



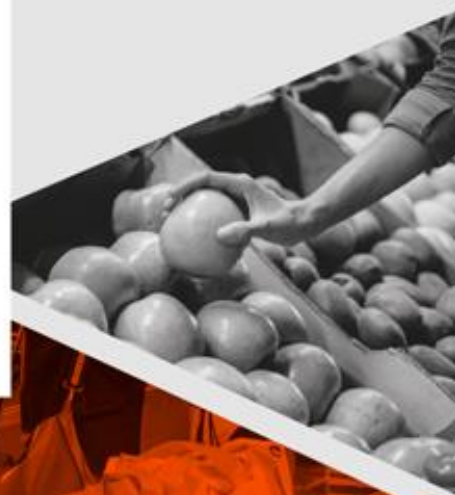
S.A.C.I Falabella

Earnings Report

2018

FOURTH
QUARTER

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Notes:

- All dollar figures are calculated based on the observed Exchange rate as of January 2nd, 2019: 694,77 \$/US\$.
- Symbols for quarters: 1Q, 2Q, 3Q y 4Q.
- Currency symbols: \$ CLP: Chilean pesos; US\$: U.S. dollars; PEN: Peruvian soles; COP: Colombian pesos; ARS: Argentine pesos; BRL: Brazilian reales.
- Th: thousand; Mn: million



I. Executive Summary

In the fourth quarter of 2018, S.A.C.I. Falabella reported consolidated revenue of \$2,559,540 million (US\$ 3,684 Mn), 2.6% higher than the same period last year. Excluding currency variation (by using for 2018 the same exchange rate than in 2017), consolidated revenue growth would have been 7.1%, as sales area grew 3.7% in last 12 months.

The online channel of the retail businesses posted a 24.8% growth compared to 4Q17, reaching \$203,028 million (US\$ 292 Mn) and representing 9.7%¹ of retail businesses total sales. During the quarter, Linio's NMV reached \$30,291 million (US\$ 44 Mn)². For the complete year, the NMV of Falabella's ecosystem totaled \$685,859 million (US\$ 987 Mn), explained both by the online sales of the retail segment, of \$598,091 million (US\$861 Mn), and by Linio's NMV, of \$87,767 million (US\$ 126 Mn). Meanwhile, online sales of financial products through its digital channel³ in the region, reached \$733,605 million (US \$1.1 Bn) during the last twelve months.

Consolidated growth in revenue was mainly the result of a 12.7% revenue increase in supermarkets in Peru, 13.2% in department stores in Colombia and 9.0% in home improvement in Peru. Consolidated revenue was partially offset by both the depreciation of the BRL against CLP and the implementation of IAS 29 in Argentina.

The consolidated loan portfolio, as of December 31st, 2018, reached \$5,031,847 million (US\$ 7,242 Mn), a 7.6% increase compared with the same period last year, explained by growth in Promotora CMR, Banco Falabella Colombia and Banco Falabella Chile, and partially offset by the performance of Banco Falabella Peru and CMR Argentina. Promotora CMR's loan portfolio was 11.0% higher than on December 2017, while Banco Falabella Chile's portfolio growth totaled 4.8% during the period. Banco Falabella Colombia' loan portfolio grew by 41.2%.

Gross profit for the quarter amounted to \$951,694 million (US\$ 1,370 Mn), a 0.4% increase year over year. This is mainly explained by the gross margin improvement in our operations in Peru, department stores in Chile, due to greater rebates, and our operations in Colombia. This improvement was partially offset by the results in Argentina, which were affected by the implementation of IAS 29.

Operating income reached \$263,227 million (US\$ 379 Mn), a decrease of 15.6% compared to the same period of 2017. This deterioration was explained by the increase of 18.1% in the depreciation, a weak consumption environment in Chile, costs related to the integration of Promotora CMR and Banco Falabella Chile, the acquisition of Linio and the implementation of IAS 29 in Argentina. Excluding IAS 29, the operating result would have been \$284,879 million (US\$ 410 Mn).

Consolidated non-operating net expense presented a loss of \$9,954 million (US\$ 14 Mn), 77.6% less than 4Q17. This decrease is mainly explained by the profit related to the sale of an Open Plaza' shopping center and a decrease in financial costs associated with the implementation of IAS 29 in Argentina.

Consolidated net income in 4Q18 totaled \$160,638 million (US\$ 231 Mn), a 11.1% YoY decrease. Without the non-recurring effects that affected the non-operating income, profit would have reached \$173,321 million (US\$ 249 Mn). Net income does not include gains or losses from asset revaluation of investment properties, as the company adopted the historic cost method.

During the quarter, we continue developing our digital ecosystem leveraged in our physical capabilities. In October we inaugurated a new omnichannel distribution center in Chile and started operating crossed click & collect, where customers can pick up their purchased products, from any of our formats. In the financial business, we materialized the integration of Promotora CMR and Banco Falabella Chile, and we implemented the credit line increase and the opening of new credit card, as a 100% online process at the check-out in Falabella.com. At the same time, we strengthened our physical presence with the opening of five new stores in the region.

¹ Considers department store sales in Chile, Peru, Colombia and Argentina; home improvement sales in Chile, Peru, Argentina, Brazil and Uruguay; supermarket sales in Chile and Peru.

² NMV for the three months ended September 30th, 2018. Linio's operations have been consolidated in S.A.C.I. Falabella since its acquisition dated August 2nd, 2018.

³ Includes the total financial products placed through the group's websites and mobile applications



II. Consolidated Financial Results, as of December 2018

Consolidated Income Statement 4Q 2018 (CLP million) ⁴

	4Q17	% Rev.	4Q18	% Rev.	Var %
Revenues of Non-Banking Operations	2,314,952		2,362,172		2.0%
Revenues of Banking Operations	180,416		197,368		9.4%
Total Revenues	2,495,368	100.0%	2,559,540	100.0%	2.6%
COGS of Non-Banking Operations	(1,466,353)	-63.3%	(1,522,133)	-64.4%	3.8%
COGS of Banking Operations	(81,477)	-45.2%	(85,713)	-43.4%	5.2%
Gross Profit	947,538	38.0%	951,694	37.2%	0.4%
SG&A Expenses	(635,633)	-25.5%	(688,467)	-26.9%	8.3%
Operational Income	311,905	12.5%	263,227	10.3%	-15.6%
Depreciation + Amortization	75,212	3.0%	88,814	3.5%	18.1%
EBITDA	387,117	15.5%	352,041	13.8%	-9.1%
Other Income / (Expenses)	3,560		24,523		588.8%
Net Financial Income / (Cost)	(51,993)		(37,375)		-28.1%
Profit / (Loss) in Associates	5,592		1,754		-68.6%
Exchange Rate Differences	(1,544)		1,144		-174.1%
Non-Operating Profit	(44,385)	-1.8%	(9,954)	-0.4%	-77.6%
Profit Before Tax Expenses	267,520	10.7%	253,273	9.9%	-5.3%
Income Tax	(71,261)		(72,232)		1.4%
Minority Interest	(15,620)		(20,403)		30.6%
Net Profit / (Loss)	180,639	7.2%	160,638	6.3%	-11.1%

Consolidated Income Statement 12M 2018 (CLP Mn) ⁵

	12M17	% Rev.	12M18	% Rev.	Var %
Revenues of Non-Banking Operations	8,209,852		8,483,577		3.3%
Revenues of Banking Operations	726,567		752,682		3.6%
Total Revenues	8,936,419	100.0%	9,236,259	100.0%	3.4%
COGS of Non-Banking Operations	(5,296,643)	-64.5%	(5,508,545)	-64.9%	4.0%
COGS of Banking Operations	(341,132)	-47.0%	(336,702)	-44.7%	-1.3%
Gross Profit	3,298,644	36.9%	3,391,012	36.7%	2.8%
SG&A Expenses	(2,369,053)	-26.5%	(2,511,998)	-27.2%	6.0%
Operational Income	929,591	10.4%	879,014	9.5%	-5.4%
Depreciation + Amortization	286,771	3.2%	325,331	3.5%	13.4%
EBITDA	1,216,362	13.6%	1,204,345	13.0%	-1.0%
Other Income / (Expenses)	3,290		24,080		631.9%
Net Financial Income / (Cost)	(197,522)		(166,719)		-15.6%
Profit / (Loss) in Associates	15,749		7,643		-51.5%
Exchange Rate Differences	(466)		(15,793)		3289.1%
Non-Operating Profit	(178,949)	-2.0%	(150,789)	-1.6%	-15.7%
Profit Before Tax Expenses	750,642	8.4%	728,225	7.9%	-3.0%
Income Tax	(191,736)		(184,498)		-3.8%
Minority Interest	(49,311)		(65,259)		32.3%
Net Profit / (Loss)	509,595	5.7%	478,468	5.2%	-6.1%

⁴ Promotora CMR and CMR Argentina are included in the Non-Banking Operations.

⁵ Promotora CMR and CMR Argentina are included in the Non-Banking Operations.

