

# FINANCIAL RESULTS

Third Quarter 2024

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## 1. MAIN INDICATORS 3Q24 US\$

<b>35 million</b> Ecosystem customers	<b>\$3,169 million</b> Revenues (+6% YoY)	<b>\$368 million</b> EBITDA (11.6% margin)	<b>\$97 million</b> Net profit (3.1% margin)
<b>20.3 million</b> Loyalty program participants	<b>533/47</b> Stores / Malls (+2 YoY / +1 YoY)	<b>\$ 6.5 billion</b> Loan portfolio (-6% YoY)	<b>\$674 million</b> Online GMV (+15% YoY)

## 2. COMMENTS FROM THE CEO

We closed the quarter, **consolidating four consecutive quarters of improvement in our financial performance**, thanks to the ability to adapt and to effectively execute the strategic plan we have designed. **Our EBITDA increased over 80%** (US\$368 million), achieving an 11.6% margin, its highest level since 2021 and a **net income that reached US\$97 million**, compared to the losses recorded in the same period of the previous year.

**Consolidated revenues increased 5.8% YoY**, driven by the increase in sales of all our retail businesses, which showed superior growth levels compared to the precious quarter, in local currency, despite continuing to face a challenging macroeconomic environment in the region.

Our digital Bank continues advancing in the challenge of becoming the main one in the Andean region. During the quarter we opened over 700 thousand cards and transactional accounts (+8% YoY), while **risk levels continued to improve** at a regional level, reaching a consolidated NPL 3.6% (-62 bps vs 2Q24) with a loan portfolio that in Chile resumes growth vs 2Q24. Lastly, purchases with our payment methods increased 14% YoY, showing progressing in becoming the primary bank for our customers, while in Chile we continue to consolidate ourselves as the leading bank in number of current accounts.

The revenues from our retailers grew 9% YoY, highlighting the positive performance in the stores (+6% consolidated SSS in local currency), as well as in the e-commerce (+15% YoY). Additionally, we relaunched the stand-alone website of Tottus in Chile, strengthening our specialists' proposition. We continue improving our omnichannel proposition with our **selective physical expansion, opening the third IKEA store in Colombia as well as two Sodimac stores**, one in Chile and the other one in Mexico, country where we reached 15 stores.

During the quarter, over **74 million customers (+6% YoY) visited Mallplaza**, reaching a vacancy of 3.6%, the lowest level in the last 5 years. Also, during the quarter we completed Mallplaza's capital increase (US\$344 million) and in October this business launched the tender offer for the assets of Mallplaza and Open Plaza in Peru, marking the last phase of the transaction.



**Alejandro González**  
CEO

**We multiplied our EBITDA by 1.8 times YoY, reaching an EBITDA margin of 11.6%, the highest level since 2021**

Our capacity to generate cash flow, sustained mainly by better levels of profitability, allowed us to reduce the level of debt of the non-banking business **to 3.7 times Net Financial Debt to EBITDA** (vs. peak of 8.6x in 2Q23 and 4.7x in 2Q24), the lowest figure since 2Q22, mainly driven by the increase in business profitability.

Looking ahead, we see significant growth potential in each of our five business drivers, leveraging the strengths of our brands, our omnichannel strategy and the strong ecosystem we have developed, which will allow us to strengthen our leadership in the industry and to create value for our customers and shareholders.

### 3. EXPLANATIONS FOR 3Q24 RESULTS (US\$ million)<sup>1</sup>

	3Q23	% revenues	3Q24	% revenues	Var (%)
<b>Total sales</b>					
<b>Total sales</b>	<b>2.853</b>		<b>3.081</b>		<b>8%</b>
GMV Online	585		674		15%
GMV own products (1P)	443		502		13%
GMV third-party products (3P)	142		173		21%
Total sales of physical stores	2.268		2.407		6%
<b>Financial Results</b>					
Non-Banking Revenue	2.458	82,1%	2.677	84,5%	9%
Financial Services Revenue	536	17,9%	492	15,5%	-8%
<b>Total Revenue</b>	<b>2.994</b>	<b>100,0%</b>	<b>3.169</b>	<b>100,0%</b>	<b>6%</b>
Gross profit	991	33,1%	1.186	37,4%	20%
SG&A expenses	(919)	-30,7%	(944)	-29,8%	3%
<b>EBITDA</b>	<b>202</b>	<b>6,7%</b>	<b>368</b>	<b>11,6%</b>	<b>82%</b>
<b>Net (Loss) Income</b>	<b>(5)</b>	<b>-0,2%</b>	<b>97</b>	<b>3,1%</b>	<b>NA</b>
<b>Balance Sheet</b>					
Cash (non-banking)	724		1.515		109%
Gross Loan Book	6.981		6.543		-6%
Financial Net Debt (Exc. Banking)	4.007		3.332		-17%

#### Consolidated Revenue

**Revenue (+5.8% YoY)** mainly explained by the growth in local currency of the main retailers. At an operating level, we highlight the retail businesses in Peru (+16.1% YoY, 8.5% YoY in local currency) and in Chile (+5.0% YoY), as well as Falabella Retail in Colombia (+10.3% YoY, +2.6 YoY in local currency), and Mallplaza (+8.3% YoY), partially offset by lower revenues from the banking businesses (-8.2% YoY).

#### Gross profit

**Gross profit expansion (+19.6% YoY)** mainly explained by:

- Falabella Retail (+21,1% YoY): mostly attributed to Peru which increases its contribution (40.1% YoY, +514 bps), followed by Chile (+14.3% YoY, +374 bps), due to better commercial proposition and inventory management.
- Banking businesses grew +23.3% YoY (+1,470 bps YoY), mainly due to the operation in Chile that improves 28.2% YoY (+2,001 bps YoY), with a lower level of cost of risk (-53.8% YoY) and, to a lesser extent, to the operation in Colombia with a cost of risk that decreased 51.4% YoY, in local currency.
- Home Improvement increased 11.5% YoY (+151 bps YoY) in Chile and 20,3% YoY (+159 bps YoY) in Peru, whereas Tottus Peru grew 22.5% YoY (+139 bps YoY). Meanwhile, Mallplaza increased 10.4% YoY (+168 bps YoY).

#### SG&A expenses

**SG&A contention** reaching an SG&A/Revenue ratio of 29.8% (vs 30.7% in 3Q23), and growing 2.8% YoY, below inflation rates in our main markets, reflecting the operational efficiency efforts implemented.

#### EBITDA

With all of the above, we achieved an **EBITDA growth of 1.8 times YoY**, reaching US\$368 million during the quarter (11.6% margin EBITDA).

<sup>1</sup> Values are in the functional currency of Chilean pesos converted to US dollars at constant exchange rates. In reference to the loan portfolio, it includes Financial Services in Mexico, which does not consolidate. Furthermore, in the case of Chile, the accounting effects of sales made during the first day of Cyber Day (September 30) will be reflected, for the most part, in the fourth quarter, although the reported GMV already includes the impact of this first day.

## 4. PROGRESS IN BUSINESSES

### Omnichannel Retail

		3Q23	3Q24	Var %
Revenue – Home Improvement <sup>2</sup>	US\$ million	1,288	1,383	+7%
Revenue – Falabella Retail	US\$ million	804	873	+9%
Revenue – Tottus	US\$ million	586	654	+12%
Business Partners' sales – Malls	US\$ million	1,563	1,715	+10%
Total Online GMV	US\$ million	585	674	+15%
3P Online GMV	US\$ million	142	173	+21%

- Home Improvement:** We continue with our selective physical expansion plan. In October, we opened our third IKEA store in Colombia (Medellin). In Mexico, Sodimac Guadalajara was opened, reaching a total of 15 stores in said country and, in Chile we opened the relocation of our Sodimac store in Villarrica. Meanwhile, the *Círculo de Especialistas*, a benefits program focused on the professional segment, reached 2.1 million customers. Regarding the online channel, the GMV grew 20% YoY (+13% without considering the Cyber Day in Chile<sup>3</sup>), leveraged in the stand-alone websites launched in Chile and Peru, which contributes to strengthening our specialists' proposition.
- Falabella Retail:** Our margins continue to improve YoY thanks to a better commercial proposition, shorter purchasing cycles and the role of private label brands. On the other hand, we continue innovating in our commercial proposition, launching *Active Women*, a new trend in *Athleisure*, fashion that mixes sports and casual outerwear.
- The offline channel continues proving its relevance in our omnichannel proposition, growing its SSS during the quarter, in 10.5%, 11.1% y 6.4% in Chile, Peru and Colombia, respectively.
- Today we have over 20 thousand sellers with LTM sales, whose sales (3P) increased 21% YoY in 3Q24 (+13% excl. first day of Cyber Day event in Chile), representing a 26% of total online GMV.
- Tottus:** Consolidated revenues increased 12% YoY, positively impacted by the performance of the stores and the e-commerce, highlighting that during October we relaunched the stand-alone website in Chile. In line with the adjustments to the strategy that we have implemented recently, we increased the assortment in our stores by 21% in Chile, thus improving our value proposition to the customer.
- Mallplaza:** During the quarter, over 74 million customers visited our malls (+6% YoY), and in terms of vacancy, we achieved historical levels reaching 3.6% by the end of the quarter, which reflects the appeal of our value proposition.



<sup>2</sup> Includes the operations of Sodimac and Mexico, which do not consolidate in the Financial Statements.

<sup>3</sup> The Cyber Day event in Chile took place on September 30, October 1 and 2 in 2024, while in 2023 it took place during the month of October, impacting the comparability of GMV sales in both periods



## 4. PROGRESS IN BUSINESSES

### Financial Services

		3Q23	3Q24	Var %
Loan Portfolio <sup>4</sup>	US\$ million	6,981	6,543	-6%
Debit and credit card purchases <sup>4</sup>	US\$ million	5,246	6,005	+14%
Consolidated NPL (+90 days) <sup>4</sup>	%	5.1	3.6	-148bps

- The purchases made by our 7.8 million active customers (+2.7% YoY) with our payment methods surpassed US\$6.0 bn during the quarter (+14% YoY), highlighting the growth of 18% in Chile and 23% of the operation in Mexico. Meanwhile, *On Them sales* (outside of Falabella's ecosystem) increased 16% versus 3Q23.
- We continue to observe improvements in the risk levels as a result of more restrictive origination policies, improvements in collection processes and a better payment behavior of our customers. In terms of the consolidated portfolio with delinquency of +90 days, it reached 3.6% during the quarter, 62 bps lower than the level of 2Q24.



- Our banks continue to grow in terms of site deposits, surpassing US\$2,100 million, highlighting the 13% and 68% YoY growth in local currency in the banks in Chile and Peru, respectively.
- Also, during the quarter, we opened over 700 thousand credit cards and transactional accounts (+8% YoY), growing on a YoY basis for the first time in 6 quarters, out of which ~40% of the openings were done digitally.

### Enablers

		3Q23	3Q24	Var %
Active Loyalty Participants	# million	19.6	20.3	+3%
Click & Collect Penetration	%	40	48	+814bps

### Loyalty

- Our customers maintain their preference for our loyalty program, reaching 20.3 million participants (+3% YoY) in the Andean region.
- During the quarter, we reached 3.3 million redeeming customers (-4% YoY).
- During the month of October, we implemented the Puntos + Pesos initiative (a way to pay for a single purchase using both cash and redeeming points) in the Falabella stores in Chile, that allows customers in our ecosystem to complement loyalty program points with money to purchase products.

### Home Delivery

- In line with our omnichannel strategy, a 48% of deliveries in 3Q24 were made through Click & Collect system, meanwhile the percentage of 3P sales through Click & Collect system increased 13pp against the same period of the previous year.

<sup>4</sup> Includes Financial Services in Mexico which does not consolidate in the financial statements.

## 5. LEVERAGE METRICS

### Cash and liquidity

The Company's consolidated cash and cash equivalents totaled US\$ 3,333 million, as of September 2024:

- Non-banking businesses: US\$ 1,515 million.
- Banking businesses: US\$ 1,818 million.

### Leverage

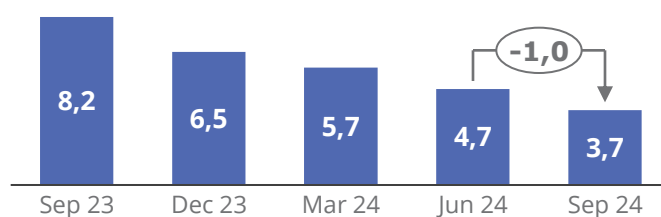
- Financial Debt (after hedging derivatives)<sup>5</sup> of the non-banking businesses reached US\$ 4,847 million as of September 2024, a 2% higher than the comparable period.
- Net Financial Debt reached US\$ 3,332 million as of September 2024, a 17% decrease YoY.
- Net Leverage Ratio<sup>6</sup> from the non-banking businesses decreased to 0.9 times, compared to 1.0 times for the same period of the previous year.

