



MORGAN STANLEY CONFERENCE March 2024

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
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SODIMAC

TOTTUS

mallplaza

Banco Falabella

falabella.com

Physical and Digital ecosystem with diversified presence across Latin America

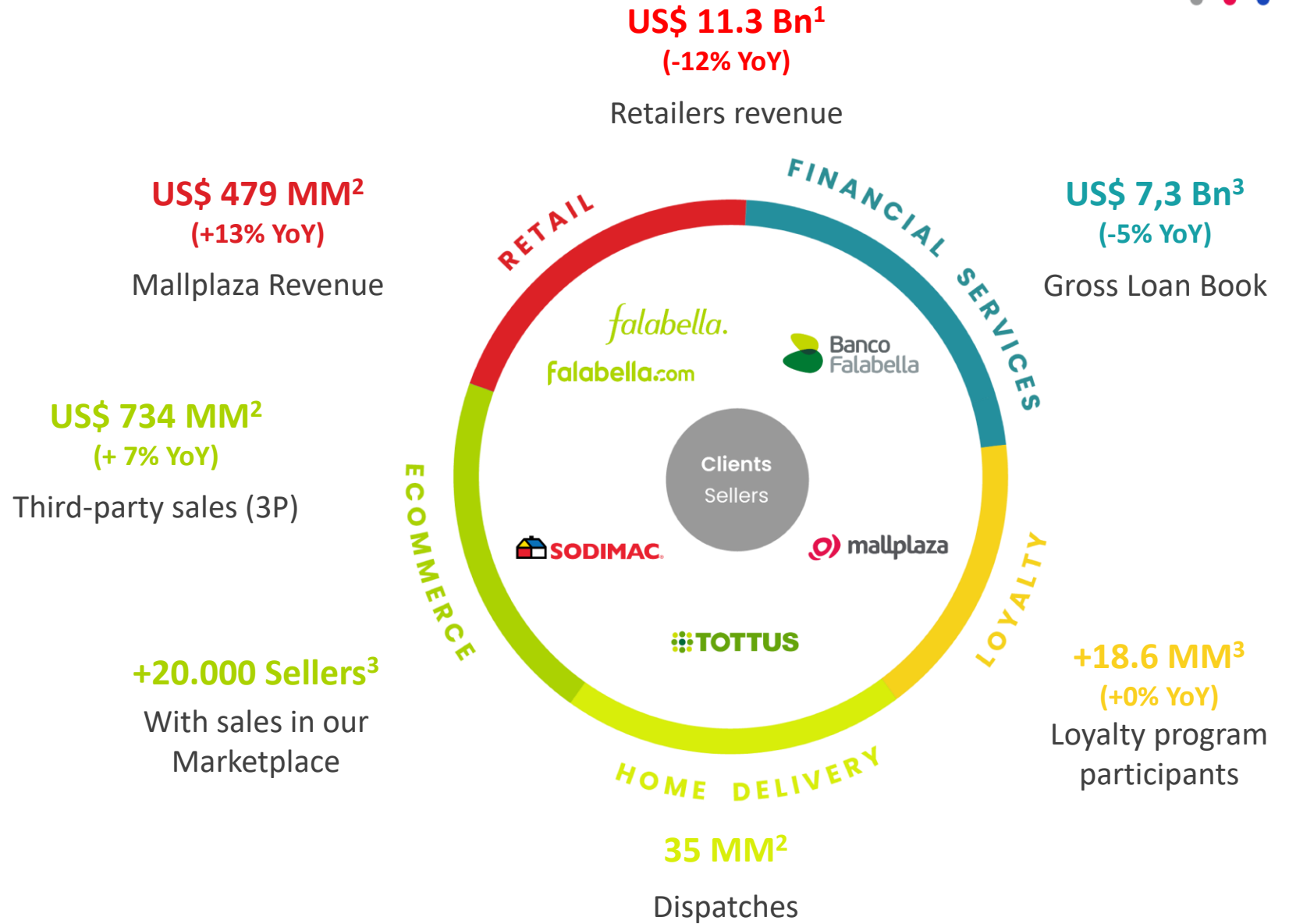


Key Financial Figures¹
FALABELLA

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).

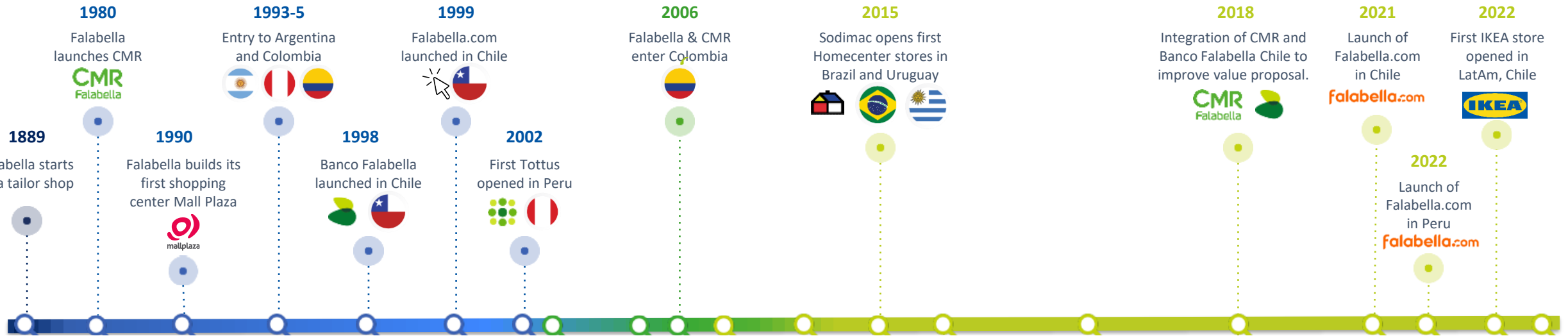
3. Figures as of December 2023. Gross Loan Book includes Financial Services Mexico.