Summary of Consolidated Balance Sheet, as of December 31st 2018 (CLP million)

	31-dic-2017	31-dec-2018	Var %
Current Assets - Non Banking Business	3,656,802	4,131,127	13.0%
Non Current Assets - Non Banking Business	6,938,877	7,475,266	7.7%
Total Assets - Non Banking Business	10,595,679	11,606,393	9.5%
Total Assets - Banking Business	3,744,929	4,272,344	14.1%
Total Assets	14,340,608	15,878,737	10.7%
Current Liabilities - Non Banking Business	2,280,261	2,532,653	11.1%
Non Current Liabilities - Non Banking Business	3,665,604	3,509,513	-4.3%
Total Liabilities - Non Banking Business	5,945,865	6,042,166	1.6%
Total Liabilities - Banking Business	3,101,285	3,849,214	24.1%
Total Liabilities	9,047,150	9,891,380	9.3%
Total Equity	5,293,458	5,987,357	13.1%
Total Liabilities + Equity	14,340,608	15,878,737	10.7%

Summary of Consolidated Cash Flow, as of December 31st 2018 (CLP million)

	31-dec-2017	31-dec-2018	Var %
Cash flow from operating activities - Non Banking Business	798,347	597,188	-25.2%
Cash flow from operating activities - Banking Business	173,592	376,556	116.9%
Cash flow from operating activities	971,939	973,744	0.2%
Cash flow from investment activities - Non Banking Business	(592,993)	(536,786)	-9.5%
Cash flow from investment activities - Banking Business	(124,931)	(34,010)	-72.8%
Cash flow from investment activities	(717,924)	(570,796)	-20.5%
Cash flow from financing activities - Non Banking Business	(282,914)	(225,509)	-20.3%
Cash flow from financing activities - Banking Business	(36,627)	7,264	NM
Cash flow from financing activities	(319,540)	(218,245)	-31.7%
Increase (decrease) in cash and cash equivalents	(65,526)	184,703	NM
Impact of exchange rate differences on cash and cash equivalents	(15,508)	9,750	NM
Cash and cash equivalents at the beginning of the period	575,993	494,959	-14.1%
Cash and cash equivalents at the end of the period	494,959	689,412	39.3%



III. Main Events During the Period

- As of July 1st, 2018, the adjustment for hyperinflationary economy was applied to our operations in Argentina based on IAS 29, which effects were computed to accumulated results without restating the comparative financial statements. This was reflected on a decrease in revenues of \$24,706 million; in operating income of \$21,652 million and in net profit of \$12,683 million.
- On October 10th, Banco Falabella informed through a Material Fact, that the *Superintendencia de Bancos e Instituciones Financieras (SBIF)* authorized the acquisition by the bank of a majority stake in *sociedad de apoyo al giro bancario Promotora CMR Falabella S.A.*, which will allow both companies to operate in an integrated manner. In December 2018 the integration was materialized.
- On October 18th, the Board of Directors of S.A.C.I. Falabella, in an ordinary meeting, agreed to fix at \$5,250 per share the price at which the shares would be offered with charge to the capital increase.
 - On October 19th, the company auction 49.7 million shares through a Book of Orders, together with 21 million shares corresponding to the simultaneously and synchronized secondary offering of shares owned by Inversiones Los Olivos S.A.
 - On November 17th, the preemptive rights exercise period of the capital increase ended. During this period, 24.7 million shares were subscribed, leading to a total issuance of 74.4 million shares. With this, S.A.C.I. Falabella reached 2,508.8 million outstanding shares as of December 2018. The total amount raised was of \$390,493 million (US\$ 581 Mn).
- During October, a new Crate & Barrel corner was inaugurated in Santiago, Chile.
- During October, a new version of Cyber Monday was celebrated in Chile, in which the penetration of mobile devices grew in terms of both visits and purchases; and with improvements in the compliance level of dispatches.
- In November, the company inaugurated Falabella Retail's new omnichannel distribution center in Santiago, Chile. The project – which construction took about a year and a half and involved an investment of over US\$ 100 million -, was designed to enhance the fulfillment of mini-tickets, meeting both the needs of stores and of purchases made online all over the country. With this inauguration, our department store began to offer more than 50,000 SKUs with delivery in 24 hours and the possibility of scheduling dispatches in more limited time windows.
- The financial business continued to improve its customer's interaction in digital channels:
 - Digital branches were opened in the region and new functionalities were added to mobile applications, which allowed to surpass 1.8 million active apps at a regional level.
 - We implemented the exchange of CMR Points for digital gift cards, the quota increase and the opening of new credit cards, as a 100% online process at the check-out in Falabella.com.
 - Credit card payment was implemented through the cell phone, thanks to an alliance with Google Pay.
- In Mexico, the financial business ended the year with 132 financial branches.
- During the quarter, the company opened five stores in the region:
 - In Chile, Falabella opened one department store in the city of Santiago, with a sales area of 6,700 m²; while Tottus opened one supermarket in the city of Los Angeles, with a sales area of 2,400 m².
 - In Peru, Tottus opened one Hiperbodega Precio Uno supermarket in Lima, with a sales area of 1,800 m².



- In Mexico, Sodimac opened two stores: one in Ciudad de Mexico, with a sales area of 11,700 m², and other in Cuernavaca, with a sales area of 12,200 m².

Events after the period

- During January, the company opened two supermarkets in the region:
 - In Chile, Tottus opened a supermarket in the city of Santiago, with a sales area of 2,100 m².
 - In Peru, Tottus opened a Hiperbodega Precio Uno supermarket in the city of Lima, with a sales area of 1,800 m².
- In January S.A.C.I. Falabella announced its four-year investment plan, for the 2019-22 period, of US\$ 4,200:
 - Of the total, 37% (US\$ 1,554 million) will be allocated to the development of IT and logistics projects. Through these investments, the company plans to improve customization by leveraging in Data Analytics and Artificial Intelligence; strengthen its cybersecurity and boost the growth of Linio, the regional marketplace acquired in August 2018.
 - 34% of the plan (US\$ 1,428 million) will be invested in further consolidating the regional presence of all its business units. It involves the opening of five shopping centers and 95 stores mainly in areas with no presence, including the development of IKEA in Chile, Peru and Colombia.
 - At the same time, 29% (US\$ 1,218 million) will be allocated to optimize the existing network of stores and shopping centers through expansions and refurbishments to improve the positioning of own brands, continue developing Click & Collect's areas and enable a seamless experience in all its channels.
- IFRS 16 requires the recognition of assets and liabilities for most lease contracts. The new standard will be mandatory for annual periods beginning on or after January 1st, 2019. The Company has evaluated the implementation of the new standard and has preliminarily estimated an increase of its assets of approximately 6%, and an increase of its liabilities of approximately 11%, which will generate a net reduction of equity of approximately 2%.



IV. 4th Quarter 2018 Results

1. Revenues

In the fourth quarter of 2018, S.A.C.I. Falabella reported consolidated revenue of \$2,559,540 million (US\$ 3,684 Mn), 2.6% higher than the same period last year. Excluding currency variation (by using for 2018 the same exchange rate than in 2017), consolidated revenue growth would have been 7.1%, as sales area grew 3.7% in last 12 months.

The online channel of the retail businesses posted a 24.8% growth compared to 4Q17, reaching \$203,028 million (US\$ 292 Mn) and representing 9.7%⁶ of retail businesses total sales. During the quarter, Linio's NMV reached \$30,291 million (US\$ 44 Mn)⁷. For the complete year, the NMV of Falabella's ecosystem totaled \$685,859 million (US\$ 987 Mn), explain both by the online sales of the retail segment, of \$598,320 million (US\$861 Mn), and by Linio's NMV, of \$87,767 million (US\$ 126 Mn). Meanwhile, sales for financial services products through its digital channel⁸ in the region, reached \$733,605 million (US \$1.1 Bn) during the last twelve months.

Consolidated growth in revenue was mainly the result of a 12.7% revenue increase in supermarkets in Peru, 13.2% in department stores in Colombia and 9.0% in home improvement in Peru. Consolidated revenue was partially offset by both the depreciation of the BRL against CLP and the implementation of IAS 29 in Argentina.

In Chile, home improvement reported a 1.0% revenue growth YoY, mainly driven by the growth of 2.9% in sales area. Sales of supermarkets presented a revenue growth of 0.8%, driven by the opening of three stores in the last 12 months. Promotora CMR also stimulated growth during the quarter, with interest income growing 6.5%, explained by a 11.0% growth in gross loans from customers. Fee and commission income grew by 23.9%, driven by the increasing sale of financial products. Growth was partially offset by department stores in Chile, which reported a decrease in revenues of 3.3% compared to the same period of the previous year, mainly explained by a weak consumption dynamic and lower participation of foreigners on sales.

Consolidated revenues of Peru grew 8.1% compared to the same period last year. The growth was driven by supermarkets, whose revenues increased by 12.7%, due to an increase in sales area with seven net openings; home improvement sales increased by 9.0%, driven by the finishing and home categories; while the department stores grew 4.8% with respect to 4Q17 with a robust growth of the online channel.

In Colombia, revenues increased 16.4% compared to 4Q17. The expansion was explained by the growth of sales in department stores of 13.2%, driven by the apparel category and strong growth of the online channel. Banco Falabella Colombia showed a 105.1% growth in its operational income in local currency, as a result of a 41.2% increase in loans.

In Argentina, revenues were affected by the implementation of IAS 29, showing a contraction of 49.0%. Excluding this effect, income would have contracted 33.9% with respect to the same period of the previous year.

In Brazil, revenues for the quarter remained flat, with growth of 0.7%. In local currency, revenues showed a recovery with same store sales in local currency (SSS) of 8.8%.

⁶ Considers department store sales in Chile, Peru, Colombia and Argentina; home improvement sales in Chile, Peru, Argentina, Brazil and Uruguay; supermarket sales in Chile and Peru.

⁷ NMV for the three months ended September 30th, 2018. Linio 's operations have been consolidated in S.A.C.I. Falabella since its acquisition dated August 2nd, 2018.

⁸ Includes the total financial products placed through the group's websites and mobile applications



2. Operating Income

Operating income reached \$263,227 million (US\$ 379 Mn), a decrease of 15.6% compared to the same period of 2017. This deterioration is explained by the increase of 18.1% in the depreciation, a weak consumption environment in Chile, costs related to the integration of Promotora CMR and Banco Falabella Chile, the acquisition of Linio and the implementation of IAS 29 in Argentina. Excluding IAS 29, the operating result would have been \$284,878 million (US\$ 410 Mn).

In Chile, home improvement reported a 22.0% contraction in operating income, mainly explained by a lower dilution of expenses resulting from five openings in the last twelve months. Supermarkets showed a decrease of 48.6%, with a contraction of 174 basis points in the operating margin as a result of higher employee hiring on the online order preparation centers. In department stores, operating income decreased by \$10,733 million (US\$15 million), mainly explained by an increase in depreciation.

Promotora CMR reported a contraction of 1.0% in operating income, while Banco Falabella showed a decrease of 19.1%. In both cases, affected by expenses associated with the integration of the operations.

Mallplaza reported a 13.6% growth in operating income, mainly explained by an increase in leasable area and part of the gain associated with the sale of a piece of land.

