

# Corporate Presentation 4Q-2024



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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.grupofalabella.com>), as well as on the website of the Financial Market Commission ([www.cmfchile.cl](http://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 2024, converted to US Dollars and rounded to millions.

# Physical and Digital ecosystem with diversified presence across Latin America

## Key Financial Figures<sup>1</sup>

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**US\$ 12.2 Bn**

Total Revenue



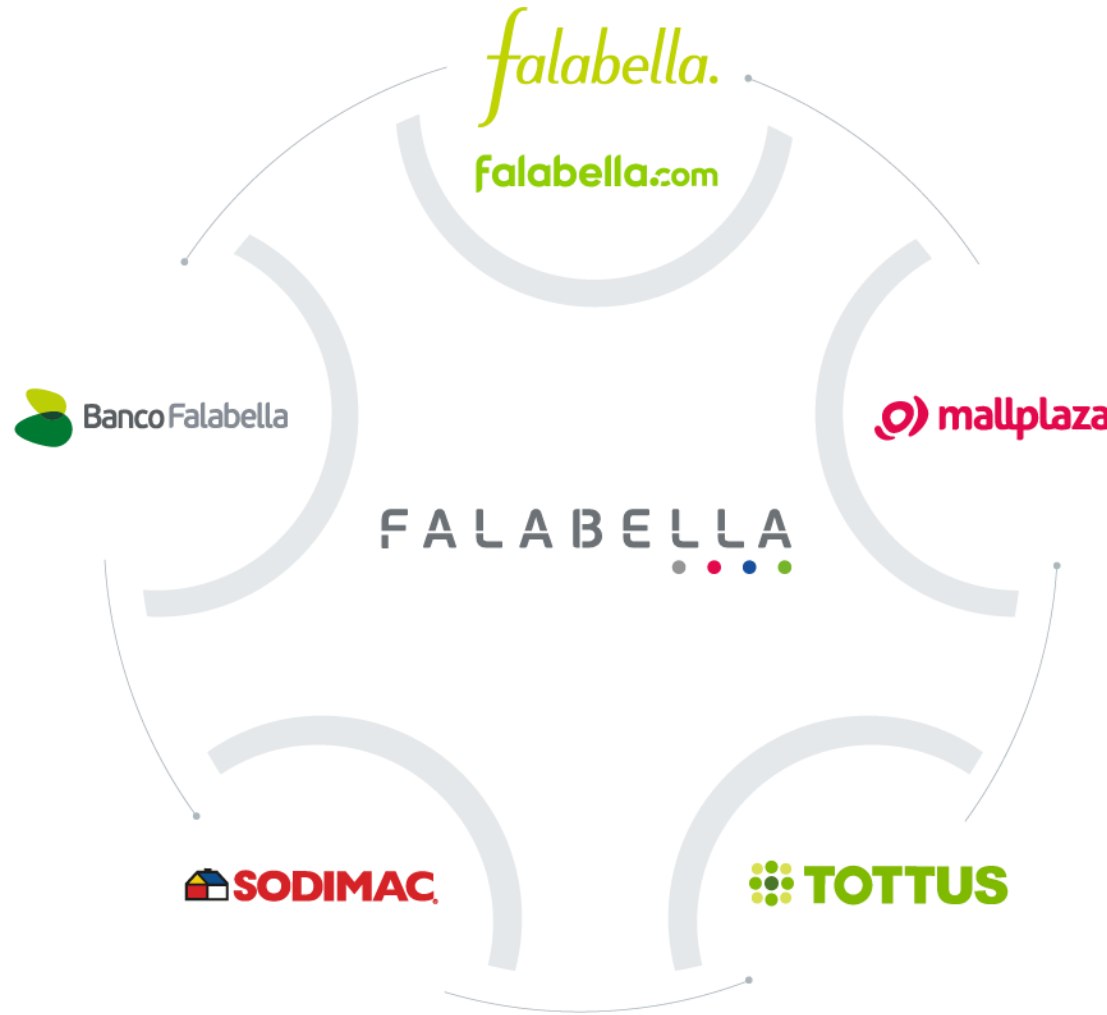
**US\$ 2.6 Bn**

Online GMV



**US\$ 1.5 Bn**

EBITDA



**US\$ 11.2 Bn<sup>2</sup>**  
**(+11% YoY)**  
 Retailers Revenue

**US\$ 662 MM<sup>1</sup>**  
**(+13% YoY)**  
 Third-party sales (3P)

**US\$ 496 MM<sup>1</sup>**  
**(+18% YoY)**  
 Mallplaza Revenue

**US\$ 6.4 Bn<sup>3</sup>**  
**(flat YoY)**  
 Gross Loan Book

**+20.6 MM<sup>1</sup>**  
 Loyalty program participants

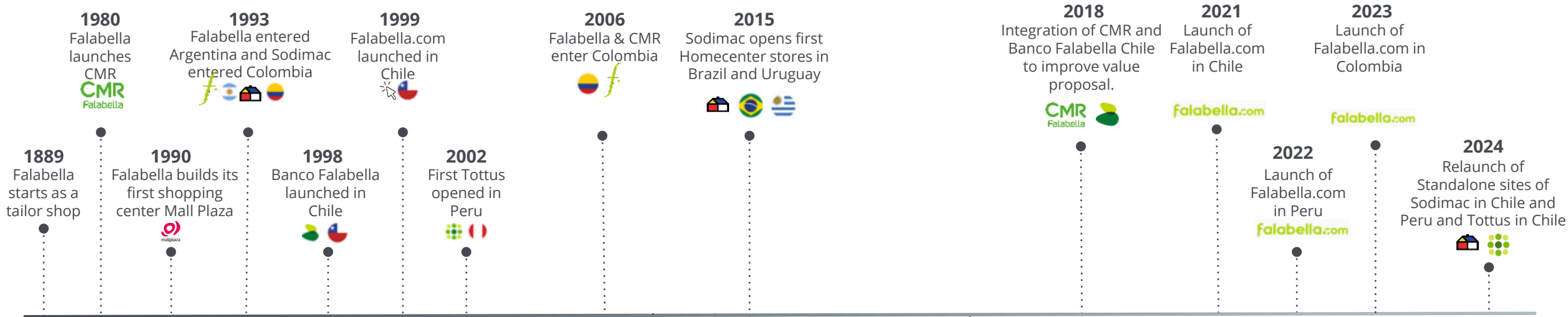
**50%<sup>4</sup>**  
 Click & Collect Penetration

1. Figures as of 4Q24, 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 December 2024. Gross Loan Book includes Financial Services Mexico.
4. 4Q24 figures.

