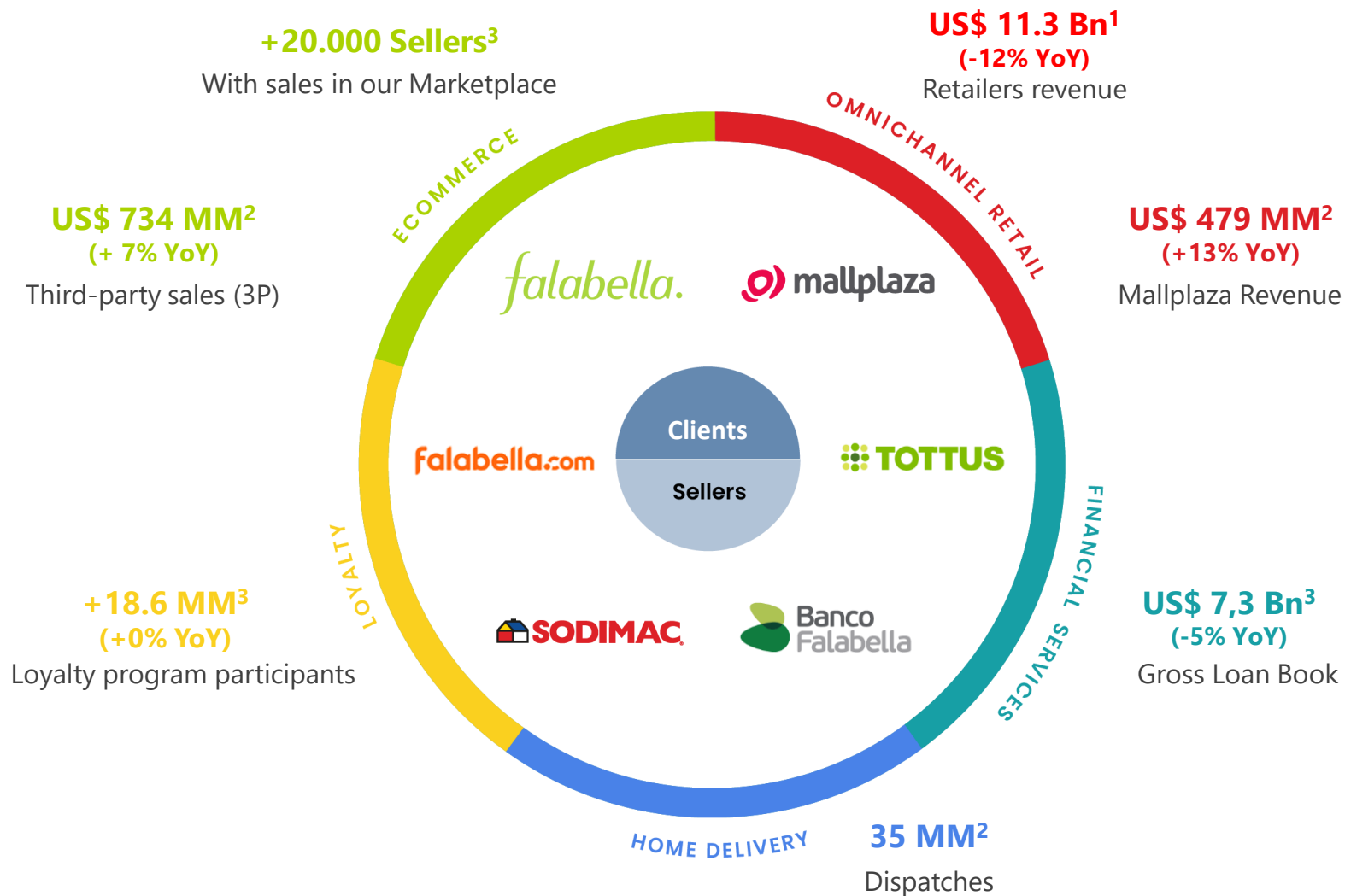
Key Financial Figures¹

FALABELLA

US\$ 12.8 Bn
Total Revenue

US\$ 2.8 Bn
Online GMV

US\$ 0.8 Bn
EBITDA

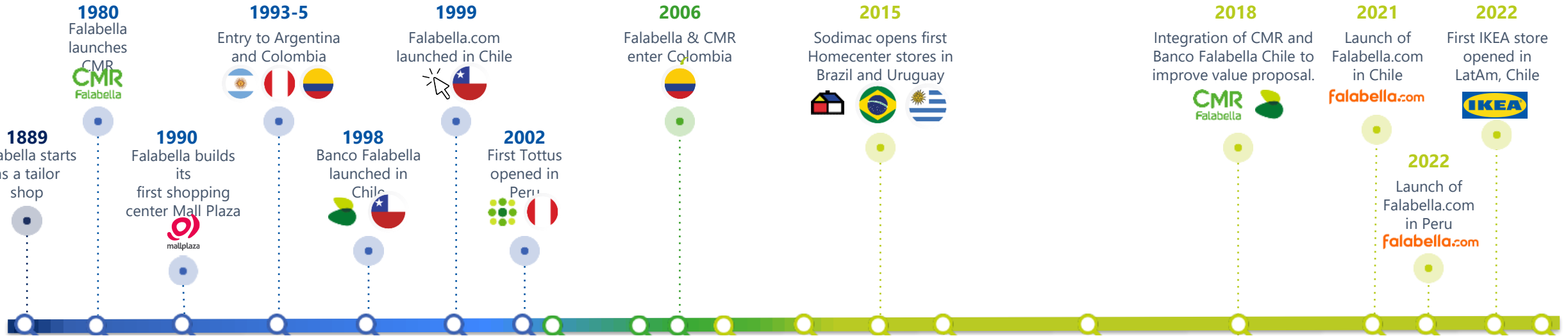


1. Figures as of 4Q23, last twelve months (LTM). Home Improvement operation includes the businesses in Chile, Peru, Colombia, Brazil, Mexico, Argentina and Uruguay. Mexico and Colombia do not consolidate in the financial statements.
2. Figures as of 4Q23, last twelve months (LTM).
3. Figures as of December 2023. Gross Loan Book includes Financial Services Mexico.

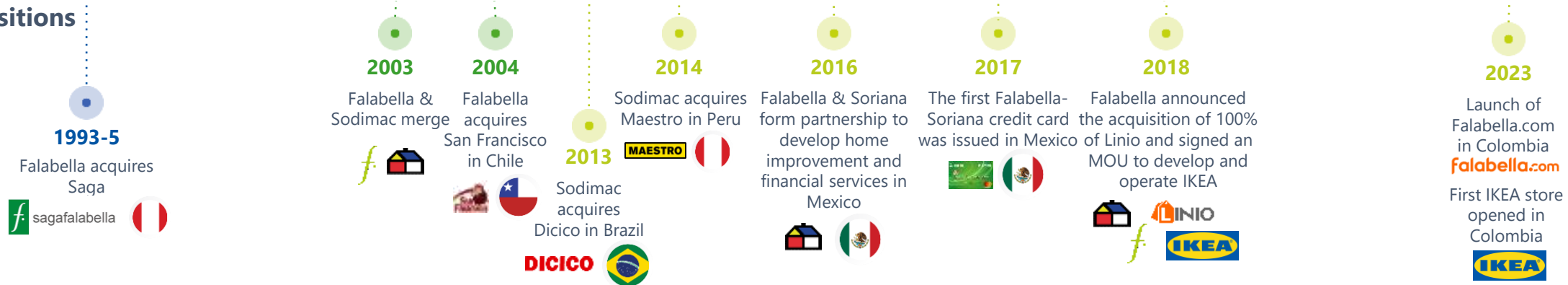
Constantly evolving to meet our customers' demands