In Colombia, operating income expanded 12.9%, as a result of revenue growth, accompanied by operating efficiencies. In Peru, operating income grew 8.7%, due to a growth in gross profit. In Brazil, the operating margin improved 200 basis points, as a result of a recovery in revenues. In Argentina, the operating result was affected by the application of IAS 29, decreasing \$35,133 million. Excluding the effects of IAS 29, the contraction would have been \$13,481 million.

3. Non-Operating Results and Net Income

Consolidated non-operating net expense presented a loss of \$9,954 million (US\$ 14 Mn), 77.6% less than 4Q17. This decrease is mainly explained by the revenue related to the sale of an Open Plaza' shopping center and a decrease in financial costs associated with the implementation of IAS 29 in Argentina.

Net income tax expense remained stable when compared to the same period last year.

Consolidated net income in 4Q18 totaled \$160,638 million (US\$ 231 Mn), a 11.1% YoY decrease. Without the non-recurring effects that affected the non-operating income, profit would have reached \$173,321 million (US\$ 249 Mn). Net income does not include gains or losses from asset revaluation of investment properties, as the company adopted the historic cost method.

4. Consolidated Balance Sheet

Non-banking current assets increased by \$474,325 million (US\$ 683 Mn) compared to December 2017, mainly due to an increase in cash and cash equivalents, trade and other accounts receivable and inventory. Non-banking non-current assets increased by \$536,389 million (US\$ 772 Mn), mainly due to an increase in property, plant and equipment, investment properties and goodwill associated with the acquisition of Linio. In the case of the banking business, total assets increased by \$527,415 million (US\$ 759 Mn) compared to December 2017, mainly due to the increase in loans and accounts receivable from clients and transactions with settlement in progress. As a result, total assets increased by \$1,538,129 million (US\$ 2,214 Mn).

Non-banking current liabilities increased by \$252,392 million (US\$ 363 Mn) compared to December 2017, mainly explained by the increase in other current financial liabilities. Non-banking long-term liabilities decreased by \$156,091 million (US\$ 225 Mn), mainly explained by the decrease in other non-current financial liabilities. Total, liabilities of the banking businesses increased by \$747,929 million (US\$ 1,077 Mn), due to an increase in time deposits and deposits and other demand liabilities. As a result, total liabilities increased by \$844,229 million (US\$ 1,215 Mn).

As of the date of this report, S.A.C.I. Falabella had three dollar denominated bonds, one for US\$ 500 million and two bonds for US\$ 400 million, which are hedged, both at capital and interest level, with swaps until maturity.



5. Consolidated Cash Flow

The non-banking business cash flow from operating activities decreased by \$201,159 million (US\$ 290 Mn) as of December 2018 compared to the previous year, mainly due to higher payment to suppliers for supplying goods and services, and partially offset by proceeds from sale of goods and providing services. Banking business cash flow from operating activities increased by \$202,964 million (US\$ 292 Mn), mainly explained by an increase in deposits and other time deposits. As a result, cash flow from consolidated operating activities increased by \$1,806 million (US\$ 3 Mn) in the period.

Non-banking business cash flow of investment activities was \$56,207 million (US\$ 81 Mn) less negative than on the same period of previous year, mainly due to higher proceeds from disposal of property, plant and equipment and investment properties. Banking business cash flow from investment activities increased by \$90,921 million (US\$ 131 Mn) with respect to previous year, mainly due to an increase in investment securities available for sale. As of December 2018, consolidated cash flow from investment activities was \$147,128 million (US\$ 212 Mn) less negative than the same period of 2017.

Non-banking business cash flow from financing activities as of December 2018 increased \$57,405 million (US\$ 830 Mn) respect the same period last year, mainly explained by proceeds from the capital increase. Banking business cash flow from financing activities increased \$43,891 million (US\$63 Mn) compared to the previous year, due to a higher bond issuance. As a result, consolidated cash flow from financing activities increased \$101,295 million (US\$ 146 Mn) more negative than the same period last year.



V. Retail Indicators

1. Retail Business Revenue ^{9,10}

Retail Revenue 4Q 2018 (CLP million)

	4Q17	4Q18	Var %	Var Local Currency %
Chile				
Department Stores	474,651	458,896	-3.3%	-3.3%
Home Improvement	553,872	559,489	1.0%	1.0%
Supermarkets	202,461	204,016	0.8%	0.8%
Peru				
Department Stores	171,667	179,860	4.8%	3.5%
Home Improvement	151,775	165,497	9.0%	5.4%
Supermarkets	202,063	227,780	12.7%	8.6%
Colombia				
Department Stores	135,391	153,295	13.2%	7.7%
Home Improvement	194,108	218,356	12.5%	11.2%
Argentina				
Department Stores	95,816	48,706	-49.2%	115.1%
Home Improvement	46,643	23,123	-50.4%	122.9%
Brazil				
Home Improvement	51,507	51,892	0.7%	11.2%
Online sales	162,686	203,028	24.8%	
NMV Linio *	25,865	30,291	17.1%	

Retail Revenue 12M 2018 (MM\$)

	12M17	12M18	Var %	Var Local Currency %
Chile				
Department Stores	1,534,916	1,525,908	-0.6%	-0.6%
Home Improvement	2,058,298	2,169,506	5.4%	5.4%
Supermarkets	738,661	776,142	5.1%	5.1%
Peru				
Department Stores	580,860	605,025	4.2%	5.8%
Home Improvement	601,184	615,901	2.4%	4.1%
Supermarkets	702,487	773,460	10.1%	13.3%
Colombia				
Department Stores	356,894	402,257	12.7%	8.5%
Home Improvement	751,542	783,372	4.2%	3.8%
Argentina				
Department Stores	319,043	241,362	-24.3%	34.3%
Home Improvement	170,958	125,248	-26.7%	27.5%
Brazil				
Home Improvement	194,937	182,790	-6.2%	10.8%
Online sales	473,189	598,091	26.4%	
NMV Linio *	81,165	87,767	8.1%	

⁹ Online sales include revenue generated in the online channel for all retail businesses excluding home improvement in Colombia

¹⁰ All revenue variations are in nominal terms and have been calculated in both Chilean pesos and local currency of each country.

* NMV Linio corresponds to the Net Merchandise Value. A measure of the total sum in Chilean pesos of all transactions made through Linio, net of VAT.



Same Store Sales (SSS) Nominal Growth ^{11,12,13}

	1Q17	2Q17	3Q17	4Q17	2017	1Q18	2Q18	3Q18	4Q18	2018
Chile										
Tiendas por Departamento	8,1%	6,0%	4,7%	1,7%	4,8%	-4,9%	0,2%	-7,2%	-3,3%	-3,6%
Mejoramiento del Hogar	-1,7%	-2,4%	-2,5%	13,9%	1,6%	4,6%	5,8%	1,9%	-2,0%	2,4%
Supermercados	-2,0%	3,5%	1,5%	2,6%	1,4%	1,7%	1,9%	2,6%	-1,2%	1,1%
Perú										
Tiendas por Departamento	-5,9%	5,0%	-0,8%	1,4%	0,3%	12,1%	8,4%	3,8%	0,3%	5,4%
Mejoramiento del Hogar	-2,6%	3,6%	5,5%	4,5%	2,7%	6,0%	1,0%	2,9%	3,7%	2,6%
Supermercados	-1,0%	0,6%	0,2%	1,0%	0,3%	4,8%	10,3%	6,1%	3,5%	6,0%
Colombia										
Tiendas por Departamento	-2,4%	-4,4%	0,4%	1,2%	-0,9%	0,6%	11,9%	15,0%	9,9%	10,5%
Mejoramiento del Hogar	-2,7%	-7,1%	-4,2%	-5,4%	-4,8%	-0,9%	4,6%	3,8%	7,7%	3,9%
Argentina										
Tiendas por Departamento	16,5%	20,4%	25,4%	29,9%	23,6%	38,3%	36,7%	30,7%	27,2%	32,4%
Mejoramiento del Hogar	14,1%	18,9%	23,0%	29,9%	23,6%	25,6%	23,4%	26,4%	18,5%	23,2%
Brasil										
Mejoramiento del Hogar	-3,0%	-1,0%	10,6%	3,2%	2,4%	7,9%	-1,3%	-2,0%	8,8%	3,1%

¹¹ All variations are calculated in nominal terms and in the local currency of each country. In Argentina SSS are calculated net of IIBB.

¹² SSS growth includes revenue generated from the online channel of each business unit.

¹³ SSS calculation does not include stores that had significant changes in sales area open to the public, due to remodeling, expansions, reductions or closings.



2. Number of Stores and Sales Area of Retail Businesses ^{14,15}

	September 2017		September 2018	
	Sales Area (m ²)	Stores (#)	Sales Area (m ²)	Stores (#)
Chile				
Department Stores	318,333	45	338,698	47
Home Improvement	749,725	89	771,648	90
Supermarkets	212,115	64	204,545	67
Peru				
Department Stores	176,962	29	177,298	29
Home Improvement	371,714	56	371,714	56
Supermarkets	234,017	65	243,267	69
Colombia				
Department Stores	174,831	26	182,678	27
Home Improvement	368,380	38	385,956	40
Argentina				
Department Stores	58,426	11	58,978	11
Home Improvement	85,941	8	94,073	9
Brazil				
Home Improvement	167,434	57	162,933	53
Uruguay				
Home Improvement	24,849	3	24,849	3
México				
Home Improvement	0	0	34,705	3
Total Stores	2,942,726	491	3,051,342	504

3. Number of Shopping Malls and GLA of Real Estate Operators ^{16,17}

	September 2017		September 2018	
	GLA (m ²)	Shopping Malls (#)	GLA (m ²)	Shopping Malls (#)
Chile				
Mallplaza	1,327,000	16	1,355,000	17
Open Plaza	229,000	10	230,000	10
Peru				
AP/Mallplaza Peru	200,000	3	205,000	3
Open Plaza	316,000	11	317,000	11
Colombia				
Mallplaza	27,000	1	66,000	2
Total Real Estate	2,099,000	41	2,173,000	43

The company and its subsidiaries own 1,030,000 m² of additional GLA in free standing Falabella, Sodimac, Tottus, Maestro stores and other locations.