### Net Financial Debt / EBITDA

	Note #	
<b>DEBT (US\$ million)</b>	<b>FS</b>	<b>3Q24</b>
Total Banks	19. a)	1.101
Total Bonds	19. a)	4.051
Total Other financial liabilities	19. a)	97
Other financial assets	4.	(403)
( - ) Cash and cash equivalents	3.	(1.515)
<b>Net Financial Debt</b>		<b>3.332</b>
<b>EBITDA (US\$ million)</b>	<b>3Q24 LTM</b>	
Revenue		11.023
Cost of sales		(7.355)
<b>Gross Margin</b>		<b>3.667</b>
Distribution costs		(190)
Administrative expenses		(2.687)
Other expenses, by function		(130)
Intangible assets amortization		55
PP&E depreciation		419
<b>EBITDA non banking</b>		<b>1.134</b>
Adjustments to exclude IFRS16		(223)
<b>EBITDA non banking w/o IFRS16</b>		<b>911</b>
<b>Net Financial Debt /EBITDA</b>		<b>3,7x</b>

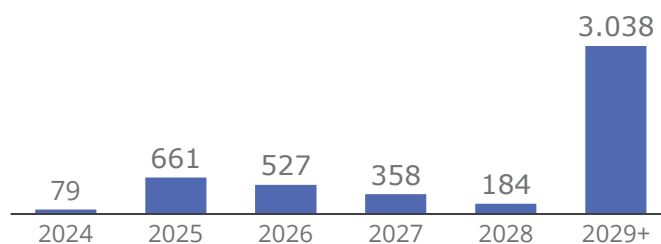
### Net Financial Debt / EBITDA

Non-banking businesses<sup>7</sup>



### Debt Maturity Profile (US\$ million)

Non-banking businesses, after hedging derivatives<sup>8,9</sup>



**US\$4,847 million**  
Financial debt  
(non-banking businesses)

<sup>5</sup> Financial Debt = Bank loans + Bond obligations + Other financial liabilities + Hedging assets + Derivative instruments.

<sup>6</sup> Net leverage ratio = (Total non-banking liabilities - Non-banking cash and cash equivalents) / Total Equity.

<sup>7</sup> EBITDA LTM = Gross margin - distribution costs - administrative expenses - expenses by function + depreciation. Net financial debt = current financial liabilities + non-current financial liabilities - hedging assets - cash and cash equivalents.

<sup>8</sup> Balances in US\$ are converted at the closing exchange rate for each country.

<sup>9</sup> Total consolidated financial debt does not include Falabella's Banking businesses, which are Banco Falabella Chile, Banco Falabella Peru and Banco Falabella Colombia

## 6. AVANCES EN ESG

### Environmental

- **+Verde Talks launch.** With a renewed format, the second edition of this space was released in Chile, which seeks to reflect on circular fashion and the different initiatives promoted by Falabella Retail.
- **Peru Carbon Footprint.** Falabella Retail and Tottus received their third star within the framework of the Peruvian Ministry of the Environment program, which seeks to recognize the efforts of public and private organizations in managing their greenhouse gas emissions.
- **Trueque Fair:** in July a new version of Trueque Fair was implemented in Falabella stores in Chile, with more than 11 thousand items of clothing being exchanged in total. In addition, Feria Trueque Permanente was launched in Falabella Los Dominicos (Chile), a space available all year round.

### Social

- **Falabella Retail's Program Haciendo Escuela (*Making School Program*) celebrated 55 years of promoting education in the region.** More than 94,000 students benefiting during the year 2024, in the 105 establishments distributed in Chile, Peru and Colombia that are part of the community that currently makes up the Making School Program.
- **Aequales Certification:** Sodimac Perú was recognized by Aequales as a Reference Company for Diversity and Inclusion in Latin America, standing out for its commitment to the creation of safe workspaces, the promotion of gender equality and equal opportunities.
- **Banco Falabella Chile joined the Fundación Lideresas Sociales,** with the objective of empowering its members - nearly 300 opinion leader women and from various social organizations, mainly from the municipality of Maipú (Chile) - in day-to-day financial decisions and thus bring Financial Education to different audiences.

### Governance

- **CX INDEX:** Sodimac Peru receives first place as a company with the best customer experience in the home improvement sector. CX Index is a ranking that recognizes organizations for standing out in the dimensions of brand, product, service and emotional experience.

We are committed to the future through a genuine connection with our stakeholders: our customers, teams, communities and the planet.

## 7. EVENTS DURING THE PERIOD

### Sale of Open Plaza Kennedy

On August 28, 2024, Falabella announced it will sell the assets corresponding to the shopping center Open Plaza Kennedy, located in Las Condes, to Parque Arauco. The transaction is valued at 4.8 million UF (Chilean inflation-indexed units), reflecting an EBITDA multiple of approximately 15.0, subject to possible adjustments. The deal's completion will depend on customary terms and conditions for transactions of this nature.

### Falabella repurchases bonds

In line with the Company's plan to strengthen its financial position, on July 30, 2024, Falabella successfully concluded the repurchase process of US\$ 100 million of capital owed, corresponding to 25% of a bond placed by the company in the international markets in 2017, at a rate of 3.750%, maturing in 2027. The transaction does not have significant effects on the company's consolidated net debt levels, nor does it alter its leverage ratios.

### Mallplaza's capital increase

On August 2, 2024, the placement on the market of 100% of the 230,000,000 shares of Mallplaza was successfully completed, a capital increase approved during the second quarter of the year, raising more than CLP 308,426 million.

## 8. SUBSEQUENT EVENTS

### Physical expansion

We continue to move forward with our selective physical expansion plan. During the month of October, we opened the third IKEA store in Colombia, in the city of Medellín, which has a sales area of 18,300 sqm. Additionally, in the same month we opened our 15th Sodimac store in Mexico, in the city of Guadalajara with a sales area of 8,400 sqm. Finally, we relocated and expanded the Sodimac Villarrica store (14,000 sqm), to continue improving our value proposition in said city.

### S&P Ratings update

On October 25, 2024, the risk rating agency S&P changed the outlook for Falabella S.A. from Negative to Stable and maintained the BB+ rating, given the Group's better operating performance.

### Tender offer for Falabella Perú S.A.A.

On April 15, 2024, the Company reported as a Material Event the subscription of an agreement with its subsidiary Plaza S.A. ("Plaza") for the acquisition by Plaza of all the shares of Falabella Perú S.A.A. ("Falabella Perú") that are owned, directly or indirectly, by the Company, equivalent to 99.75% of all the shares of Falabella Perú. For these purposes, on October 30<sup>th</sup>, Desarrollos Perú SpA, a subsidiary of Plaza, launched a tender offer for the acquisition of 100% of the shares of Falabella Perú on the Lima Stock Exchange, offering the amount of US\$0.11641713 for each share of Falabella Perú.

On November 8, 2024, the Deputy Superintendent for Market Conduct Oversight of the Peruvian Securities Market Superintendency (SMV) resolved to suspend the tender offer (OPA) until the SMV rules on Plaza's request for exemption from certain requirements established in the Public Tender Offer and Securities Buyout Regulation (the 'Regulation'). This suspension will remain in place until it is determined that no conditions justify suspending the offer, in accordance with Article 17 of the Regulation.



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### Notes:

All figures in US dollars are calculated at the official exchange rate on July 1st, 2024: CLP/US\$ 897.68.

Symbols for quarters: 1Q, 2Q, 3Q y 4Q.

Symbols for cumulative periods: 6M, 9M, 12M.

Symbols for currencies: CLP: Chilean pesos; US\$: US dollars; PEN: Peruvian nuevos soles; COP: Colombian pesos; ARS: Argentine pesos; BRL: Brazilian reales; MXN: Mexican pesos.

Th: thousands; M: millions; B: billions.

YoY: compared to the same period of last year.

q/q: compared to the immediately preceding quarter.

LTM: last twelve months.

# I RESULTS BY BUSINESS UNIT 3Q24 (CLP million)<sup>10</sup>

	Home Improvement Chile			Falabella Retail Chile <sup>(10)</sup>			Tottus Chile		
	3Q23	3Q24	(%, bps)	3Q23	3Q24	(%, bps)	3Q23	3Q24	(%, bps)
Revenues	525.076	555.653	5,8%	405.709	416.792	2,7%	243.441	260.610	7,1%
Gross Profit	147.806	164.823	11,5%	134.327	153.602	14,3%	59.377	66.707	12,3%
Gross Margin	28,1%	29,7%	151	33,1%	36,9%	374	24,4%	25,6%	121
SG&A	(166.680)	(170.867)	2,5%	(192.220)	(183.170)	-4,7%	(63.961)	(64.967)	1,6%
SG&A / Revenues	-31,7%	-30,8%	99	-47,4%	-43,9%	343	-26,3%	-24,9%	134
Operating Profit	(18.874)	(6.044)	-68,0%	(57.893)	(29.568)	-48,9%	(4.584)	1.740	-138,0%
Operating Margin	-3,6%	-1,1%	251	-14,3%	-7,1%	718	-1,9%	0,7%	255
EBITDA	10.898	24.667	126,3%	(35.539)	(9.786)	-72,5%	10.493	16.525	57,5%
EBITDA Margin	2,1%	4,4%	236	-8,8%	-2,3%	641	4,3%	6,3%	203

	Banco Falabella Chile			Consolidated Plaza S.A.		
	3Q23	3Q24	(%, bps)	3Q23	3Q24	(%, bps)
Revenues	283.214	259.704	-8,3%	110.409	119.548	8,3%
Gross Profit	142.268	182.434	28,2%	95.584	105.506	10,4%
Gross Margin	50,2%	70,2%	2.001	86,6%	88,3%	168
SG&A	(92.326)	(103.246)	11,8%	(9.122)	(13.346)	46,3%
SG&A / Revenues	-32,6%	-39,8%	(716)	-8,3%	-11,2%	(290)
Operating Profit	49.942	79.188	58,6%	86.462	92.160	6,6%
Operating Margin	17,6%	30,5%	1.286	78,3%	77,1%	(122)
EBITDA	55.421	83.926	51,4%	87.667	93.488	6,6%
EBITDA Margin	19,6%	32,3%	1.275	79,4%	78,2%	(120)

	Peru <sup>(10)</sup>			Colombia <sup>(10)</sup>			Brazil		
	3Q23	3Q24	(%, bps)	3Q23	3Q24	(%, bps)	3Q23	3Q24	(%, bps)
Revenues	786.557	890.880	13,3%	217.501	227.594	4,6%	67.024	66.609	-0,6%
Gross Profit	236.199	287.491	21,7%	65.390	80.396	22,9%	23.344	24.467	4,8%
Gross Margin	30,0%	32,3%	224	30,1%	35,3%	526	34,8%	36,7%	190
SG&A	(202.075)	(228.985)	13,3%	(96.313)	(92.682)	-3,8%	(23.210)	(23.135)	-0,3%
SG&A / Revenues	-25,7%	-25,7%	(1)	-44,3%	-40,7%	356	-34,6%	-34,7%	(10)
Operating Profit	34.125	58.506	71,4%	(30.923)	(12.286)	-60,3%	134	1.332	894,0%
Operating Margin	4,3%	6,6%	223	-14,2%	-5,4%	882	0,2%	2,0%	180
EBITDA	63.037	88.055	39,7%	(21.820)	(349)	-98,4%	4.184	5.228	25,0%
EBITDA Margin	8,0%	9,9%	187	-10,0%	-0,2%	988	6,2%	7,8%	161

	Other, elimination & annulment <sup>(10)</sup>			Falabella		
	3Q23	3Q24	(%, bps)	3Q23	3Q24	(%, bps)
Revenues	48.906	47.659	-2,5%	2.687.837	2.845.049	5,8%
Gross Profit	(14.398)	(900)	-93,7%	889.897	1.064.526	19,6%
Gross Margin	-29,4%	-1,9%	2.755	33,1%	37,4%	431
SG&A	20.886	32.682	56,5%	(825.021)	(847.716)	2,8%
SG&A / Revenues	42,7%	68,6%	2.586	-30,7%	-29,8%	90
Operating Profit	6.487	31.782	389,8%	64.876	216.810	234,2%
Operating Margin	13,3%	66,7%	5.342	2,4%	7,6%	521
EBITDA	6.689	28.275	322,2%	181.030	330.029	82,3%
EBITDA Margin	13,7%	59,3%	4.558	6,7%	11,6%	486

<sup>10</sup> The evolution of the e-commerce strategy generated changes in the internal management of the Group, as well as in its reporting. Thus, starting the Financial Statements of June 2024, the segments of Falabella Retail in Chile, Peru and Colombia will include the operations of falabella.com, impacting, in turn, the Others, eliminations and annulment segment, as detail in Note 37 of the period's Financial Statements. These adjustments have no impact on a consolidated level.