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



7 Countries

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

							
 Department Stores	45 Stores	35 Stores	26 Stores				
 Home Improvement	88 Stores	56 Stores	42 Stores	7 Stores	54 Stores	4 Stores	13 Stores
 Supermarkets	72 Stores	89 Stores					
 Financial Services	2,901,043 Active credit cards	1,184,289 Active credit cards	1,468,008 Active credit cards				669,149 Active credit cards
 Real Estate	27 Malls	15 Malls	4 Malls				

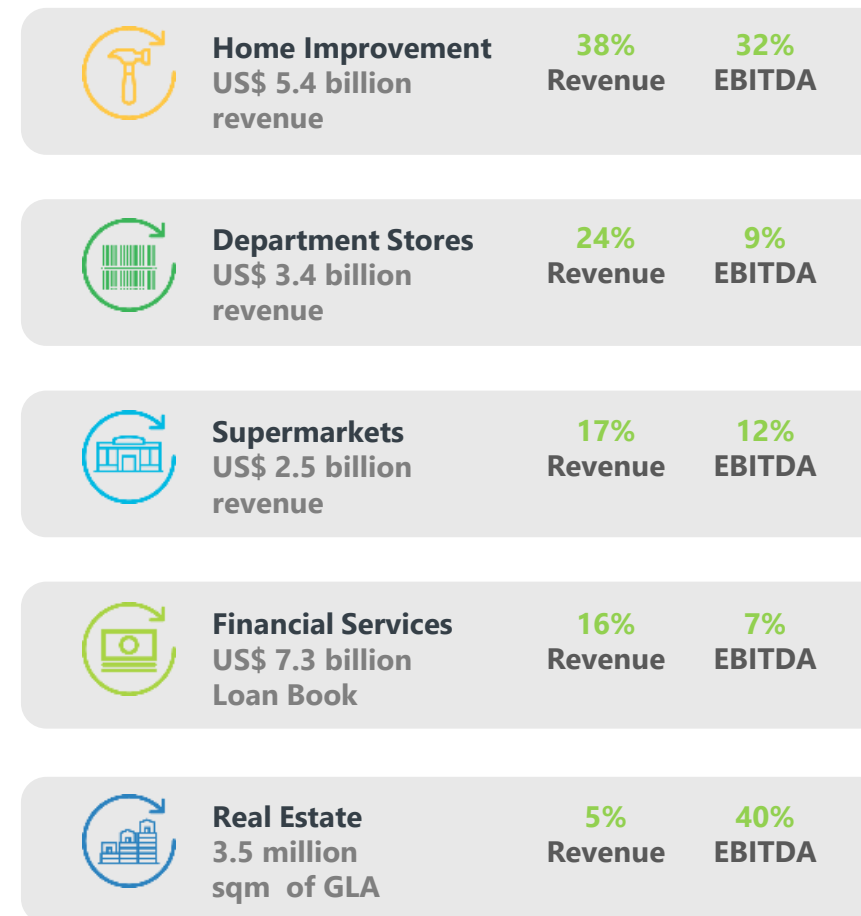
1. All figures as of December 2023. Home Improvement Chile & Colombia includes IKEA.

Contribution breakdown

MIX BY COUNTRY



MIX BY BUSINESS



1. Mix by Country and Mix by Business as of 4Q23 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'.

OUR STRATEGY



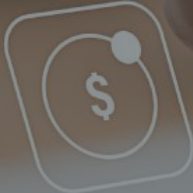
Tap & Pay



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



35 million
Total Customers

20 thousand
Sellers

577
Stores & Malls

7.4 million
Banking Customers

Operations in
7 countries

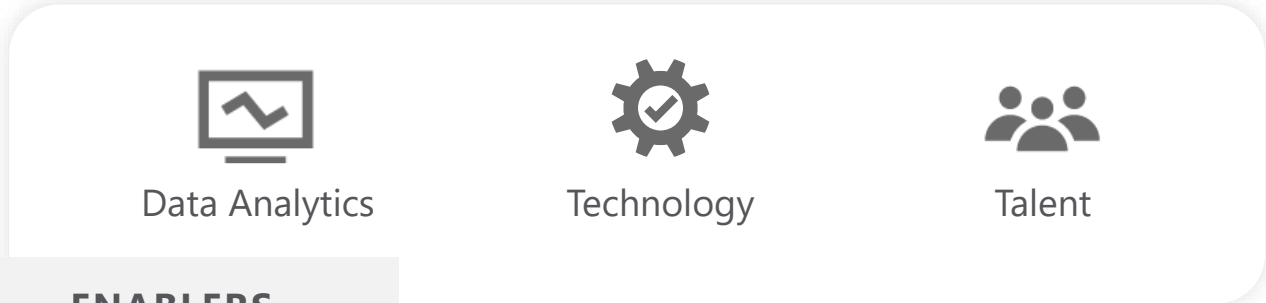


In this way, we transform our ecosystem by leveraging our data, technology, and people, with a focus on sustainability.