¹⁴ Sales area includes cashiers and check out areas. In the case of Tottus, this represents approximately 8% of total sales area. This definition may differ from how some peers in the industry measure their sales area, and thus, has implications when comparing sales per square meter.

¹⁵ Department stores Peru includes a Crate & Barrel store.

¹⁶ Open Plaza includes Power Centers (shopping malls with only two anchor stores, in addition to smaller shops) and Shopping Centers (shopping malls with three anchor stores, in addition to smaller stores) and is not part of Plaza S.A.

¹⁷ It does not consider Autoplaza as a separate shopping center.



4. Sales per Square Meter of Retail Businesses ¹⁸Sales per Square Meter – 4Q 2018 (CLP / m²)

	4Q17	4Q18	Var %	Var Local Currency %
Chile				
Department Stores	1,492,388	1,390,906	-6.8%	-6.8%
Home Improvement	747,805	725,057	-3.0%	-3.0%
Supermarkets	960,381	963,939	0.4%	0.4%
Peru				
Department Stores	970,079	1,015,414	4.7%	3.4%
Home Improvement	408,312	444,827	8.9%	5.3%
Supermarkets	879,467	941,778	7.1%	3.2%
Colombia				
Department Stores	770,096	839,245	9.0%	3.6%
Home Improvement	528,428	566,242	7.2%	5.9%
Argentina				
Department Stores	1,648,124	833,023	-49.5%	113.8%
Home Improvement	542,733	245,798	-54.7%	103.7%
Brazil				
Home Improvement	315,667	317,695	0.6%	11.1%
TOTAL	786,640	766,595		

Sales per Square Meter – 12M 2018 (CLP / m²)

	12M17	12M18	Var %	Var Local Currency %
Chile				
Department Stores	4,941,707	4,715,458	-4.6%	-4.6%
Home Improvement	2,838,256	2,846,628	0.3%	0.3%
Supermarkets	3,537,673	3,626,162	2.5%	2.5%
Peru				
Department Stores	3,282,399	3,417,653	4.1%	5.7%
Home Improvement	1,617,328	1,655,731	2.4%	4.0%
Supermarkets	3,123,022	3,243,264	3.9%	6.9%
Colombia				
Department Stores	2,074,317	2,260,367	9.0%	4.9%
Home Improvement	2,049,457	2,087,011	1.8%	1.4%
Argentina				
Department Stores	5,519,705	4,159,836	-24.6%	33.8%
Home Improvement	1,989,248	1,404,223	-29.4%	22.9%
Brazil				
Home Improvement	1,247,277	1,100,204	-11.8%	4.3%
TOTAL	2,803,559	2,776,286		

¹⁸ Revenue divided by average area of the period. The YoY variation corresponds to the variation in Chilean pesos and the variation in local currency. Total sales per square meter is the sum of revenue from the retail business divided by the average total surface of stores for the period. Online sales are included in the total sales figure of each business unit.



VI. Financial Business Units ^{19, 20}

CMR Units: Income Statement

	Promotora CMR			CMR Argentina		
	4Q17	4Q18	Var. %	4Q17	4Q18	Var. %
Selected Operating Results	<i>(Mn CLP)</i>			<i>(Th ARS)</i>		
Interest income	100,541	107,119	6.5%	155,283	964,103	520.9%
Fee and commission income	19,325	23,938	23.9%	492,207	828,547	68.3%
Total Income	119,866	131,057	9.3%	647,490	1,792,650	176.9%
Interest expense	(7,749)	(9,529)	23.0%	(238,190)	(1,057,751)	344.1%
Credit risk cost	(24,341)	(33,300)	36.8%	(50,130)	(289,340)	477.2%
Other expenses	(25,411)	(26,434)	4.0%	(82,873)	(256,278)	209.2%
Total expenses	(57,501)	(69,263)	20.5%	(371,192)	(1,603,368)	332.0%
Gross Profit	62,364	61,794	-0.9%	276,298	189,282	-31.5%
Administrative expenses	(11,108)	(11,027)	-0.7%	(213,350)	(599,432)	181.0%
Operating Income	51,257	50,768	-1.0%	62,947	(410,150)	NM
Net income	39,367	38,446	-2.3%	18,828	(527,912)	NM
Efficiency ratio	12.8%	11.6%		65.4%	125.2%	
	12M17	12M18	Var. %	12M17	12M18	Var. %
Selected Operating Results	<i>(Mn CLP)</i>			<i>(Th ARS)</i>		
Interest income	399,099	427,850	7.2%	1,028,504	2,453,131	138.5%
Fee and commission income	68,117	78,828	15.7%	1,191,680	1,929,040	61.9%
Total Income	467,216	506,679	8.4%	2,220,184	4,382,170	97.4%
Interest expense	(35,512)	(35,660)	0.4%	(652,651)	(2,193,897)	236.2%
Provision for loan losses	(102,526)	(113,791)	11.0%	(153,857)	(574,896)	273.7%
Other expenses	(93,224)	(103,338)	10.8%	(313,728)	(632,332)	101.6%
Total expenses	(231,262)	(252,789)	9.3%	(1,120,236)	(3,401,125)	203.6%
Gross Profit	235,954	253,890	7.6%	1,099,948	981,045	-10.8%
Administrative expenses	(45,424)	(46,252)	1.8%	(681,965)	(1,381,798)	102.6%
Operating Income	190,530	207,638	9.0%	417,983	(400,752)	-195.9%
Net income	145,430	156,055	7.3%	268,560	(472,749)	-276.0%
Efficiency ratio	13.4%	12.6%		54.4%	88.8%	

CMR Units: Balance Sheet Accounts and Operational Information

	Promotora CMR			CMR Argentina		
	dec 17	dec 18	Var. %	dec 17	dec 18	Var. %
Selected Balance Sheet Accounts	<i>(Mn CLP)</i>			<i>(Th ARS)</i>		
Loans from customers, gross	1,715,531	1,903,551	11.0%	5,683,936	6,084,299	7.0%
Allowance for loan losses	(65,590)	(125,451)	91.3%	(126,847)	(331,523)	161.4%
Loans from customers, net	1,649,941	1,778,100	7.8%	5,557,088	5,752,776	3.5%
Total Assets	1,734,785	1,936,482	11.6%	5,924,991	6,880,125	16.1%
Total Liabilities	1,157,698	1,497,110	29.3%	5,262,361	6,395,883	21.5%
Total Equity	577,087	439,372	-23.9%	662,630	484,243	-26.9%
Total Liabilities + Total Equity	1,734,785	1,936,482	11.6%	5,924,991	6,880,125	16.1%
Operational Information						
NPL (+90 days)	45,110	51,793	14.8%	61,289	281,048	358.6%
Open Accounts (with balance)	2,463,344	2,649,711	7.6%	506,848	441,843	-12.8%
Average Loan (local currency)	696,424	718,399	3.2%	11,214,280	13,770,274	22.8%
Duration (months)	6.1	5.6	-7.8%	3.8	2.7	-27.6%
Ratios						
NPL / Loans from customers, gross	2.6%	2.7%		1.1%	4.6%	
Allowance for loan losses/NPL	1.5	1.9		2.1	0.8	
ROAE	25.8%	39.3%		57.2%	-44.4%	
ROAA	9.0%	8.7%		7.1%	-4.0%	

¹⁹ See definitions at the end of the report.²⁰ Allowance for loan losses are calculated upon the information available in the notes of the Financial Statements.

Banco Falabella: Income Statement

	Banco Falabella Chile			Banco Falabella Perú			Banco Falabella Colombia		
	4Q17	4Q18	Var. %	4Q17	4Q18	Var. %	4Q17	4Q18	Var. %
	<i>(Mn CLP)</i>			<i>(Th SOL)</i>			<i>(Mn COP)</i>		
Interest income and adjustments	73,357	77,434	5.6%	265,333	221,892	-16.4%	117,882	159,742	35.5%
Interest expense and adjustments	(14,415)	(17,442)	21.0%	(30,835)	(28,565)	-7.4%	(23,306)	(31,083)	33.4%
Net interest income and adjustments	58,942	59,993	1.8%	234,498	193,328	-17.6%	94,576	128,659	36.0%
Fee and commission income	10,422	11,479	10.1%	35,172	65,290	85.6%	60,192	68,866	14.4%
Fee and commission expense	(4,225)	(5,387)	27.5%	(29,862)	(23,121)	-22.6%	(17,037)	(17,689)	3.8%
Net fee and commission income	6,197	6,092	-1.7%	5,310	42,169	694.1%	43,155	51,178	18.6%
Net income (expense) from financial operations	1,229	2,001	62.8%	1,828	2,437	33.4%	1,298	1,855	42.9%
Other operating net income	109	114	4.9%	9,828	3,815	-61.2%	941	3,475	269.3%
Net operating profit before provisions for loan losses	66,477	68,200	2.6%	251,464	241,750	-3.9%	139,970	185,167	32.3%
Provision for loan losses	(17,087)	(19,308)	13.0%	(87,590)	(46,206)	-47.2%	(46,813)	(72,208)	54.3%
Operating expenses	(28,969)	(32,364)	11.7%	(141,359)	(150,011)	6.1%	(82,627)	(91,364)	10.6%
Operating Income	20,421	16,529	-19.1%	22,515	45,533	102.2%	10,531	21,595	105.1%
Net Income	15,269	13,228	-13.4%	14,664	29,464	100.9%	8,098	12,697	56.8%
Efficiency ratio	43.6%	42.5%		56.2%	62.1%		59.0%	49.3%	
	12M17	12M18	Var. %	12M17	12M18	Var. %	12M17	12M18	Var. %
	<i>(Mn CLP)</i>			<i>(Th SOL)</i>			<i>(Mn COP)</i>		
Interest income and adjustments	285,085	302,559	6.1%	1,099,470	902,554	-17.9%	488,117	567,059	16.2%
Interest expense and adjustments	(60,602)	(64,531)	6.5%	(129,513)	(120,603)	-6.9%	(107,775)	(107,051)	-0.7%
Net interest income and adjustments	224,483	238,028	6.0%	969,958	781,951	-19.4%	380,341	460,008	20.9%
Fee and commission income	37,605	43,048	14.5%	133,989	264,405	97.3%	215,069	250,771	16.6%
Fee and commission expense	(16,993)	(20,879)	22.9%	(150,093)	(106,693)	-28.9%	(50,056)	(59,333)	18.5%
Net fee and commission income	20,612	22,169	7.6%	(16,105)	157,712	-1079.3%	165,013	191,437	16.0%
Net income (expense) from financial operations	7,460	8,455	13.3%	6,965	9,023	29.5%	3,585	4,796	33.8%
Other operating net income	470	606	28.9%	40,402	21,397	-47.0%	6,683	10,417	55.9%
Net operating profit before provisions for loan losses	253,025	269,258	6.4%	1,001,219	970,082	-3.1%	555,623	666,658	20.0%
Provision for loan losses	(66,600)	(78,230)	17.5%	(365,672)	(266,666)	-27.1%	(181,143)	(223,698)	23.5%
Operating expenses	(114,142)	(123,421)	8.1%	(529,327)	(583,697)	10.3%	(298,916)	(354,273)	18.5%
Operating Income	72,283	67,607	-6.5%	106,220	119,719	12.7%	75,563	88,686	17.4%
Net Income	54,901	51,870	-5.5%	72,254	79,646	10.2%	45,018	52,318	16.2%
Efficiency ratio	45.1%	44.5%		56.2%	62.1%		53.8%	53.1%	