# Constantly evolving to meet our customers' demands

Born over 135 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

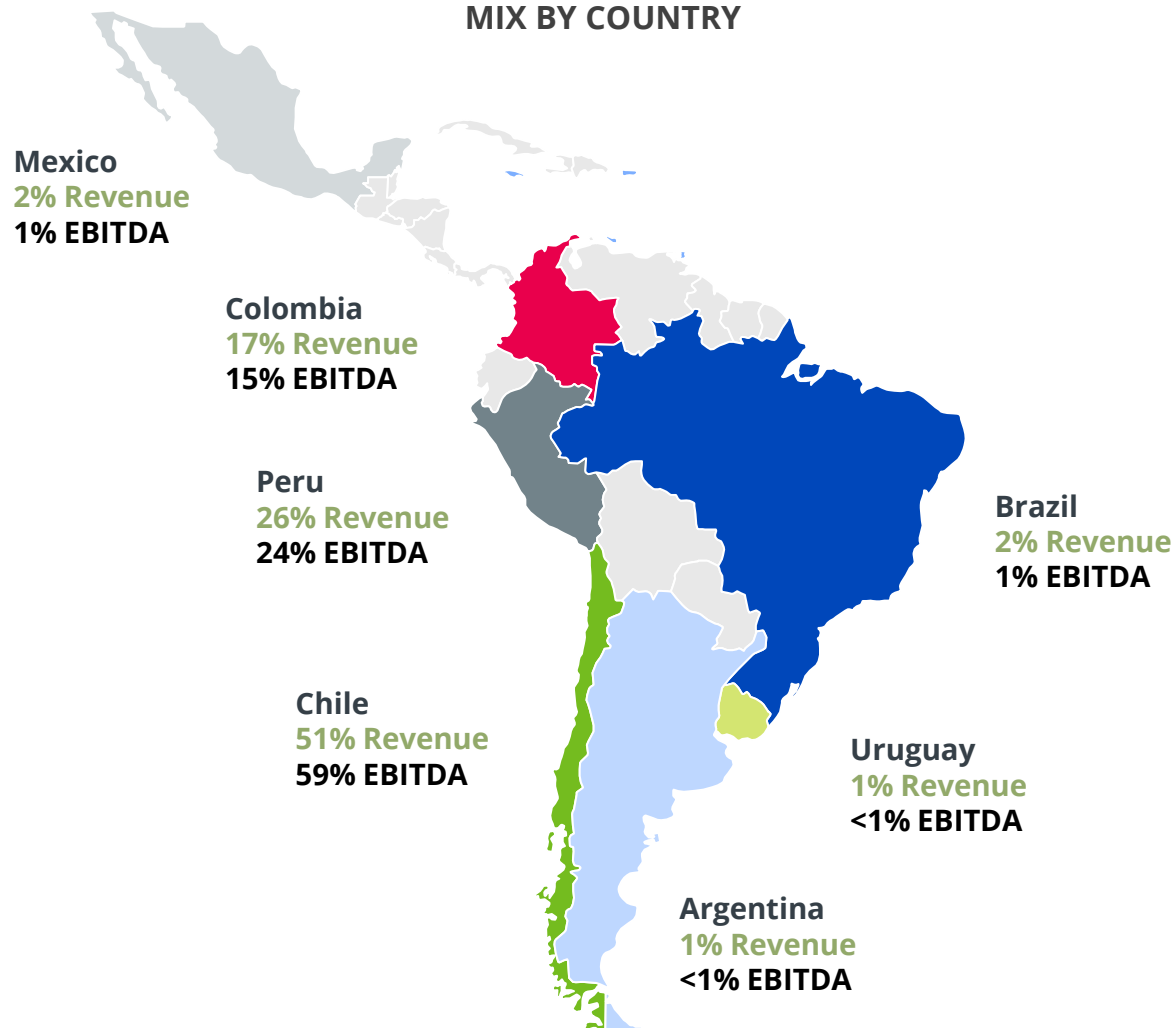


	Chile	Peru	Colombia	Mexico	Brazil	Argentina	Uruguay
 <b>Home Improvement*</b> (# of stores)	89	55	45	15	52	7	4
 <b>Falabella Retail</b> (# of stores)	44	35	26				
 <b>Tottus</b> (# of stores)	73	90					
 <b>Financial Services</b> (# of active credit card, MM)	3.1	1.1	1.3	0.5			
 <b>Real Estate*</b> (# of malls)	27	15	5				

\* Home Improvement considers the operation of Sodimac, including Colombia and Mexico which we do not consolidate, and IKEA. In the case of Real Estate, it includes operation of Mallplaza and Open Plaza Chile.

# Contribution breakdown

## MIX BY COUNTRY



## MIX BY GROWTH ENGINE



1. Mix by Country and Mix by Business as of 4Q24 LTM. Segment 'Colombia' and 'Sodimac' includes Sodimac Colombia and Sodimac Mexico; Banco