JOURNEY DEL CLIENTE



FALABELLA



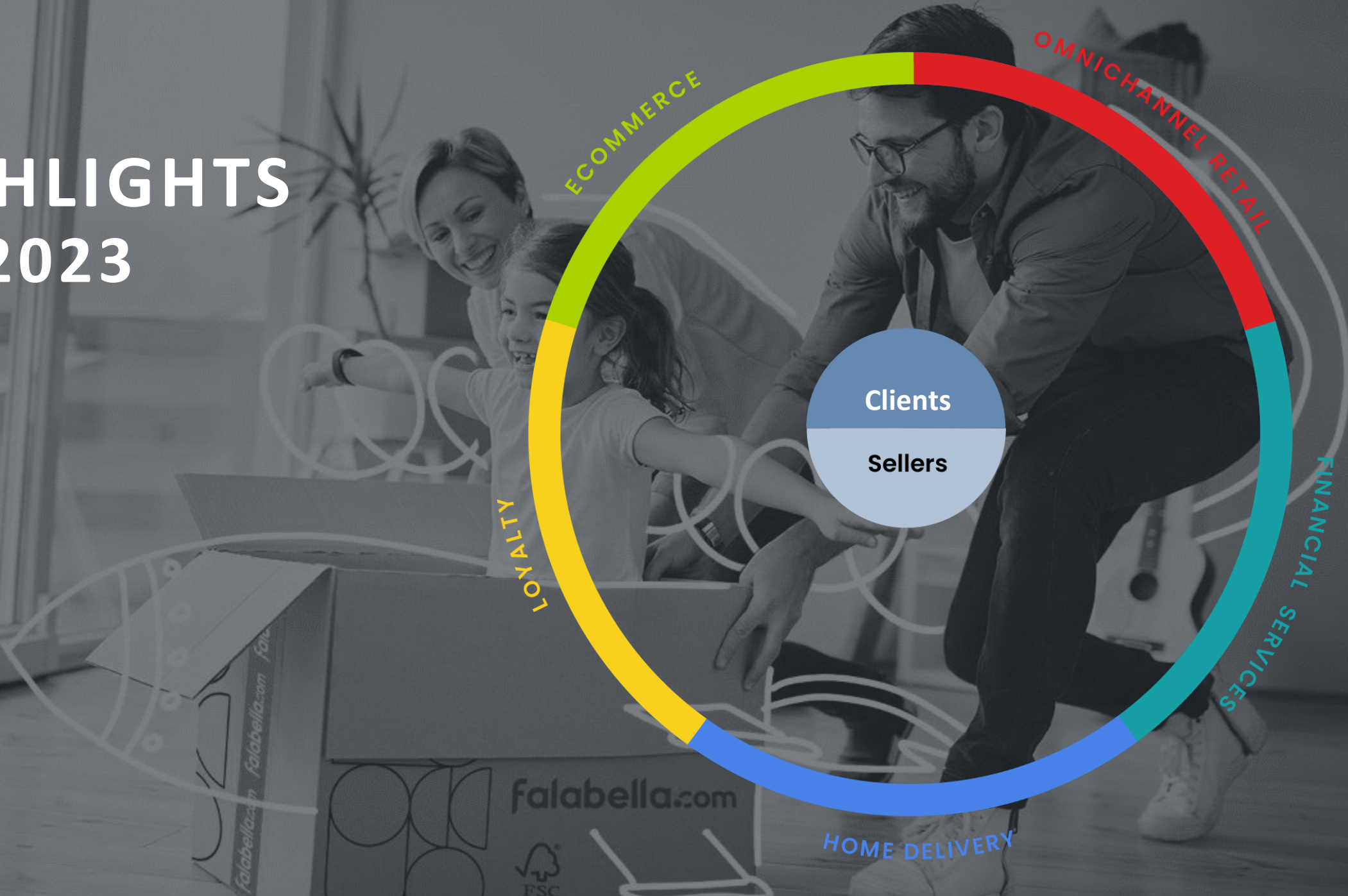
ENABLERS

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



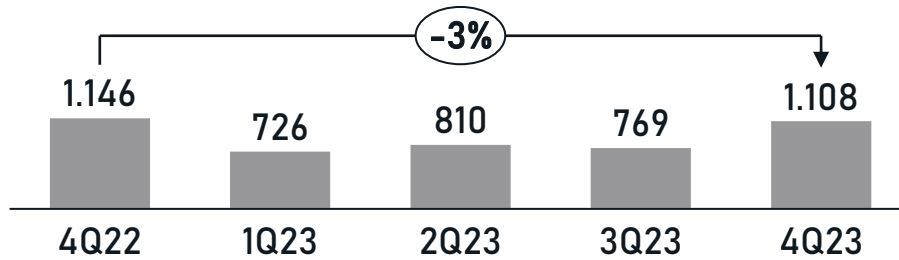
HIGHLIGHTS

4Q-2023

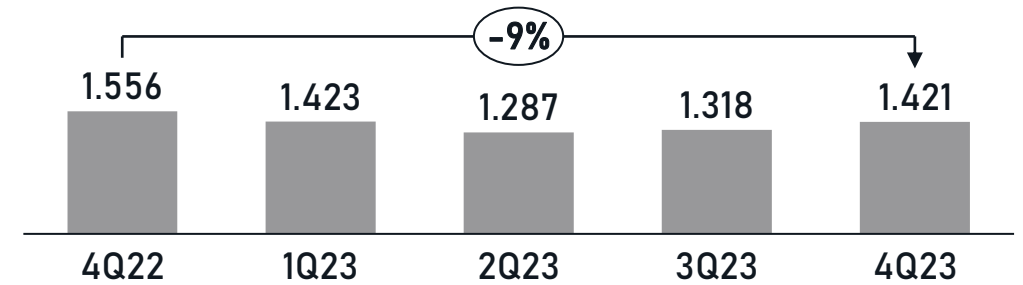


Strong leadership presence of Retailers & Malls in Latam

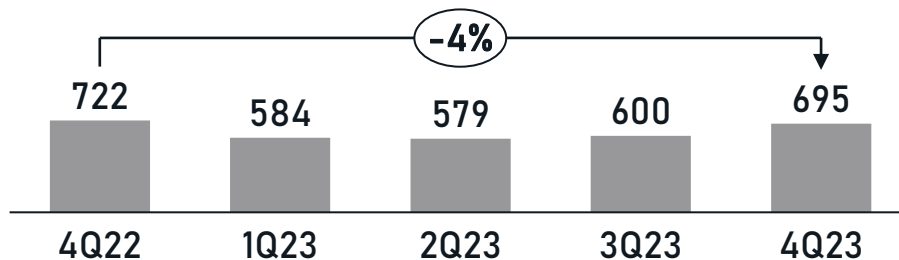
Falabella Retail - Revenues (US\$ MM)



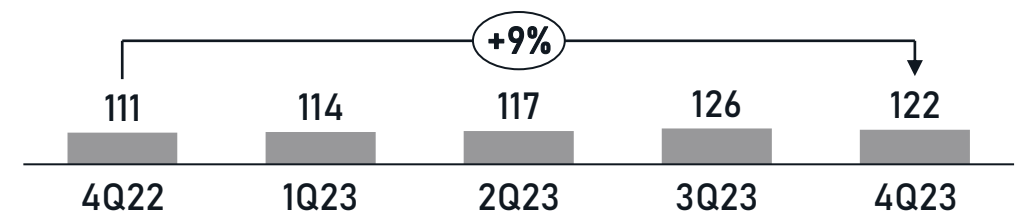
Home Improvement- Revenues (US\$ MM)



Supermarkets - Revenues (US\$ MM)



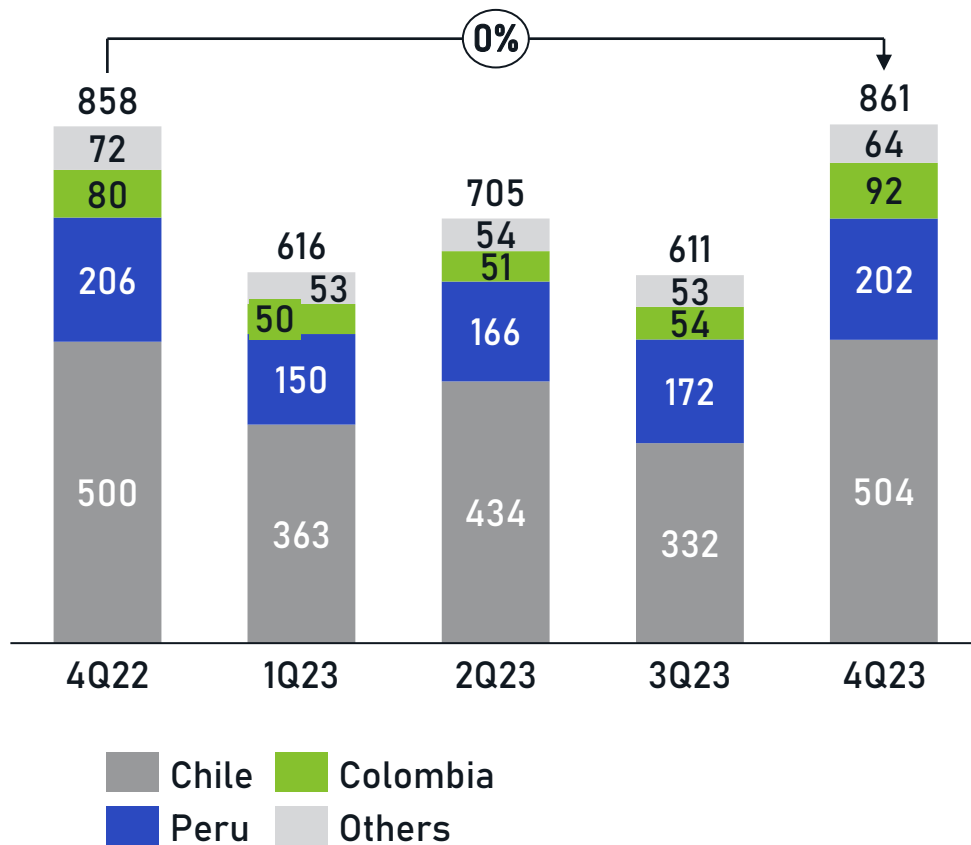
Mallplaza - Revenues (US\$ MM)