Banco Falabella: Balance Sheet Accounts and Operational Information

	Banco Falabella Chile			Banco Falabella Perú			Banco Falabella Colombia		
	dec 17	dec 18	Var. %	dec 17	dec 18	Var. %	dec 17	dec 18	Var. %
Selected Balance Sheet Accounts	<i>(Mn CLP)</i>			<i>(Th SQL)</i>			<i>(Mn COP)</i>		
Cash and deposits in banks	107,549	157,459	46.4%	497,882	420,697	-15.5%	108,773	148,651	36.7%
Trading investments	613,234	712,874	16.2%	526,712	297,526	-43.5%	111,219	196,264	76.5%
Loans from customers, gross	1,643,817	1,722,069	4.8%	3,564,146	3,101,834	-13.0%	2,162,004	3,052,122	41.2%
Allowance for loan losses	(79,855)	(102,559)	NM	(410,243)	(240,243)	-41.4%	(158,619)	(238,488)	50.4%
Loans from customers, net	1,563,962	1,619,510	3.6%	3,153,903	2,861,591	-9.3%	2,003,384	2,813,633	40.4%
Total Assets	2,416,877	3,214,934	33.0%	4,540,134	4,049,104	-10.8%	2,413,211	3,444,306	42.7%
Deposits	426,281	514,922	20.8%	501,166	499,286	-0.4%	452,295	516,805	14.3%
Time deposits	1,260,584	1,622,237	28.7%	2,320,617	2,175,207	-6.3%	1,087,839	1,929,040	77.3%
Total deposits	1,686,865	2,137,159	26.7%	2,821,783	2,674,493	-5.2%	1,540,135	2,445,844	58.8%
Other financial liabilities	362,044	374,464	3.4%	108,361	76,528	-29.4%	235,616	225,695	-4.2%
Total Liabilities	2,169,527	2,708,736	24.9%	3,810,551	3,299,360	-13.4%	1,992,067	2,991,304	50.2%
Total Equity	247,350	506,198	104.6%	729,583	749,744	2.8%	421,144	453,002	7.6%
Total Liabilities + Total Equity	2,416,877	3,214,934	33.0%	4,540,134	4,049,104	-10.8%	2,413,211	3,444,306	42.7%
Operational Information									
NPL (+90 days)	55,635	56,797	2.1%	120,162	102,259	-14.9%	74,012	84,397	14.0%
Current, Saving and checking Accounts	965,047	1,011,396	4.8%	1,067,564	1,118,057	4.7%	1,578,551	1,633,087	3.5%
Open Accounts (with balance)	61,967	70,134	13.2%	990,718	1,007,503	1.7%	1,102,957	1,058,544	-4.0%
Average Loan (local currency)	NM	NM	NM	3,598	3,079	-14.4%	1,960,188	2,883,321	47.1%
Duration (months)	16.3	15.6	-4.3%	7.8	7.2	-8.3%	9.5	12.0	26.3%
ATMs	402	416	3.5%	174	172	-1.1%	61	66	8.2%
Branches	98	102	4.1%	77	69	-10.4%	86	90	4.7%
Ratios									
NPL / Loans from customers, gross	3.4%	3.3%		3.4%	3.3%		3.4%	2.8%	
Allowance for loan losses/NPL	1.4	1.8		3.4	2.3		2.1	2.4	
Basilea	16.8%	14.2%		17.2%	17.3%		13.5%	11.1%	
ROAE	26.0%	20.4%		10.0%	9.1%		11.3%	15.7%	
ROAA	2.5%	2.0%		1.5%	1.6%		2.0%	2.5%	



Percentage of Sales with CMR Card ²¹

	1Q17	1H17	9M17	2017	1Q18	1H18	9M18	2018
Chile - Falabella	42.0%	45.2%	45.6%	46.1%	44.1%	47.0%	46.9%	47.0%
Chile - Sodimac	26.7%	27.8%	27.5%	27.6%	26.0%	26.4%	26.8%	26.9%
Chile - Tottus	18.6%	19.4%	19.9%	20.1%	19.1%	19.4%	19.7%	20.2%
Peru - Saga, Sodimac & Tottus	35.2%	37.3%	37.3%	37.6%	32.8%	35.6%	35.6%	36.1%
Colombia - Falabella & Sodimac	20.4%	22.1%	21.6%	23.1%	19.6%	22.0%	22.1%	23.3%
Argentina - Falabella & Sodimac	23.0%	25.0%	25.1%	25.3%	25.7%	23.1%	22.9%	22.8%

²¹ Percentage of Sales with CMR Card: the amount of sales revenue, as a percentage of total sales for that retail format, that corresponds to transactions made with a CMR credit card.



VII. Other Indicators

Average Collection Period,²² Average Payment Period and Inventory Turnover²³

Chile

	Dep. Stores		Home Improv.		Supermarkets		Promotora CMR		Plaza S.A.	
	4Q17	4Q18	4Q17	4Q18	4Q17	4Q18	4Q17	4Q18	4Q17	4Q18
Average Collection Period	7.7	9.9	22.7	20.4	4.3	5.9	111.0	117.0	33.0	34.0
Average Payment Period	33.5	32.2	42.9	32.6	38.1	20.2	NM	NM	NM	NM
Inventory Turnover (days)	58.3	62.1	75.3	93.6	39.1	45.8	NM	NM	NM	NM

International Operations²⁴

	Peru		Argentina		Colombia		Brazil	
	4Q17	4Q18	4Q17	4Q18	4Q17	4Q18	4Q17	4Q18
Average Collection Period	4.4	4.1	16.4	27.8	8.3	6.7	24.7	34.0
Average Payment Period	52.0	51.9	57.3	73.8	61.1	48.2	108.6	100.3
Inventory Turnover (day)	83.8	91.5	88.3	106.6	69.3	73.2	154.2	153.3

²² Collection period does not include accounts receivable of the retail businesses (department stores, home improvement and supermarkets) with Promotora CMR

²³ Average Collection Period (does not include Promotora CMR and Plaza S.A.): Current trade and other receivables * 90 / Revenue

Average Collection Period for Promotora CMR: Duration (lineal) * 30

Average Collection Period for Plaza S.A. corresponds to the payment of the common expenses of the building.

Average Payable Period: Current trade and other current accounts payable * 90 / Cost of sales.

Inventory turnover: Inventories (net) * 90 / Cost of sales

²⁴ Metrics include only retail operations.



VIII. Operating Results by Business Unit ²⁵

Operating Results 4Q 2018 (CLP million)

Chile

	Department Stores			Home Improvement			Supermarkets		
	4Q17	4Q18	(%, bps)	4Q17	4Q18	(%, bps)	4Q17	4Q18	(%, bps)
Revenues	474,651	458,896	-3.3%	553,872	559,489	1.0%	202,461	204,016	0.8%
Gross Profit	174,155	178,244	2.3%	178,740	181,150	1.3%	52,022	53,168	2.2%
Gross Margin	36.7%	38.8%	215	32.3%	32.4%	11	25.7%	26.1%	37
SG&A	(135,574)	(150,397)	10.9%	(139,342)	(150,412)	7.9%	(44,847)	(49,482)	10.3%
SG&A / Revenues	-28.6%	-32.8%	-421	-25.2%	-26.9%	-173	-22.2%	-24.3%	-210
Operating Profit	38,581	27,848	-27.8%	39,398	30,738	-22.0%	7,175	3,686	-48.6%
Operating Margin	8.1%	6.1%	-206	7.1%	5.5%	-162	3.5%	1.8%	-174
EBITDA	47,240	38,612	-18.3%	50,905	43,567	-14.4%	12,026	9,658	-19.7%
EBITDA Margin	10.0%	8.4%	-154	9.2%	7.8%	-140	5.9%	4.7%	-121

	Promotora CMR			Banco Falabella Chile		
	4Q17	4Q18	(%, bps)	4Q17	4Q18	(%, bps)
Revenues	119,866	131,057	9.3%	83,888	89,028	6.1%
Gross Profit	62,364	61,794	-0.9%	49,390	48,892	-1.0%
Gross Margin	52.0%	47.2%	-488	58.9%	54.9%	-396
SG&A	(11,108)	(11,027)	-0.7%	(28,969)	(32,364)	11.7%
SG&A / Revenues	-9.3%	-8.4%	85	-34.5%	-36.4%	-182
Operating Profit	51,257	50,768	-1.0%	20,421	16,529	-19.1%
Operating Margin	42.8%	38.7%	-402	24.3%	18.6%	-578
EBITDA	51,257	50,768	-1.0%	23,028	18,582	-19.3%
EBITDA Margin	42.8%	38.7%	-402	27.5%	20.9%	-658