Falabella includes Financial Services Mexico which we do not consolidate. Revenue and EBITDA breakdown does not consider Segment 'Others, elimination & annulment'. Mallplaza considers 100% of Mallplaza Peru and Open Peru in 2024.

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Our strategy



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



**36 million**  
Total Customers

**+20 thousand**  
Sellers

**582**  
Stores & Malls

**8 million**  
Banking Customers

Operations in  
**7 countries**





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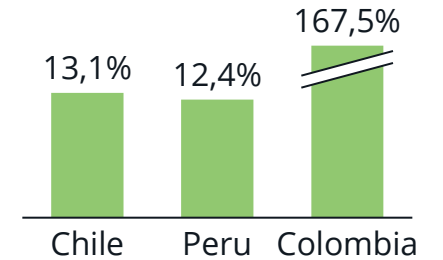
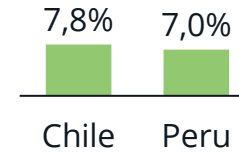
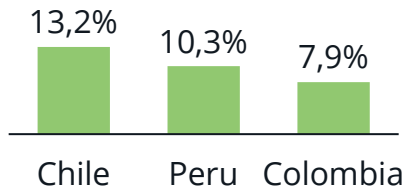
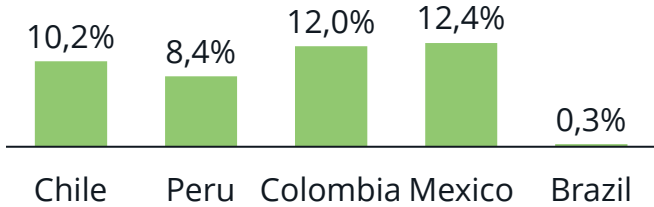
Highlights  
4Q24



# Our retailers are maintaining their momentum in recovering topline growth

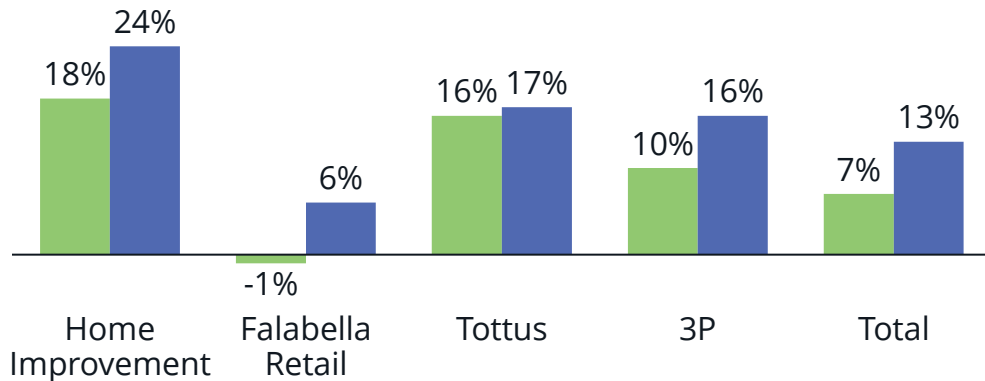
## Revenue Var (% vs 4Q23)

(local currency)



