FALABELLA S.A.
Publicly Traded Stock Corporation
Securities Register Entry No. 582

PROCEDURE TO PARTICIPATE REMOTELY AT THE ANNUAL SHAREHOLDERS' MEETING TO BE HELD ON APRIL 27, 2021

PROCEDURE TO PARTICIPATE REMOTELY AT THE ANNUAL SHAREHOLDERS' MEETING TO BE HELD ON APRIL 27, 2021

In order to participate remotely in the Annual Shareholders' Meeting of Falabella S.A. to be held on April 27, 2021, at 3:00 p.m., in the Alamo AB Room of the Courtyard by Marriot Hotel, located at 5601 Kennedy Avenue, 7th floor, Las Condes, Santiago (the "**Meeting**"), shareholders who have shares of the Company registered in its shareholders' registry as of midnight on April 21, 2021, must have previously registered in accordance with the instructions set forth in this document. Such remote participation registration may be carried out until 2:00 p.m. on April 26, 2021.

1. REGISTRATION TO USE THE DIGITAL AUTHENTICATION SERVICE OF DCV REGISTROS S.A. FOR SHAREHOLDERS' MEETINGS.

Shareholders who wish to participate remotely in the Meeting must first register in the Digital Authentication Service for Shareholders' and Contributors' Meetings of DCV Registros S.A., a subsidiary of Depósito Central de Valores S.A. (hereinafter, "**DCV**"), according to the instructions indicated in the document identified as "Quick Guide No. 1. Enrollment and User of DCV Shareholders' Meetings", which is attached to this document, by accessing through the following link: https://autenticacion.dcv.cl.

2. ENROLLMENT TO PARTICIPATE IN THE MEETING.

Once registered as indicated above, shareholders must enroll to participate in the Meeting as indicated in the document identified as "Quick Guide No. 2. Registration for DCV Shareholders' Meetings", which is also attached to this document.

3. VALIDATION OF SHAREHOLDER INFORMATION.

Once the above steps have been completed, DCV will validate whether the shareholder is entitled to participate in the Meeting and whether the information that should be submitted to the Meeting is complete.

If the information is not complete or is incorrect, DCV may send to the person requesting the registration an e-mail notice, so that he/she can complete or correct the information, as appropriate, which in any case must be resolved before 2:00 p.m. on April 26, 2021.

4. SENDING OF ACCESS CODE.

Any person properly registered and enrolled, whether as shareholder or representative of a shareholder, will receive an e-mail (to the address indicated in the Enrollment Application), which will contain the link and access code (control number) to attend the Meeting and access to vote electronically at the Meeting (hereinafter, the "**Access Code**").

5. PARTICIPATION IN THE MEETING.

On the day and at the time of the Meeting, the persons enrolled and registered to participate in the Meeting must access the platform through the link provided in said e-mail, and enter the Meeting with their Access Code. The instructions to cast their vote electronically for the matters submitted for the consideration and decision of the Meeting are included in the "Quick Guide to Electronic Voting for a Shareholders' Meeting", which is also attached to this document.

6. HELP DESK.

For questions or doubts related to the digital authentication service for shareholders' meetings, or about the process in general, or in case of any difficulty in connecting or any other issue that may arise during the Meeting, you may contact us at 223939003 or by e-mail at registrojuntas@dcv.cl.

GUIDE No.1

ENROLLMENT AND USER

SHAREHOLDERS' MEETINGS AND CONTRIBUTORS' MEETINGS

DCV REGISTROS

INTRODUCTION

The following is a quick enrollment guide for shareholders and proxies using DCV's Digital Authentication Service for Shareholders' and Contributors' Meetings, https://autenticacion.dcv.cl

PURPOSE

To effectively instruct shareholders and proxy users in the use of the DCV Registros Digital Authentication Service for Shareholders' and Contributors' Meetings enrollment platform.

CONSIDERATIONS

The enrollment platform has been designed to operate on Chrome or Safari browsers, so it is recommended to use these browsers for proper navigation.

Remember to enable camera permissions in your browser for identity authentication.

The shareholder/proxy user can only create a single account, with one document (New Identity Card, Old Identity Card, or Passport).

The validation considers the validity of the document (new identity card, old identity card, or passport) in accordance with what is reflected in the document, in addition to those extensions that by decree have been authorized on the validity of the Chilean identity cards expiring in 2020 and 2021 (Nationals and Foreigners).

For questions related to the digital authentication service for shareholders' meetings and/or contributors' or depositors' meetings, please contact us at 223939003 or by e-mail at registrojuntas@dcv.cl.

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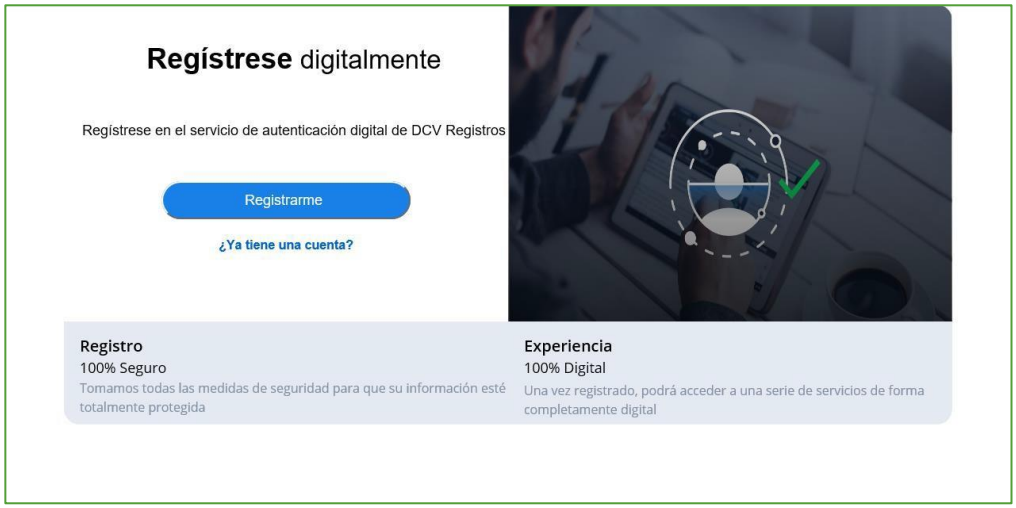
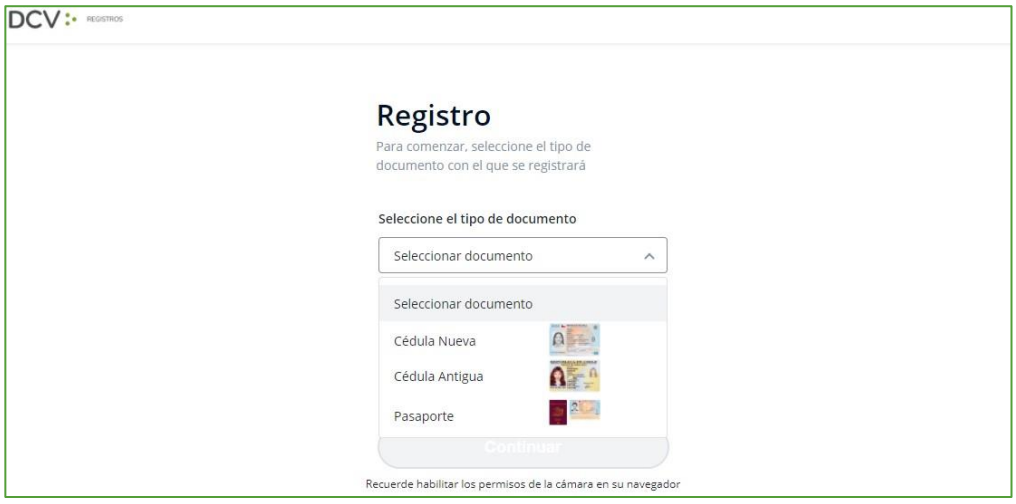
ENROLLMENT PROCEDURE