Constantly evolving to meet our customers' demands

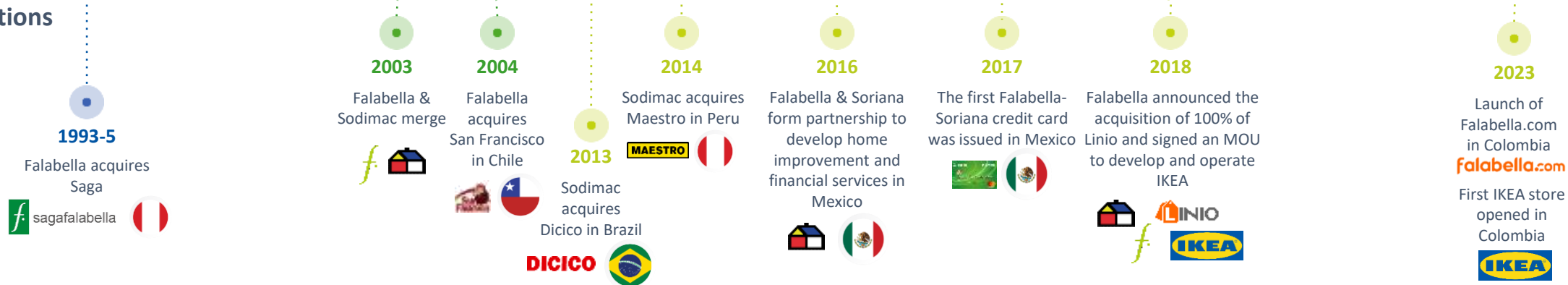


Born over 130 years ago as a tailor shop, built a powerful model with important synergies, based on the virtuous circle between retail, financial services and malls

Organic initiatives



Mergers & Acquisitions



Physical and Digital ecosystem with diversified presence across Latin America

Present in all major LatAm markets

7 Countries



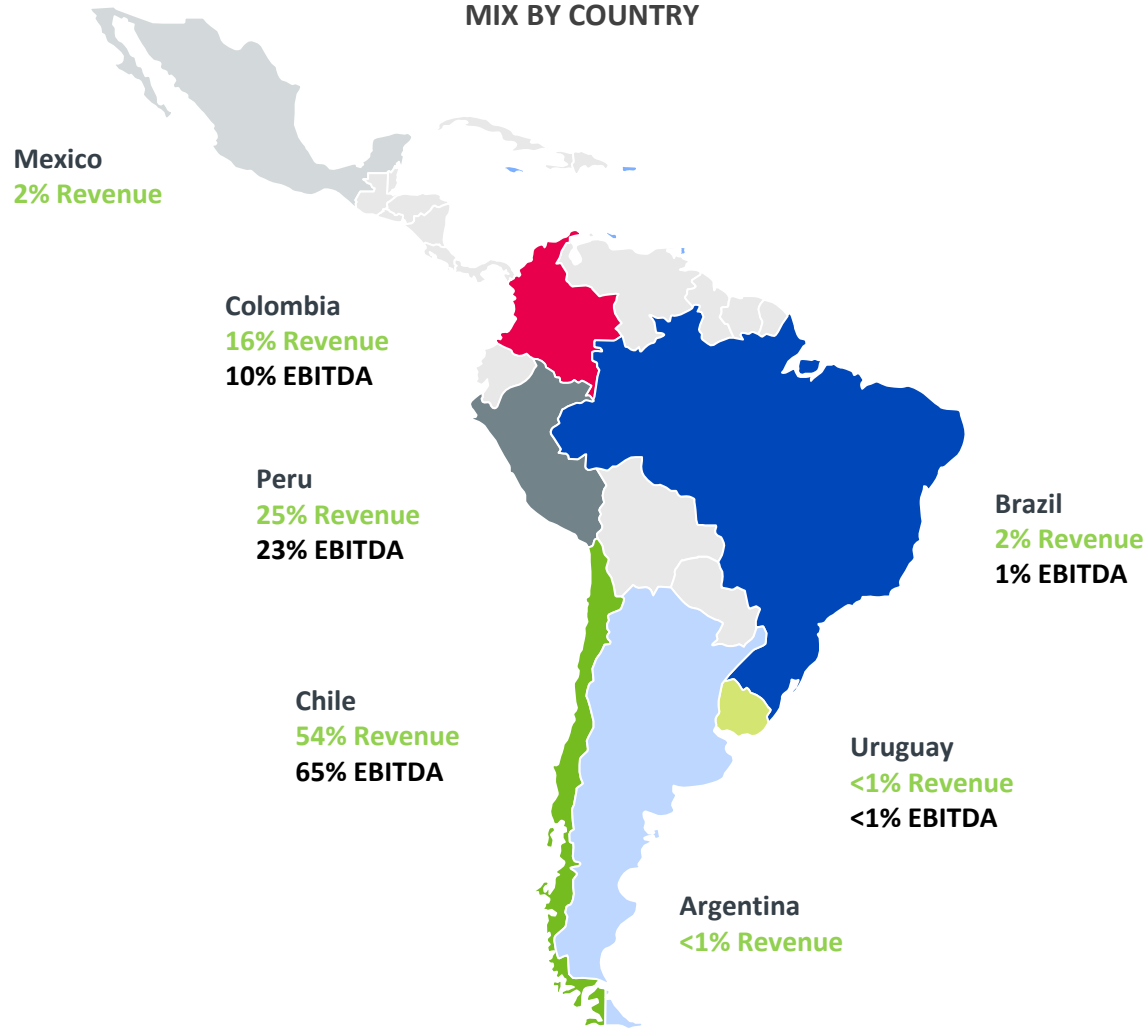
	Chile	Peru	Colombia	Argentina	Brazil	Uruguay	Mexico
Department Stores	45 Stores	35 Stores	26 Stores				
Home Improvement	88 Stores	56 Stores	42 Stores	7 Stores	54 Stores	4 Stores	13 Stores
Supermarkets	72 Stores	89 Stores					
Financial Services	2,901,043 Active credit cards	1,184,289 Active credit cards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