## GMV Online Var (% vs 4Q23)

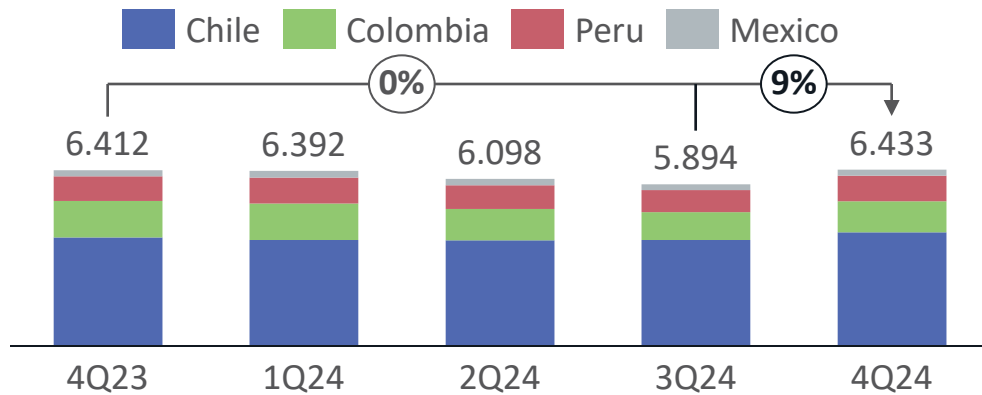
■ Events by calander  
■ Comparable events



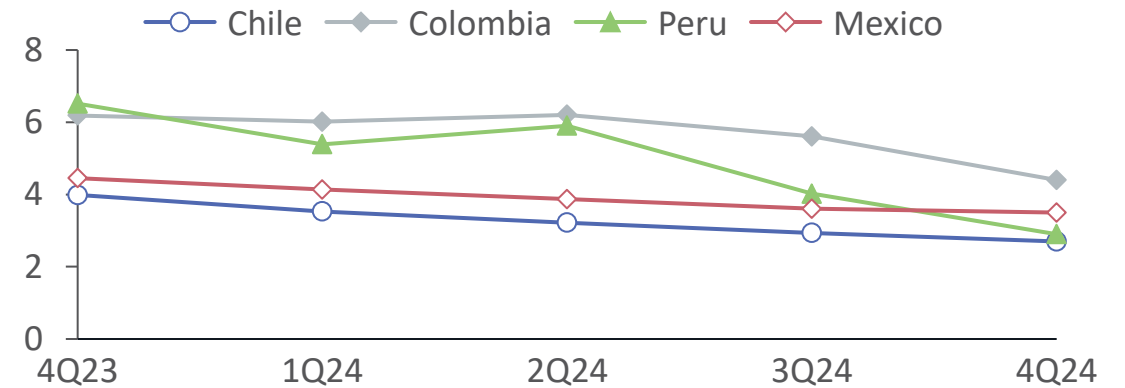
1 Peru considers the operations of Mallplaza Peru and Open Peru, on a proforma basis. Colombia includes the accounting effect from the credit note for the penalty due to the delayed store opening at Mallplaza NQS during 4Q23.

# Building the leading digital bank of the Andean region

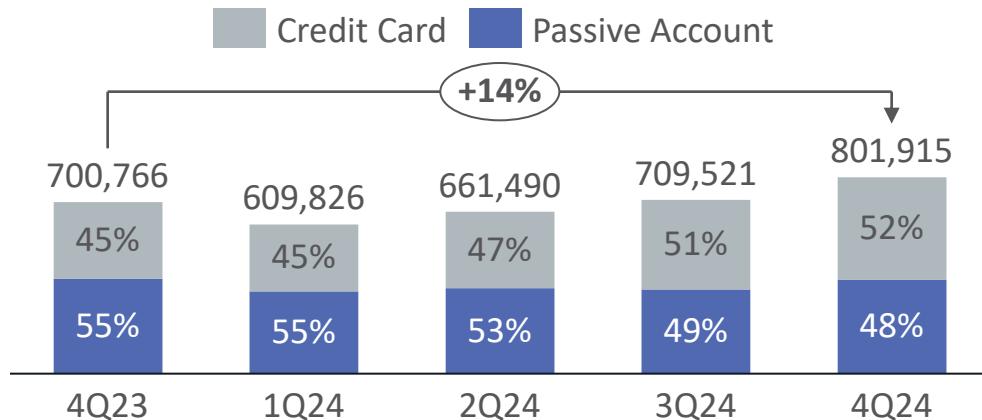
## Loan portfolio (US\$ MM)



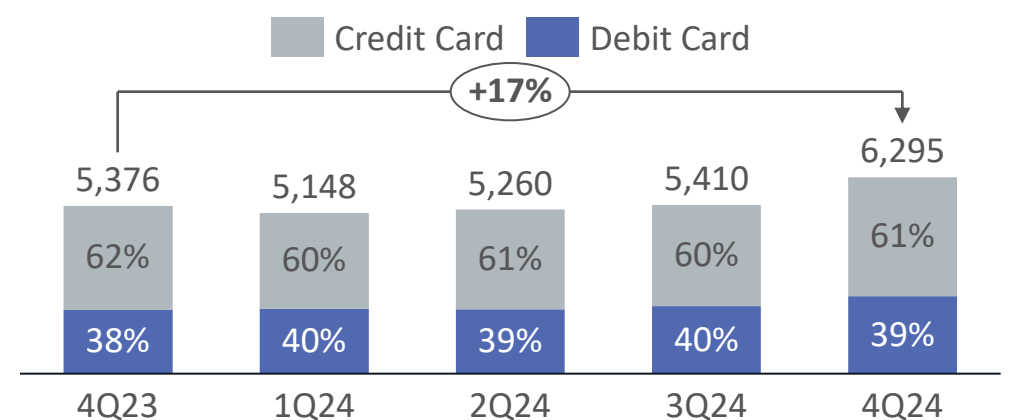
## NPL (%)