International Operations

	Peru			Colombia			Argentina			Brazil		
	4Q17	4Q18	(%, bps)	4Q17	4Q18	(%, bps)	4Q17	4Q18	(%, bps)	4Q17	4Q18	(%, bps)
Revenues	596,220	644,744	8.1%	178,018	207,135	16.4%	163,941	83,669	-49.0%	51,507	51,892	0.7%
Gross Profit	198,171	221,300	11.7%	69,058	79,095	14.5%	80,150	17,218	-78.5%	17,942	17,955	0.1%
Gross Margin	33.2%	34.3%	109	38.8%	38.2%	-61	48.9%	20.6%	-2831	34.8%	34.6%	-23
SG&A	(140,376)	(158,503)	12.9%	(48,678)	(56,081)	15.2%	(68,445)	(40,646)	-40.6%	(22,523)	(21,532)	-4.4%
SG&A / Revenues	-23.5%	-24.6%	-104	-27.3%	-27.1%	27	-41.7%	-48.6%	-683	-43.7%	-41.5%	223
Operating Profit	57,795	62,796	8.7%	20,380	23,014	12.9%	11,706	(23,427)	-300.1%	(4,581)	(3,577)	-21.9%
Operating Margin	9.7%	9.7%	5	11.4%	11.1%	-34	7.1%	-28.0%	-3514	-8.9%	-6.9%	200
EBITDA	78,621	83,785	6.6%	25,233	28,670	13.6%	12,770	(18,951)	-248.4%	(3,402)	(2,152)	-36.7%
EBITDA Margin	13.2%	13.0%	-19	14.2%	13.8%	-33	7.8%	-22.6%	-3044	-6.6%	-4.1%	246

Others

	Plaza S.A.			Other, elimination & anulment			S.A.C.I. Falabella		
	4Q17	4Q18	(%, bps)	4Q17	4Q18	(%, bps)	4Q17	4Q18	(%, bps)
Revenues	77,897	90,433	16.1%	(6,953)	39,181	-663.5%	2,495,368	2,559,540	2.6%
Gross Profit	61,556	69,407	12.8%	3,990	23,471	488.2%	947,538	951,694	0.4%
Gross Margin	79.0%	76.7%	-227	-57.4%	59.9%	11729	38.0%	37.2%	-79
SG&A	(10,751)	(11,677)	8.6%	14,980	(6,346)	NM	(635,633)	(688,467)	8.3%
SG&A / Revenues	-13.8%	-12.9%	89	-215.4%	-16.2%	19925	-25.5%	-26.9%	-143
Operating Profit	50,804	57,729	13.6%	18,969	17,123	-9.7%	311,905	263,227	-15.6%
Operating Margin	65.2%	63.8%	-138	-272.8%	43.7%	31652	12.5%	10.3%	-222
EBITDA	61,376	70,209	14.4%	28,063	29,293	4.4%	387,117	352,041	-9.1%
EBITDA Margin	78.8%	77.6%	-115	-403.6%	74.8%	47837	15.5%	13.8%	-176

²⁵ International Operating Results includes banking business in Peru and Colombia, credit card business in Argentina and real estate business in Peru, as well as the corresponding retail businesses.

Operating Results 12M 2018 (CLP million)

Chile

	Department Stores			Home Improvement			Supermarkets		
	12M17	12M18	(%, bps)	12M17	12M18	(%, bps)	12M17	12M18	(%, bps)
Revenues	1,534,916	1,525,908	-0.6%	2,058,298	2,169,506	5.4%	738,661	776,142	5.1%
Gross Profit	525,374	520,756	-0.9%	630,848	677,122	7.3%	186,363	201,268	8.0%
Gross Margin	34.2%	34.1%	-10	30.6%	31.2%	56	25.2%	25.9%	70
SG&A	(446,271)	(488,408)	9.4%	(531,404)	(569,543)	7.2%	(171,994)	(189,347)	10.1%
SG&A / Revenues	-29.1%	-32.0%	-293	-25.8%	-26.3%	-43	-23.3%	-24.4%	-111
Operating Profit	79,103	32,348	-59.1%	99,444	107,579	8.2%	14,369	11,921	-17.0%
Operating Margin	5.2%	2.1%	-303	4.8%	5.0%	13	1.9%	1.5%	-41
EBITDA	111,588	71,558	-35.9%	142,112	157,392	10.8%	32,986	33,323	1.0%
EBITDA Margin	7.3%	4.7%	-258	6.9%	7.3%	35	4.5%	4.3%	-17

	Promotora CMR			Banco Falabella Chile		
	12M17	12M18	(%, bps)	12M17	12M18	(%, bps)
Revenues	467,216	506,679	8.4%	323,160	346,213	7.1%
Gross Profit	235,954	253,890	7.6%	186,425	191,028	2.5%
Gross Margin	50.5%	50.1%	-39	57.7%	55.2%	-251
SG&A	(45,424)	(46,252)	1.8%	(114,142)	(123,421)	8.1%
SG&A / Revenues	-9.7%	-9.1%	59	-35.3%	-35.6%	-33
Operating Profit	190,530	207,638	9.0%	72,283	67,607	-6.5%
Operating Margin	40.8%	41.0%	20	22.4%	19.5%	-284
EBITDA	190,530	207,638	9.0%	82,269	75,361	-8.4%
EBITDA Margin	40.8%	41.0%	20	25.5%	21.8%	-369

International Operations

	Peru			Colombia			Argentina			Brazil		
	12M17	12M18	(%, bps)	12M17	12M18	(%, bps)	12M17	12M18	(%, bps)	12M17	12M18	(%, bps)
Revenues	2,179,810	2,271,020	4.2%	538,111	605,405	12.5%	571,339	442,347	-22.6%	194,937	182,790	-6.2%
Gross Profit	695,499	733,423	5.5%	210,575	243,165	15.5%	277,148	181,801	-34.4%	67,970	63,328	-6.8%
Gross Margin	31.9%	32.3%	39	39.1%	40.2%	103	48.5%	41.1%	-741	34.9%	34.6%	-22
SG&A	(527,975)	(568,340)	7.6%	(183,908)	(205,606)	11.8%	(246,974)	(194,553)	-21.2%	(85,570)	(79,983)	-6.5%
SG&A / Revenues	-24.2%	-25.0%	-80	-34.2%	-34.0%	21	-43.2%	-44.0%	-75	-43.9%	-43.8%	14
Operating Profit	167,524	165,083	-1.5%	26,667	37,559	40.8%	30,174	(12,752)	-142.3%	(17,600)	(16,655)	-5.4%
Operating Margin	7.7%	7.3%	-42	5.0%	6.2%	125	5.3%	-2.9%	-816	-9.0%	-9.1%	-8
EBITDA	240,624	243,564	1.2%	45,853	59,450	29.7%	34,725	(5,645)	-116.3%	(12,800)	(11,979)	-6.4%
EBITDA Margin	11.0%	10.7%	-31	8.5%	9.8%	130	6.1%	-1.3%	-735	-6.6%	-6.6%	1

Others

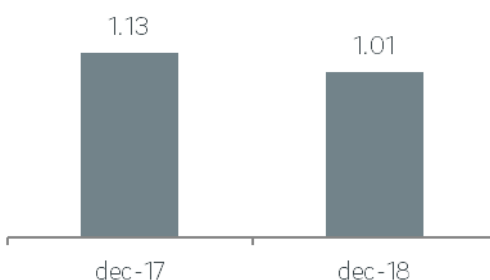
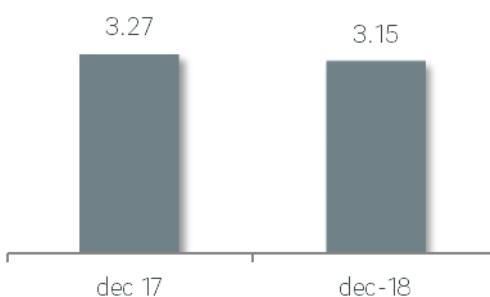
	Plaza S.A.			Other, elimination & anulment			S.A.C.I. Falabella		
	12M17	12M18	(%, bps)	12M17	12M18	(%, bps)	12M17	12M18	(%, bps)
Revenues	280,472	314,532	12.1%	49,499	95,717	93.4%	8,936,419	9,236,259	3.4%
Gross Profit	220,821	241,844	9.5%	61,667	83,387	35.2%	3,298,644	3,391,012	2.8%
Gross Margin	78.7%	76.9%	-184	124.6%	87.1%	-3,746	36.9%	36.7%	-20
SG&A	(36,972)	(36,938)	-0.1%	21,581	(9,607)	-144.5%	(2,369,053)	(2,511,998)	6.0%
SG&A / Revenues	-13.2%	-11.7%	144	43.6%	-10.0%	-5,364	-26.5%	-27.2%	-69
Operating Profit	183,849	204,906	11.5%	83,248	73,780	-11.4%	929,591	879,014	-5.4%
Operating Margin	65.5%	65.1%	-40	168.2%	77.1%	-9,110	10.4%	9.5%	-89
EBITDA	222,408	251,563	13.1%	126,067	122,120	-3.1%	1,216,362	1,204,345	-1.0%
EBITDA Margin	79.3%	80.0%	68	254.7%	127.6%	-12,710	13.6%	13.0%	-57

IX. Financial Structure

Total liabilities as of December 31st, 2018 reached \$9,891,380 million (US\$ 14,237 Mn). In turn, the leverage of the non-banking business²⁶ amounted to 1.01x. Considering the financial debt²⁷ of the non-banking business, the ratio of Net Financial Debt / EBITDA was 3.15x.

S.A.C.I. Falabella' s firm-wide policy is to raise debt in local currency, or to hedge to local currency any debt raised in foreign currency. Under 144^a/Reg S, the company has three bonds, one for US\$ 500 million and another two US\$ 400 million, both of which are fully hedged with swaps, capital and interest, to maturity.

Leverage Non-Banking Operations

Net Financial Debt / EBITDA Non-Banking²⁸

²⁶ Non-banking operations leverage = total non-banking operations liabilities divided by total equity.