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

Contribution breakdown

MIX BY COUNTRY



MIX BY BUSINESS



OUR STRATEGY



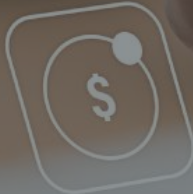
Tap & Pay



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

FALABELLA

- Sodimac
- Banco Falabella
- Mallplaza
- Falabella
- IKEA
- Falabella.com



- Sodimac
- CMR Falabella



- Sodimac



- Sodimac
- Banco Falabella
- Mallplaza / Open Plaza
- Falabella
- Tottus
- Falabella.com



- Sodimac
- Banco Falabella
- Mallplaza / Open Plaza
- Falabella
- Tottus
- IKEA
- Falabella.com



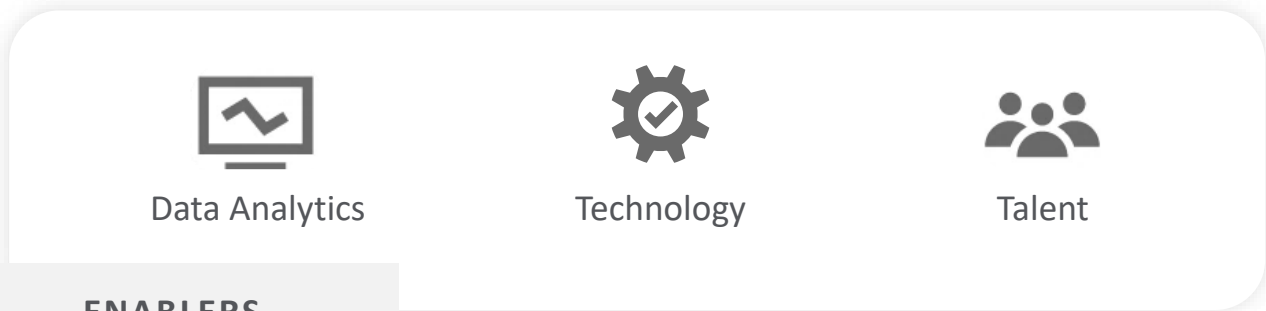
- Sodimac



- Sodimac

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

CUSTOMER'S JOURNEY



ENABLERS

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





Falabella Retail at a glance



3.4

Total Revenues (US\$ B)

27%

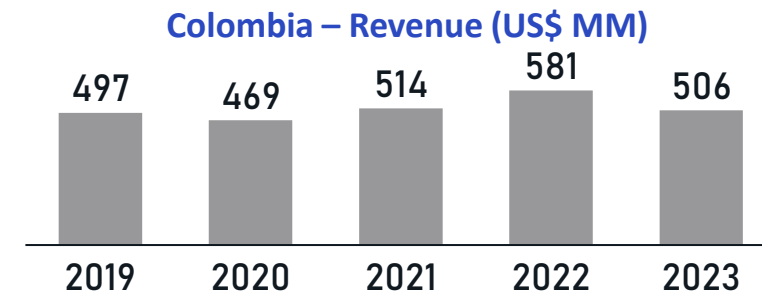
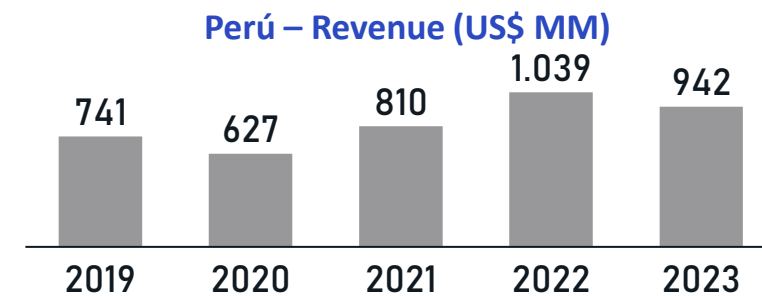
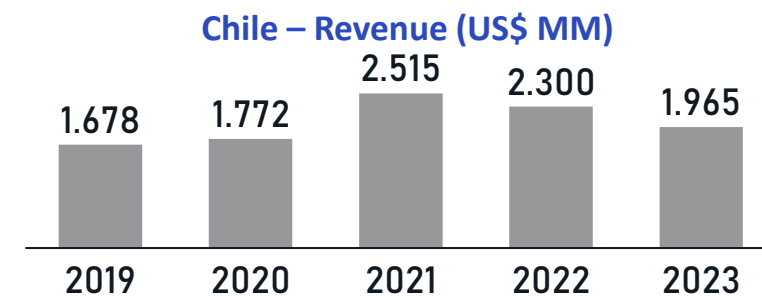
Gross Margin (%)

30%

Online Penetration (%)

