FALABELLA

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 19, 2022

PROCEDURE TO PARTICIPATE REMOTELY AT THE ANNUAL SHAREHOLDERS' MEETING TO BE HELD ON APRIL 19, 2022

In order to participate remotely in the Annual Shareholders' Meeting of Falabella S.A. to be held on April 19, 2022, as of 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**"), the shareholders 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 18, 2022.

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 "Guide No. 1. Enrollment and User of DCV Shareholders' Meetings and Contributors' 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 " Guide No. 2. Registration for DCV Shareholders' Meetings and Contributors' 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 shareholder 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 18, 2022.

4. SENDING OF ACCESS CODE.

Any shareholder/representative properly registered and enrolled 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 shareholder/representative 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



INTRODUCTION

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

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 <u>registrojuntas@dcv.cl.</u>





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):

Registrese digitalmente Registrese en el servicio de autenticación digital de DCV Registros Registrarme ¿Ya tiene una cuenta?	
Registro	Experiencia
Tomamos todas las medidas de seguridad para que su información esté totalmente protegida	Una vez registrado, podrá acceder a una serie de servicios de forma completamente digital

https://autenticacion.dcv.cl

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

Registro	
Para comenzar, seleccione el tipo de	
documento con el que se registrará	
Seleccione el tipo de documento	
Seleccionar documento	
Seleccionar documento	
Cédula Nueva	
Cédula Antigua	
Pasaporte	





3. Accept the "Terms and Conditions":

Registro
Para comenzar, seleccione el tipo de
documento con el que se registrara
Seleccione el tipo de documento
Pasaporte V
Acepto los Términos y condiciones
No say un robot
reCAPICIA Procedad-Terrinor
Continuar
Baruarda habilitar los narmisos da la rámara en su nauerador
a Recuerde naulitari los permisos de la camara en su navegador







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

	<section-header></section-header>

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.

Paso 1 - Vista frontal	Pasaporte Coloque se pasaporte mostrando el lado de la torresti foreta a la comera u previone el
	boton de la cámara para tomar la fotografía Continuar
٥	Volver
Haga calzar su pasaporte dentro del marco	





- 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):

DCV:	
Paso 4 - Validación NOMBRE RUT	Validación completa Validación ha pasado exilosamente Continuar Voiver

• "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):

Paso 4 - Validación	Error de validación
2	e suche a recentar





• **"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":

••••	Datos de cuenta
Paso 5 - Datos de tu cuenta	Correo electrónico
NOMBRE	Repetir comes electrónico ejemptedicarres.com Telefone espi
	Crear contraseña
	Repetir contravelle







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):

DCV:
Hola,
Usted se ha registrado correctamente en el servicio de autentificación digital de DCV Registros.
Para completar el proceso y activar su cuenta, acceda al siguiente link:
Charlow counts
NDTA: El link de activación tiene vegencia por 24 horas, si no activa su cuenta, los datos senán eliminados y deberá realizar el proceso de registro nuevamente
Si ha recibido este correo por error, simplemente ignóreio.
En caso de dudas, contactar a: atencionaciónistas III dou cl +66 22 3/3 5003
Equipo DCV Registros
-66 22 303 3003 Equipo DCV Registros

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

DCV:		
	Su cuenta ha sido activada correctamente	
	Continuar	



Página ,



L Tel.: (56 2) 2393 9003

www.dcv.cl

RECOVER PASSWORD

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

Ingreso	
Correo electrónico	
ejemplo@correo.com	
Contraseña	
0000000000	۲
No soy un robot	
Entrar	
Olvidé mi contraseña	

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:

Recuperar Contraseña	
	Correo electrónico
	ejemplo@correo.com
	Enviar
	Cancelar

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):







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":

Mis datos		
	Nombre	Correo electrónico
11/000		
	RUT	Teléfono
	Cambiar contraseña	Cambiar datos

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

CV: REGISTROS Inscripciones	🔳 Hola 🕠 Ge
Usuario Rut	Mis Datos
	Cancelar Confirmar Al cambiar correo electrónico y cerrar sesion, debera esperar diez minutos para volver a ingresar con el nuevo correo electrónico



GUIDE No.2

REGISTRATION

SHAREHOLDERS' MEETINGS AND CONTRIBUTORS' MEETINGS



INTRODUCTION

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

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.