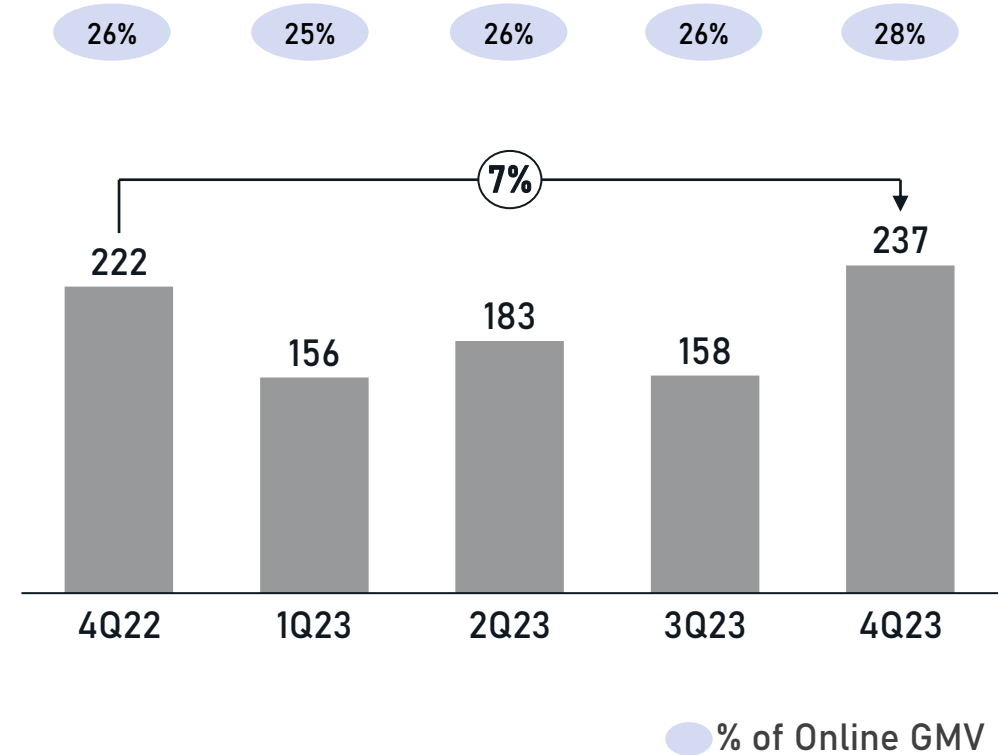
Note: Home Improvement operation includes the businesses in Chile, Peru, Colombia, Brazil, Mexico, Argentina and Uruguay. Mexico and Colombia do not consolidate in the financial statements.

Our value proposition for customers and sellers continues to gain traction

Online GMV (US\$ MM)

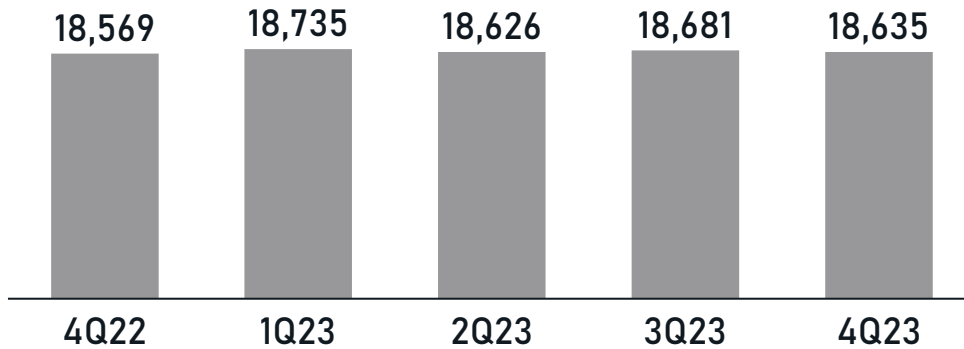


Online GMV - 3P (US\$ MM)



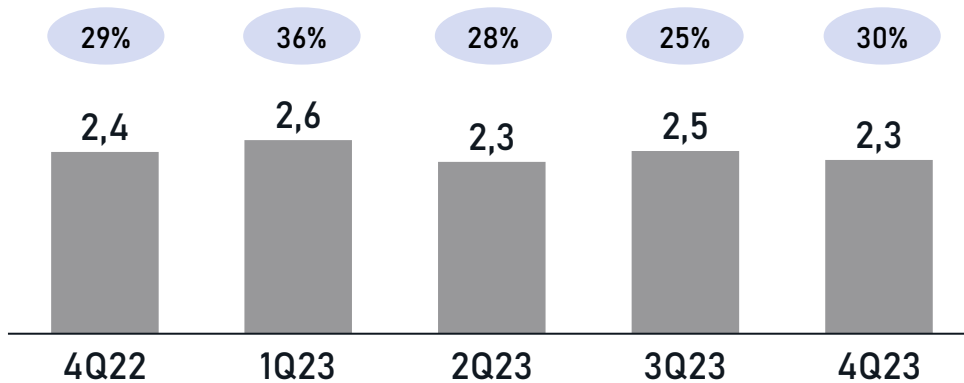
Our loyalty program is one of the most preferred in the region and plays a critical role in the transformation to a data-driven company

Participants (# 000')



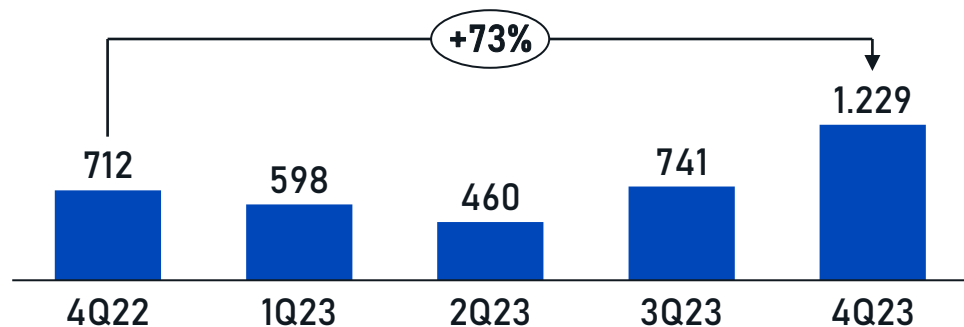
Redemptions (# MM)

Digital redemptions rate

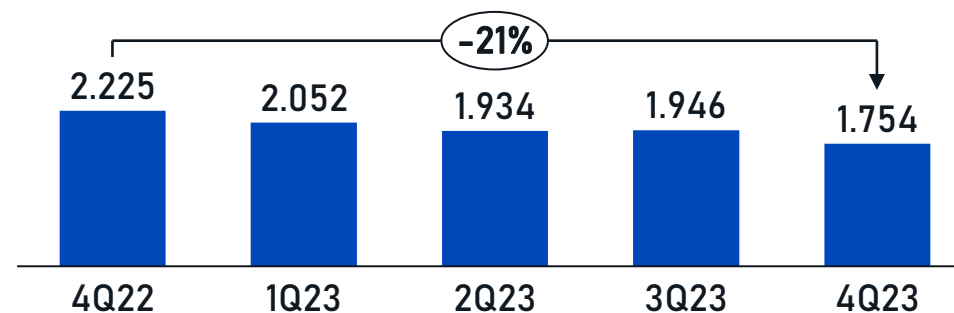


We continue to focus efforts on our plan to strengthen our financial position... **FALABELLA**