Regional Presence

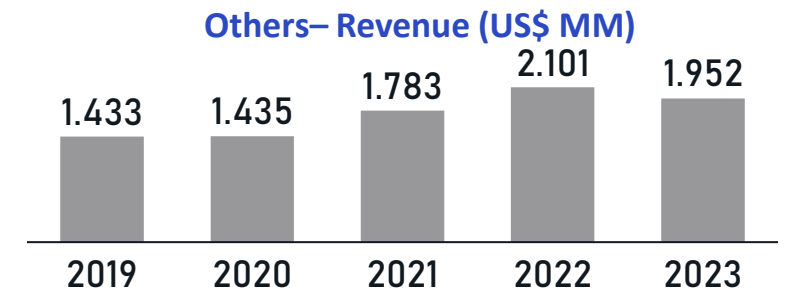
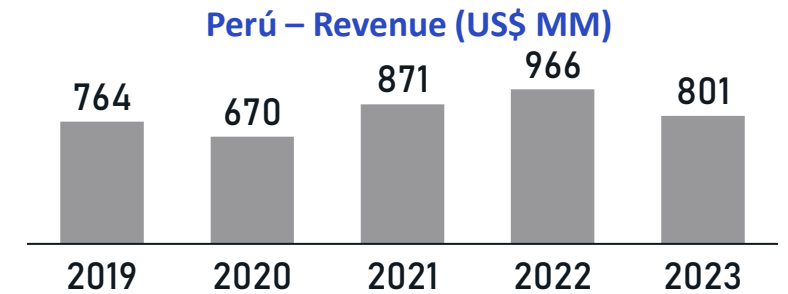
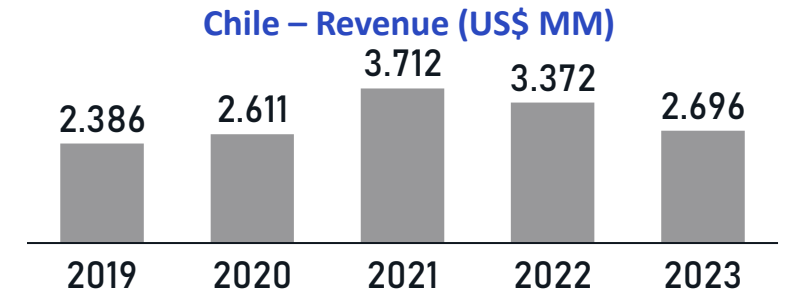
106 Stores





Home Improvement at a glance

- 5.4** Total Revenues (US\$ B)
- 30%** Gross Margin (%)
- 14%** Online Penetration (%)



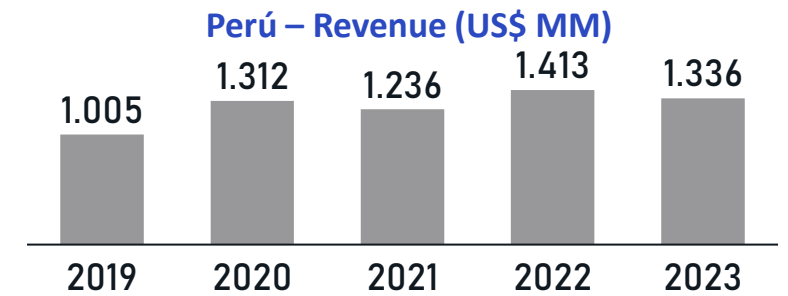
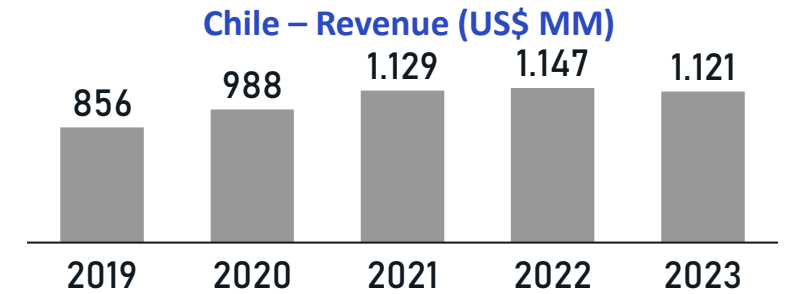
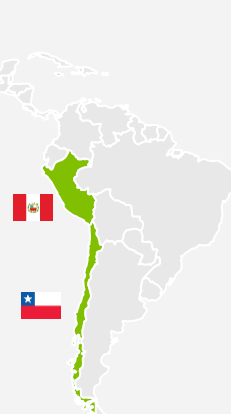


Supermarket at a glance

- 2.5
Total Revenues (US\$ B)
- 24%
Gross Margin (%)
- 5%
Online Penetration (%)

Regional Presence

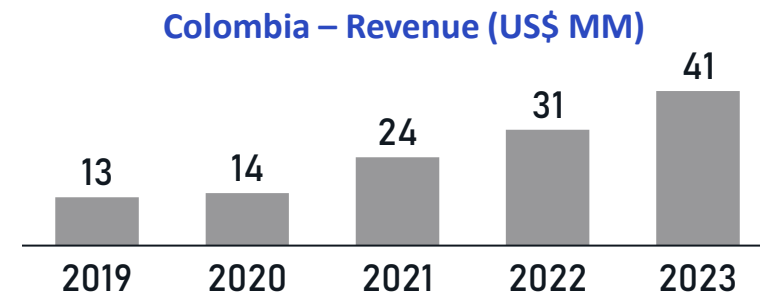
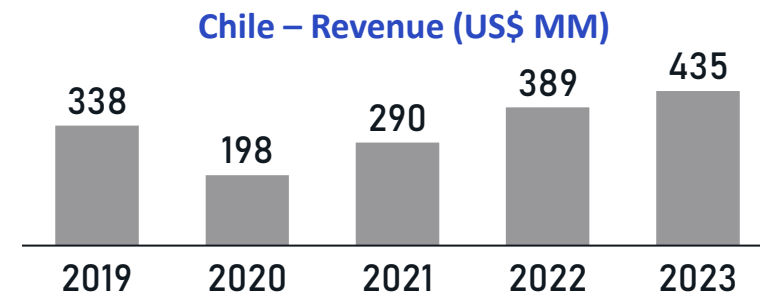
161 Stores





Mallplaza at a glance

- 479** Total Revenues (US\$ MM)
- 77%** EBITDA Margin (%)
- 96%** Occupancy Rate (%)



Notes: Mall Plaza does not consolidate the operations in Peru. LTM figures as of December 2023.