I RESULTS BY BUSINESS UNIT 9M24 (CLP million)<sup>10</sup>

	Home Improvement Chile			Falabella Retail Chile <sup>(10)</sup>			Tottus Chile		
	9M23	9M24	(%, bps)	9M23	9M24	(%, bps)	9M23	9M24	(%, bps)
Revenues	1.770.834	1.767.371	-0,2%	1.279.644	1.306.729	2,1%	724.256	740.724	2,3%
Gross Profit	499.015	507.658	1,7%	421.059	480.672	14,2%	182.176	194.168	6,6%
Gross Margin	28,2%	28,7%	54	32,9%	36,8%	388	25,2%	26,2%	106
SG&A	(514.106)	(501.976)	-2,4%	(614.428)	(552.192)	-10,1%	(194.589)	(189.198)	-2,8%
SG&A / Revenues	-29,0%	-28,4%	63	-48,0%	-42,3%	576	-26,9%	-25,5%	133
Operating Profit	(15.091)	5.682	-137,7%	(193.369)	(71.520)	-63,0%	(12.413)	4.970	-140,0%
Operating Margin	-0,9%	0,3%	117	-15,1%	-5,5%	964	-1,7%	0,7%	238
EBITDA	73.878	98.050	32,7%	(128.602)	(10.630)	-91,7%	32.568	49.436	51,8%
EBITDA Margin	4,2%	5,5%	138	-10,0%	-0,8%	924	4,5%	6,7%	218

	Banco Falabella Chile			Consolidated Plaza S.A.		
	9M23	9M24	(%, bps)	9M23	9M24	(%, bps)
Revenues	881.040	788.982	-10,4%	313.314	354.077	13,0%
Gross Profit	369.665	488.198	32,1%	270.323	308.041	14,0%
Gross Margin	42,0%	61,9%	1.992	86,3%	87,0%	72
SG&A	(274.939)	(291.185)	5,9%	(32.575)	(39.923)	22,6%
SG&A / Revenues	-31,2%	-36,9%	(570)	-10,4%	-11,3%	(88)
Operating Profit	94.726	197.013	108,0%	237.748	268.118	12,8%
Operating Margin	10,8%	25,0%	1.422	75,9%	75,7%	(16)
EBITDA	110.763	211.853	91,3%	241.436	272.018	12,7%
EBITDA Margin	12,6%	26,9%	1.428	77,1%	76,8%	(23)

	Peru <sup>(10)</sup>			Colombia <sup>(10)</sup>			Brazil		
	9M23	9M24	(%, bps)	9M23	9M24	(%, bps)	9M23	9M24	(%, bps)
Revenues	2.253.211	2.568.735	14,0%	577.192	716.758	24,2%	179.810	205.487	14,3%
Gross Profit	659.229	809.759	22,8%	140.202	241.593	72,3%	61.972	75.116	21,2%
Gross Margin	29,3%	31,5%	227	24,3%	33,7%	942	34,5%	36,6%	209
SG&A	(590.925)	(656.448)	11,1%	(230.530)	(280.239)	21,6%	(65.971)	(73.716)	11,7%
SG&A / Revenues	-26,2%	-25,6%	67	-39,9%	-39,1%	84	-36,7%	-35,9%	82
Operating Profit	68.304	153.311	124,5%	(90.328)	(38.646)	-57,2%	(3.999)	1.400	-135,0%
Operating Margin	3,0%	6,0%	294	-15,6%	-5,4%	1.026	-2,2%	0,7%	291
EBITDA	150.938	243.100	61,1%	(67.361)	(3.681)	-94,5%	7.304	13.862	89,8%
EBITDA Margin	6,7%	9,5%	277	-11,7%	-0,5%	1.116	4,1%	6,7%	268

	Other, elimination & annulment <sup>(10)</sup>			Falabella		
	9M23	9M24	(%, bps)	9M23	9M24	(%, bps)
Revenues	144.496	162.207	12,3%	8.123.797	8.611.070	6,0%
Gross Profit	(62.596)	(11.602)	-81,5%	2.541.045	3.093.603	21,7%
Gross Margin	-43,3%	-7,2%	3.617	31,3%	35,9%	465
SG&A	87.504	98.218	12,2%	(2.430.559)	(2.486.659)	2,3%
SG&A / Revenues	60,6%	60,6%	(1)	-29,9%	-28,9%	104
Operating Profit	24.908	86.616	247,7%	110.486	606.944	449,3%
Operating Margin	17,2%	53,4%	3.616	1,4%	7,0%	569
EBITDA	27.798	77.828	179,9%	448.722	951.836	112,1%
EBITDA Margin	19,2%	48,0%	2.872	5,5%	11,1%	553

<sup>10</sup> The evolution of the e-commerce strategy generated changes in the internal management of the Group, as well as in its reporting. Thus, starting the Financial Statements of June 2024, the segments of Falabella Retail in Chile, Peru and Colombia will include the operations of falabella.com, impacting, in turn, the Others, eliminations and annulment segment, as detail in Note 37 of the period's Financial Statements. These adjustments have no impact on a consolidated level.

## FINANCIAL BUSINESS – MAIN INDICATORS

## Banco Falabella: Net Income Statement

	Banco Falabella Chile			Banco Falabella Peru			Banco Falabella Colombia		
	3Q23	3Q24	Var. %	3Q23	3Q24	Var. %	3Q23	3Q24	Var. %
<b>Main Results</b>	<i>(Mn CLP)</i>			<i>(Th PEN)</i>			<i>(Mn COP)</i>		
Interest and indexation income	235.947	210.905	-10,6%	292.964	276.124	-5,7%	359.197	266.582	-25,8%
Interest and indexation expense	(63.272)	(35.740)	-43,5%	(62.941)	(45.104)	-28,3%	(183.265)	(133.100)	-27,4%
<b>Net interest and indexation income</b>	<b>172.676</b>	<b>175.165</b>	<b>1,4%</b>	<b>230.023</b>	<b>231.020</b>	<b>0,4%</b>	<b>175.933</b>	<b>133.482</b>	<b>-24,1%</b>
Fee and commission income	46.425	48.362	4,2%	79.575	80.425	1,1%	100.384	117.297	16,8%
Fee and commission expense	(15.456)	(22.757)	47,2%	(10.490)	(7.337)	-30,1%	(23.390)	(22.073)	-5,6%
<b>Net fee and commission income</b>	<b>30.970</b>	<b>25.605</b>	<b>-17,3%</b>	<b>69.085</b>	<b>73.088</b>	<b>5,8%</b>	<b>76.994</b>	<b>95.224</b>	<b>23,7%</b>
Net income from financial operations	9.041	14.166	56,7%	3.409	8.110	137,9%	8.280	14.683	77,3%
Other operating net income	841	437	-48,0%	30.384	1.615	-94,7%	33.117	4.729	-85,7%
<b>Operational Income</b>	<b>213.528</b>	<b>215.373</b>	<b>0,9%</b>	<b>332.901</b>	<b>313.833</b>	<b>-5,7%</b>	<b>294.324</b>	<b>248.119</b>	<b>-15,7%</b>
Provision for loan losses	(71.260)	(32.939)	-53,8%	(126.378)	(146.301)	15,8%	(235.404)	(114.292)	-51,4%
Operating expenses	(92.327)	(103.247)	11,8%	(147.680)	(150.048)	1,6%	(154.440)	(140.773)	-8,8%
<b>Operating Income</b>	<b>49.942</b>	<b>79.187</b>	<b>58,6%</b>	<b>58.843</b>	<b>17.484</b>	<b>-70,3%</b>	<b>(95.520)</b>	<b>(6.947)</b>	<b>-92,7%</b>
<b>Net Income</b>	<b>37.176</b>	<b>60.202</b>	<b>61,9%</b>	<b>41.008</b>	<b>13.182</b>	<b>-67,9%</b>	<b>(67.650)</b>	<b>(4.179)</b>	<b>-93,8%</b>
<b>Efficiency ratio</b>	<b>43,2%</b>	<b>47,9%</b>		<b>44,4%</b>	<b>47,8%</b>		<b>52,5%</b>	<b>56,7%</b>	

	Banco Falabella Chile			Banco Falabella Peru			Banco Falabella Colombia		
	9M23	9M24	Var. %	9M23	9M24	Var. %	9M23	9M24	Var. %
<b>Main Results</b>	<i>(Mn CLP)</i>			<i>(Th PEN)</i>			<i>(Mn COP)</i>		
Interest and indexation income	737.712	642.153	-13,0%	863.721	836.667	-3,1%	1.135.686	877.519	-22,7%
Interest and indexation expense	(196.241)	(130.069)	-33,7%	(187.516)	(150.911)	-19,5%	(566.178)	(463.458)	-18,1%
<b>Net interest and indexation income</b>	<b>541.471</b>	<b>512.084</b>	<b>-5,4%</b>	<b>676.205</b>	<b>685.756</b>	<b>1,4%</b>	<b>569.508</b>	<b>414.061</b>	<b>-27,3%</b>
Fee and commission income	139.439	141.286	1,3%	238.320	241.678	1,4%	314.027	337.328	7,4%
Fee and commission expense	(45.755)	(70.704)	54,5%	(37.235)	(22.563)	-39,4%	(72.310)	(68.842)	-4,8%
<b>Net fee and commission income</b>	<b>93.684</b>	<b>70.582</b>	<b>-24,7%</b>	<b>201.085</b>	<b>219.114</b>	<b>9,0%</b>	<b>241.717</b>	<b>268.486</b>	<b>11,1%</b>
Net income from financial operations	5.334	33.908	535,7%	14.558	19.164	31,6%	41.168	46.056	11,9%
Other operating net income	3.888	5.543	42,5%	57.295	9.849	-82,8%	88.123	42.897	-51,3%
<b>Operational Income</b>	<b>644.378</b>	<b>622.117</b>	<b>-3,5%</b>	<b>949.144</b>	<b>933.884</b>	<b>-1,6%</b>	<b>940.515</b>	<b>771.500</b>	<b>-18,0%</b>
Provision for loan losses	(274.713)	(133.918)	-51,3%	(507.120)	(484.562)	-4,4%	(734.005)	(395.308)	-46,1%
Operating expenses	(274.939)	(291.185)	5,9%	(450.192)	(410.973)	-8,7%	(486.476)	(414.495)	-14,8%
<b>Operating Income</b>	<b>94.726</b>	<b>197.013</b>	<b>108,0%</b>	<b>(8.169)</b>	<b>38.348</b>	<b>-569,4%</b>	<b>(279.965)</b>	<b>(38.304)</b>	<b>-86,3%</b>
<b>Net Income</b>	<b>78.894</b>	<b>152.615</b>	<b>93,4%</b>	<b>(4.808)</b>	<b>32.288</b>	<b>-771,5%</b>	<b>(206.215)</b>	<b>(26.221)</b>	<b>-87,3%</b>
<b>Efficiency ratio</b>	<b>42,7%</b>	<b>46,8%</b>		<b>47,4%</b>	<b>44,0%</b>		<b>51,7%</b>	<b>53,7%</b>	

# II FINANCIAL BUSINESS – MAIN INDICATORS

## Banco Falabella: Statement of Financial Position<sup>11,12</sup>

Selected Balance Sheet Accounts	Banco Falabella Chile			Banco Falabella Peru			Banco Falabella Colombia		
	sep-23	sep-24	Var. %	sep-23	sep-24	Var. %	sep-23	sep-24	Var. %
	<i>(Mn CLP)</i>			<i>(Th PEN)</i>			<i>(Mn COP)</i>		
Cash and deposits in banks	437.997	391.487	-10,6%	541.318	531.566	-1,8%	603.846	420.137	-30,4%
Trading investments	1.652.135	1.603.603	-2,9%	471.063	521.132	10,6%	773.257	642.992	-16,8%
Loans from customers, gross	3.896.139	3.852.850	-1,1%	3.793.198	3.296.255	-13,1%	5.694.029	4.820.296	-15,3%
Allowance for loan losses	(278.149)	(214.351)	-22,9%	(449.722)	(323.018)	-28,2%	(592.449)	(372.784)	-37,1%
Loans from customers, net	3.617.990	3.638.499	0,6%	3.343.476	2.973.237	-11,1%	5.101.580	4.447.512	-12,8%
Total Assets	7.114.903	6.787.816	-4,6%	4.890.460	4.482.070	-8,4%	7.122.102	6.021.814	-15,4%
Deposits	1.372.655	1.554.930	13,3%	502.908	843.935	67,8%	1.173.569	956.297	-18,5%
Time deposits	2.352.220	2.054.582	-12,7%	2.833.926	2.067.445	-27,0%	4.412.864	3.743.090	-15,2%
Total deposits	3.724.875	3.609.512	-3,1%	3.336.834	2.911.380	-12,8%	5.586.433	4.699.387	-15,9%
Other financial liabilities	51.465	44.846	-12,9%	362.274	288.326	-20,4%	392.775	52.086	-86,7%
Total Liabilities	6.053.942	5.642.454	-6,8%	4.016.273	3.548.346	-11,7%	6.317.313	5.193.840	-17,8%
Total Equity	1.060.961	1.145.363	8,0%	874.187	933.724	6,8%	804.788	827.975	2,9%
Total Liabilities + Total Equity	7.114.903	6.787.816	-4,6%	4.890.460	4.482.070	-8,4%	7.122.102	6.021.814	-15,4%
ROAE	8,1%	15,2%		-1,6%	4,7%		-26,7%	-11,8%	
ROAA	1,2%	2,5%		-0,3%	0,9%		-3,4%	-1,4%	