1. The shareholder/proxy user accesses the platform through the access link, and enters "Register" (it is recommended to copy the link with the right button and paste it in the Chrome browser):

https://autenticacion.dcv.cl



2. Select the document you will use to enroll:
   - New Identity Card,
   - Old Identity Card, or
   - Passport.



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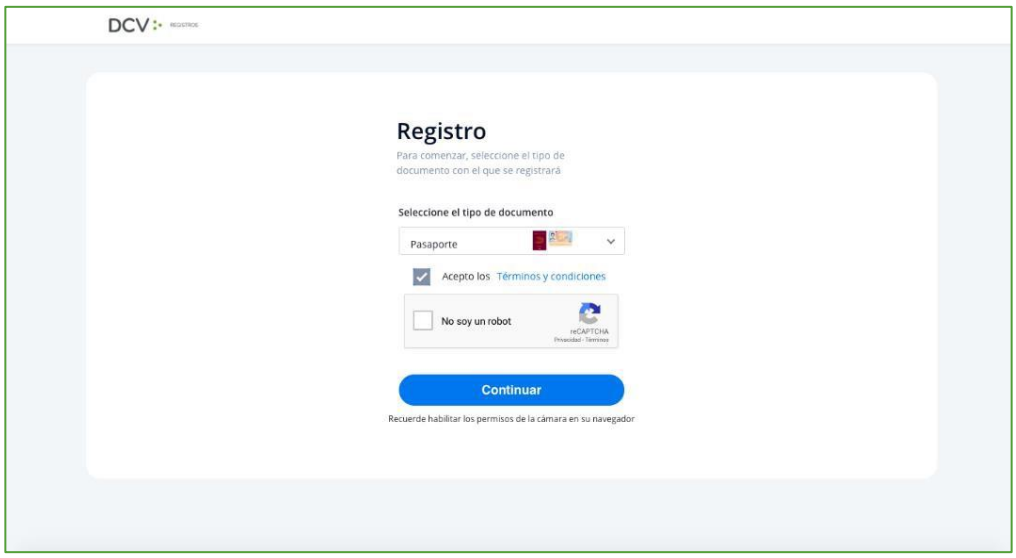
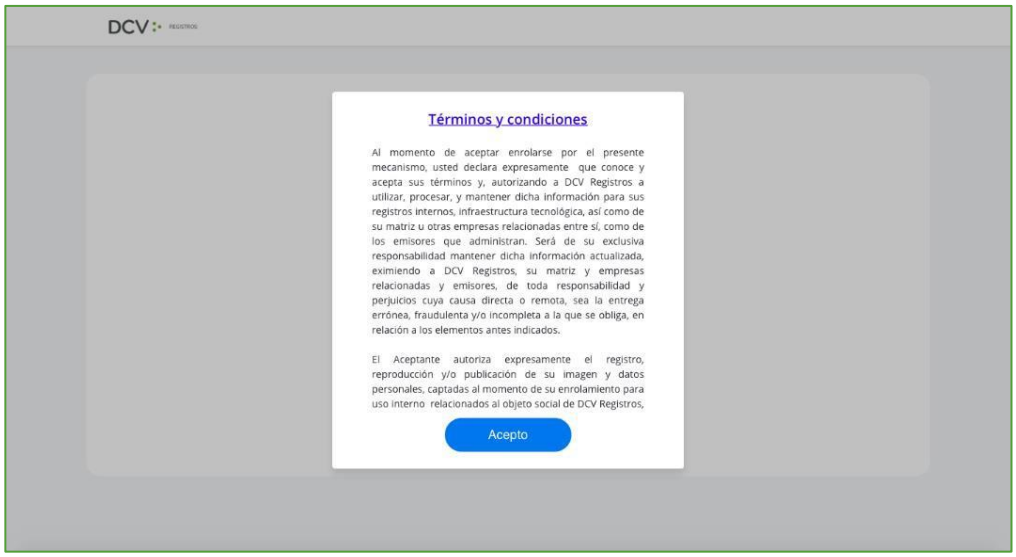
3. Accept the "Terms and Conditions":





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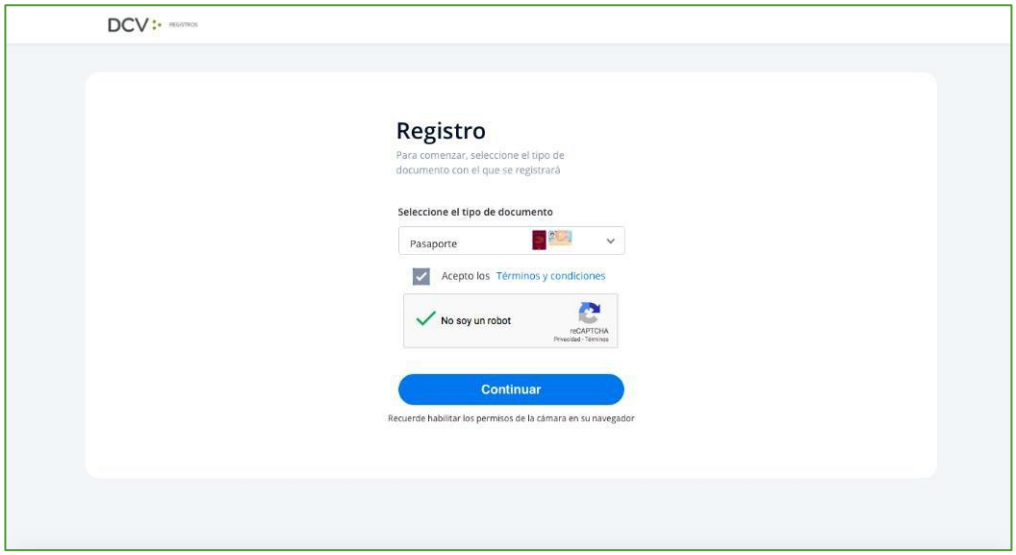
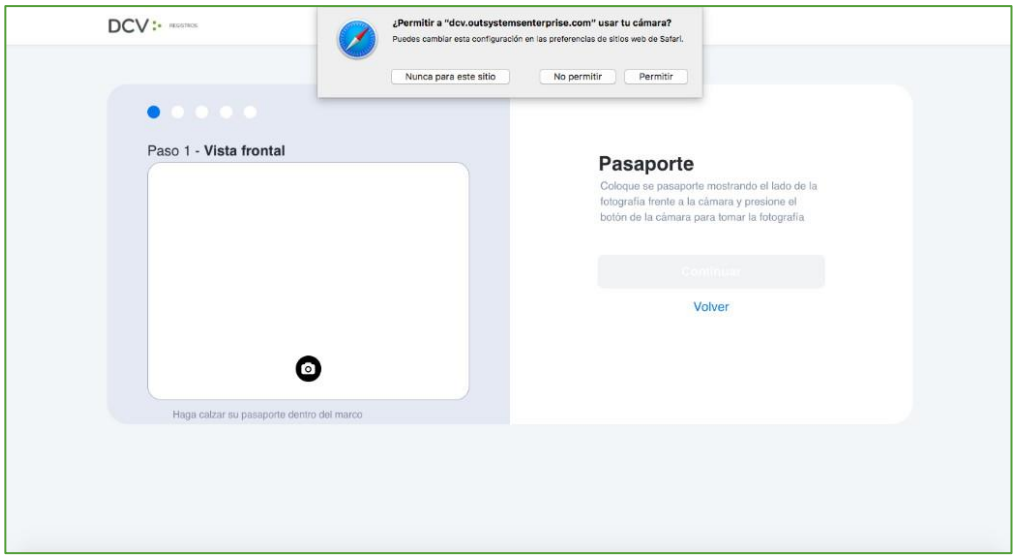
4. Check Captcha validating that "You are not a robot" (Completely Automated Public Turing test to tell Computers and Humans Apart) and press "Continue”:



5. Enable access to your computer/cell phone camera, and take a picture of the selected document (front and back, if applicable). In case you are using a cell phone, the picture must be taken vertically.