E-commerce at a glance

2.8

Total GMV (US\$B)

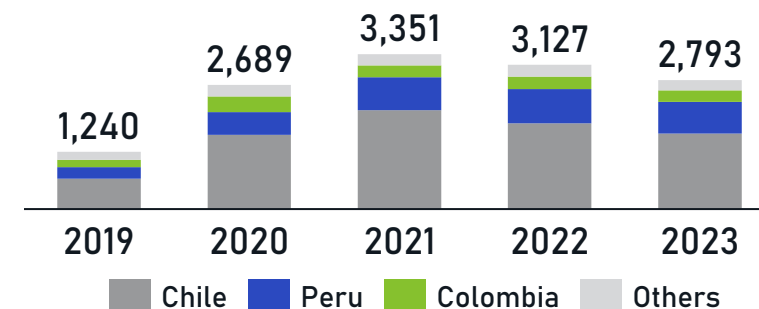
39%

Penetration of Click & Collect (% total)

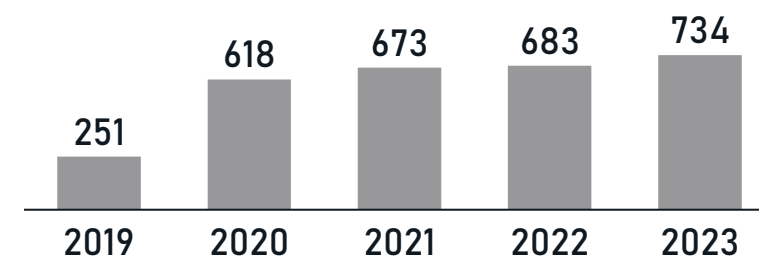
35

Dispatches (#MM)

Total Online GMV (US\$ MM)



3P GMV (US\$ MM)



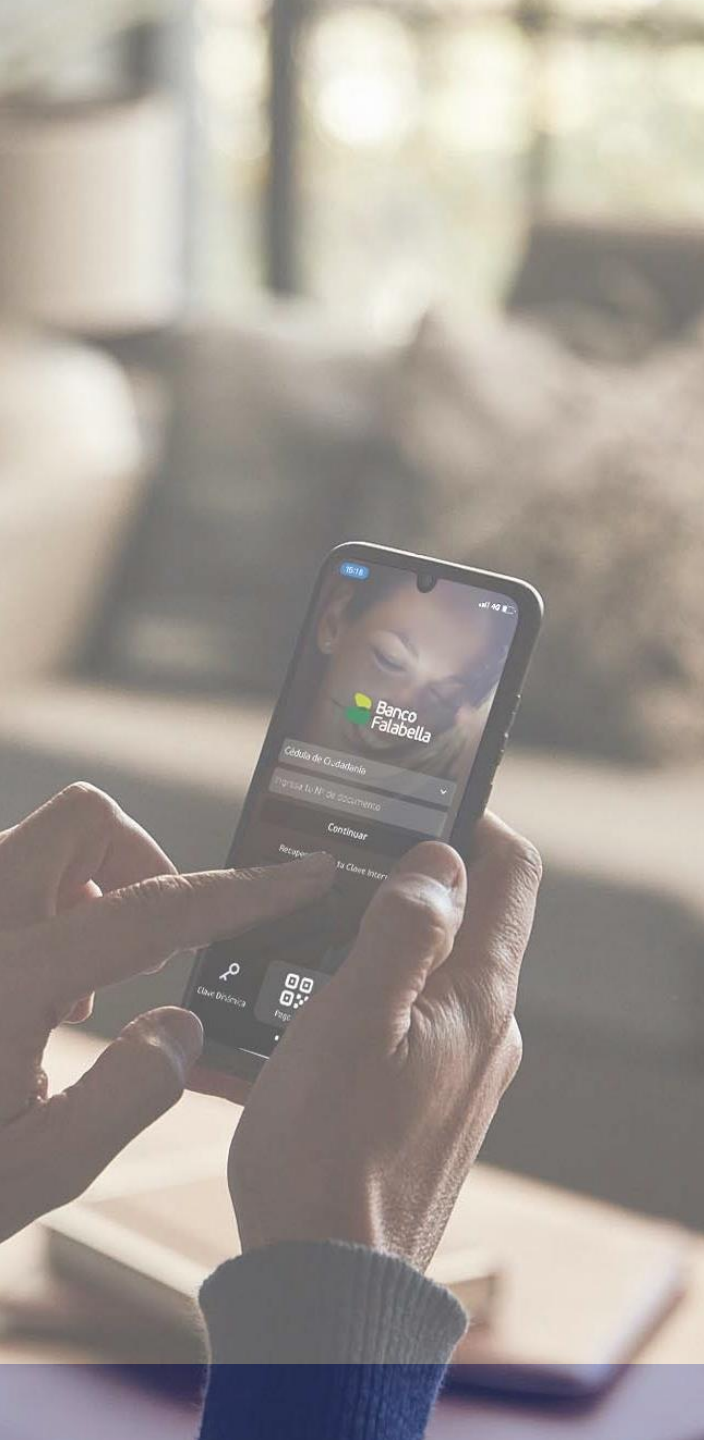
Note: LTM figures as of December 2023.

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



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

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



Financial Services at a glance



7.3

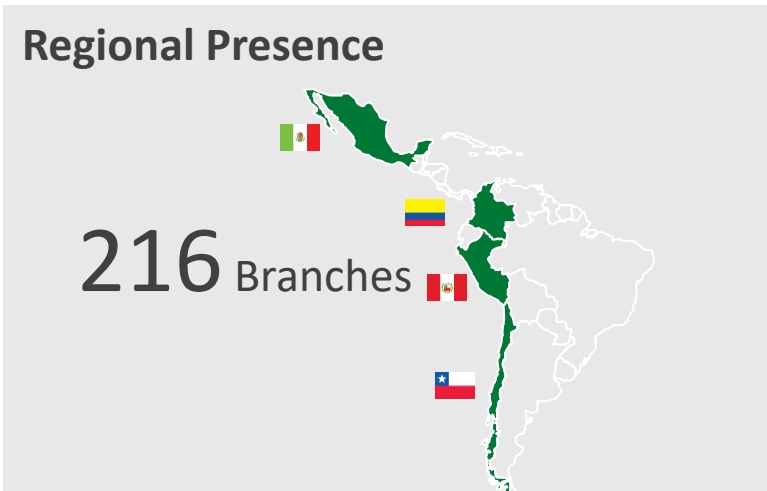
Loan Book (US\$B)