## Banco Falabella and Financial Services Mexico: Operating data and Ratios<sup>11,12</sup>

Operational information	Banco Falabella Chile			Banco Falabella Peru			Banco Falabella Colombia			Financial Services Mexico		
	sep-23	sep-24	Var. %	sep-23	sep-24	Var. %	sep-23	sep-24	Var. %	sep-23	sep-24	Var. %
	<i>(MM CLP)</i>			<i>(M PEN)</i>			<i>(MM COP)</i>			<i>(M MEX)</i>		
Loans from customers, gross	3.896.139	3.852.850	-1,1%	3.793.198	3.296.255	-13,1%	5.694.029	4.820.296	-15,3%	3.720.498	4.565.879	22,7%
Allowance for loan losses	(278.149)	(214.351)	-22,9%	(449.722)	(323.018)	-28,2%	(592.449)	(372.784)	-37,1%	(513.369)	(530.274)	3,3%
Loan delinquency (+90 days)	165.169	113.221	-31,5%	231.992	132.512	-42,9%	397.566	270.300	-32,0%	139.690	164.618	17,8%
Current, Saving and checking Accounts	1.880.760	2.294.966	22,0%	1.345.302	1.315.775	-2,2%	2.225.167	2.240.779	0,7%	-	-	
Open Accounts (with balance)	2.466.503	2.562.330	3,9%	928.052	868.408	-6,4%	1.067.696	949.522	-11,1%	383.162	427.783	11,6%
Average Loan (local currency)	1.579.621	1.503.651	-4,8%	4.087	3.796	-7,1%	5.333.006	5.076.550	-4,8%	9.710	10.673	9,9%
Duration (months)	11,0	9,5	-14,4%	10,6	10,3	-3,0%	10,5	8,9	-15,3%	4,7	4,3	-7,3%
Branches	91	87	-4,4%	51	51	0,0%	76	67	-11,8%	-	-	
<b>Ratios</b>												
Loan delinquency / Loans from customers, gross	4,2%	2,9%		6,1%	4,0%		7,0%	5,6%		3,8%	3,6%	
Allowance for loan losses/NPL	1,7	1,9		1,9	2,4		1,5	1,4		3,7	3,2	
Basilea	20,8%	21,3%		18,3%	21,3%		10,9%	14,3%		23,0%	22,9%	

## Sales percentage using our payment methods<sup>13</sup> (LTM)

	% CMR		% Total payment methods of Falabella	
	3Q23	3Q24	3Q23	3Q24
Chile - Falabella	39,9%	38,3%	47,5%	46,4%
Chile - Sodimac	22,5%	22,0%	29,7%	32,0%
Chile - Tottus	13,8%	13,8%	23,4%	26,0%
Perú - Falabella, Sodimac, Tottus	34,2%	31,2%	35,4%	33,2%
Colombia - Falabella y Sodimac	22,0%	19,4%	26,5%	24,4%
México - Sodimac	12,9%	11,9%	12,9%	11,9%

<sup>11</sup> The NPL ratios for the banks in Peru and Colombia differ from what was previously presented, due to account adjustments.

<sup>12</sup> Duration is calculated with the new methodology, described in the Main Definitions section.

<sup>13</sup> Sales percentage using CMR is sales using the credit card compared to total sales for each business. Total payments methods of Falabella considers the sales done through our CMR credit card + debit card of Banco Falabella.



## III CONSOLIDATED RESULTS 3Q24 (CLP million)

	3Q23	% Rev.	3Q24	% Rev.	Var %
Revenues of Non-Banking Operations	2.206.436		2.402.954		8,9%
Revenues of Banking Operations	481.401		442.095		-8,2%
<b>Total Revenues</b>	<b>2.687.837</b>	<b>100,0%</b>	<b>2.845.049</b>	<b>100,0%</b>	<b>5,8%</b>
COGS of Non-Banking Operations	(1.522.963)		(1.593.006)		4,6%
COGS of Banking Operations	(274.977)		(187.517)		-31,8%
<b>Gross Profit</b>	<b>889.897</b>	<b>33,1%</b>	<b>1.064.526</b>	<b>37,4%</b>	<b>19,6%</b>
SG&A Expenses (Exc.Dep + Amort.)	(708.867)		(734.497)		3,6%
Depreciation + Amortization	(116.154)		(113.219)		-2,5%
<b>SG&amp;A</b>	<b>(825.021)</b>	<b>-30,7%</b>	<b>(847.716)</b>	<b>-29,8%</b>	<b>2,8%</b>
<b>Operational Income</b>	<b>64.876</b>	<b>2,4%</b>	<b>216.810</b>	<b>7,6%</b>	<b>234,2%</b>
EBITDA of Non-Banking Operations	129.319		239.474		85,2%
EBITDA of Banking Operations	51.711		90.555		75,1%
<b>EBITDA</b>	<b>181.030</b>	<b>6,7%</b>	<b>330.029</b>	<b>11,6%</b>	<b>82,3%</b>
Other Income	5.036		6.734		33,7%
Net Financial Income / (Cost)	(65.504)		(85.130)		30,0%
Profit / (Loss) in Associates	6.020		7.057		17,2%
Exchange Rate Differences	(2.480)		8.944		NA
<b>Non-Operating Profit</b>	<b>(56.928)</b>	<b>-2,1%</b>	<b>(62.395)</b>	<b>-2,2%</b>	<b>9,6%</b>
<b>Profit Before Tax Expenses</b>	<b>7.948</b>	<b>0,3%</b>	<b>154.415</b>	<b>5,4%</b>	<b>1842,8%</b>
Income Tax	4.943		(41.199)		NA
Minority Interest	(17.532)		(25.710)		46,6%
<b>Net Profit / (Loss)</b>	<b>(4.641)</b>	<b>-0,2%</b>	<b>87.506</b>	<b>3,1%</b>	<b>NA</b>

### Revenue

- Consolidated revenues reached CLP 2,845,049 million, a 5.8% YoY (+8.9% non-banking segment and -8.2% banking segment), mainly explained by the growth in local currency of our retailers. At an operating level, we highlight the retail businesses in Peru (+16.1% YoY, 8.5% YoY in local currency) and in Chile (+5.0% YoY), as well as Falabella Retail in Colombia (+10.3% YoY, +2.6 YoY in local currency), and Mallplaza (+8.3% YoY), partially offset by lower revenues from the banking businesses (-8.2% YoY).

### Chile

- Retail businesses increased 5.0% YoY. Note that the accounting effects of sales made during the first day of Cyber Day (September 30<sup>th</sup>) will be reflected, for the most part, in the fourth quarter, although the reported GMV already includes the impact of this first day.
  - Home Improvement (+5.8% YoY): SSS increased 4.1% YoY, whereas the online channel (GMV) grew 32% YoY (+19% excluding Cyber Day effect). In terms of number of transactions, we observed a 5.2% YoY growth, explained by a better performance of Home categories.
  - Falabella Retail (+2.7% YoY): the physical channel shows recovery with +10.5% SSS YoY, added to an increase in sales from our 3P sellers. During the period online GMV grew 17% YoY (remains flat YoY excluding the *Cyber Day*). The previous, is explained by the recovery in the different categories, mainly electro and apparel, as well as a greater flow of tourists in our stores.
  - Tottus (+7.1% YoY): SSS +6.3% YoY due to improvement in our value proposition and to the growth of food and CPG categories, as well as the reduction in the participation of total sales of the non-food categories (-3 pp of share vs 3Q23).

## III CONSOLIDATED RESULTS 3Q24 (CLP million) (CONT.)

- Online sales by retailers and sellers reached CLP 351,739 million, that is a 21% YoY increase, (+5% excluding the sales from the Cyber Day of September 30<sup>th</sup>) and reaching a 23% of online penetration.
- Banking revenue fell by 8.3% YoY, meanwhile the loan portfolio decreased 1.1% YoY, softening the YoY decreases of the previous quarters. However, the portfolio grew compared to the previous quarter, enabled by the good credit behavior of our clients, which has allowed us to gradually make our credit origination policies more flexible. Finally, it's worth noting that net interest income increased by 1.4% YoY, driven by a reduced cost of funding.
- Mallplaza registered an 8.3% increase YoY, due to historical occupancy levels and the UF indexation.

### Peru

- Consolidated revenue grew 13.3% YoY.
  - Falabella Retail (+18.7% YoY, +11.0% in local currency): explained by an increase in SSS of 11.1%, mainly due to higher level of apparel and electro sales, thanks to an attractive commercial proposition, a colder winter than the previous year, and to higher levels of liquidity in the market due to the pension funds withdrawals.
  - Tottus (+15.6% YoY, +8.0% in local currency): explained by the increase in the CPG and non-food categories, the latter positively impacted by higher levels of liquidity in the economy attributed to the pension funds withdrawals.
  - Home Improvement (+13.8% YoY, +6.3% in local currency): mainly explained by the Home categories.
  - The banking business fell by 3.8% YoY, (-11.1% in local currency), with a loan portfolio that decreased 13.1% YoY in local currency. Net interest income grew 0.4%, whereas commission income grew 1.1%, both in local currency.

### Colombia

- Consolidated revenue increased 4.6% YoY.
- Falabella Retail revenues increased 10.3% YoY (+2.6% in local currency), mostly explained by a recovery in the apparel and electro categories in the stores.
- Meanwhile, banking revenues decreased 12.0% YoY (-21.1% in local currency), in line with the decline in the loan portfolio in local currency (-15.3% YoY), while fee income rose by 16.8%, both in local currency

### Brazil

- Revenues decreased 0.6% YoY (+3.5% in local currency).

## Operating Income

- Operating income reached CLP 216,810 million which represents an increase of 3,3 times versus the amount recorded in 3Q23, due to:
  - Consolidated gross profit increased 19.6% YoY.
  - SG&A contention growing 2.8% YoY, below inflation rates in our main markets, reflecting the operational efficiency efforts implemented.

### Chile

- Operating income of the three retailers was -CLP33,872 million, a loss decrease of 58.4% YoY. This is mainly explained by a larger contribution from Falabella Retail, along with the gross margin improvement of 374bps due to an improved commercial proposition, lower levels of promotional activity and reduction of the purchasing cycle, which translated to a margin recovery, particularly of the apparel category and with SG&A expenses that decreased 4.7% YoY, leveraged in operational improvements of the online channel. Additionally, to a lesser extent, followed by operational improvements in Home Improvements and Tottus.

## III CONSOLIDATED RESULTS 3Q24 (CLP million) (CONT.)

- Consolidated SG&A expenses of the retailers decreased 0.9% YoY.
- Meanwhile, operational income from Banco Falabella Chile reached CLP 79,188 million, which represents a 58.6% increase versus the same period of the previous year. This is mostly explained by the gross profit increase of 28.2% YoY, due to lower levels of cost of risk (-53.8% YoY).

### Peru

- Operational income reached CLP 58,506 million (+71.4% YoY), mainly due to higher contribution in terms of gross profit from Falabella Retail (+514bps of gross margin improvement versus 3Q23), followed by Tottus and Sodimac. Consolidated SG&A expenses expanded 13.3% YoY.

### Colombia

- Operational income registered a loss of CLP 12,286 million, versus a loss of CLP 30,923 million in 3Q23. The gross margin improvement (+526 bps YoY) is explained by lower cost of risk in the bank. At a consolidated level, SG&A expenses decreased 3.8% YoY, mainly attributed to the banking operation.

### Brazil

- Operational income recorded a profit of CLP 1,332 million, which compares to a profit of CLP 134 million of the comparable period. This, explained by a gross profit expansion of 4.8% and SG&A expenses that remained flat during the period (-0.3% YoY).

## Non-operating Income and Net Income

Non-operating income recorded a loss of CLP 62,395 million during the quarter, a 9.6% higher than in 3Q23.