MEETING REGISTRATION PROCEDURE

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



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

Ingreso	
Correo electrónico	
ejemplo@correo.com	
Contraseña	
00000000000	
No soy un robot	
Entrar	
Olvidé mi contraseña	





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:

Hitro) O		inscriptime a una juma	
	Aún no tier	nes inscripciones en ninguna junta	a number anistis to	
	Para comenzar, inscribete en una j	unita, pouras ueregai e invitar a un apoderado si n	u pueues asisur (u.	

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

Inscripción O O Información de asistencia			
Selecciona la junta a la que deseas asistir Seleccione junta	•)	¿Quién participarà en la junta?	×
		Cancelar Continua	ır

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







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).

DCV: REDSTROS Inscripciones			🔔 Hola DIEGO 🕪
Inscripción			
• • •			
Documentos adjuntos			
Seleccione los documentos que	acreditan su inscripción		
Q Seleccionar Archivo	Tomar foto		
Seleccione tipo de documento			
Seleccione	v		
Comentario			
Cargar documento			
Documentos adjuntos			
Escritura_Formulario TRASPASO FUERA B Poder	DLSA.docx	Ŵ	
	Volver	Continuar	

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:

elevisión para el 2020-05-31 16:30:00	
LAUTER .	~
Nombre:	
Número de documento:	4
Nro telėfono: +56912345678	
Correo: mverdejo@dcv.cl	11 - 11 - 11 - 11 - 11 - 11 - 11 - 11
Modalidad: Representante	Haga clic en Enviar para
Nombre: AA	finalizar su inscripción, la
Numero de documento:	manzar sa msemperan, ra
4625463576878769809870909'09'9'98'98'9709709'98'09	cual será evaluada por DCV
Documentox adjuntor:	Al hader clic en emilar, su inscripción quedará pendiente
Otro Documento PRUEBA ENROLAMIENTO doce	
Otro Documento	or execution
Otris_Documents, 20200511103043.jpg	
Otro Documento	Areasta has Tarransa a conditional
	The second second second second
	Mohare Contra







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

Mis inscripciones						_
0, 88ra	0			9	scribirme a ur	na junta
Accionista Assesses Shriftaan LUZ VERCEJO LARA	Junta Mista Presencial TvN 2020-05-01 16:00:00 11111222-3	Cerre Inscripción 23 May 2020 13 30	titado Por Evaluar	Pin de Actesa	1	×
130.3 of 1 items						

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







- 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)

lis inscripciones						
9. 100				Chese	ribirme a u	un junta
Accionista Autorte	Junia Mixte Micte AUMA Chile 2020-06-01 10:00:00 77710100-7	Cerre Hacronion 31 May 2020 18:00	Fatiato Apribade	Pri de Acceso		×
Otra Persona Apoderado de Representante Assente 22 Empresa Rep. 00	Junta Mixta Presencial Tvtv 2020-05-91 16:30:00 11111/2020-0	Gene Interipción 23 May 2020 13:30	finado Por Codeser	Pin de Accesa	1	×
Otra Persona Apoderado de Accionista Autorne: GC Penona Rep.:	Junta Mixta Mixta AUMA Chile 2020-06-01 10:00:00 77718160-7	Certe Inscripción 31 May 2020 18:00	Entado Herovazado	Printle Access		×
Apoderado de Representante Academá: Empresa Rep.: MM	Junta Mixta Presencial TVN 2029-05-31 16-30:00 11111222-3	Cerre micropolo 23 May 2020 13:30	Totathe Post Colliger	Prin die Accessio		×
Apoderado de Accionista Assistante:	Junta Mixta AUMA Chile 2020-06-01 10:00:00	Cierre Imunipción 31 May 2020 18:00	Excella Pot Contrast	Pri de Accessi		×

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







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

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:

Representante Asistente: DIEGO IGNACIO BAHAMONDES MARTINEZ Empresa Rep.: Otro	Junta Extraordinaria Mixta BANCO DE CHILE 2021-03-25 10:00:00 97004000-5	Cierre Inscripción 24 Mar 2021 18:00	Estado Rechazado El documento adjunto no corresponde a un Poder	Pin de Acceso	A	×
--	---	---	---	------------------	----------	---

- 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:

	Inscripciones				🔳 Hola	GÞ
Mis inscripci	ones				Inscribirme a un	a junta
	Todas					
Accionista Asistente:	Junta Mixta Mixta AUMA Chile 2020-06-01 10:00:00 77718180-7	Cierre Inscripción 31 May 2020 18:00	Estado Aprobado	Pin de Acceso a334f7655c11 Usuario: usr12087284-2		×





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

- 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.

LOGO EMISOR	
	Bienvenido a Click&Vote
	Número de control ¿Dónde puedo encontrar esto?
	Ingrese número de control de 12 dígitos
	H 4 B t H n C
	Ingresar texto del Captcha (distingue mayúsculas y minúsculas)
	Enviar
	¿Tienes dificultades? Ayuda
	Contáctanos en innovacion@bolsadesantiago.com

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

formación relaciona	da		
Unirse a la Junta			
ación múltiple en to	das las materias		
ación múltiple en to	das las materias	×	0
ación múltiple en too	das las materias A favor	X En contra	

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:

CLICK«VOTE

Opción Predeterminada	A favor en todo	En contra en todo	Abstenerse en todo
ista de posiciones			
nta Demo A /ERSIONES DON VICTOR VI mero de control: 31421204287 ciones: 21,688,758,0000 1 Documentos	I SA 5		Voto
nta Demo A /ERSIONES DON VICTOR I S mero de control: 56900803794 ciones: 21,688,758.0000 1 Documentos	5A 10		Voto
nta Demo A /ERSIONES DON VICTOR III mero de control: 76164524211 ciones: 21,688,758.0000 1 Documentos	SA 11		Voto
Ver todos los documento	15		
Junta Demo A INVERSIONES DON VICTO Número de control: 31421: Acciones: 21,688,758.0000	DR VII SA 2042875		
Información relaciona	da		
🖉 Unirse a la Junta			
	das las materias		
Votación múltiple en to			720

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.



i De INV		
naterias		
A favor en todo	X En contra en todo	Abstenerse en todo
	naterias A favor en todo	naterias X A favor en todo En contra en todo

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.

Documentos
Para ver y / o imprimir los documentos en PDF, simplemente haga clic en el documento correspondiente a continuación para iniciar.
🖉 Unirse a la Junta
Votar Ahora
The Shareholder / provy may cast his/her yote electronically for each

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

Simple vote:



	general	
JNTA		
úmero de control: cciones:		
Materias para ap	orobación de accior	nistas
✓ A favor	X En contra	(O) Abstenerse
✓ A favor	X En contra	(O) Abstenerse
✓ A favor	X En contra	(O) Abstenerse
	×	0
A favor	En contra	Abstenerse
		0

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:

ión múltiple en to	das las materias		
	~	×	0
Opción	A favor	En contra	Abstenerse



CLICK«VOTE

✓ A favor	X En contra	⊗ Abstenerse	
oria, balance v	estados de resultados	s del año 2020.	
	~	0	
A favor	En contra	Abstenerse	
oación de las r 1021.	emuneraciones del dir	ectorio por el año 20:) y fijación de las mismas
71200	Encontra	Absterierse	

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.

obación de las	remuneraciones del dir	ectorio por el año 2019 y	fijación de las mismas p
2020.			
V	×	0	
African	En contra	Abstenerse	
Atavor			





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:

 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:

5. Elección Direct	torio	
	S En contra en todo	Æ
NOMERE		Su voto ha sido enviado
Gabriel Torres		NÚMERO DE CONTROL # 294471582529
Asignar Votos a		Seguir votando
		Mirar cómo voté
Olga Sotomayor		Ingrese el nuevo número de
Asignar Votos a		control
3		He terminado de votar
Ignacio Molina		
Asignar votos a		Enviarme una copia de mi voto por correo electrónico
4		
🖩 = Opción Predeterr	ninada	
		Cambiar Voto