7.4

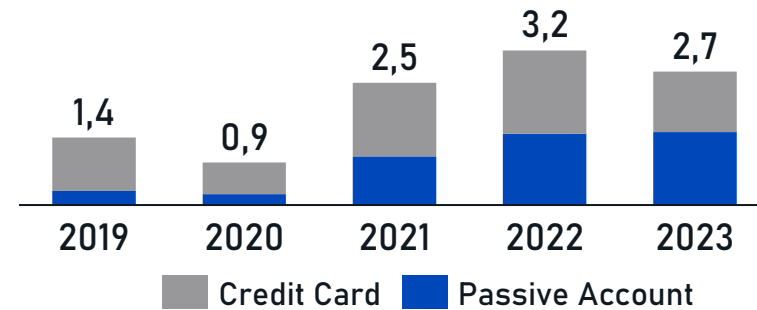
Active Customers (# MM)

4.8%

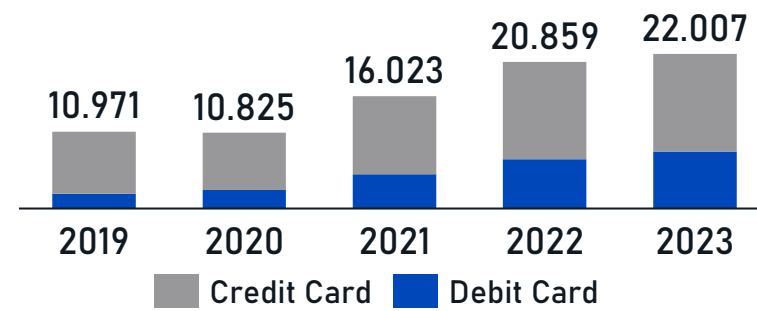
Consolidated NPL (+90 days)



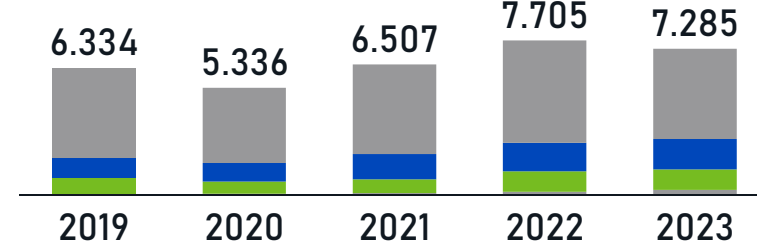
Credit card & passive account openings (MM)



Credit & debit card purchases (US\$ MM)

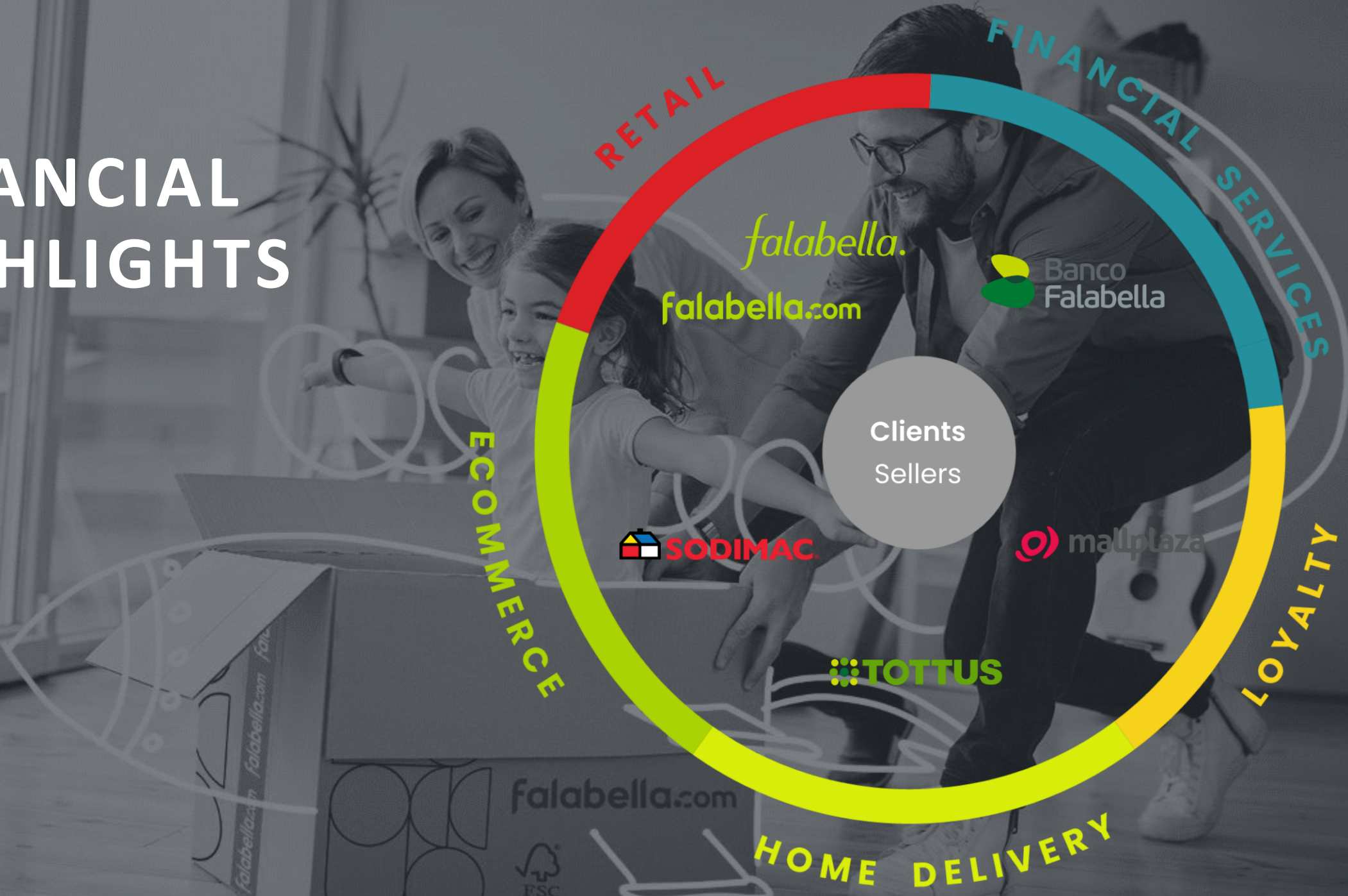


Loan portfolio (US\$ MM)