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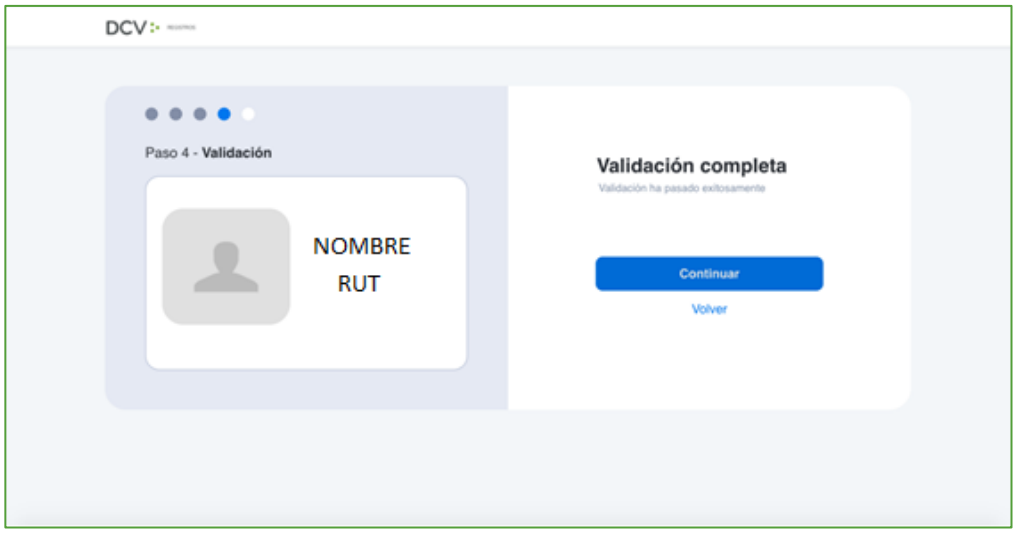
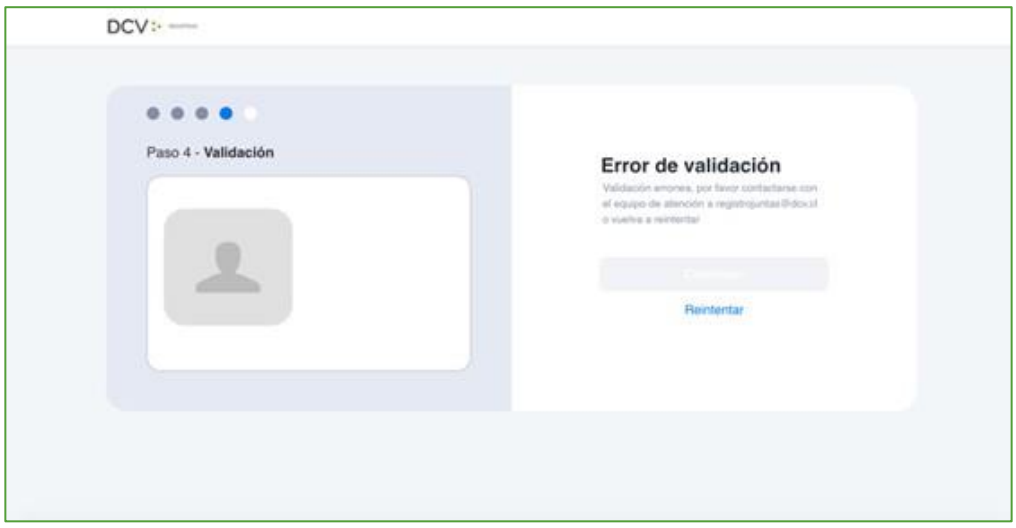
6. Focus on the face of the shareholder/proxy user, through the facial biometric system. All of the above, following the instructions in the platform.

7. Then, the automatic validation is performed by the platform, delivering as a result:

   - **"Validation complete"**, where the full name and RUT of the shareholder/proxy user is automatically identified):



   - **"Validation Error"**, which will require retrying at least 3 times, as indicated in point 6 (in case the error continues, contact 223939003 or registrojuntas@dcv.cl):



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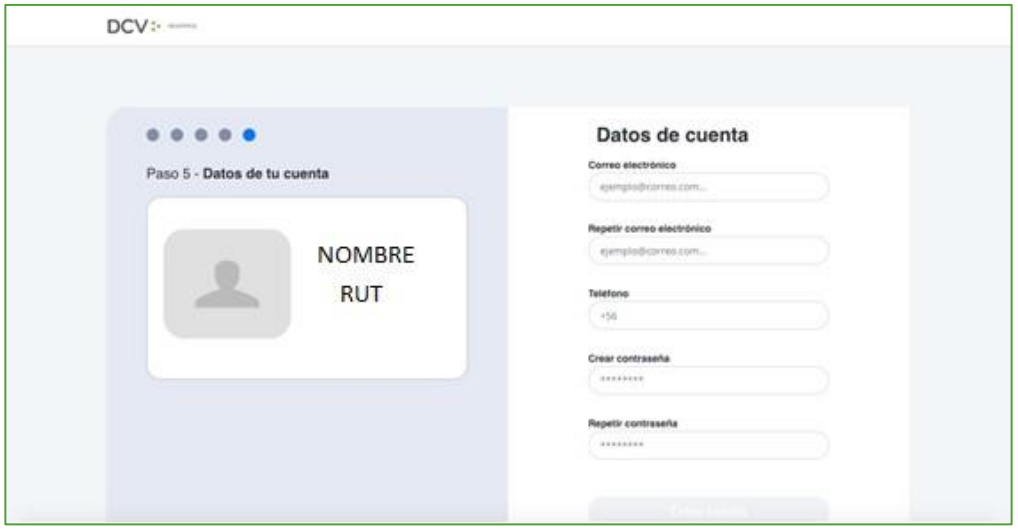
- **"Document not valid"**, which will require retrying the enrollment with the new valid document, as indicated in item 6 (in case the error continues, contact 22393939003 or registrojuntas@dcv.cl):

8. Finally, the shareholder/proxy user enters all the account data and presses "Create account":



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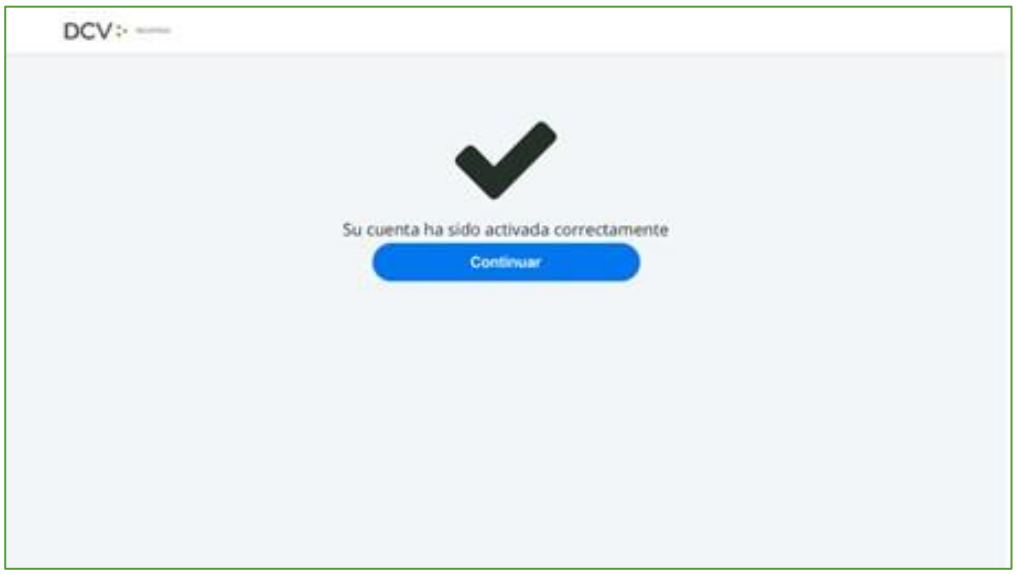
9. The shareholder/proxy user receives an email that will allow him/her to activate the account through the "Activate account" button (it is recommended to copy link with right button and paste in Chrome browser):