Given all the above, net income for the quarter was CLP 87,506 million, which compares to the loss of CLP 4,641 million registered in 3Q23. In terms of the businesses, there is a better performance from Falabella Retail in Chile and Peru, Banco Falabella in Chile and Colombia, and Home Improvement in Chile.

## III CONSOLIDATED RESULTS 9M24 (CLP million)

	9M23	% Rev.	9M24	% Rev.	Var %
Revenues of Non-Banking Operations	6.701.080		7.240.768		8,1%
Revenues of Banking Operations	1.422.717		1.370.302		-3,7%
<b>Total Revenues</b>	<b>8.123.797</b>	<b>100,0%</b>	<b>8.611.070</b>	<b>100,0%</b>	<b>6,0%</b>
COGS of Non-Banking Operations	(4.656.632)		(4.835.758)		3,8%
COGS of Banking Operations	(926.120)		(681.709)		-26,4%
<b>Gross Profit</b>	<b>2.541.045</b>	<b>31,3%</b>	<b>3.093.603</b>	<b>35,9%</b>	<b>21,7%</b>
SG&A Expenses (Exc.Dep + Amort.)	(2.092.323)		(2.141.767)		2,4%
Depreciation + Amortization	(338.236)		(344.892)		2,0%
<b>SG&amp;A</b>	<b>(2.430.559)</b>	<b>-29,9%</b>	<b>(2.486.659)</b>	<b>-28,9%</b>	<b>2,3%</b>
<b>Operational Income</b>	<b>110.486</b>	<b>1,4%</b>	<b>606.944</b>	<b>7,0%</b>	<b>449,3%</b>
EBITDA of Non-Banking Operations	386.590		726.632		88,0%
EBITDA of Banking Operations	62.132		225.204		262,5%
<b>EBITDA</b>	<b>448.722</b>	<b>5,5%</b>	<b>951.836</b>	<b>11,1%</b>	<b>112,1%</b>
Other Income	180.919		130.388		-27,9%
Net Financial Income / (Cost)	(261.450)		(248.011)		-5,1%
Profit / (Loss) in Associates	12.974		17.582		35,5%
Exchange Rate Differences	23.368		(4.433)		NA
<b>Non-Operating Profit</b>	<b>(44.189)</b>	<b>-0,5%</b>	<b>(104.474)</b>	<b>-1,2%</b>	<b>136,4%</b>
<b>Profit Before Tax Expenses</b>	<b>66.297</b>	<b>0,8%</b>	<b>502.470</b>	<b>5,8%</b>	<b>657,9%</b>
Income Tax	10.622		(156.793)		NA
Minority Interest	(86.713)		(84.792)		-2,2%
<b>Net Profit / (Loss)</b>	<b>(9.794)</b>	<b>-0,1%</b>	<b>260.885</b>	<b>3,0%</b>	<b>NA</b>
	<b>9M23</b>	<b>% Rev.</b>	<b>9M24</b>	<b>% Rev.</b>	<b>Var %</b>
Asset Revaluation	165.933	2,0%	101.087	1,2%	-39,1%
Net Effect Asset Revaluation	77.613	1,0%	32.820	0,4%	-57,7%
<b>Net Profit / (Loss), excluding Asset Revaluation*</b>	<b>(87.407)</b>	<b>-1,1%</b>	<b>228.065</b>	<b>2,6%</b>	<b>NA</b>

\*Considers the net income effect for the owners of the parent company, excluding minority interest.

### Revenue

- Consolidated revenue reached CLP 8,611,070 million, a 6.0% YoY increase (+8.1% non-banking businesses and -3.7% banking businesses), explained by lower levels of decreases in the main retailers, and to the positive effect of the depreciation of the Chilean peso. Among the operations that stand out are the retail businesses in Peru (+14.8% YoY, +0.2% YoY in local currency), Falabella Retail in Colombia (+24.1% YoY, -0.5% YoY in local currency) y and Mallplaza (+13.0% YoY). Partially offset by the banking business in Chile (-10.4% YoY) and Sodimac in Argentina (-12,2% YoY).

### Chile

- Revenue from the retail businesses increased 1.1% YoY, mainly explained by:
  - Falabella Retail (+2.1% YoY): the physical channel shows a greater recovery when compared to the online channel, highlighting the growths of the electro and apparel categories.
  - Tottus (+2.3% YoY): the revenues were impacted by the reduction in the penetration share of sales of the non-food categories, due to adjustments in the value proposition.
  - Home Improvement (-0.2% YoY): largely impacted by categories associated to the construction sector with a positive performance of the online channel during the period.

## III CONSOLIDATED RESULTS 9M24 (CLP million) (CONT.)

- Online sale by retailers and sellers reached CLP 1,076,692 million (+9% YoY), reaching an online penetration of 23%.
- Banking revenue fell by 10.4% YoY, whereas the loan portfolio decreased 1.1% YoY, mainly due to more restrictive loan origination policies during the major part of the year.
- Mallplaza recorded an increase of 13.0% YoY, due to higher levels of occupation and to UF indexation.

### Peru

- Consolidated revenue increased 14.0% YoY.
  - Tottus (+17.0% YoY, +3.1% in local currency): growth explained to a greater extent by the CPG category.
  - Falabella Retail (+17.2% YoY, +3.3% in local currency): mainly impacted by a decline in electro categories and to a recovery in the apparel category.
  - Home Improvement (+8.9% YoY, -4.2% in local currency): strongly affected by the decline in the construction sector and in the internal demand.
- Banking revenues increased 7.6% YoY, (-6.1% in local currency), with a loan portfolio that decreased 13.1% YoY in local currency and interest and indexation income that declined 3.1% in local currency. Meanwhile, commission income increased compared to the previous year (+1.4% YoY in local currency).

### Colombia

- Consolidated revenue increased 24.2% YoY, largely explained by the depreciation of the Chilean peso.
- The revenues from Falabella Retail increased 24.1% YoY (-0.5% in local currency), mainly impacted by a lower dynamism in consumption in the different categories, mainly in electro and decor.
- Banking revenue grew 7.1% YoY (-18.2% in local currency), in line with the decline in the loan portfolio in local currency (-15.3% YoY).

### Brazil

- Revenues increased 14.3% YoY (+4.8% in local currency), due to higher demand YoY.

## Operational Income

- Operational income reached CLP 606,944 million, which represents an increase of 5.5 times from that of 9M23, due to:
  - Consolidated gross profit increased 21.7% YoY.
  - SG&A contention growing 2.3% YoY, mainly impacted to the depreciation of the Chilean peso, below inflation rates in our main markets, reflecting the operational efficiency efforts implemented.

### Chile

- Operational income of the retail businesses was -CLP 60,868 million, an improvement of 72.4% YoY. This is mainly explained by a larger contribution from Falabella Retail, along with a gross margin improvement of 388bps, due to an improved commercial proposition, lower levels of promotional activity and reduction of the purchasing cycle, which translated to a margin recovery. Consolidated SG&A expenses of the retailers decreased 6.0% during the period.
- Operational income of Banco Falabella Chile reached CLP 197,013 million, which is 2,1 times higher than that of the comparable period. This was mostly attributed to the gross margin profit increase of 32.1% YoY, due to lower cost of risk level (-51.3% YoY).

### Peru

- Operational income reached CLP 153,311 million (+2.2 times YoY), mainly due to the effect of the depreciation of the Chilean peso and to a larger gross profit contribution, to a larger extent, of Falabella Retail and Tottus and to a lesser extent, of Banco Falabella and Sodimac. Consolidated SG&A expenses expanded 11.1% YoY.



## III CONSOLIDATED RESULTS 9M24 (CLP million) (CONT.)

### Colombia

- Operational income recorded a loss of CLP 38,646 million, versus the loss of CLP 90,328 million in 9M23. The gross margin improvement (+942 bps YoY) is explained by lower cost of risk in the bank. At a consolidated level, SG&A expenses increased 21.6% YoY.

### Brazil

- Operational income registered a gain of CLP 1,400 million, versus the loss of CLP 3,999 million from the comparable period. The latter, explained by an expansion in gross profit (+21.2% YoY) larger than the increase in SG&A expenses (+11.7% YoY).

### Non-operating Income and Net Income

Non-operating income was a loss of CLP 104,474 million for the period, which is compared to the loss of CLP 44,189 million in 9M23, mainly due to the lower fair value of investment properties versus the comparable period.

Given all the above, net income for the first nine months of the year reached CLP 260,885 million (+CLP 228,065 million excluding the net effect of asset revaluation), which compares to a loss of CLP 9,794 million (-CLP 87,407 million excluding the net effect of asset revaluation) of the comparable period. In terms of the businesses, there is a better performance from Falabella Retail Chile, Banco Falabella in Chile and Colombia, Falabella Retail in Peru and Home Improvement in Chile.

IV RETAIL REVENUE (CLP million)<sup>14,15</sup>

	3Q23	3Q24	Var %	Var Local Currency %	SSS Local Currency %
<b>Chile</b>					
Home Improvement	525.076	555.653	5,8%	5,8%	4,1%
Falabella Retail	405.709	416.792	2,7%	2,7%	10,5%
Tottus	243.441	260.610	7,1%	7,1%	6,3%
<b>Peru</b>					
Home Improvement	172.062	195.721	13,8%	6,3%	6,3%
Falabella Retail	212.201	251.830	18,7%	11,0%	11,1%
Tottus	282.706	326.773	15,6%	8,0%	6,4%
<b>Colombia</b>					
Home Improvement	294.858	334.159	13,3%	4,7%	1,8%
Falabella Retail	103.908	114.611	10,3%	2,6%	6,4%
<b>Argentina</b>					
Home Improvement	37.466	26.244	-30,0%	91,4%	155,2%
<b>Brazil</b>					
Home Improvement	67.024	66.609	-0,6%	3,5%	3,1%
<b>Mexico</b>					
Home Improvement	43.663	45.370	3,9%	5,4%	-0,2%

	9M23	9M24	Var %	Var Local Currency %
<b>Chile</b>				
Home Improvement	1.770.834	1.767.371	-0,2%	-0,2%
Falabella Retail	1.279.644	1.306.729	2,1%	2,1%
Tottus	724.256	740.724	2,3%	2,3%
<b>Peru</b>				
Home Improvement	522.814	569.140	8,9%	-4,2%
Falabella Retail	585.585	686.081	17,2%	3,3%
Tottus	821.402	961.060	17,0%	3,1%
<b>Colombia</b>				
Home Improvement	791.330	1.010.492	27,7%	1,4%
Falabella Retail	277.434	344.230	24,1%	-0,5%
<b>Argentina</b>				
Home Improvement	93.829	82.411	-12,2%	144,4%
<b>Brazil</b>				
Home Improvement	179.810	205.487	14,3%	4,8%
<b>Mexico</b>				
Home Improvement	126.366	143.980	13,9%	-0,8%

<sup>14</sup> All changes are in nominal terms and have been calculated both in Chilean pesos and the local currency for each country.

<sup>15</sup> Argentina's results in Chilean pesos are affected by the application of IAS 29, which has been impacted by the significant devaluation of the Argentine peso.

## V GROSS MERCHANDISE VOLUME – ONLINE (GMV) (CLP million)<sup>16</sup>

GMV	3Q23	% Total	3Q24	% Total	Var %	LTM
<b>Own products (1P)</b>	<b>397.779</b>	<b>76%</b>	<b>450.351</b>	<b>74%</b>	<b>13%</b>	<b>1.875.189</b>
Home improvement	134.246	26%	161.474	27%	20%	664.321
Falabella Retail	232.829	44%	253.956	42%	9%	1.083.196
Tottus	30.704	6%	34.920	6%	14%	127.673
<b>Third party products (3P)</b>	<b>127.719</b>	<b>24%</b>	<b>154.935</b>	<b>26%</b>	<b>21%</b>	<b>639.572</b>
<b>Total GMV</b>	<b>525.498</b>	<b>100%</b>	<b>605.285</b>	<b>100%</b>	<b>15%</b>	<b>2.514.761</b>

GMV by country	3Q23	% Total	3Q24	% Total	Var %	LTM
Chile	291.119	55%	351.739	58%	21%	1.518.411
Peru	150.923	29%	173.037	29%	15%	635.245
Colombia	47.433	9%	46.946	8%	-1%	222.771
Others	36.023	7%	33.563	6%	-7%	138.334
<b>Total GMV by country</b>	<b>525.498</b>	<b>100%</b>	<b>605.285</b>	<b>100%</b>	<b>15%</b>	<b>2.514.761</b>

## VI ONLINE PENETRATION

Online Penetration	3Q23	3Q24	LTM 3Q23	LTM 3Q24
Home Improvement	13%	15%	14%	15%
Falabella Retail	39%	40%	39%	40%
Tottus	5%	5%	5%	5%
<b>Total</b>	<b>21%</b>	<b>22%</b>	<b>21%</b>	<b>22%</b>

<sup>16</sup> Figures from Argentina have been re-expressed to nullify the effect of hyperinflation. As of the report of 1Q24 and, given the closure of Linio México, the values exclude said operation both in the base and in the current period.