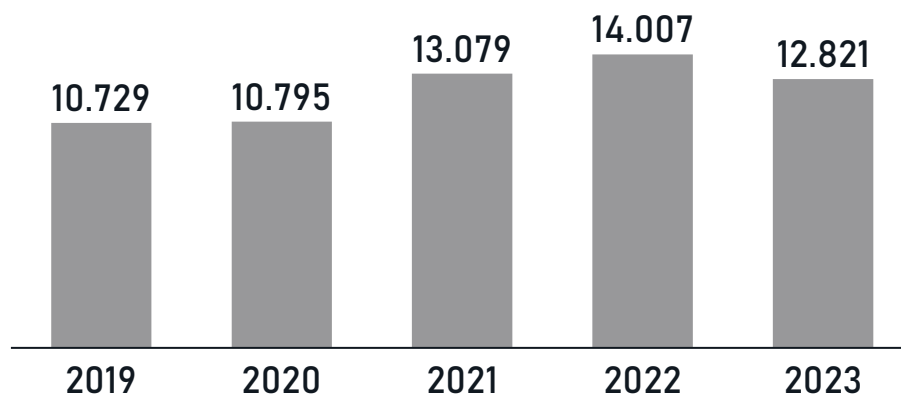
Note: Consolidated metrics include the banking businesses in Chile, Peru, Colombia and Financial Service in Mexico. Financial Service in Mexico does not consolidate in the financial statements. LTM figures as of December 2023. Loan portfolio does not consider the CMR operation in Argentina closed in 2021.

FINANCIAL HIGHLIGHTS

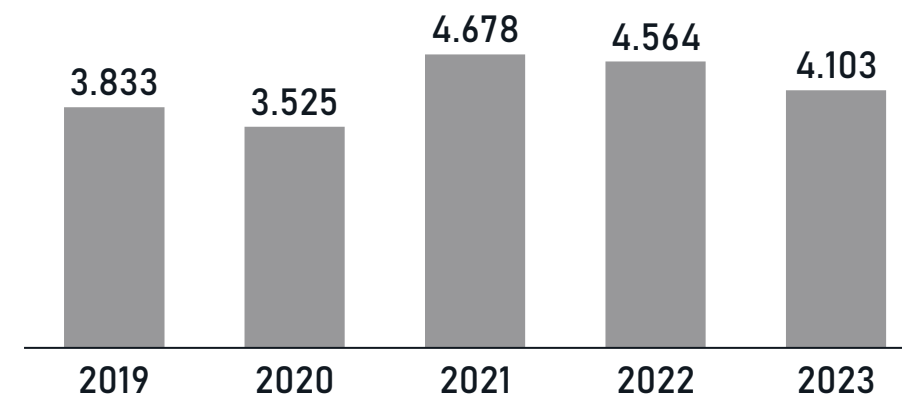


Strong leadership presence of Retailers & Malls in Latam

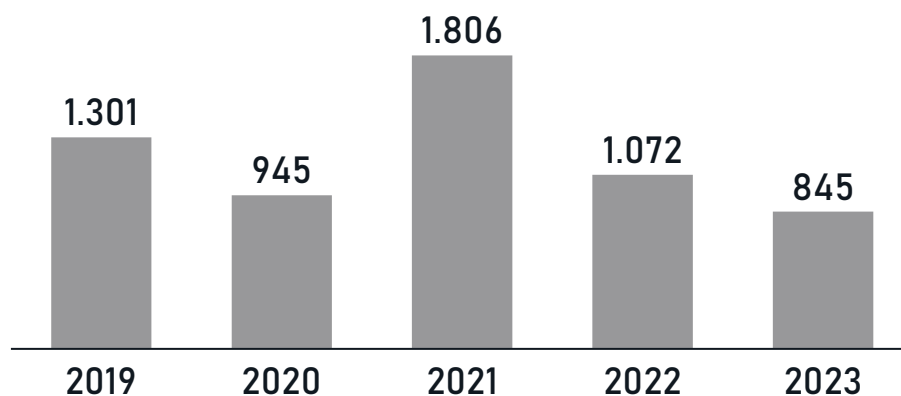
Total Revenues (US\$ MM)



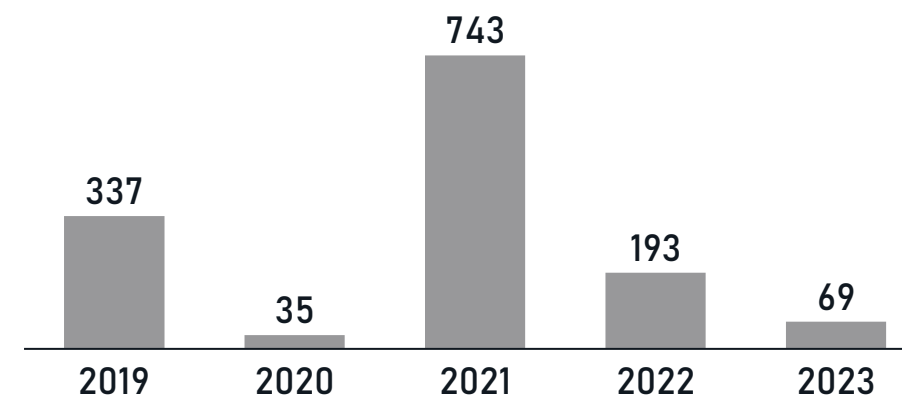
Gross Profit (US\$ MM)