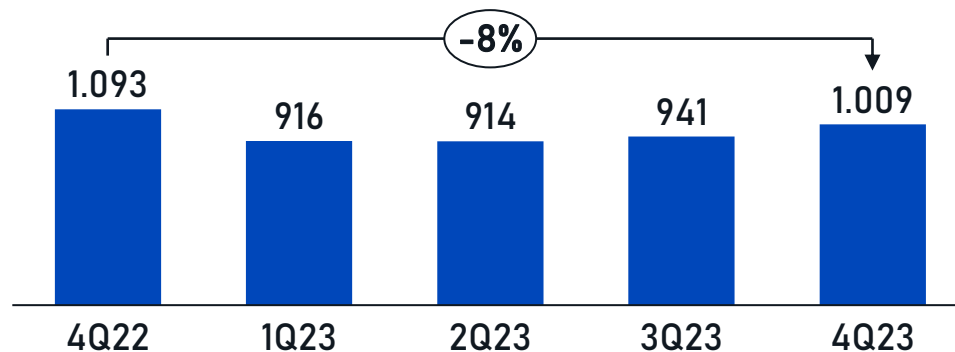
Cash and Cash Equivalent – Non Banking (US\$ mm)



Inventories (US\$ mm)



SG&A (US\$ mm)



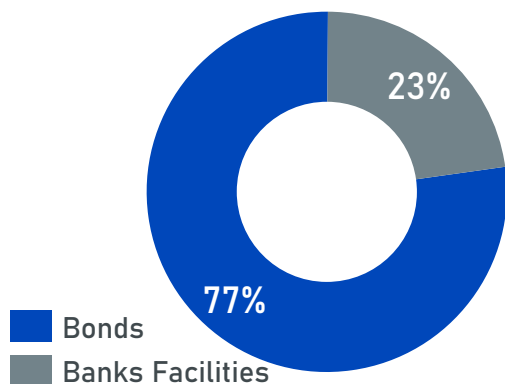
Summary Financials (US\$ MM)

	4Q22	% revenues	4Q23	% revenues	Var (%)
Total sales					
Total sales	3.869		3.668		-5%
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%
Financial Results					
Non-Banking Revenue	3.200	84,9%	3.026	85,0%	-5%
Financial Services Revenue	567	15,1%	533	15,0%	-6%
Total Revenue	3.768	100%	3.559	100%	-6%
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%
EBITDA	256	6,8%	333	9,4%	30%
Non-operating profit	(86)	-2,3%	(46)	-1,3%	-47%
Net (Loss) Income	9	0,2%	80	2,3%	824%
Balance Sheet					
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%

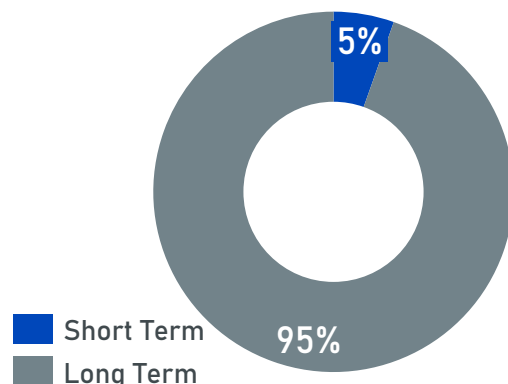
Note: Total sales correspond to the total value of the merchandise sold, including our own (1P) and third-party (3P) products, through our omnichannel platform (physical and online stores). Includes value added taxes. Calculated with a neutral exchange rate.

Financial Position

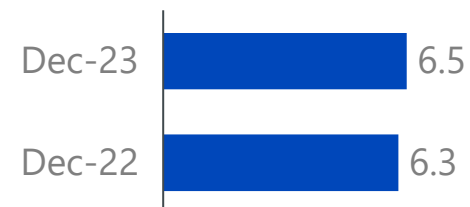
Debt By Creditor
w/o Banking Operations



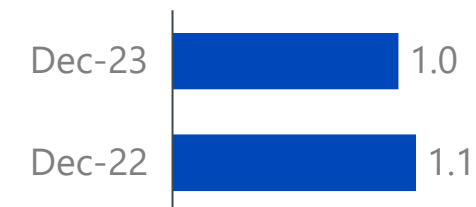
Debt By Maturity
w/o Banking Operations



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



Net Leverage (times)
w/o Banking Operations



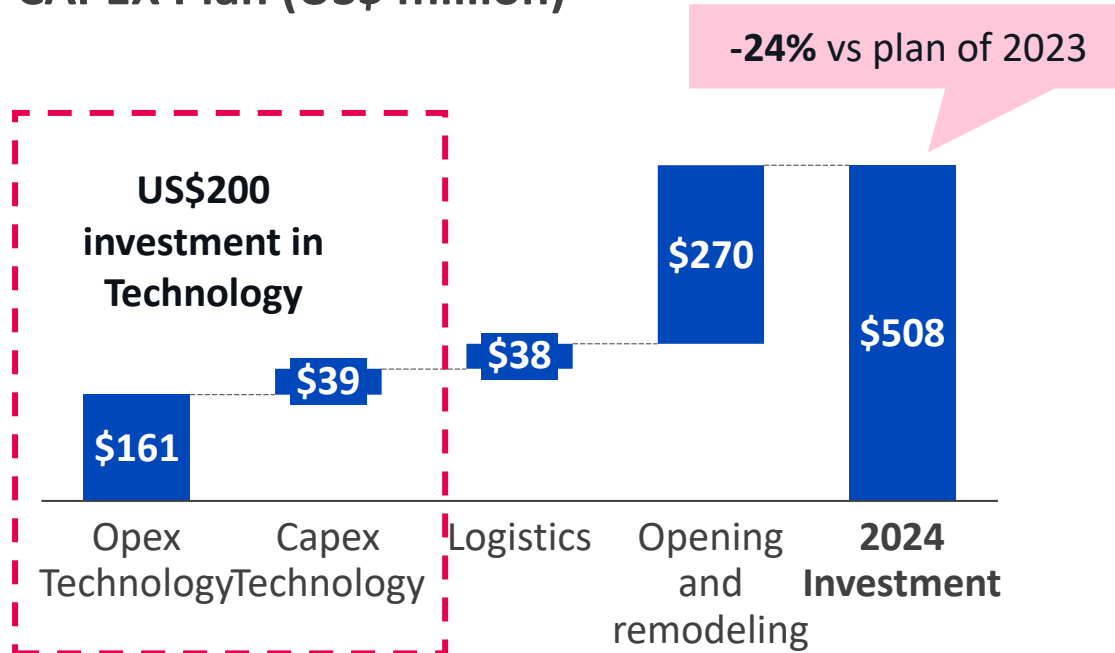
Total debt (exc. Banks) reached US\$ 5,211 million

Debt Amortization Profile
(US\$ mn)

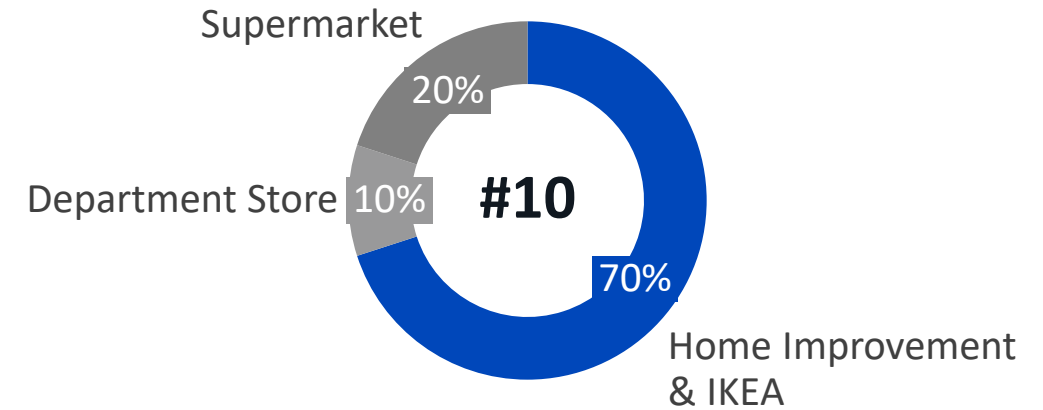


... and we announce our investment plan for 2024

CAPEX Plan (US\$ million)