## VII

## NUMBER OF STORES AND SALES AREAS FOR RETAIL FORMATS<sup>17</sup>

	September 2023		September 2024	
	Sales Area (sqm)	Stores (#)	Sales Area (sqm)	Stores (#)
<b>Chile</b>				
Home Improvement	778.352	86	786.622	87
Falabella Retail	315.126	46	301.671	44
Tottus	210.445	72	210.445	72
IKEA	27.055	2	27.055	2
<b>Peru</b>				
Home Improvement	391.055	56	384.928	55
Falabella Retail	192.702	34	195.790	35
Tottus	286.646	89	286.646	89
<b>Colombia</b>				
Home Improvement	388.795	41	399.062	42
Falabella Retail	184.735	26	178.624	26
IKEA	14.360	1	29.610	2
<b>Argentina</b>				
Home Improvement	72.207	7	72.207	7
<b>Brazil</b>				
Home Improvement	193.669	54	193.669	54
<b>Uruguay</b>				
Home Improvement	33.619	4	33.619	4
<b>Mexico</b>				
Home Improvement	115.122	13	123.573	14
<b>Total Stores</b>	<b>3.203.888</b>	<b>531</b>	<b>3.223.519</b>	<b>533</b>

## VIII

## NUMBER OF SHOPPING CENTERS AND LEASABLE AREA OF REAL ESTATE OPERATORS<sup>18,19</sup>

	September 2023		September 2024	
	GLA (sqm)	Shopping Malls (#)	GLA (sqm)	Shopping Malls (#)
<b>Chile</b>				
Mallplaza	1.430.844	17	1.429.770	17
Open	224.103	10	224.146	10
<b>Peru</b>				
Mallplaza	296.406	4	298.766	4
Open	322.932	11	323.905	11
<b>Colombia</b>				
Mallplaza	200.427	4	271.870	5
<b>Total Real Estate</b>	<b>2.474.713</b>	<b>46</b>	<b>2.548.458</b>	<b>47</b>

<sup>17</sup> The sales area includes the checkout line. This definition may differ from how other market players measure it.

<sup>18</sup> Falabella and its subsidiaries also own approximately one million additional square meters of leasable area in free standing locations at Falabella, Sodimac, Tottus, Maestro and other stores.

<sup>19</sup> Open includes Power Centers and Shopping Centers, which are locations where there are two anchor stores and smaller stores, other than those operated by Mallplaza. Autoplaza is not considered a separate shopping center.

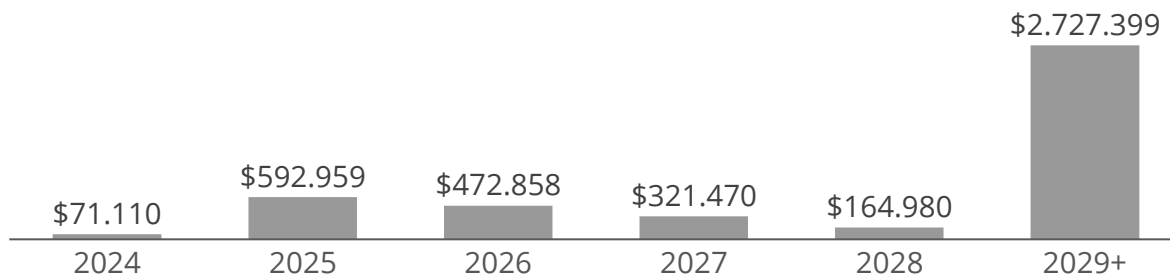
## IX COLLECTION DAYS<sup>20</sup>, PAYMENT DAYS AND INVENTORY DAYS<sup>21</sup>

Chile	Home Improvement		Falabella Retail		Tottus		Plaza S.A.	
	3Q23	3Q24	3Q23	3Q24	3Q23	3Q24	3Q23	3Q24
Average Collection Period	12,0	13,8	10,4	13,1	3,5	4,2	43,0	44,0
Average Payment Period	46,5	53,3	75,8	84,1	47,3	45,8	NA	NA
Days of Inventory	90,3	98,1	132,6	131,3	51,1	50,2	NA	NA

International Businesses <sup>22</sup>	Peru		Colombia		Brazil	
	3Q23	3Q24	3Q23	3Q24	3Q23	3Q24
Average Collection Period	4,1	3,2	8,8	7,0	65,9	64,5
Average Payment Period	47,9	54,3	80,9	81,4	102,0	105,4
Days of Inventory	97,0	84,2	149,5	140,2	139,1	136,8

## X LEVERAGE AND DEBT MATURITY PROFILE (CLP million)<sup>21</sup>

DEBT (CLP\$ million)	Note #	FS	3Q24	EBITDA (CLP\$ million)		3Q24 LTM
				Revenue	Cost of sales	Gross Margin
Total Banks	19. a)		988.094	9.894.802	(6.602.694)	
Total Bonds	19. a)		3.636.924	<b>3.292.108</b>	(170.243)	
Total Other financial liabilities	19. a)		87.250	Distribution costs	(2.411.872)	
Other financial assets	4.		(361.490)	Administrative expenses	(117.125)	
( - ) Cash and cash equivalents	3.		(1.359.757)	Other expenses, by function	49.228	
<b>Net Financial Debt</b>			<b>2.991.020</b>	Intangible assets amortization	376.157	
				PP&E depreciation		
				<b>EBITDA non banking</b>	<b>1.018.253</b>	
				Adjustments to exclude IFRS16	(200.371)	
				<b>EBITDA non banking w/o IFRS16</b>	<b>817.883</b>	
				<b>Net Financial Debt /EBITDA</b>	<b>3,7x</b>	



Consolidated Financial Debt (non-banking businesses): CLP 4.350.777 million

<sup>20</sup> Collection days do not include receivables from Promotora CMR and retail formats, which are Department Stores, Home Improvement and Supermarkets.

<sup>21</sup> Average collection days excluding Plaza S.A.: Trade and other receivables, current, net x 90 / Operating revenue. Average collection days for Plaza S.A. are collection days. Average payment days: Trade and other payables, current x 90 / Cost of sales Inventory days: Inventory, net x 90 / Cost of sales.

<sup>22</sup> These indicators include retail businesses only, except for Peru, which includes Maestro's two real estate companies.

<sup>23</sup> Financial Debt = Bank loans + Bond obligations + Other financial liabilities + Hedging assets + Derivative instruments



## CONSOLIDATED FINANCIAL STATEMENTS – STATEMENT OF INCOME

	As of September 30th, 2024 TH\$	As of September 30th, 2023 TH\$
<b>Statement of Income</b>		
<b>Non-banking Business</b>		
Revenue from continuing operations	7.240.767.681	6.701.080.263
Cost of sales	(4.835.758.418)	(4.656.631.536)
<b>Gross Profit</b>	<b>2.405.009.263</b>	<b>2.044.448.727</b>
Distribution costs	(121.728.214)	(138.182.980)
Administrative expenses	(1.796.310.047)	(1.742.316.662)
Other expenses, by function	(76.560.980)	(85.427.185)
Other gains (losses)	130.389.576	180.918.500
Financial income	60.808.515	39.428.427
Financial expenses	(265.136.464)	(255.786.520)
Equity interest in profits (losses) of associates accounted for using the equity method	16.936.959	12.331.587
Foreign currency translation	(4.432.880)	23.367.896
Income from indexation units	(43.684.137)	(45.091.230)
<b>Profit (Loss), before Taxes</b>	<b>305.291.591</b>	<b>33.690.560</b>
Income tax profit (expense)	(113.714.950)	3.355.558
<b>Profit (Loss) from Non-banking Business</b>	<b>191.576.641</b>	<b>37.046.118</b>
<b>Banking Services (Presentation)</b>		
Interest revenue	1.047.503.515	1.119.184.417
Interest expenses	(272.322.142)	(337.323.213)
<b>Net Income from Interest</b>	<b>775.181.373</b>	<b>781.861.204</b>
Indexation revenue	24.280.810	28.238.115
Indexation expenses	(17.665.879)	(17.746.916)
<b>Net Income from Indexation</b>	<b>6.614.931</b>	<b>10.491.199</b>
Fee revenue	281.107.347	262.008.230
Fee expenses	(92.550.189)	(69.406.125)
<b>Net Fee Income</b>	<b>188.557.158</b>	<b>192.602.105</b>
Net income from financial operations	38.233.284	22.731.424
Net exchange gains (losses)	11.230.372	(1.173.512)
Other operating income	17.410.460	13.285.522
Provision for loan losses	(348.633.656)	(523.201.631)
<b>Total Operating Income, net</b>	<b>688.593.922</b>	<b>496.596.311</b>
Employee remunerations and expenses	(119.878.256)	(113.117.447)
Administrative expenses	(313.579.351)	(298.303.269)
Depreciation and amortization	(28.670.043)	(30.167.327)
Other operating expenses	(29.932.642)	(23.043.531)
<b>Total Operating Expenses</b>	<b>(492.060.292)</b>	<b>(464.631.574)</b>
<b>Operating Income</b>	<b>196.533.630</b>	<b>31.964.737</b>
Income from equity method investments in companies	644.744	641.643
<b>Income before Income Taxes</b>	<b>197.178.374</b>	<b>32.606.380</b>
Income tax expense	(43.077.548)	7.265.783
<b>Profit (loss) from Banking Business</b>	<b>154.100.826</b>	<b>39.872.163</b>
<b>Profit (Loss)</b>	<b>345.677.467</b>	<b>76.918.281</b>
<b>Profit (loss), Attributable to:</b>		
Owners of the parent	260.885.354	(9.794.324)
Non-controlling interests	84.792.113	86.712.605
<b>Profit (Loss)</b>	<b>345.677.467</b>	<b>76.918.281</b>
<b>Earnings (loss) per share</b>		
<b>Basic earnings (loss) per share</b>		
Basic earnings (loss) per share from continuing operations	0,104	(0,004)
<b>Basic Earnings (Loss) per Share</b>	<b>0,104</b>	<b>(0,004)</b>
<b>Diluted Earnings (Loss) per Share</b>		
Diluted earnings (loss) per share from continuing operations	0,104	(0,004)
<b>Diluted Earnings (Loss) per Share</b>	<b>0,104</b>	<b>(0,004)</b>

## CONSOLIDATED FINANCIAL STATEMENTS – BALANCE SHEET

	As of September 30th, 2024	As of December 31st, 2023
	TH\$	TH\$
<b>Balance Sheet</b>		
<b>Assets</b>		
<b>Non-banking Businesses</b>		
<b>Current assets</b>		
Cash and cash equivalents	1.359.756.862	1.077.819.144
Other financial assets	118.960.190	38.397.594
Other non-financial assets	165.517.691	152.690.755
Trade and other accounts receivable	418.042.936	453.631.138
Accounts receivable from related parties	17.033.035	31.277.386
Inventory	1.726.618.728	1.538.539.323
Tax assets	88.688.468	103.707.214
<b>Total of current assets different from those assets or disposal groups classified as held for sale or as held for distribution to owners</b>	<b>3.894.617.910</b>	<b>3.396.062.554</b>
Non-current assets or disposal groups classified as held for sale or as held for distribution to owners	264.133.518	78.601.331
<b>Non-current assets or disposal groups classified as held for sale or as held for distribution to owners</b>	<b>264.133.518</b>	<b>78.601.331</b>
<b>Total Current Assets</b>	<b>4.158.751.428</b>	<b>3.474.663.885</b>
<b>Non-current Assets</b>		
Other financial assets	293.639.554	344.097.809
Other non-financial assets	62.427.157	54.881.331
Accounts receivable from clients	60.779.369	26.749.492
Accounts receivable to related parties	31.254.375	32.078.766
Investments accounted for using the equity method	353.428.385	370.041.985
Intangible assets other than goodwill	251.321.233	281.914.926
Goodwill	663.451.913	660.123.340
Property, plant and equipment	3.738.157.607	3.855.247.147
Investment properties	4.703.699.468	4.650.455.620
Deferred tax assets	632.415.596	605.177.869
<b>Total Non-current Assets</b>	<b>10.790.574.657</b>	<b>10.880.768.285</b>
<b>Total Assets – Non-banking Business</b>	<b>14.949.326.085</b>	<b>14.355.432.170</b>
<b>Banking Services Assets (Presentation)</b>		
Cash and bank deposits	606.350.007	695.635.844
Transactions with settlement in progress	111.335.998	41.148.514
Financial assets at fair value held for trading	606.607.309	171.402.004
Retro-purchase agreements and securities loans	-	10.843.808
Debt financial instruments	121.928.752	132.959.167
Financial derivative contracts	731.479.755	696.710.038
Due from banks	10.997.189	2.100.357
Loans and receivables from clients - Commercial	73.784.917	75.664.738
Loans and receivables from clients - Mortgage	627.949.877	618.657.583
Loans and receivables from clients - Consumer	4.606.191.479	4.998.092.528
Financial assets at fair value with impact in other comprehensive income	1.114.892.069	1.499.981.937
Investments in companies	4.501.493	4.683.545
Intangibles	60.424.372	67.288.067
Property, plant and equipment	47.791.715	56.097.087
Current taxes	32.760.490	54.191.448
Deferred taxes	127.800.817	123.467.611
Other assets	197.636.737	235.028.037
<b>Total Bank Services Assets</b>	<b>9.082.432.976</b>	<b>9.483.952.313</b>
<b>Total Assets</b>	<b>24.031.759.061</b>	<b>23.839.384.483</b>

## CONSOLIDATED FINANCIAL STATEMENTS – BALANCE SHEET (CONT.)

	As of September 30th, 2024	As of December 31st, 2023
	TH\$	TH\$
<b>Balance Sheet</b>		
<b>Net Equity and Liabilities</b>		
<b>Non-banking Business</b>		
<b>Current Liabilities</b>		
Other financial liabilities	779.317.769	345.809.883
Leasing liabilities, current	115.700.751	112.307.196
Trade and other accounts payable	1.222.266.869	1.268.072.192
Accounts payable to related parties	16.037.500	19.264.085
Other current provisions	21.357.822	21.486.978
Current tax liabilities	26.949.307	42.362.195
Employee benefits provisions	198.210.174	211.617.154
Other non-financial liabilities	200.658.070	216.316.664
<b>Total Current Liabilities</b>	<b>2.580.498.262</b>	<b>2.237.236.347</b>
<b>Non-current Liabilities</b>		
Other financial liabilities	3.932.949.924	4.272.529.220
Leasing liabilities, non-current	1.181.444.084	1.093.269.288
Trade and other accounts payable, non-current	1.259.416	1.216.263
Accounts Payable to Related Entities, non-current	13.965.000	15.295.000
Other long-term provisions	7.400.488	7.453.515
Deferred tax liabilities	912.343.489	855.071.117
Employee benefits provision	59.864.705	53.649.589
Other non-financial liabilities	85.469.504	52.930.081
<b>Total Non-current Liabilities</b>	<b>6.194.696.610</b>	<b>6.351.414.073</b>
<b>Total Non-banking Business Liabilities</b>	<b>8.775.194.872</b>	<b>8.588.650.420</b>
<b>Banking Services Liabilities (Presentation)</b>		
Deposits and other demand liabilities	1.960.499.660	1.689.715.034
Transactions with settlement in progress	253.971.854	212.046.888
Retro-purchase agreements and securities loans	-	5.498.092
Time deposits and other term deposits	3.342.213.850	3.968.018.273
Financial derivative contracts	758.465.360	708.013.190
Due to banks	10.948.723	316.015.560
Debt instruments issued	328.373.484	348.360.092
Issued regulatory capital financial instruments	22.525.865	24.154.651
Other financial obligations	44.845.627	49.086.814
Leasing liabilities	22.524.884	26.571.465
Current taxes	37.184.787	-
Provisions	25.226.992	13.942.479
Other liabilities	396.872.624	432.800.281
<b>Total Banking Services Liabilities</b>	<b>7.203.653.710</b>	<b>7.794.222.819</b>
<b>Total Liabilities</b>	<b>15.978.848.582</b>	<b>16.382.873.239</b>
<b>Net Equity</b>		
Issued capital	919.419.389	919.419.389
Retained earnings	5.712.292.907	5.451.407.553
Share premium	93.482.329	93.482.329
Other reserves	(181.910.935)	(163.126.687)
<b>Equity attributable to owners of the parent</b>	<b>6.543.283.690</b>	<b>6.301.182.584</b>
Non-controlling interests	1.509.626.789	1.155.328.660
<b>Total Equity</b>	<b>8.052.910.479</b>	<b>7.456.511.244</b>
<b>Total Equity and liabilities</b>	<b>24.031.759.061</b>	<b>23.839.384.483</b>

## CONSOLIDATED FINANCIAL STATEMENTS – CASH FLOW

	As of September 30th, 2024	As of September 30th, 2023
	TH\$	TH\$
<b>Statement of cash flows</b>		
<b>Cash flows provided by (used in) operating activities</b>		
<b>Non-banking Business (Presentation)</b>		
<b>Classes of cash receipts from operating activities</b>		
Receipts from sales of goods and services	8.749.355.437	8.021.335.743
<b>Classes of cash payments</b>		
Payments to suppliers for goods and services	(7.119.022.603)	(6.316.773.022)
Payments to and on behalf of employees	(1.044.582.764)	(1.007.087.682)
Income taxes paid	(93.098.014)	(59.248.161)
Other outflows of cash	(278.798.260)	(198.372.432)
<b>Subtotal net cash flows from operating activities from Non-Banking Businesses</b>	<b>213.853.796</b>	<b>439.854.446</b>
<b>Banking Businesses (Presentation)</b>		
Consolidated net income (loss) for the period	154.100.826	39.872.163
<b>Charges (credits) to income that do not involve cash movements:</b>		
Depreciation and amortization	28.670.043	30.167.327
Credit risk allowances	440.667.005	594.753.689
Net income from investments in companies with significant influence	(644.744)	(641.643)
Other (credits) charges not affecting cash flows	43.077.548	(7.265.783)
Net changes in accrued interest, indexation and commission on assets and liabilities	(69.716.207)	(9.984.780)
<b>Changes in assets and liabilities that affect operating cash flows:</b>		
Increase (decrease) from repurchase agreements and securities loans	10.843.808	(1.601.357)
Net increase from due from banks	(8.896.832)	(4.250.134)
Increase (decrease) in customer loans and receivables	(12.302.622)	(20.950.777)
Net (increase) decrease in instruments held for trading	(14.143.238)	(131.792.714)
Increase (decrease) in deposits and other demand obligations	270.784.626	(87.893.515)
Increase (decrease) in savings accounts and other term deposits	(599.964.023)	475.096.429
Decrease in obligations to banks	(226.898.795)	(106.712.877)
Other inflows (outflows) of cash	146.950.977	(5.766.197)
<b>Subtotal net cash flows from operating activities from Banking Businesses</b>	<b>162.528.372</b>	<b>763.029.831</b>
<b>Net cash flows from operating activities</b>	<b>376.382.168</b>	<b>1.202.884.277</b>
<b>Cash flows from (used in) investing activities</b>		
<b>Non-Banking Businesses (Presentation)</b>		
Contributions to associates	(23.429.045)	(17.088.000)
Loans to related parties	11.063.709	(218.426)
Proceeds from sales of property, plant and equipment	29.164.310	1.341.622
Purchases of property, plant and equipment	(105.657.326)	(179.214.311)
Purchases of intangible assets	(4.922.766)	(9.102.831)
Proceeds from other long-term assets	5.834.985	3.976.938
Purchases of other long-term assets	(65.915.905)	(74.533.683)
Dividends received	17.276.109	8.690.098
Interest received	34.485.838	33.086.563
Other inflows (outflows) of cash	7.794.693	21.242.416
<b>Subtotal net cash flows used in investing activities for Non-Banking Businesses</b>	<b>(94.305.398)</b>	<b>(211.819.614)</b>
<b>Banking Businesses (Presentation)</b>		
Net decrease (increase) in financial assets at fair value through other comprehensive income	334.733.344	88.971.869
Purchases of property, plant and equipment	(10.493.420)	(16.082.209)
Dividends received	416.486	841.836
Other inflows (outflows) of cash	461.190	-
<b>Subtotal net cash flows from (used in) investing activities for Banking Businesses</b>	<b>325.117.600</b>	<b>73.731.496</b>
<b>Net cash flows used in investing activities</b>	<b>230.812.202</b>	<b>(138.088.118)</b>
<b>Non-Banking Businesses (Presentation)</b>		
Proceeds from issuing shares		
<b>Proceeds from selling the Company's own shares</b>	<b>312.034.459</b>	<b>1.753.502</b>
<b>Purchase of non-controlling interests</b>	<b>-</b>	<b>8.580.459</b>
<b>Proceeds from long-term borrowings</b>	<b>-</b>	<b>(164.498.129)</b>
Proceeds from short-term borrowings	292.446.520	468.977.007
Total proceeds from borrowings	530.111.985	886.507.892
Repayment of borrowings	822.558.505	1.355.484.899
Dividends paid	(801.374.821)	(1.556.245.805)
Interest paid	(36.684.677)	(8.066.833)
Interest received	(180.400.798)	(162.101.024)
Other (outflows) of cash	(8.151.646)	(12.547.145)
<b>Subtotal net cash flows from (used in) financing activities for Non-Banking Businesses</b>	<b>107.981.022</b>	<b>(537.640.076)</b>
<b>Banking Businesses (Presentation)</b>		
Letters of credit redeemed	(7.119.444)	(4.529.784)
Issuance of bonds	7.591.289	36.471.487
Repayment of borrowings and other liabilities	(125.857.586)	(257.172.143)
Other (outflows) inflows of cash	(5.861.764)	(1.905.246)
<b>Subtotal net cash flows from (used in) financing activities for Banking Businesses</b>	<b>(131.247.505)</b>	<b>(227.135.686)</b>
<b>Net cash flows from (used in) financing activities</b>	<b>(23.266.483)</b>	<b>(764.775.762)</b>
<b>Net increase (decrease) in cash and cash equivalents before effect of exchange rate changes</b>	<b>583.927.887</b>	<b>300.020.397</b>
Effect of exchange rate changes on cash and cash equivalents	(22.166.900)	14.322.510
<b>Net increase (decrease) in cash and cash equivalents</b>	<b>561.760.987</b>	<b>314.342.907</b>
Cash and cash equivalents at beginning of the period	2.430.027.253	1.850.724.043
<b>Cash and cash equivalents at end of the period</b>	<b>2.991.788.240</b>	<b>2.165.066.950</b>

## CONSOLIDATED FINANCIAL STATEMENTS – BALANCE SHEET EXPLANATIONS

	As of December 31st, 2023	As of September 30th, 2024	Var %
Current Assets - Non Banking Business	3.474.664	4.158.751	19,7%
Non Current Assets - Non Banking Business	10.880.768	10.790.575	-0,8%
<b>Total Assets - Non Banking Business</b>	<b>14.355.432</b>	<b>14.949.326</b>	<b>4,1%</b>
<b>Total Assets - Banking Business</b>	<b>9.483.952</b>	<b>9.082.433</b>	<b>-4,2%</b>
<b>Total Assets</b>	<b>23.839.384</b>	<b>24.031.759</b>	<b>0,8%</b>
Current Liabilities - Non Banking Business	2.237.236	2.580.498	15,3%
Non Current Liabilities - Non Banking Business	6.351.414	6.194.697	-2,5%
<b>Total Liabilities - Non Banking Business</b>	<b>8.588.650</b>	<b>8.775.195</b>	<b>2,2%</b>
<b>Total Liabilities - Banking Business</b>	<b>7.794.223</b>	<b>7.203.654</b>	<b>-7,6%</b>
<b>Total Liabilities</b>	<b>16.382.873</b>	<b>15.978.849</b>	<b>-2,5%</b>
<b>Total Equity</b>	<b>7.456.511</b>	<b>8.052.910</b>	<b>8,0%</b>
<b>Total Liabilities + Equity</b>	<b>23.839.384</b>	<b>24.031.759</b>	<b>0,8%</b>

### Assets

Non-bank current assets increased by CLP 684,087 million compared to December 2023, driven mainly by an increase in cash and cash equivalents CLP 281,938 million, due to surpluses from capital increases and bond placement of the subsidiary Plaza S.A., in addition to an increase in inventory at CLP 188,079 million and in assets available for sale at CLP 185,532 million, mainly due to the assets of Open Plaza Kennedy that were reclassified to non-current assets.

For its part, non-banking non-current assets decreased by CLP 90,193 million, explained mostly by a decrease in property, plant and equipment assets by CLP 117,090 million, mainly due to the decrease in Open Plaza Kennedy assets, net of additions and depreciation of the period, offset by an increase in investment property items of CLP 53,244 million, mainly due to the increase in the valuation at fair value of the same, offset by the reclassification of the Open Plaza Kennedy assets.

In the case of banking businesses, total assets decreased by CLP 401,519 million compared to December 2023, mainly due to the decrease in financial assets at fair value with changes in other comprehensive income and to a decrease in loans and accounts receivable from clients due to a decrease in the portfolio, partially offset by the increase in financial assets to be traded at fair value with changes in results due to higher investments in mutual funds

As a result of the above, total consolidated assets increased by CLP 192,375 million.



## CONSOLIDATED FINANCIAL STATEMENTS – BALANCE SHEET EXPLANATIONS

	As of December 31st, 2023	As of September 30th, 2024	Var %
Current Assets - Non Banking Business	3.474.664	4.158.751	19,7%
Non Current Assets - Non Banking Business	10.880.768	10.790.575	-0,8%
<b>Total Assets - Non Banking Business</b>	<b>14.355.432</b>	<b>14.949.326</b>	<b>4,1%</b>
<b>Total Assets - Banking Business</b>	<b>9.483.952</b>	<b>9.082.433</b>	<b>-4,2%</b>
<b>Total Assets</b>	<b>23.839.384</b>	<b>24.031.759</b>	<b>0,8%</b>
Current Liabilities - Non Banking Business	2.237.236	2.580.498	15,3%
Non Current Liabilities - Non Banking Business	6.351.414	6.194.697	-2,5%
<b>Total Liabilities - Non Banking Business</b>	<b>8.588.650</b>	<b>8.775.195</b>	<b>2,2%</b>
<b>Total Liabilities - Banking Business</b>	<b>7.794.223</b>	<b>7.203.654</b>	<b>-7,6%</b>
<b>Total Liabilities</b>	<b>16.382.873</b>	<b>15.978.849</b>	<b>-2,5%</b>
<b>Total Equity</b>	<b>7.456.511</b>	<b>8.052.910</b>	<b>8,0%</b>
<b>Total Liabilities + Equity</b>	<b>23.839.384</b>	<b>24.031.759</b>	<b>0,8%</b>

**Liabilities and Equity**

Non-bank current liabilities increased by CLP 343,262 million compared to December 2023, explained mostly by the increase in other current financial liabilities by CLP 433,508 million, mainly as a result of the transfer from non-current to current due to the maturity of bonds and loans, and for new short-term loans. In turn, non-current non-banking liabilities decreased by CLP 156,717 million mainly due to a decrease in non-current financial liabilities of CLP 339,579 million, mainly due to current transfers of loans and bonds, offset by the exchange rate valuation and readjustments, and for early payment of bonds. The above was offset by the increase in non-current lease liabilities of CLP 88,175 million, mainly due to the new contract leases in Peru and Colombia, deferred tax liabilities of CLP 57,272 million, mainly associated with the valuation of investment properties, and others. non-current non-financial liabilities for CLP 32,539 million.

For its part, the total liabilities of the banking businesses decreased by CLP 590,569 million, mainly due to a decrease in deposits and other time deposits and obligations with banks, partially offset by the increase in deposits and other obligations in sight.

As a result, total liabilities decreased by CLP 404,024 million.

Total equity increased by CLP 596,399 million compared to December 2023, mainly due to the result of the period and the equity increase from the subsidiary Plaza S.A.

## CONSOLIDATED FINANCIAL STATEMENTS – CASH FLOW EXPLANATIONS

	As of September 30th, 2023	As of September 30th, 2024	Var %
Cash flow from operating activities - Non Banking Business	439.854	213.854	-51,4%
Cash flow from operating activities - Banking Business	763.030	162.528	-78,7%
<b>Cash flow from operating activities</b>	<b>1.202.884</b>	<b>376.382</b>	<b>-68,7%</b>
Cash flow from investment activities - Non Banking Business	(211.820)	(94.305)	-55,5%
Cash flow from investment activities - Banking Business	73.731	325.118	341,0%
<b>Cash flow from investment activities</b>	<b>(138.089)</b>	<b>230.813</b>	<b>NA</b>
Cash flow from financing activities - Non Banking Business	(537.640)	107.981	NA
Cash flow from financing activities - Banking Business	(227.136)	(131.248)	-42,2%
<b>Cash flow from financing activities</b>	<b>(764.776)</b>	<b>(23.267)</b>	<b>-97,0%</b>
Decrease in cash and cash equivalents	300.019	583.928	94,6%
Impact of exchange rate differences on cash and cash equivalents	14.323	(22.167)	NA
<b>Cash and cash equivalents at the beginning of the period</b>	<b>1.850.724</b>	<b>2.430.027</b>	<b>31,3%</b>
<b>Cash and cash equivalents at the end of the period</b>	<b>2.165.067</b>	<b>2.991.788</b>	<b>38,2%</b>

The non-banking operational cash flow presents a decrease of CLP 226,000 million, mainly caused by higher payments to suppliers for CLP 768,532 million, due to higher payments for inventory purchases in December, in addition to higher payments to personnel for CLP 37,495 million, this is offset by higher collection of clients for CLP 694,302 million. The operational cash flow of the banking business decreased CLP 600,502 million, due to a decrease in deposits and time deposits, offset by an increase in demand deposits of CLP 358,678 million.

The investment cash flow of non-banking businesses presents a positive variation of CLP 117,514 million, mainly due to lower purchases of property, plant and equipment and higher collections from the sale of property, plant and equipment assets. The investment cash flow of the banks presents a positive variation of CLP 251,387 million, mainly caused by the sale of investment instruments available for sale.

The financing cash flow of the non-banking business presents a positive variation of CLP 645,621 million, mainly caused by the capital contributions of the subsidiary Plaza S.A. and others for CLP 310,281 million and a lower payment for the purchase of minority stakes of the subsidiary Plaza S.A. for CLP 164,498 million, lower loan payments for CLP 754,871 million offset by lower loans obtained for CLP 532,926 million. The financing cash flow of the banking business presents a positive variation of CLP 95,888 million, mainly due to lower payments of loans and other liabilities of CLP 131,314 million, offset by lower bond issues of CLP 28,880 million.

## CONSOLIDATED FINANCIAL STATEMENTS – CASH FLOW EXPLANATIONS

## Cash Flow – Chilean Businesses (CLP million)

As of September 30th, 2024	Home Improvement	Falabella Retail	Tottus	Banco Falabella	Plaza S.A.
Cash flow from operating activities	(14.953.665)	(143.015.863)	19.891.465	160.322.081	192.061.353
Cash flow from investing activities	(69.015)	(7.025.590)	(7.187.615)	283.762.398	(11.842.452)
Cash flow from financing activities	14.229.644	118.395.955	(15.898.604)	(129.545.195)	222.726.292
<b>Increase (decrease) in cash and cash equivalents</b>	<b>(793.036)</b>	<b>(31.645.498)</b>	<b>(3.194.754)</b>	<b>314.539.284</b>	<b>402.945.193</b>
Impact of exchange rate differences on cash and cash equivalents	(1.741.053)	844.178	6.474	(276.031)	(3.463.343)
<b>Cash and cash equivalents at the beginning of the period</b>	<b>10.795.142</b>	<b>71.604.181</b>	<b>6.159.846</b>	<b>1.100.575.975</b>	<b>202.015.648</b>
<b>Cash and cash equivalents at the end of the period</b>	<b>8.261.053</b>	<b>40.802.861</b>	<b>2.971.566</b>	<b>1.414.839.228</b>	<b>601.497.498</b>

As of September 30th, 2023	Home Improvement	Falabella Retail	Tottus	Banco Falabella	Plaza S.A.
Cash flow from operating activities	196.539.448	(91.624.882)	31.239.878	468.615.733	168.835.742
Cash flow from investing activities	(19.690.338)	(18.285.315)	(16.674.290)	126.120.841	(201.356.216)
Cash flow from financing activities	(179.667.740)	103.177.943	(17.422.395)	(301.975.197)	(118.363.463)
<b>Increase (decrease) in cash and cash equivalents</b>	<b>(2.818.630)</b>	<b>(6.732.254)</b>	<b>(2.856.807)</b>	<b>292.761.377</b>	<b>(150.883.937)</b>
Impact of exchange rate differences on cash and cash equivalents	54.559	(3.583.297)	41.423	275.746	6.927.379
<b>Cash and cash equivalents at the beginning of the period</b>	<b>12.118.588</b>	<b>40.434.109</b>	<b>7.314.676</b>	<b>961.658.452</b>	<b>301.762.494</b>
<b>Cash and cash equivalents at the end of the period</b>	<b>9.354.517</b>	<b>30.118.558</b>	<b>4.499.292</b>	<b>1.254.695.575</b>	<b>157.805.936</b>

## Cash Flow – International Businesses (CLP million)

As of September 30th, 2024	Peru	Colombia	Brazil
Cash flow from operating activities	(1.454.492)	(244.595.991)	8.095.424
Cash flow from investing activities	(8.208.798)	(17.972.022)	(2.275.016)
Cash flow from financing activities	24.729.385	201.290.504	(9.395.787)
<b>Increase (decrease) in cash and cash equivalents</b>	<b>15.066.095</b>	<b>(61.277.509)</b>	<b>(3.575.379)</b>
Impact of exchange rate differences on cash and cash equivalents	4.741.654	(13.571.989)	(496.430)
<b>Cash and cash equivalents at the beginning of the period</b>	<b>348.790.990</b>	<b>199.430.413</b>	<b>10.055.237</b>
<b>Cash and cash equivalents at the end of the period</b>	<b>368.598.739</b>	<b>124.580.915</b>	<b>5.983.428</b>

As of September 30th, 2023	Peru	Colombia	Brazil
Cash flow from operating activities	38.609.387	49.728.054	27.692.014
Cash flow from investing activities	(58.089.369)	(119.780.229)	(17.672.069)
Cash flow from financing activities	(60.932.698)	92.994.652	(6.161.110)
<b>Increase (decrease) in cash and cash equivalents</b>	<b>(80.412.680)</b>	<b>22.942.477</b>	<b>3.858.835</b>
Impact of exchange rate differences on cash and cash equivalents	(3.467.967)	18.993.023	843.820
<b>Cash and cash equivalents at the beginning of the period</b>	<b>336.633.557</b>	<b>119.710.055</b>	<b>6.428.537</b>
<b>Cash and cash equivalents at the end of the period</b>	<b>252.752.910</b>	<b>161.645.555</b>	<b>11.131.192</b>

## DISCLAIMER

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. The information contained in this document pertains 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. 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](http://www.cmfchile.cl)).

The original text is the Spanish version, therefore, there may be some discrepancies or differences created in the translation. If any questions arise related to the accuracy of the information contained in the translated version, refer to the Spanish version published in the website.

## MAIN DEFINITIONS

### Definition for Non-Banking Business Units:

1. Clients: Consider a person who made at least one purchase at our retailers, online or in-store, or a transaction at our banking businesses in the last 12 months.
2. Loyalty Participants: Customers who have accumulated points in the last 12 months. CMR holders and customers with other means of payment are considered.
3. Total Sales: Total sales are the total value of merchandise sold, including our own products (1P) and those of third parties (3P), through our omni-channel platform covering both physical and online stores. Includes value-added taxes. Calculated with neutral exchange rates.
4. GMV: is gross online sales including VAT using a neutral exchange rate for Falabella Retail in Chile, Peru, Colombia; Home Improvement in Chile, Peru, Argentina, Brazil and Uruguay; Tottus Chile and Peru, and those of third parties. Amounts for Argentina have been re-expressed to cancel the effect of hyperinflation.
5. Online Penetration: Ratio of the total gross sales of the online channel and the total gross sales of the physical and online channels.
6. Same Store Sales (SSS): sales of the same stores in both periods that have been open at least 2/3 of each month of the quarter. Excludes store openings, closings and significant remodeling. All growth is in nominal terms and has been calculated in the local currency of each country. In Argentina they are net of the gross income tax (IIBB).

### Definitions for Banking Business Units:

1. Active customers: considers main and additional credit cardholders and/or current transactional accounts (delinquency of under 90 days) with voluntary transactions during the last 12 months.
2. Demand Deposits: Deposits in current and saving accounts, and other demand deposits.
3. Other financial liabilities: Debt instruments issued, bank credits and other financial obligations.
4. Loan-loss provision expense: Provision expense for loan losses, plus write-offs of recoveries.
5. NPL (90+ days): Loans with +90 days delinquency.
6. Passive accounts: Non-interest-bearing accounts, such as checking and saving accounts, with a balance.
7. Credit cards with 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 delinquency of 90 days or less.
8. Average loan: Gross customer loans divided by total credit cards with a balance.
9. Duration: Weighted average of the expected payment flows over the total credit card and consumer loan portfolio. It is calculated from customer payments, taking into account both the contractual maturity flows and the modeling of those without a defined maturity.
10. Basel Index: Effective equity over risk-weighted assets, as defined by each country's financial services regulator.
11. Efficiency ratio - Banks: Operating expense over operating revenue.
12. ROAE - Banks: Net Income of the last 12 months over the simple average of the equity on the last 5 quarters.
13. ROAA - Banks: Net Income of the last 12 months over the simple average of the total assets on the last 5 quarters.

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