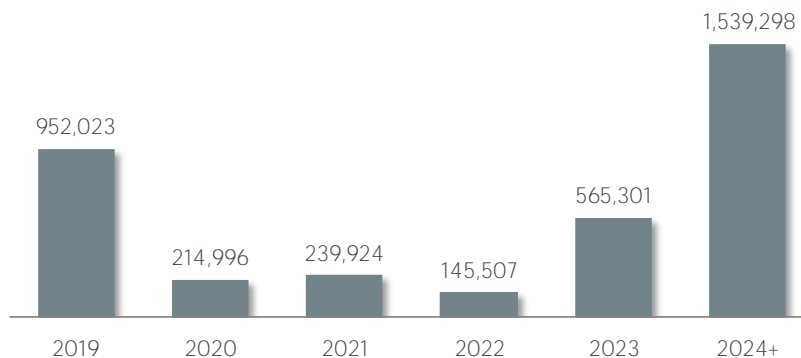
²⁷ Non-banking business financial debt = total current non-bank operations liabilities + total non-current non-banking operations liabilities.

²⁸ EBITDA = Gross Profit – Distribution costs – Administrative costs – Other expenses, by function + Depreciations; Net Financial Debt = Current financial liabilities – Financial Assets (Hedges) – Cash & Cash Equivalents.



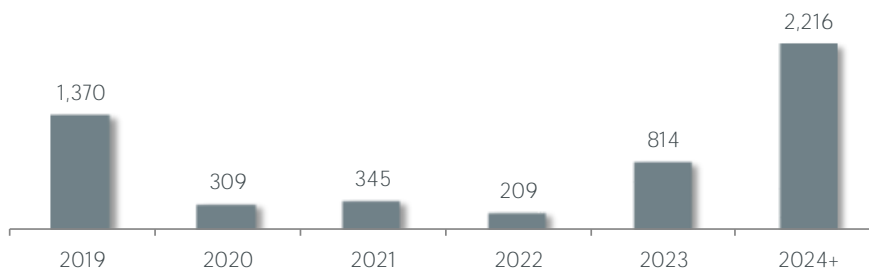
Debt Maturity Profile²⁹

Debt Maturity Profile (CLP million)



Total Consolidated Financial Debt (excluding banking operations): \$3,657,049 million.

Debt Maturity Profile (US\$ million)³⁰



Total Consolidated Financial Debt (excluding banking operations): US\$ 5,263 million.

²⁹ Total consolidated financial debt does not include the banking operations of the Falabella Group (Banco Falabella Chile, Banco Falabella Peru and Banco Falabella Colombia) or accrued interests; however, it does include Promotora CMR and CMR Argentina.

³⁰ Debt converted to US\$ using the local currency exchange rate for each country at the close of the period.



X. S.A.C.I. Falabella Financial Statements ³¹

	For the year ended as of 31-Dec-18	For the year ended as of 31-Dec-17
	TH CLP	TH CLP
Statement of Income		
Non-banking Business		
Revenue from continuing operations	8,483,577,333	8,209,851,510
Cost of sales	(5,508,545,374)	(5,296,642,965)
Gross Profit	2,975,031,959	2,913,208,545
Distribution costs	(115,829,431)	(96,735,311)
Administrative expenses	(1,946,931,176)	(1,847,408,431)
Other expenses, by function	(142,404,860)	(149,314,641)
Other gains (losses)	24,079,804	3,289,726
Financial income	37,280,766	15,113,935
Financial expenses	(181,505,280)	(195,372,181)
Equity interest in profits (losses) of associates accounted for using the equity method	7,092,186	15,279,304
Foreign currency translation	(15,793,359)	(466,040)
Income from indexation units	(22,494,868)	(17,264,195)
Profit (Loss), before Taxes	618,525,741	640,330,711
Income tax expense	(152,653,830)	(159,920,613)
Profit (loss) from Non-banking Business	465,871,911	480,410,098
Banking Services (Presentation)		
Interest and indexation revenue	598,968,122	580,503,510
Interest and indexation expenses	(123,592,686)	(131,789,244)
Net Income from Interest and Indexation	475,375,436	448,714,266
Fee revenue	151,585,276	144,686,063
Fee expenses	(46,909,811)	(40,914,588)
Net Fee Income	104,675,465	103,771,475
Net income from financial operations	20,658,479	5,013,585
Net exchange gains (losses)	(8,982,788)	5,549,303
Other operating income	2,128,723	1,377,030
Provision for loan losses	(177,873,734)	(178,991,294)
Total Operating Income, net	415,981,581	385,434,365
Employee remunerations and expenses	(110,207,176)	(100,447,175)
Administrative expenses	(154,941,600)	(138,010,605)
Depreciation and amortization	(21,175,299)	(19,762,997)
Other operating expenses	(20,509,182)	(17,374,480)
Total Operating Expenses	(306,833,257)	(275,595,257)
Operating Income	109,148,324	109,839,108
Income from equity method investments in companies	551,214	469,655
Income before Income Taxes	109,699,538	110,308,763
Income tax expense	(31,844,071)	(31,814,667)
Profit (loss) from Banking Business	77,855,467	78,494,096
Profit (Loss)	543,727,378	558,904,194
Profit (loss), Attributable to:		
Owners of the parent	478,468,376	509,593,496
Non-controlling interests	65,259,002	49,310,698
Profit (Loss)	543,727,378	558,904,194
Earnings per share		
Basic earnings per share		
Basic earnings (loss) per share from continuing operations	0.19	0.21
Basic Earnings (Loss) per Share	0.19	0.21
Diluted Earnings per Share		
From continuing operations	0.19	0.21
Diluted Earnings (Loss) per Share	0.19	0.21

³¹ Banking Services does not include Promotora CMR nor CMR Argentina.

Balance Sheet	31-dec-2018	31-dec-2017
	TH CLP	TH CLP
Assets		
Non-banking Businesses		
Current assets		
Cash and cash equivalents	352,100,505	232,027,185
Other financial assets	25,831,939	16,161,447
Other non-financial assets	127,043,970	109,045,269
Trade and other accounts receivable	2,049,771,504	1,965,407,382
Accounts receivable from related parties	60,013,844	8,568,867
Inventory	1,410,494,616	1,238,138,783
Tax assets	88,499,062	76,587,049
Total of current assets different from those assets or disposal groups classified as held for sale or as held for distribution to owners	4,113,755,440	3,645,935,982
Non-current assets or disposal groups classified as held for sale or as held for distribution to owners	17,371,457	10,866,456
Non-current assets or disposal groups classified as held for sale or as held for distribution to owners	17,371,457	10,866,456
Total Current Assets	4,131,126,897	3,656,802,438
Non-current Assets		
Other financial assets	105,525,159	65,197,065
Other non-financial assets	95,232,966	74,750,007
Accounts receivable	298,849,318	275,089,053
Investments accounted for using the equity method	135,735,296	138,296,518
Intangible assets other than goodwill	303,352,066	279,330,294
Goodwill	632,457,101	504,394,517
Property, plant and equipment	2,725,671,484	2,544,923,700
Investment properties	2,972,046,449	2,908,777,208
Non-current tax assets	16,341,601	-
Deferred tax assets	190,054,669	148,118,365
Total Non-current Assets	7,475,266,109	6,938,876,727
Total Assets – Non-banking Business	11,606,393,006	10,595,679,165
Banking Services Assets (Presentation)		
Cash and bank deposits	275,984,373	225,800,376
Transactions with settlement in progress	57,290,605	21,370,300
Financial assets held for trading	148,258,611	71,182,626
Financial derivative contracts	88,101,263	26,600,918
Loans and accounts receivable from clients	2,823,447,682	2,590,709,808
Available for sale instruments	658,887,042	657,507,389
Investments in companies	3,179,466	2,861,251
Intangibles	68,260,141	60,658,539
Property, plant and equipment	41,050,857	33,933,667
Current taxes	5,214,005	7,766,383
Deferred taxes	24,924,698	16,036,209
Other assets	77,745,688	30,501,854
Total Bank Services Assets	4,272,344,431	3,744,929,320
Total Assets	15,878,737,437	14,340,608,485



	31-dec-2018	31-dec-2017
	TH CLP	TH CLP
Net Equity and Liabilities		
Non-banking Business		
Current Liabilities		
Other financial liabilities	990,064,907	834,648,234
Trade and other accounts payable	1,129,345,048	1,085,467,329
Accounts payable to related parties	15,308,531	7,636,329
Other current provisions	54,553,693	14,296,634
Current tax liabilities	33,639,010	37,030,912
Employee benefits provisions	146,754,253	138,464,318
Other non-financial liabilities	162,987,699	162,716,905
Total Current Liabilities	2,532,653,141	2,280,260,661
Non-current Liabilities		
Other financial liabilities	2,806,585,586	3,006,175,090
Other liabilities	1,089,919	1,081,931
Other long-term provisions	9,324,355	11,045,759
Deferred tax liabilities	591,757,849	568,622,314
Employee benefits provision	45,630,958	32,997,676
Other non-financial liabilities	55,124,675	45,681,427
Total Non-current Liabilities	3,509,513,342	3,665,604,197
Total Non-banking Business Liabilities	6,042,166,483	5,945,864,858
Banking Services Liabilities (Presentation)		
Deposits and other demand liabilities	639,081,704	543,154,221
Transactions with settlement in progress	46,413,806	15,139,196
Time deposits and other term deposits	2,538,382,394	1,987,726,066
Financial derivative contracts	87,064,300	31,181,315
Due to banks	78,714,860	81,391,043
Debt instruments issued	268,117,240	242,256,771
Other financial obligations	112,289,216	130,641,388
Current taxes	91,904	-
Deferred taxes	-	-
Provisions	11,609,125	1,669,445
Other liabilities	67,449,182	68,126,678
Total Banking Services Liabilities	3,849,213,731	3,101,286,123
Total Liabilities	9,891,380,214	9,047,150,981
Net Equity		
Issued capital	919,419,389	533,409,643
Retained earnings	4,421,138,544	4,183,008,108
Share premium	93,482,329	93,482,329
Own shares in portfolio	(44,808,966)	(27,042,749)
Other reserves	(321,368,626)	(383,842,804)
Equity attributable to owners of the parent	5,067,862,670	4,399,014,527
Non-controlling interests	919,494,553	894,442,977
Total Equity	5,987,357,223	5,293,457,504
Total Equity and Liabilities	15,878,737,437	14,340,608,485