Store Openings in 2024



HIGHLIGHTS 4Q-2023

FINANCIAL SERVICES



Our digital transformation is enhancing our value proposition

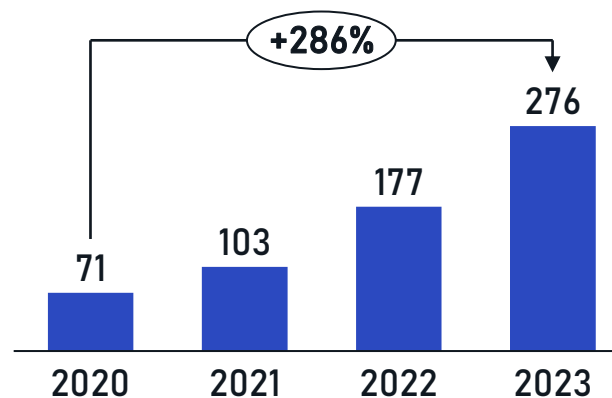
We are continuing our path towards digitalization

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



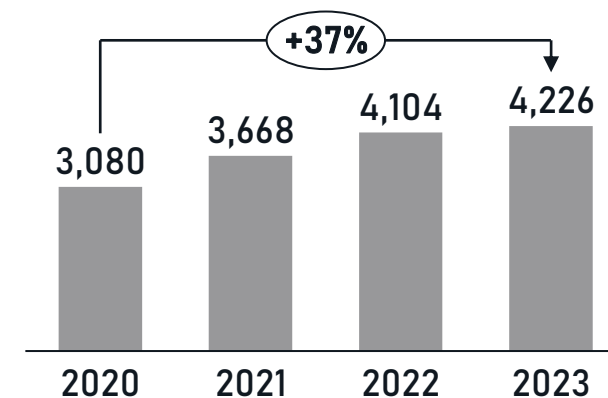
🇨🇴 Falabella – Soriana is becoming our customers' primary card

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



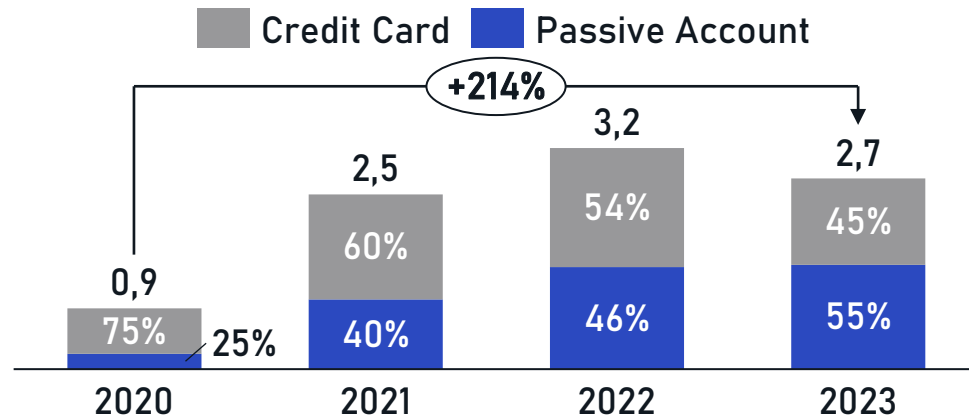
🇨🇱 We are #1 player in checking accounts and deposits are growing

(U\$S MM)

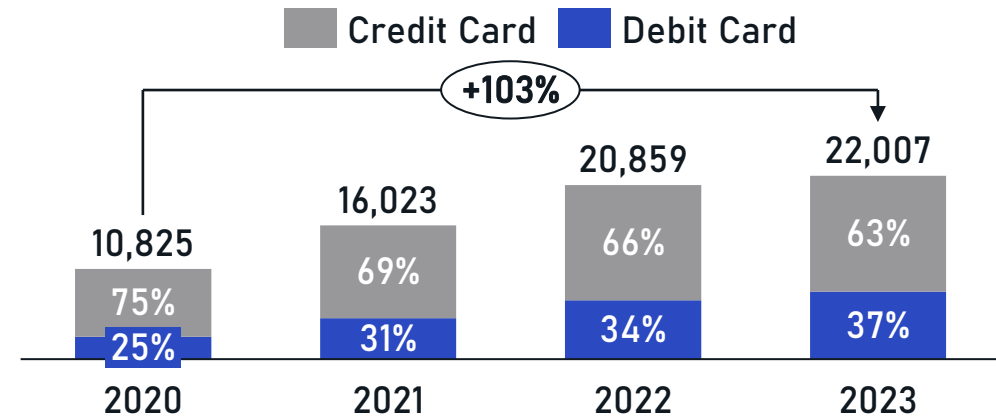


Building the leading digital bank of the Andean region

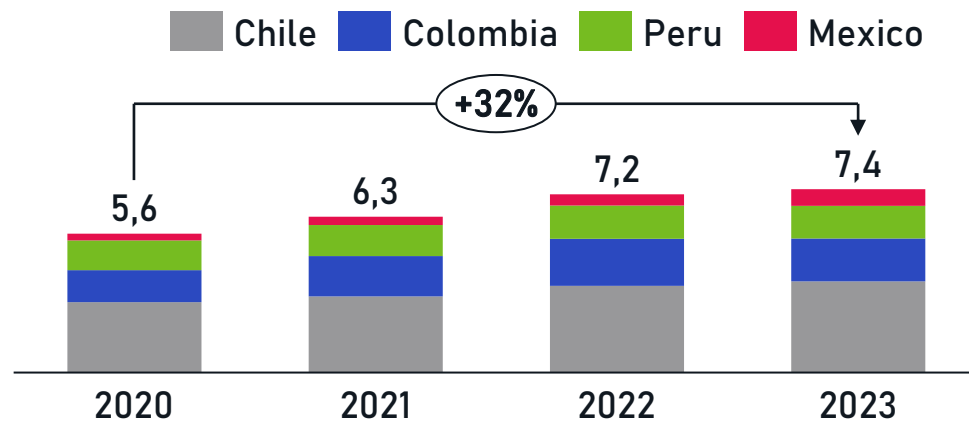
Credit card & passive account openings (MM)



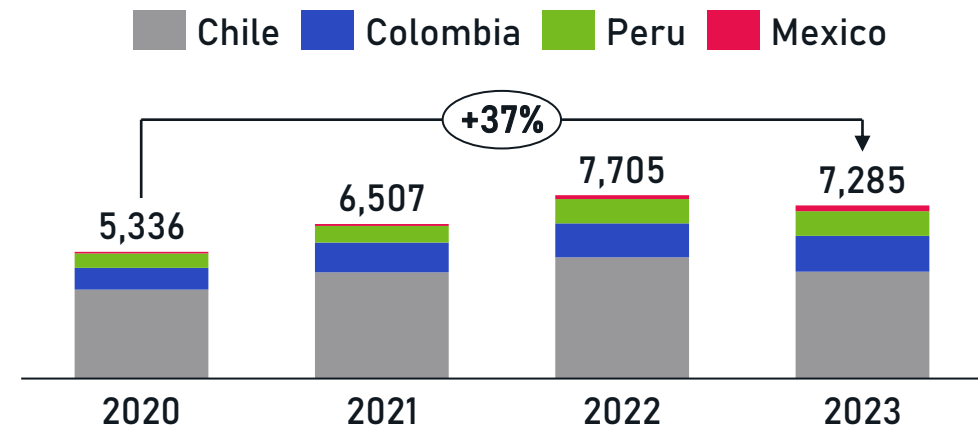
Credit & debit card purchases (US\$ MM)