EBITDA (US\$ MM)



Net Income (US\$)

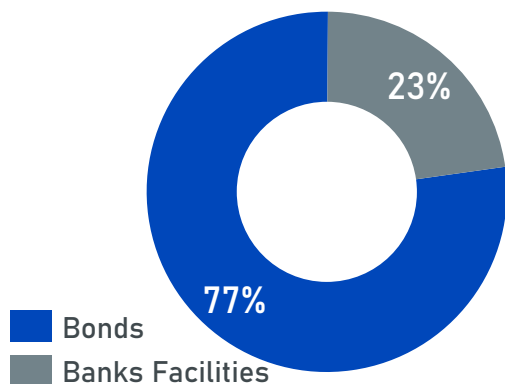


Summary Financials (US\$ MM)

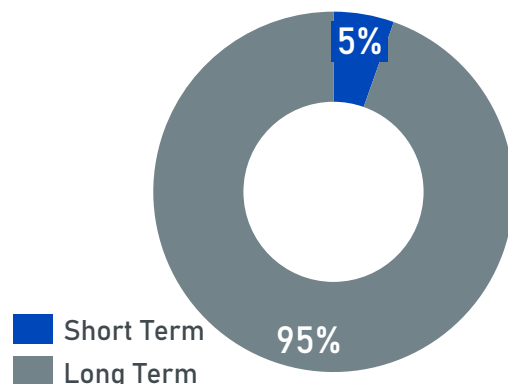
	2019	2020	2021	2022	2023	Var 2023/2022
Total sales						
Total sales	10.581	11.194	14.804	14.318	12.871	-10%
GMV Online	1.240	2.689	3.351	3.127	2.793	-11%
GMV own products (1P)	1.004	2.071	2.677	2.444	2.059	-16%
GMV third-party products (3P)	283	618	673	683	734	7%
Total sales of physical stores	9.342	8.505	11.453	11.191	10.078	-10%
Financial Results						
Non-Banking Revenue	9.182	9.441	11.783	11.930	10.666	-11%
Financial Services Revenue	1.547	1.354	1.296	2.076	2.155	4%
Total Revenue	10.729	10.795	13.079	14.007	12.821	-8%
Gross profit	3.833	3.525	4.678	4.564	4.103	-10%
SG&A expenses	(3.029)	(3.108)	(3.405)	(3.996)	(3.780)	-5%
Operational income	804	418	1.273	568	323	-43%
EBITDA	1.301	945	1.806	1.072	845	-21%
Non-operating profit	(233)	(325)	(243)	(278)	(96)	-65%
Net (Loss) Income	337	35	743	193	69	-64%
Balance Sheet						
Cash (non-banking)	342	1.387	608	712	1.229	73%
Gross Loan Book	6.334	5.336	6.507	7.705	7.285	-5%
Total Net Debt (Exc. Banking)	3.141	2.665	2.972	4.184	3.662	-12%

Financial Position

Debt By Creditor
w/o Banking Operations



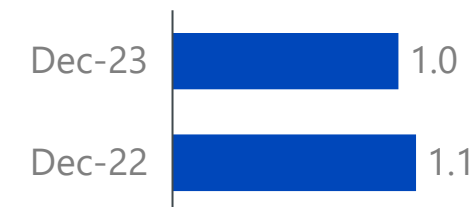
Debt By Maturity
w/o Banking Operations



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)



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



Embracing a **clean energy transition**

+60 stores with solar panels & +70 facilities

with EV chargers for customers

Promoting electromobility

to our Home Delivery carriers



Una iniciativa de Mallplaza Egaña por un Patio de Comidas libre de residuos

- residuos + medio ambiente



Plaza 0

Free of single-use packaging

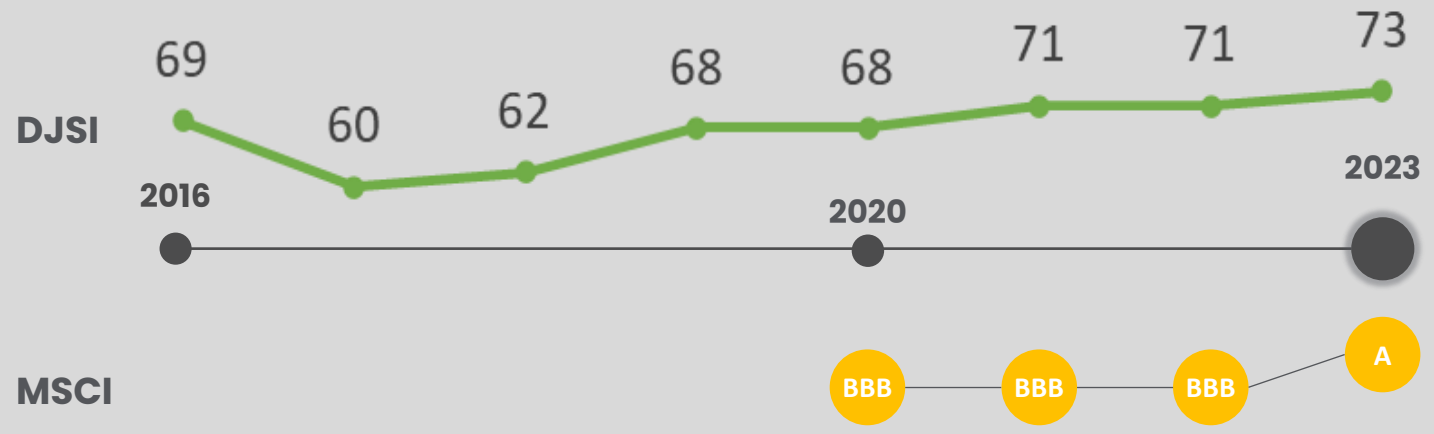
transformation for Mallplaza food courts

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

E-mail

inversionistas@falabella.cl

Website

investors.falabella.com

FALABELLA