	31-dec-2018	31-dec-2017
	T\$	T\$
Statement of cash flows		
Cash flows provided by (used in) operating activities		
Non-banking Business (Presentation)		
Classes of proceeds from operating activities		
Proceeds from sale of goods and providing services	9,900,628,400	9,600,223,865
Classes of payments		
Payment to suppliers for supplying goods and services	(7,710,610,192)	(7,392,342,971)
Payments to and on account of employees	(1,097,083,781)	(1,045,665,138)
Income taxes refunded (paid)	(192,063,303)	(154,680,844)
Other cash inflows (outflows)	(303,682,699)	(209,188,043)
Subtotal net cash flows provided by Non-banking Business operating activities	597,188,425	798,346,869
Banking Services (Presentation)		
Consolidated net income (loss) for the period	77,855,467	78,494,096
Charges (credits) to income that do not involve cash movements:		
Depreciation and amortization	21,175,299	19,762,997
Credit risk provision	222,163,485	204,498,683
Profit losses from equity method investments	(551,214)	(469,655)
Other charges (credits) that do not involve significant cash flow movements	31,844,071	31,814,667
Net change in interest, indexations and fees accrued on assets and liabilities	4,476,197	(6,403,651)
Changes in assets and liabilities affecting cash flow:		
Net increase in loans and accounts receivable from clients	(483,327,317)	(171,296,527)
Net decrease in instruments held for trading	(63,143,345)	(18,892,461)
Increase in deposits and other demand obligations	95,927,483	115,453,966
Increase in deposits and other time deposits	540,771,952	(23,320,615)
Increase in obligations with banks	(2,676,183)	(35,332,205)
Other use of cash	(67,960,201)	(20,717,617)
Subtotal net cash flows provided by Banking Services operating activities	376,655,694	173,591,678
Net cash flows provided by operating activities	973,744,119	971,938,547
Cash flows provided by (used in) Investing activities		
Non-banking Business (Presentation)		
Cash flows used to obtain control of subsidiaries or other businesses	(87,420,365)	-
Contributions made to related companies	(3,997,815)	(25,737,222)
Loans to related parties	(38,220,224)	-
Proceeds from disposal of property, plant and equipment	86,782,388	2,251,308
Additions to property, plant and equipment	(362,589,652)	(375,895,985)
Proceeds from disposal of intangible assets	-	-
Additions to intangible assets	(55,153,317)	(43,739,158)
Additions to other long-term assets	(100,630,655)	(157,183,611)
Dividends received	5,396,419	5,201,313
Interest received	19,629,721	15,541,228
Other cash inflows (outflows)	(582,606)	(13,431,348)
Subtotal net cash flows used in Investing activities in the Non-banking Business	(536,786,106)	(592,993,475)
Banking Services (Presentation)		
Net (Increase) decrease in investment securities available for sale	(1,920,294)	(92,016,465)
Additions to property, plant and equipment	(33,036,205)	(33,890,115)
Dividends received from investments in companies	503,392	527,972
Other sources of cash	443,055	447,989
Subtotal net cash flows used in Banking Services Investing activities	(34,010,052)	(124,930,619)
Net cash flows used in Investing activities	(570,796,158)	(717,924,094)
Cash flows provided by (used in) financing activities		
Non-banking Business (Presentation)		
Proceeds from issuance of shares	397,209,317	6,924,284
Payments to acquire own shares	(14,881,439)	10,929,316
Proceeds from long-term loans	115,417,743	362,571,213
Proceeds from short-term loans	2,383,703,642	2,362,155,656
Total proceeds from loans	2,499,121,385	2,724,726,869
Loans (payment) received to related parties	-	-
Payment of loans	(2,691,655,869)	(2,622,413,341)
Payment of financial lease liabilities	(21,629,321)	(18,352,153)
Dividends paid	(154,142,646)	(215,061,388)
Interest paid	(168,127,341)	(166,699,508)
Other cash inflows (outflows)	(71,402,887)	(2,967,781)
Subtotal net cash flows provided by (used in) Non-banking Business financing activities	(225,508,801)	(282,913,702)
Banking Services (Presentation)		
Retrieval of letters of credit	(10,824,643)	(7,023,624)
(Redemption) Letters of credit issuance	25,860,469	(21,731,107)
Other	(7,771,804)	(7,871,902)
Subtotal net cash flows provided by (used in) Banking Services financing activities	7,264,022	(36,626,633)
Net cash flows used in financing activities	(218,244,779)	(319,540,335)
Net increase in cash and cash equivalents, before the effect of changes in the exchange rate	184,703,182	(65,525,882)
Effects of changes in the exchange rate on cash and cash equivalents		
Effects of changes in the exchange rate on cash and cash equivalents	9,749,830	(15,508,194)
Net increase (decrease) in cash and cash equivalents	194,453,012	(81,034,076)
Cash and cash equivalents at beginning of period	494,958,665	575,992,741
Cash and cash equivalents at end of period	689,411,677	494,958,665



Cash Flow – Chilean Operations (CLP million)

December 2018	Department Stores	Home Improvement	Supermarkets	Promotora CMR	Banco Falabella	Plaza S.A.
Cash flow from operating activities	65,973,269	39,873,467	(10,930,280)	(39,193,385)	389,655,541	206,879,633
Cash flow from investing activities	(79,136,259)	(85,510,422)	(39,697,361)	0	(294,913,707)	(88,236,697)
Cash flow from financing activities	20,608,182	50,561,242	53,977,915	47,038,714	(20,552,079)	(95,254,018)
Increase (decrease) in cash and cash equivalents	7,445,192	4,924,287	3,350,274	7,845,329	74,189,755	23,388,918
Impact of exchange rate differences on cash and cash equivalents	299,920	(185,750)	3,113	64,964	0	126,307
Cash and cash equivalents at the beginning of the period	49,706,998	21,759,631	11,857,584	26,698,830	144,360,297	28,040,367
Cash and cash equivalents at the end of the period	57,456,963	26,498,168	15,229,849	34,609,123	218,550,052	51,555,592

December 2017	Department Stores	Home Improvement	Supermarkets	Promotora CMR	Banco Falabella	Plaza S.A.
Cash flow from operating activities	(8,516,812)	140,375,188	32,364,361	(29,505,120)	54,788,677	196,107,707
Cash flow from investing activities	(125,384,633)	(64,940,681)	(25,659,642)	0	(64,824,520)	(162,237,471)
Cash flow from financing activities	139,219,667	(70,539,797)	(4,952,569)	31,781,220	(45,070,726)	(28,468,836)
Increase (decrease) in cash and cash equivalents	5,318,222	4,894,710	1,752,150	2,276,100	(55,106,569)	5,401,400
Impact of exchange rate differences on cash and cash equivalents	(620,785)	78,654	(28,917)	121,863	0	902,557
Cash and cash equivalents at the beginning of the period	45,426,696	16,786,267	10,134,351	24,300,867	199,466,866	21,736,409
Cash and cash equivalents at the end of the period	50,124,133	21,759,631	11,857,584	26,698,830	144,360,297	28,040,366

Cash Flow – International Operations (CLP million)

December 2018	Peru	Colombia	Argentina	Brazil
Cash flow from operating activities	162,183,460	27,066,125	(17,496,072)	(22,058,521)
Cash flow from investing activities	(70,868,951)	(3,748,533)	(9,593,567)	(11,655,333)
Cash flow from financing activities	(109,371,534)	(15,997,522)	26,952,709	34,274,068
Increase (decrease) in cash and cash equivalents	(18,057,025)	7,320,070	(136,930)	560,214
Impact of exchange rate differences on cash and cash equivalents	11,697,613	(2,074,108)	(1,181,008)	(149,611)
Cash and cash equivalents at the beginning of the period	151,861,440	39,887,477	4,952,531	2,339,458
Cash and cash equivalents at the end of the period	145,502,028	45,133,439	3,634,593	2,754,969

December 2017	Peru	Colombia	Argentina	Brazil
Cash flow from operating activities	256,407,938	25,263,218	(15,641,352)	(3,025,767)
Cash flow from investing activities	(147,011,455)	(20,760,067)	(6,965,399)	(36,250,505)
Cash flow from financing activities	(153,397,860)	7,023,164	23,900,201	39,627,021
Increase (decrease) in cash and cash equivalents	(44,001,377)	11,526,315	1,293,450	350,749
Impact of exchange rate differences on cash and cash equivalents	(7,661,544)	(5,448,200)	(758,741)	(552,922)
Cash and cash equivalents at the beginning of the period	203,524,363	33,809,359	4,417,822	2,541,631
Cash and cash equivalents at the end of the period	151,861,441	39,887,474	4,952,531	2,339,458



Definitions for the Financial Business Units

Selected Balance Sheet Accounts	
Demand deposits	Deposits in current and saving accounts, and other demand deposits.
Other financial liabilities	Debt instruments issued, bank credits and other financial obligations.
Income Statement	
Loan-loss provision expense	Provision expense for loan-losses, plus write-offs net of recoveries
Operational Information	
NPL (+90 days)	Loans with +90 days delinquency
Passive accounts	Non-interest bearing accounts, such as checking and saving accounts, with a balance.
Credit cards with a balance	Number of primary credit cards that have a balance, have been used in the last 24 months, and have their payments up to date or have a delinquency of 90 days or less.
Average Loan	Gross customer loans divided by total credit cards with a balance
Duration	Macaulay Duration
ATMs	Number of ATMs
Ratios	
Basilea	Effective equity over risk-weighted assets, as defined by each country's financial services regulator.
Efficiency ratio - CMR	Administrative expenses over gross profit (excluding credit risk cost)
Efficiency ratio - Banks	Operating expense over operating revenue
ROAE - Bancos	Return on Average Equity: is an adjusted version of ROE, in which the denominator is the average of shareholders' equity on the last 13 months.
ROAA - Bancos	Return on Average Assets: is an adjusted version of ROA, in which the denominator is the average of total assets on the last 13 months.
ROAE - CMR	Return on Average Equity: is an adjusted version of ROE, in which the denominator is the average of shareholders' equity on the last 5 quarters.
ROAA - CMR	Return on Average Assets: is an adjusted version of ROA, in which the denominator is the average of total assets on the last 5 quarters.





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