10. Once the above is done, the shareholder/proxy user will see the confirmation of successful enrollment:



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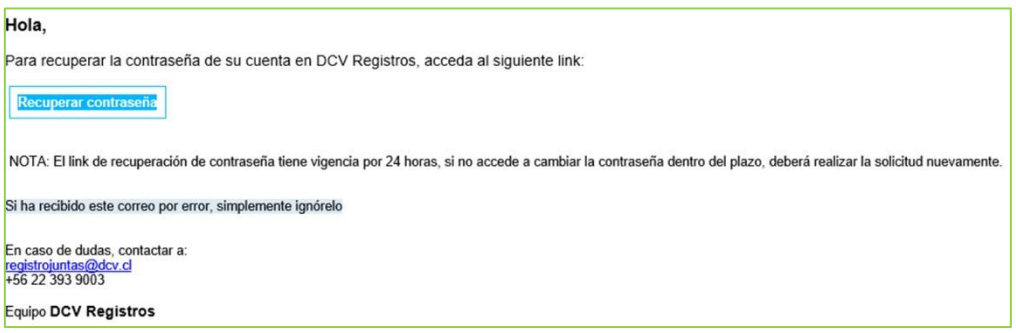
RECOVER PASSWORD

1. On the platform home page, press the "I forgot my password" button:

2. Subsequently, the platform asks you to enter the e-mail address, which corresponds to the e-mail address registered by the shareholder/proxy user at the time of enrollment:

3. The shareholder/proxy user will receive an e-mail that will allow him/her to recover his/her password, through the "Recover password" button (it is recommended to copy the link with the right button and paste it in Chrome browser):



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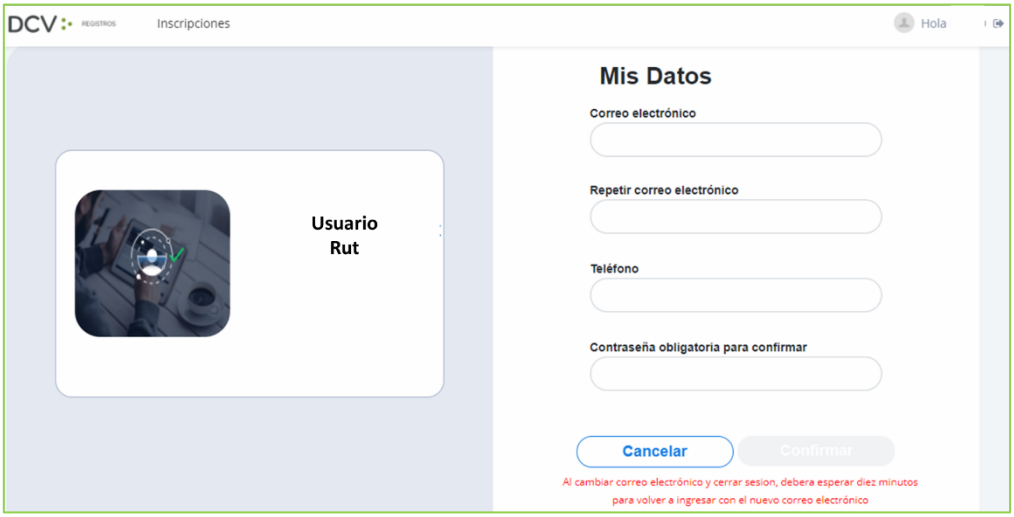
UPDATING YOUR USER DATA

To update your user data (e-mail and contact phone number), you must click on the "Hello *Name*" tab:

The My Details screen will be displayed, where you can view your registered contact details, and select "Change data":

1. You will be able to modify your e-mail and contact telephone number, and you must enter your password to confirm the modification:



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DCV REGISTROS

GUIDE No.2

REGISTRATION

SHAREHOLDERS' MEETINGS AND CONTRIBUTORS' MEETINGS

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DCV REGISTROS

INTRODUCTION

The following is a quick registration guide for shareholders and proxies using DCV Registros' Digital Authentication Service for Shareholders' and Contributors' Meetings, https://autenticacion.dcv.cl

PURPOSE

To effectively instruct shareholders and proxy users in the use of the DCV Registros Digital Authentication Service for Shareholders' and Contributors' Meetings registration platform.

CONSIDERATIONS

The registration platform has been designed to operate on Chrome or Safari browsers, so it is recommended to use those browsers for proper navigation.

You cannot register twice as a Shareholder at the same Meeting.

The Control Number for access to the Virtual Meetings will be loaded in the system hours before the Meeting is held.

For questions related to the digital authentication service for shareholders' meetings and/or contributors' or depositors' meetings, please contact us at 223939003 or by e-mail at registrojuntas@dcv.cl.

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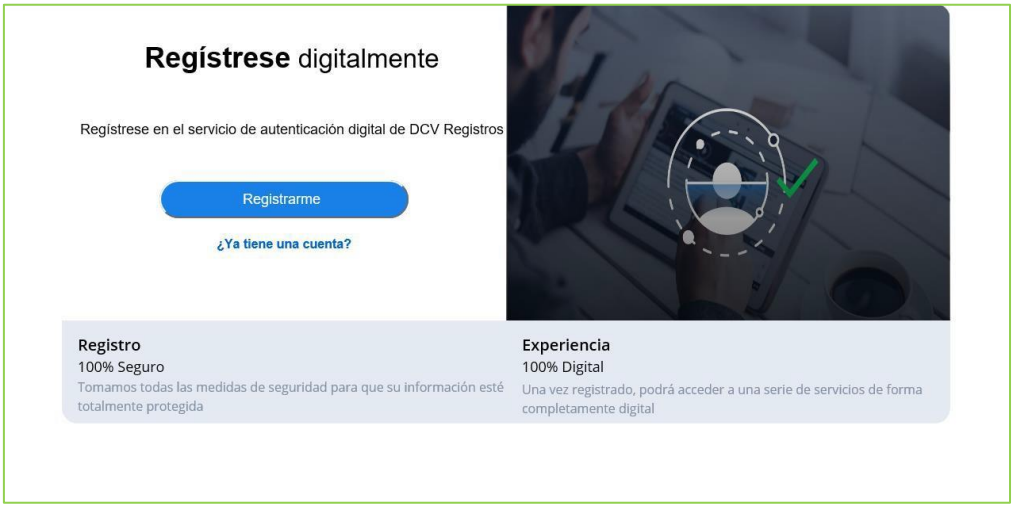
MEETING REGISTRATION PROCEDURE

1. Shareholder/proxy user enters the platform through the access link, and enters "Do you already have an account?"

https://autenticacion.dcv.cl



2. In the login screen, you must fill in your e-mail address, password, Captcha, and press the "Enter" button:

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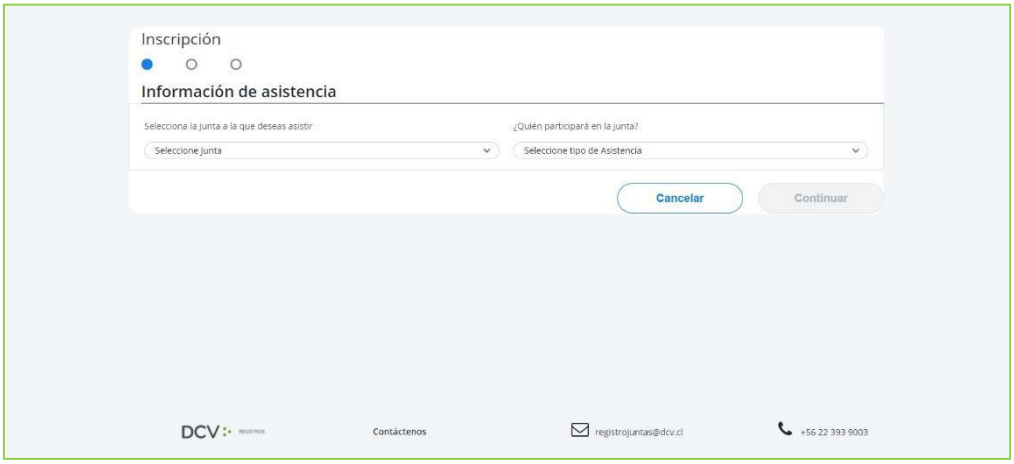
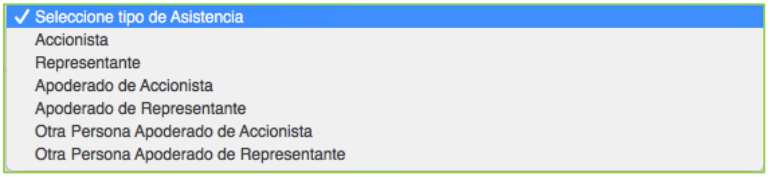
3. The shareholder/proxy user will see the list of his registrations to meetings and their status, and will be allowed to register new ones through the "Register to a Meeting" button:

4. Select the meeting, who will participate in the meeting, and press the "Continue" button:



5. In the option "Who will participate in the meeting?" you must select the corresponding position, among the following alternatives:



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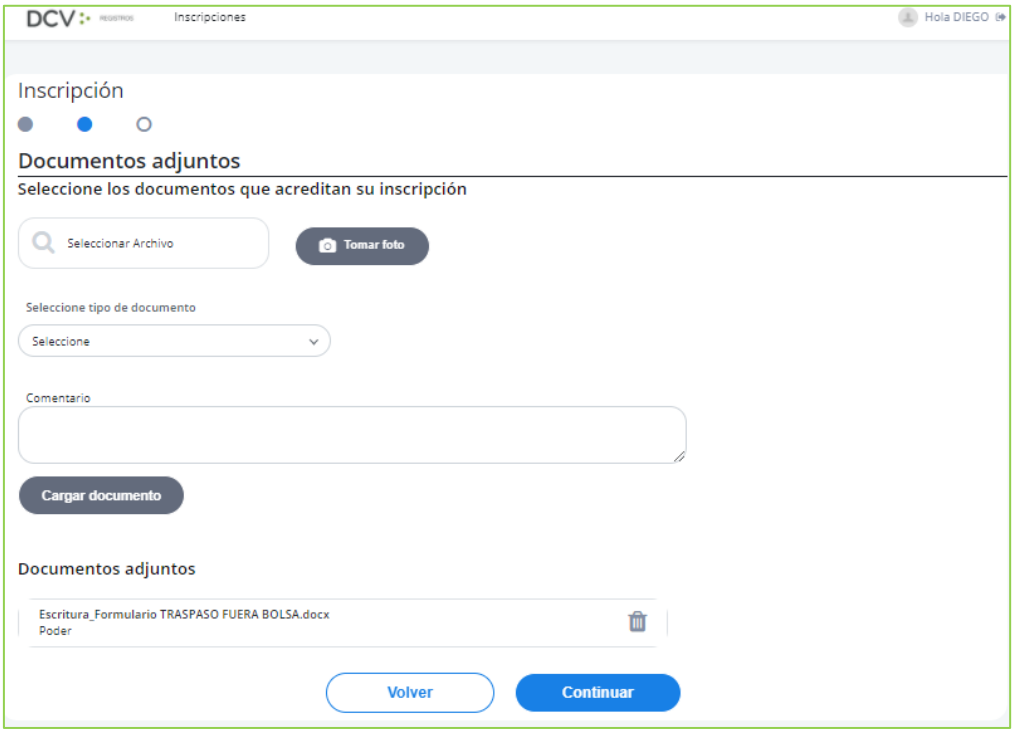
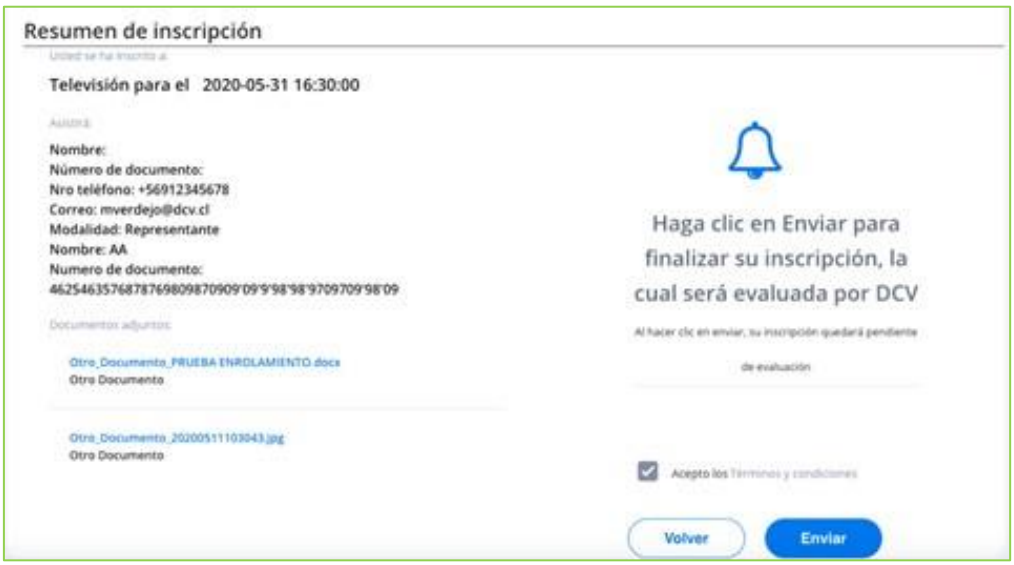
6. Attach documents such as powers of attorney or others by clicking on "Select File", or photographs of physical documents by clicking on "Take photo". Then select the type of document attached, add comments, press "Upload document" and "Continue": (If attending as a Shareholder, this step is Optional).



7. The Registration Summary will be displayed for your review, if you are satisfied, press "I accept the Terms and Conditions" and press the "Submit" button:



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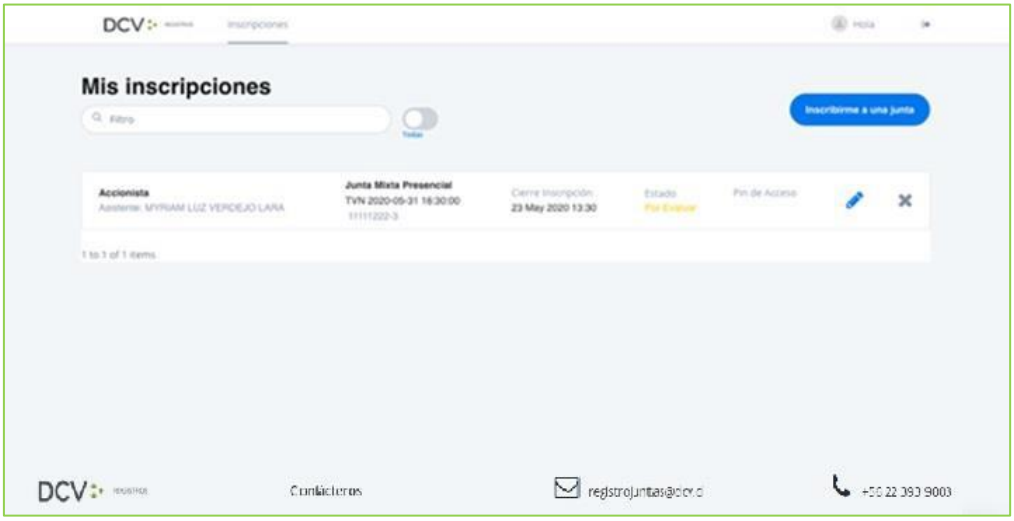
8. The new registration will be displayed in "My Registrations", with its status "To be evaluated" by DCV Registros:



9. You will receive an e-mail to the registered contact e-mail confirming your registration to the Meeting:

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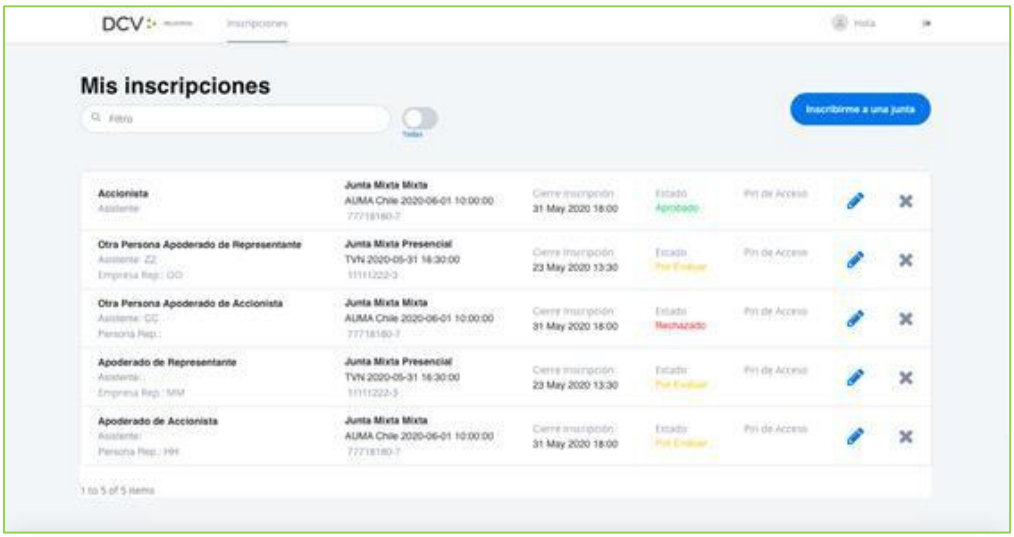
10. Subsequently, the registration with the attached documentation is reviewed by DCV Registros, delivering the following result:
    - Registration Approved (green)
    - Registration Rejected (red)
    - Registration To Be Evaluated (yellow)



11. In case the Registration is Approved by DCV Registros, the Shareholder/Proxy User receives an email informing him/her of the Approval:

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12. In case the Registration is Rejected by DCV Registros, the Shareholder/Proxy User receives an email, which includes the reason, as follows:

DCV REGISTROS

Hola,

DCV Registros le informa que su inscripción a la junta a realizarse el día fue **rechazada** por el siguiente motivo:

El documento adjunto no corresponde a un Poder

Si ha recibido este correo por error, simplemente ignórelo

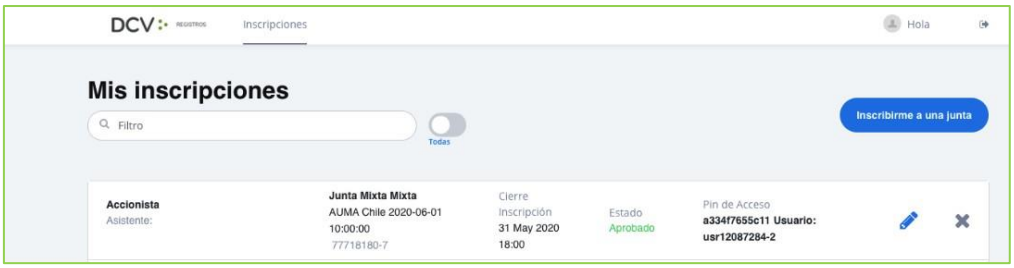
En caso de dudas, contactar a:
registrojuntas@dcv.cl
+56 22 393 9003

Equipo **DCV Registros**

13. In case of Rejection, the shareholder/proxy user can review his/her registration again, to edit ( ) the information or delete ( ) his/her registration:

14. Once the Registration period for the Meeting has ended, the Control Number for access to the virtual Meeting will be loaded for those registered in Approved status, notifying by e-mail of their availability in the system.

15. The shareholder/proxy user reviews in "My Registrations", the Control Number to be used to subsequently participate in the respective meeting, and exercise his/her vote:



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QUICK GUIDE

ELECTRONIC VOTING FOR SHAREHOLDERS' MEETINGS

Introduction

The following is a Quick Guide for shareholders and proxies or representatives to use the Electronic Voting Service for shareholders' meetings to support the voting process they will carry out remotely.

OBJECTIVE

Instruct Shareholders and proxy users on how to use the platform and cast electronic votes effectively.

PROCEDURE

Traditional Shareholder / Proxy

1. All Shareholders / proxy holders enrolled in the Electronic Voting Service will receive an e-mail (the latter, as indicated in the Enrollment Application), which contains the access code (control number or PIN) to attend the meeting and access to vote electronically. The system will be enabled one hour before the start of the event.

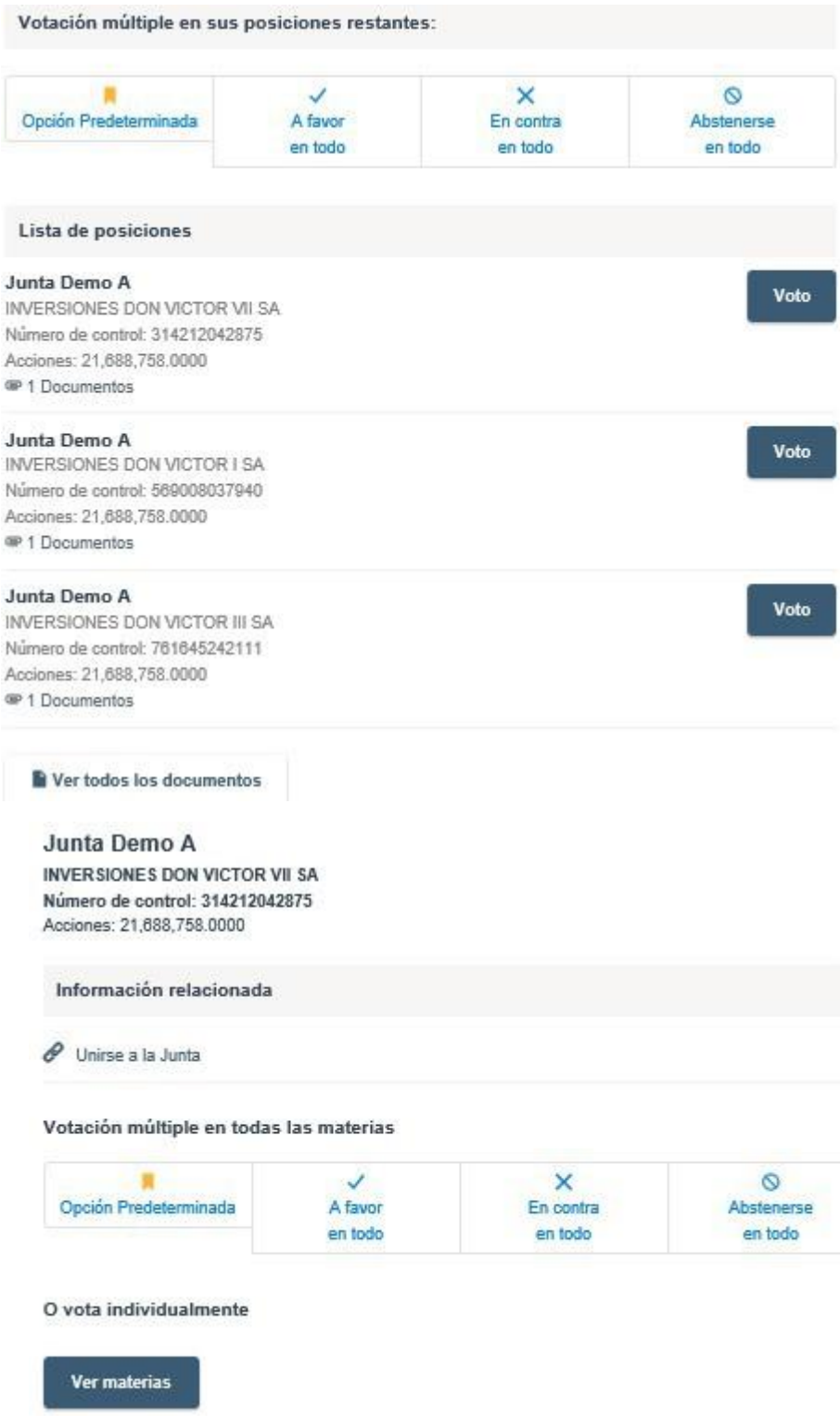
2. The Shareholder / proxy holder must access the platform through the access link provided in said email, and enter the respective meeting with the access code (control number) provided and captcha. After entering both fields, the main voting screen is accessed.