## Credit card & passive account openings (#)



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

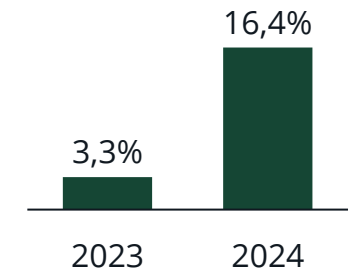
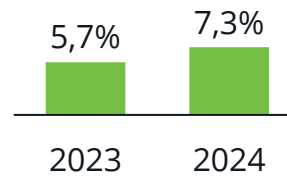
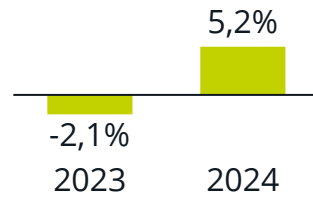
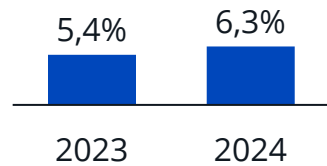


# Summary Financials (US\$ MM)

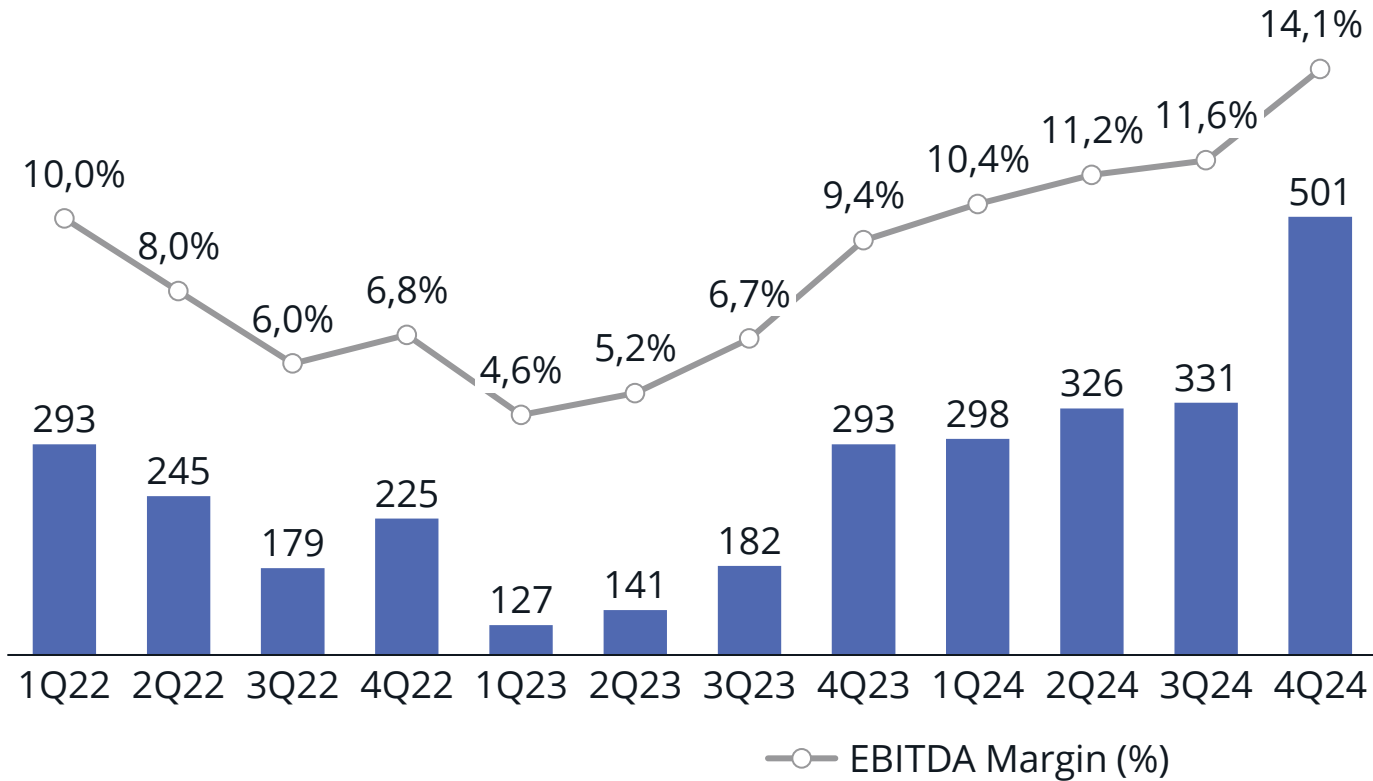
	4Q23	% revenues	4Q24	% revenues	Var (%)
<b>Total sales</b>					
<b>Total sales</b>	<b>3.214</b>		<b>3.507</b>		<b>9%</b>
GMV Online	743		798		7%
GMV own products (1P)	549		584		6%
GMV third-party products (3P)	194		214		10%
Total sales of physical stores	2.471		2.709		10%
<b>Financial Results</b>					
Non-Banking Revenue	2.663	85,0%	3.092	87,0%	16%
Financial Services Revenue	469	15,0%	463	13,0%	-1%
<b>Total Revenue</b>	<b>3.133</b>	<b>100,0%</b>	<b>3.555</b>	<b>100,0%</b>	<b>13%</b>
Gross profit	1.062	33,9%	1.338	37,6%	26%
SG&A expenses	(888)	-28,4%	(959)	-27,0%	8%
<b>EBITDA</b>	<b>293</b>	<b>9,4%</b>	<b>501</b>	<b>14,1%</b>	<b>71%</b>
<b>Net (Loss) Income</b>	<b>71</b>	<b>2,3%</b>	<b>221</b>	<b>6,2%</b>	<b>212%</b>
<b>Net (Loss) Income (excl. FV)</b>	<b>53</b>	<b>1,7%</b>	<b>208</b>	<b>5,9%</b>	<b>293%</b>
<b>Balance Sheet</b>					
Cash (non-banking)	1.082		1.644		52%
Gross Loan Book	6.412		6.433		0%
Financial Net Debt (Exc. Banking)	3.224		2.470		-23%

# Our strategy has allowed to enhance profitability across our five growth engines during 2024

## EBITDA margin (%)



## EBITDA (US\$ MM)



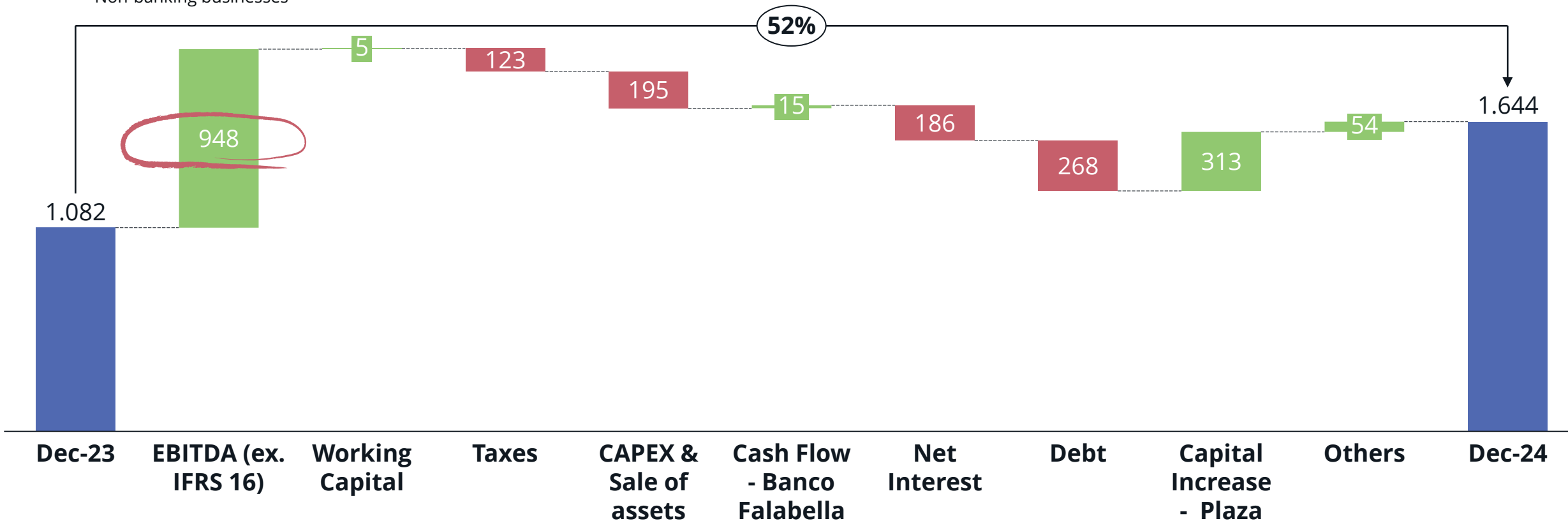
Our strategy has allowed us to continue improving our profitability



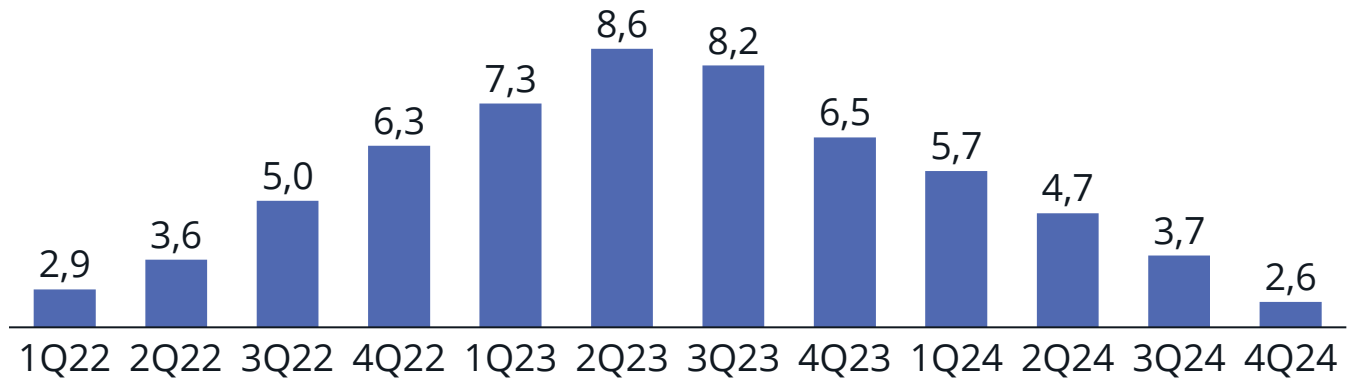
# Our operation continues to contribute to cash improvement

## Evolution Cash (US\$ MM)

Non-banking businesses



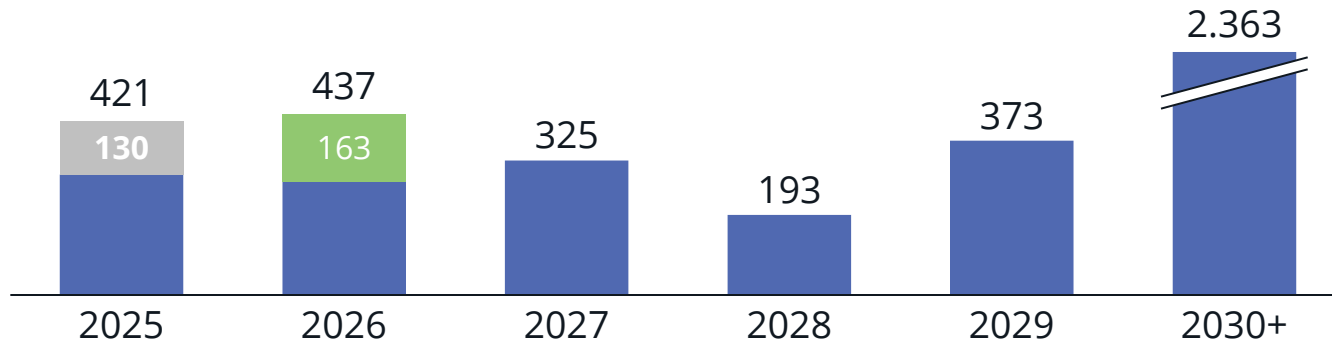
## Net Financial Debt / EBITDA



## Debt Maturity Profile (US\$ MM)

Non-banking businesses, after hedging derivatives

- 2025 International Bond
- Syndicated Loan
- As of Dec-24



We continue to strengthen our financial position



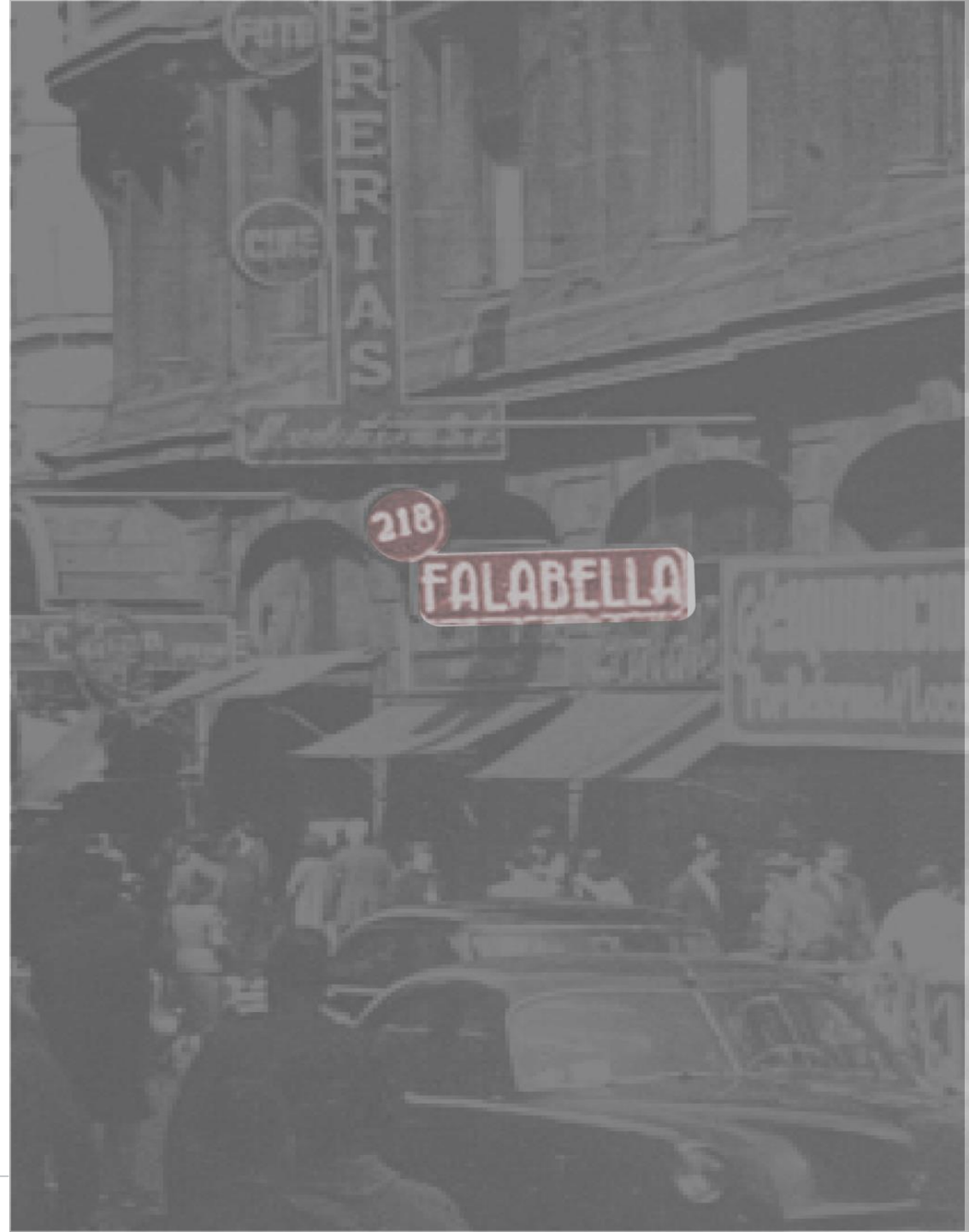
## Key takeaways from our CEO

### 1. Sustained growth with improved profitability across our 5-growth engines

*In 2024, we achieved an EBITDA of US\$1.5 billion and a net income of US\$ 483 million.*

### 2. Significant ecosystem expansion & innovation in 2024

### 3. 2025: Profitable growth & elevating the omnichannel experience



ESG

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

## Governance



### 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

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

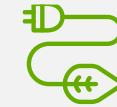
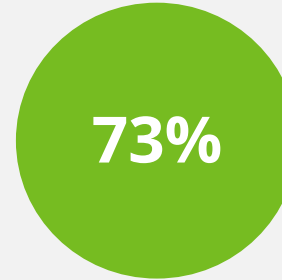
### Food Loss and Waste in our Supermarkets

-20% food waste by 2025

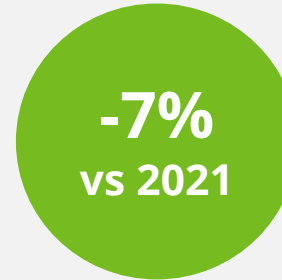
## 2023 PROGRESS



...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

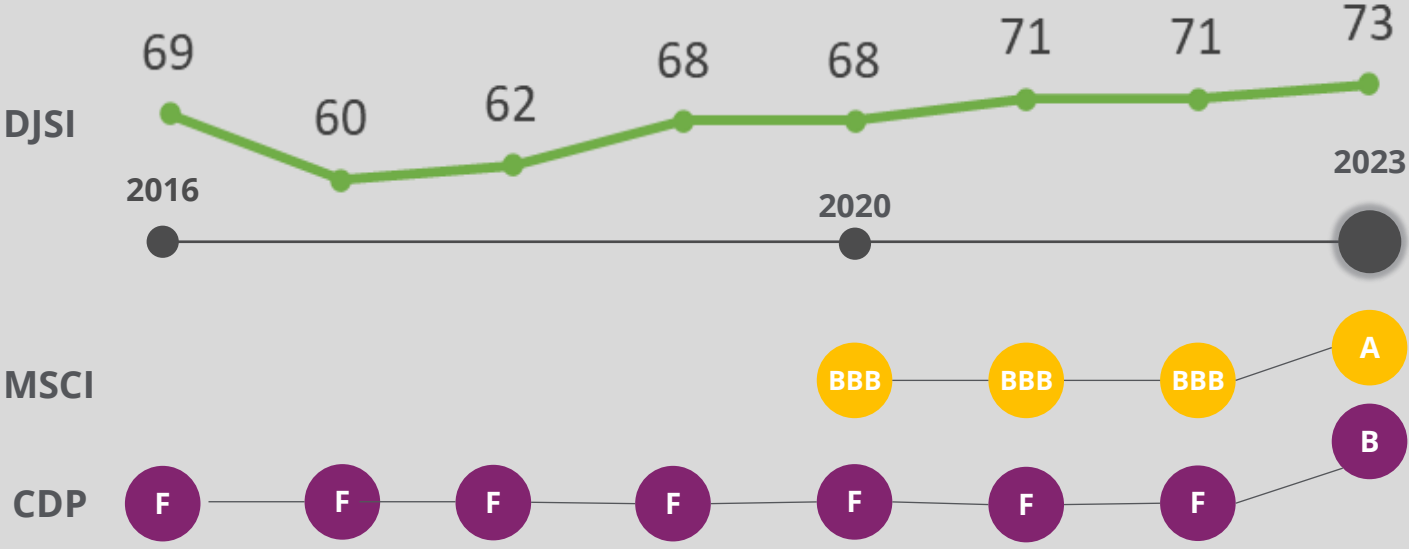


**Integrating ESG risk management**

**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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