Active Clients (MM)



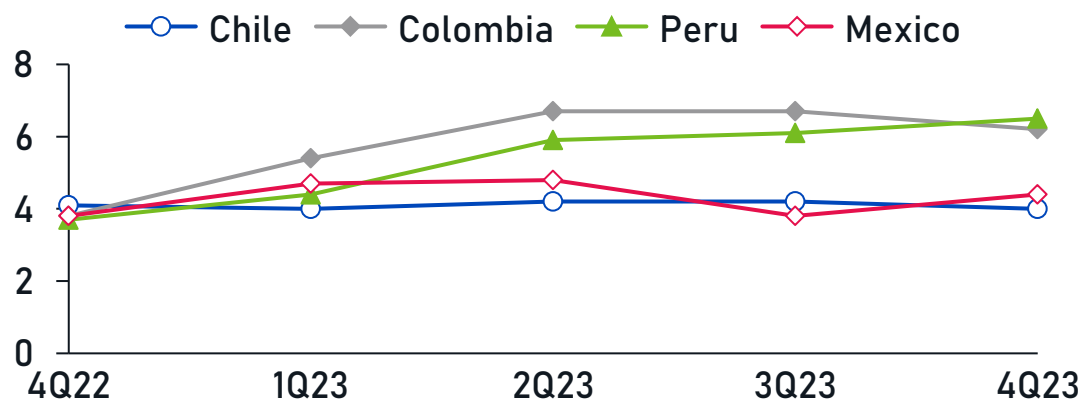
Loan portfolio (US\$ MM)



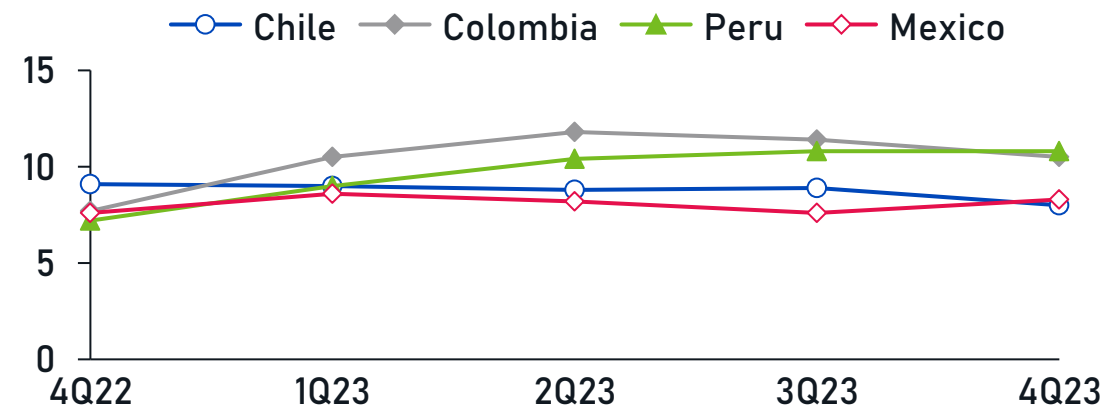
Note: Consolidated metrics include the banking businesses in Chile, Peru, Colombia and CMR Mexico. CMR Mexico does not consolidate in the financial statements.

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

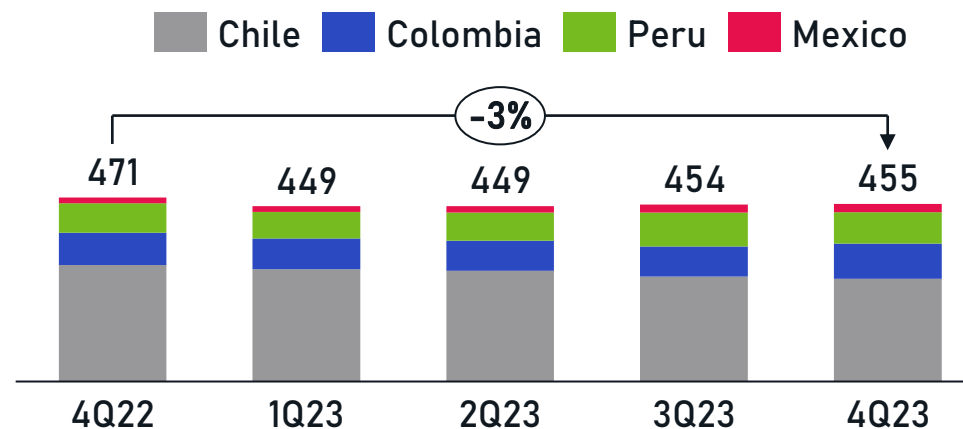
NPL (%)¹



Delinquency Rate 30+ (%)



Interest Income (US\$ MM)

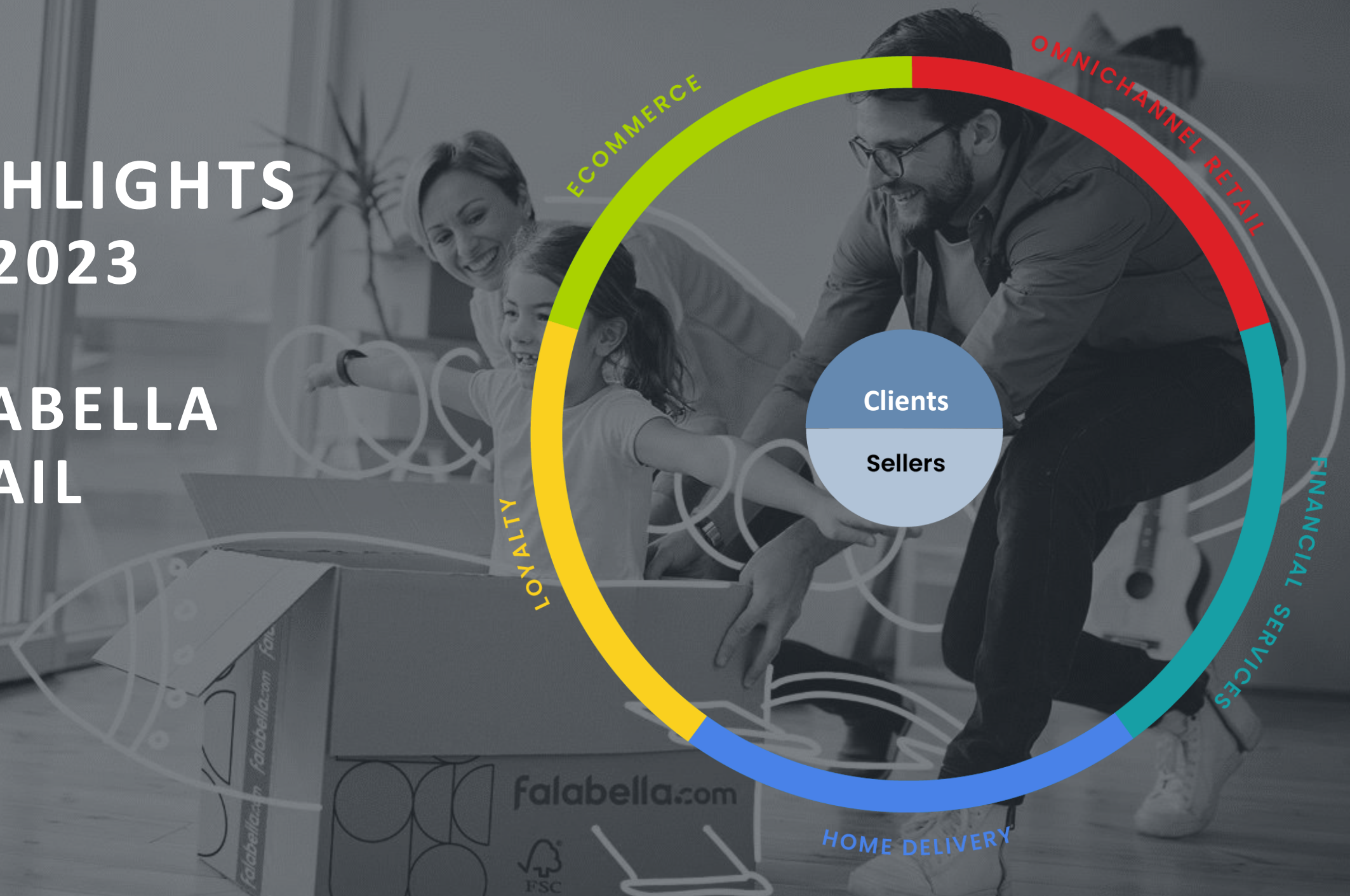


Note: Consolidated metrics include the banking businesses in Chile, Peru, Colombia and CMR Mexico. CMR Mexico does not consolidate in the financial statements

1. Percentage overdue portfolio of more than 90 days

HIGHLIGHTS 4Q-2023

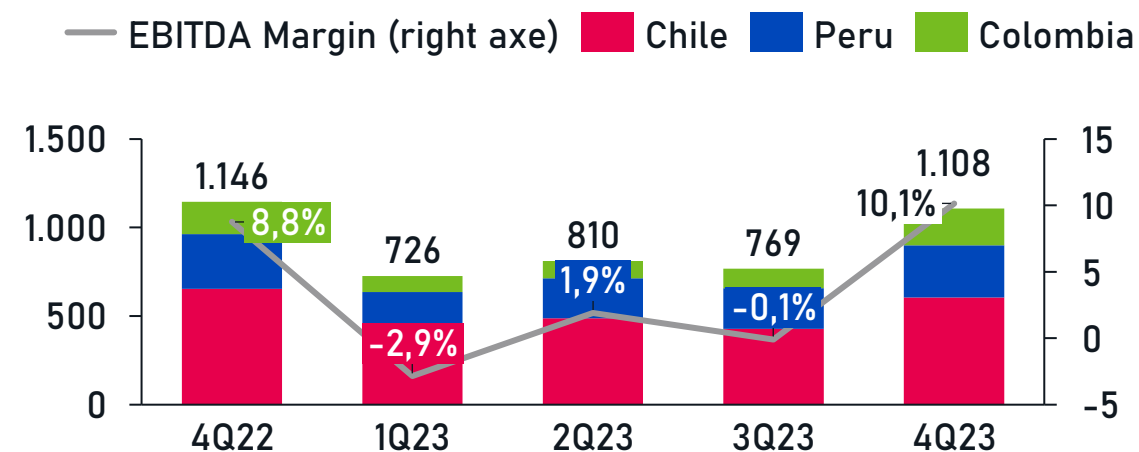
FALABELLA RETAIL



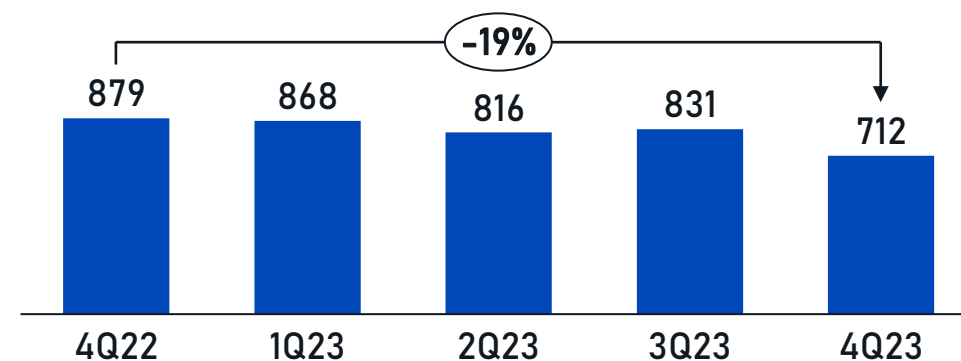


Our customer-focused efforts are generating results

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



Sneakers Corner



Taller F



Click & Collect



Youth & Urban Fashion



Personal Shopper



Storytellers

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

Environmental



CLIMATE ACTION

To be Net Zero in Scopes 1 and 2 emissions by 2035 and achieve a climate resilient operation



CIRCULARITY AND WASTE

Promote optimal resource recovery and divert waste from landfills through integrated management and circular initiatives



DIVERSITY, EQUITY AND INCLUSION

Promote a culture and work environment free from any sort of discrimination and that encourages integration and participation of all people as equals



SOCIAL IMPACT

Improving living conditions and empowerment within our local communities



CORPORATE GOVERNANCE

Ensure an ethical, transparent business conduct that respects human rights across our entire operation integrating a risk approach

Social

Governance

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


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

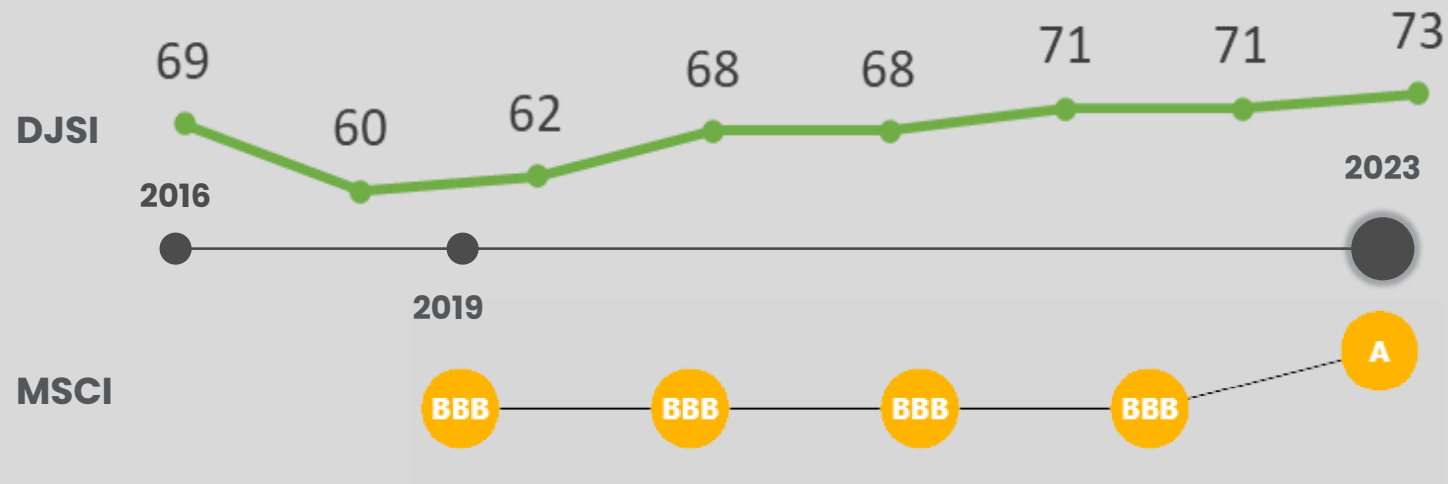
transformation for Mallplaza food courts

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 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

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

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

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