3. The Shareholder will enter the respective Meeting, thus automatically registering his/her attendance to the latter. By clicking on "View matters" you will be able to view the voting matters:

Shareholder Interface

Interface Proxy representing more than one shareholder

If the proxy represents more than one shareholder, the voting options for each of the shareholders represented will be displayed, by clicking on "Vote" a new window will appear and by clicking on "View matters" you will be able to view the voting matters:

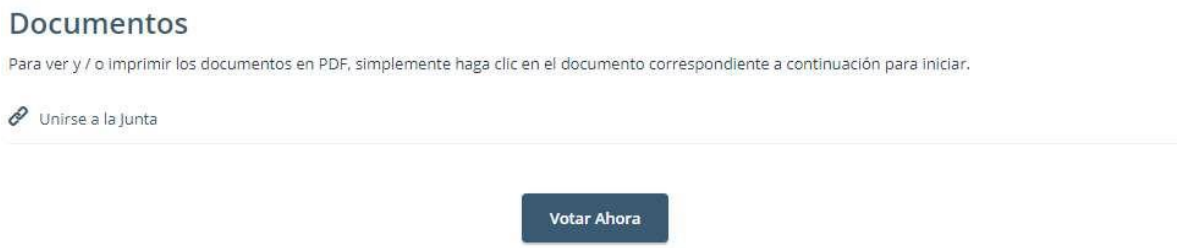


Interface Proxy representing a custodian

In the case that the proxy represents a custodian, the voting options will be displayed by clicking on "View matters" with the possibility of distributing them among the different alternatives of each matter to be voted.

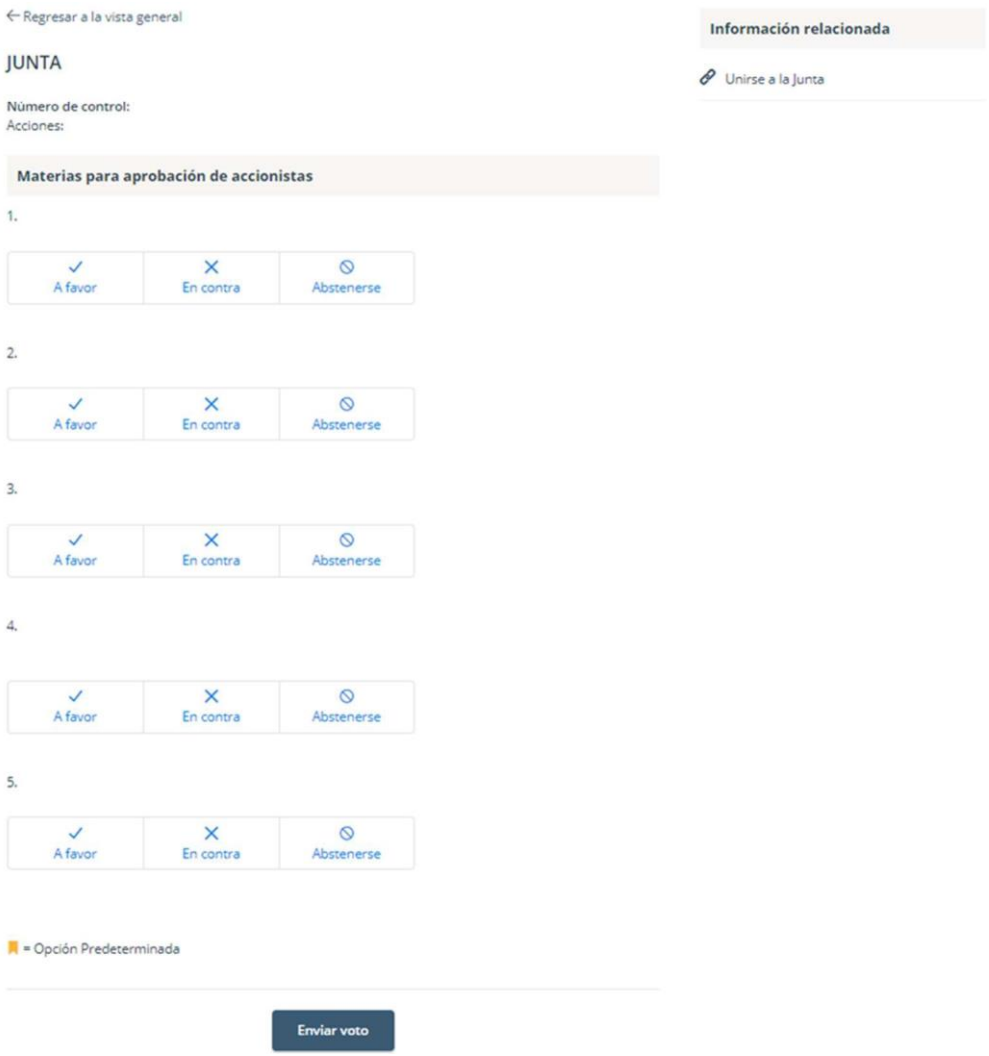
Streaming link

4. If you are an individual shareholder, you can access the streaming link by clicking on "Join the Meeting" in the Related Information section. If you are a proxy representing more than one shareholder, by clicking on "View all documents" you can access the streaming link to join the event plus other documents made available by the issuer.



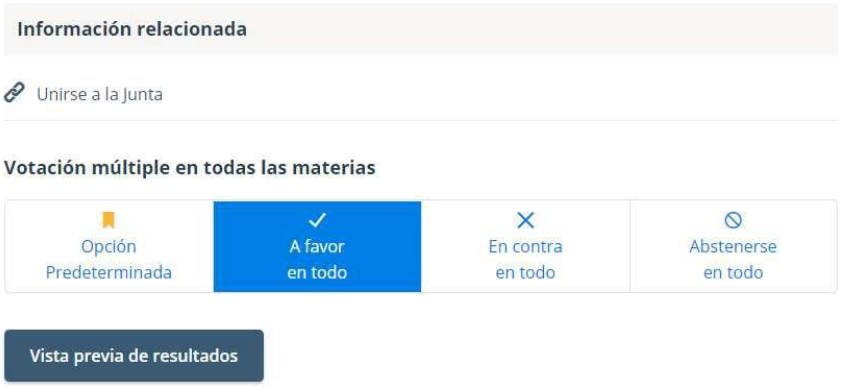
5. The Shareholder / proxy may cast his/her vote electronically for each matter or multiple votes:

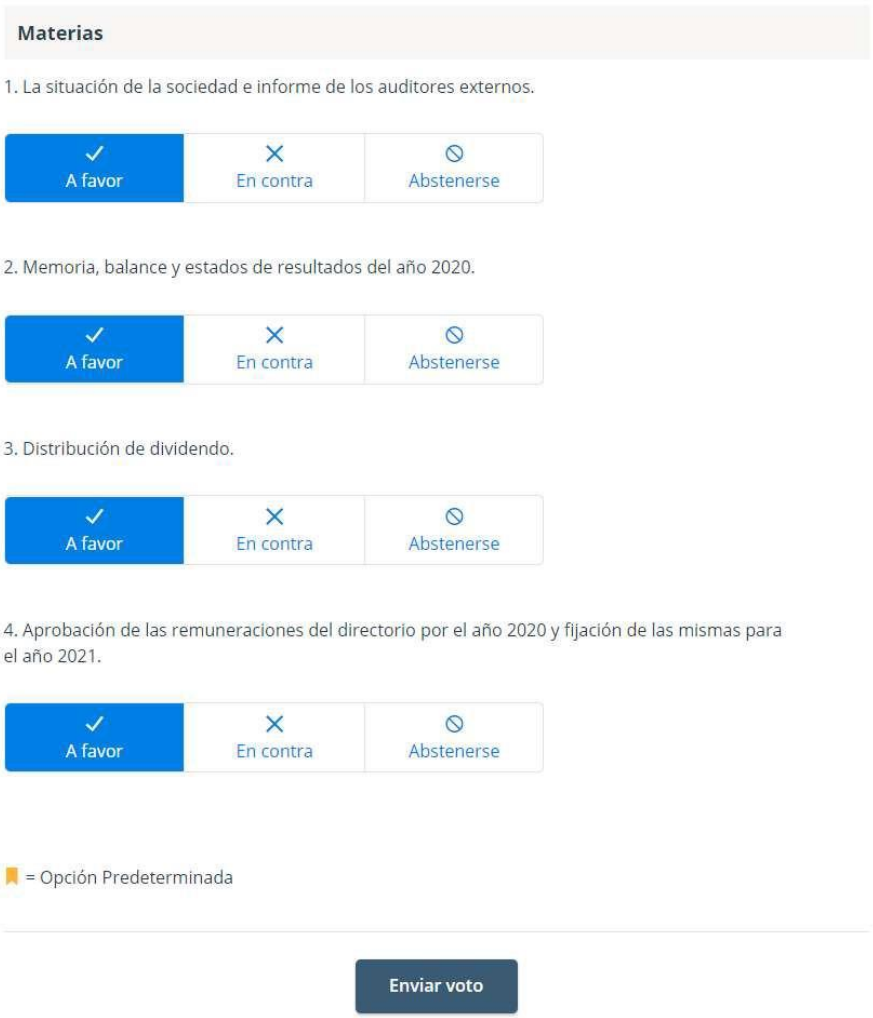
Simple vote:



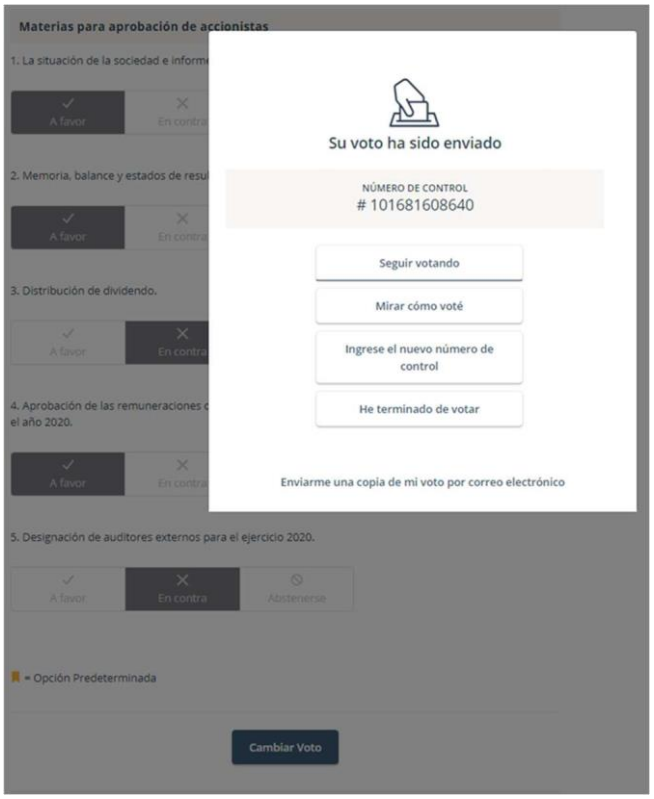
Multiple votes:

This function allows the voter to cast a vote For, Against or Abstain for all the matters to be addressed in the vote taken at the meeting. Once the preference option has been selected, you must click on "Preview results", which will show the votes already selected:



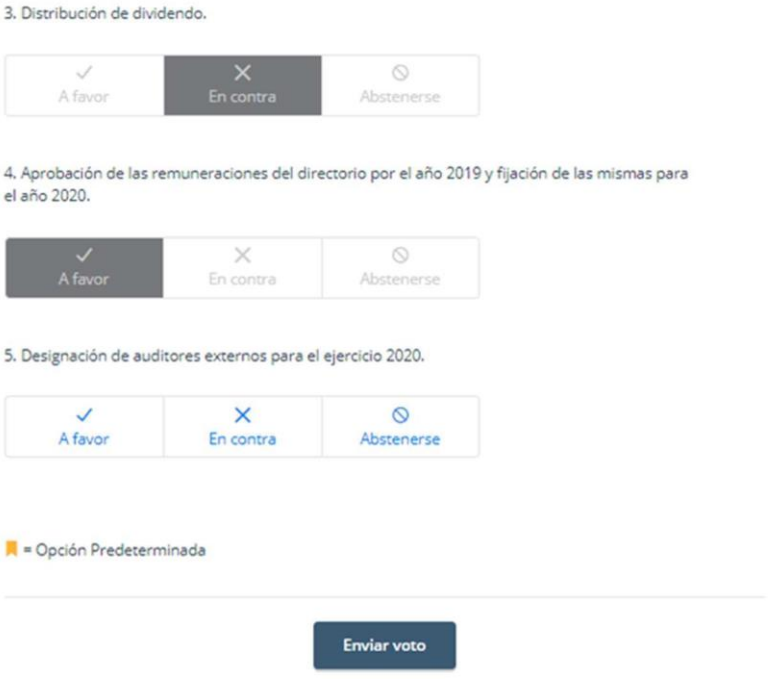


6. Next, you need to click on "Send Vote" for the vote to be registered in the platform, and the following window will appear:



Additionally, you will receive a message with the endorsement of your vote to the email registered for the Meeting

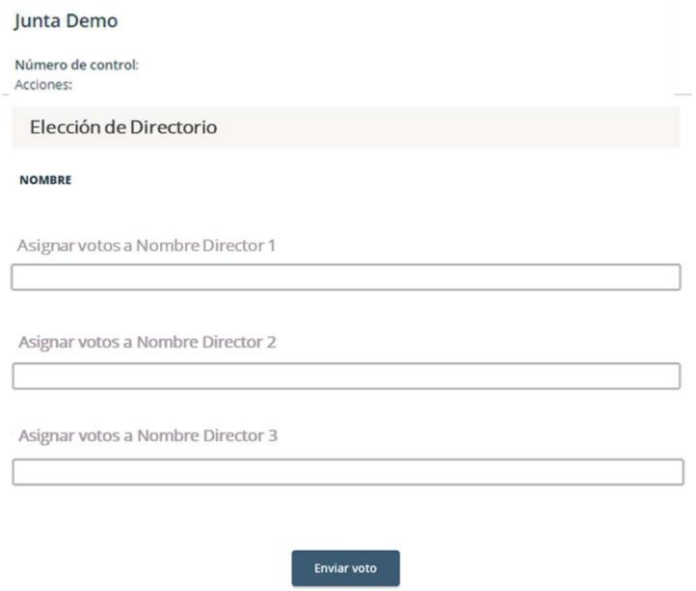
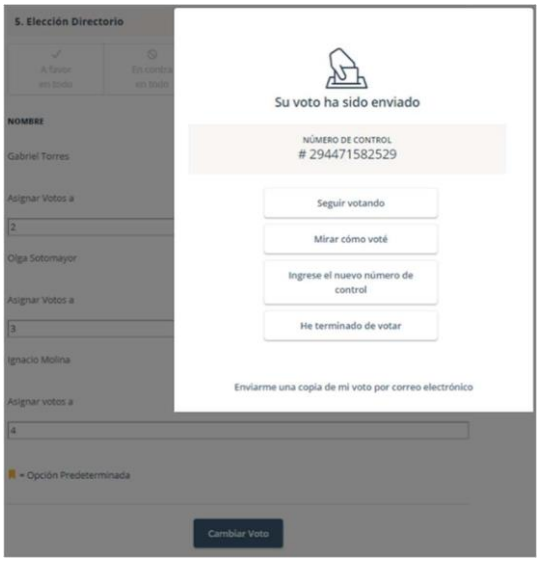
7. If you wish to continue voting, you must click on this option in order to make the system available to enter votes for the next matter.



Case of Election of the Board of Directors

1. The Shareholder / proxy will enter the respective Meeting, automatically registering his / her attendance to the latter, and being able to display the Election of Directors.

2. To vote, the shareholder/proxy must enter the desired number of shares in the text box below the candidate's name, being able to distribute his/ her votes among 1 or more candidates:



3. Once the desired number of shares has been entered, you must click on "Send Vote" in order for the vote to be registered in the platform, and the following window will appear: