

FALABELLA

EARNINGS CALL

Third Quarter 2021



 **SODIMAC**

 **TOTTUS**

 Banco
Falabella

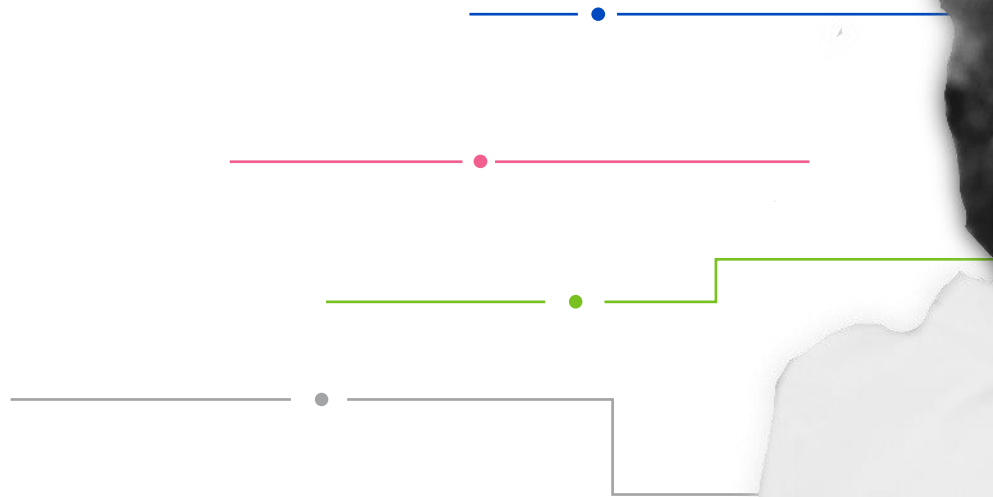
 **mallplaza**

Falabella
INMOBILIARIO

 **LINIO**

falabella.com

This presentation contains forward-looking statements, including statements regarding the intent, belief or current expectations of the company and its management. Investors are cautioned that any such forward-looking statements are not a guarantee of future performance and involve a number of risks and uncertainties including, but not limited to, the risks detailed in the company's financial statements, and actual results could differ materially from those indicated by such forward-looking statements.



OUR STRATEGIC PRIORITIES



01

Differentiated
Value
Proposition



02

Scaling Up
Logistics
And Fulfillment



03

Financing and
Payments



04

Data Analytics
and Business
Intelligence



05

Technological
Platform
Development

Building a physical-digital ecosystem
leveraged on our unmatched assets

HIGHLIGHTS OF THE PERIOD



RETAIL BUSINESS IN CHILE CONTINUES TO GROW STEADILY



DEPARTMENT STORES

+39% Revenue
2021/2020

+75% Revenue
2021/2019

45%

App penetration
3Q-2021



HOME IMPROVEMENT

+33% Revenue
2021/2020

+67% Revenue
2021/2019

21%

App penetration
2Q-2021



SUPERMARKETS

+8% Revenue
2021/2020

+28% Revenue
2021/2019

42%

App penetration
2Q-2021

“ Strong sales growth continued in every retail format in Chile during 3Q21, together with the recovery in sales at physical stores and sustained performance from e-commerce.”

ONLINE BUSINESS CONTINUES TO EXPAND

FALABELLA

Total Online GMV

US\$ 812 million
3 Q - 2021

US\$ 3,482 million
3 Q - 2021 LTM

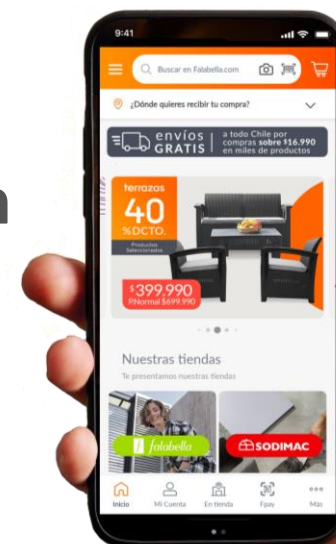
Marketplace

US\$ 157 million
3 Q - 2021

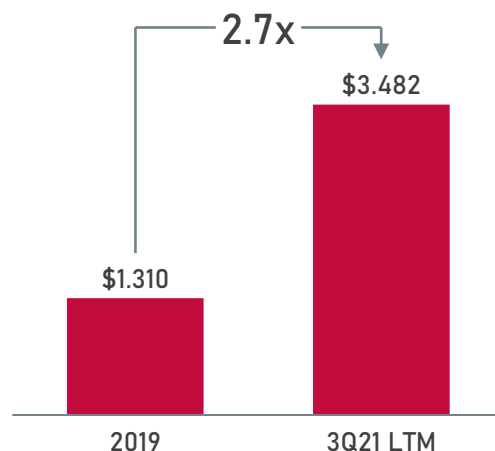
US\$ 730 million
3 Q - 2021 LTM

Total Store Sales

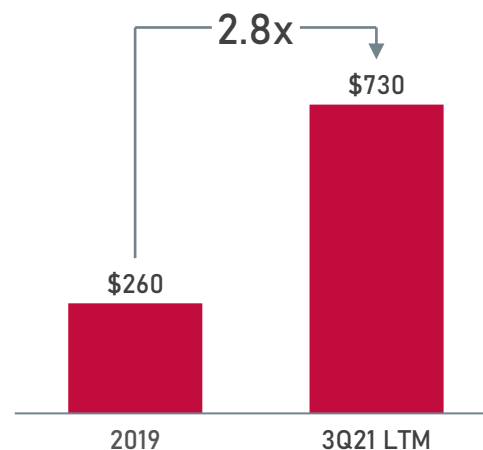
US\$ 3,279 million
+40% YoY
3 Q - 2021



Total Online GMV (US\$ mn)



GMV Marketplace (US\$ mn)



23%

3Q-2021 LTM

**Regional
Online Penetration**

OUR DIGITAL BANKING BUSINESS CONTINUES TO CONSOLIDATE

1

We continue
accelerating our
transformation
into a digital bank

95%

of customer service
interactions in Chile is
via digital channels

+170,000

digital credit cards

+130,000

passive digital
accounts

Launch of “Buy Now, Pay Later” in
Sodimac Colombia

2

Significant
increase in the
use of our
payment methods

+48% YoY

in CMR and BF debit
purchases

3

We are
resuming
growth in
loans

7,9%

growth in loans in Chile

6,8%

growth in the region, reaching
US\$ 6,137 million

OUR DIGITAL BANKING BUSINESS CONTINUES TO CONSOLIDATE



Loan book

US\$ **6.1** bn
+6.8% YoY

Digital credit cards issued

+170,000
+111% YoY

Active apps in the region

4 million
+44% YoY



TPV in 3Q21

US\$ **599** million

TPV as of September 2021, LTM

US\$ **2,505** million

App downloads:

2.3 million



Program participants

14.6 million
+60% YoY

Redeemed points

+138% YoY



HOME IMPROVEMENT CONTINUE TO PERFORM WELL ACROSS THE REGION

“

Home Improvement business continued to capitalize on consumer momentum in all markets. The segment's regional revenue grew by **26%** in 3Q21.”

GMV 3Q-2021

US\$ 239 million
+51% YoY

GMV LTM 3Q-2021

US\$ 809 million
+334% vs 2019

12%

3Q-2021 LTM
vs 4% in 2019

**Regional
Online Penetration**

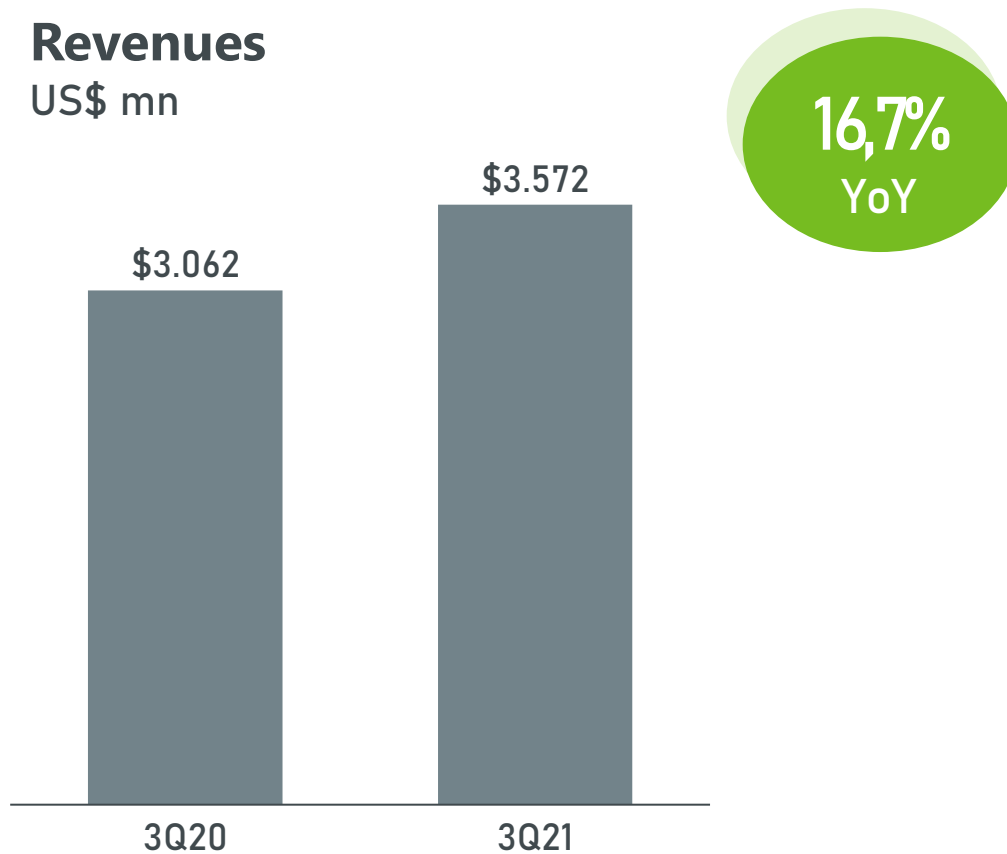
THIRD QUARTER CONSOLIDATED FINANCIAL RESULTS



CONSOLIDATED FINANCIALS RESULTS

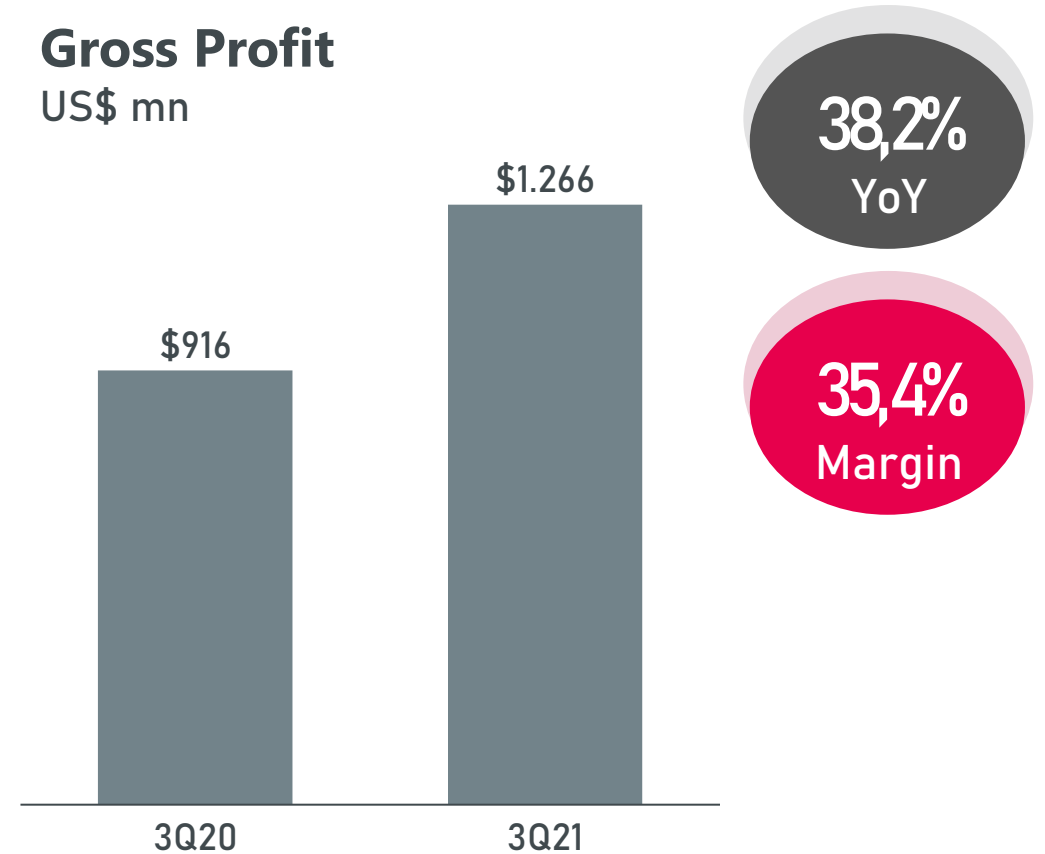
Revenues

US\$ mn

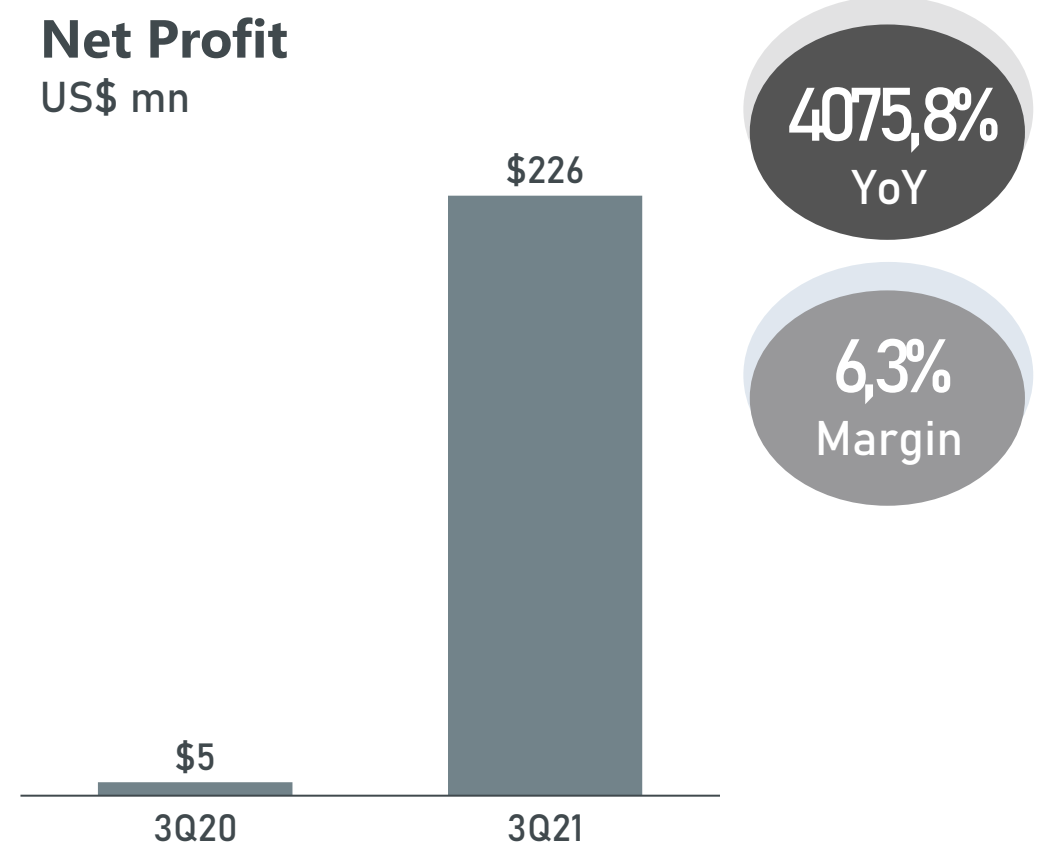
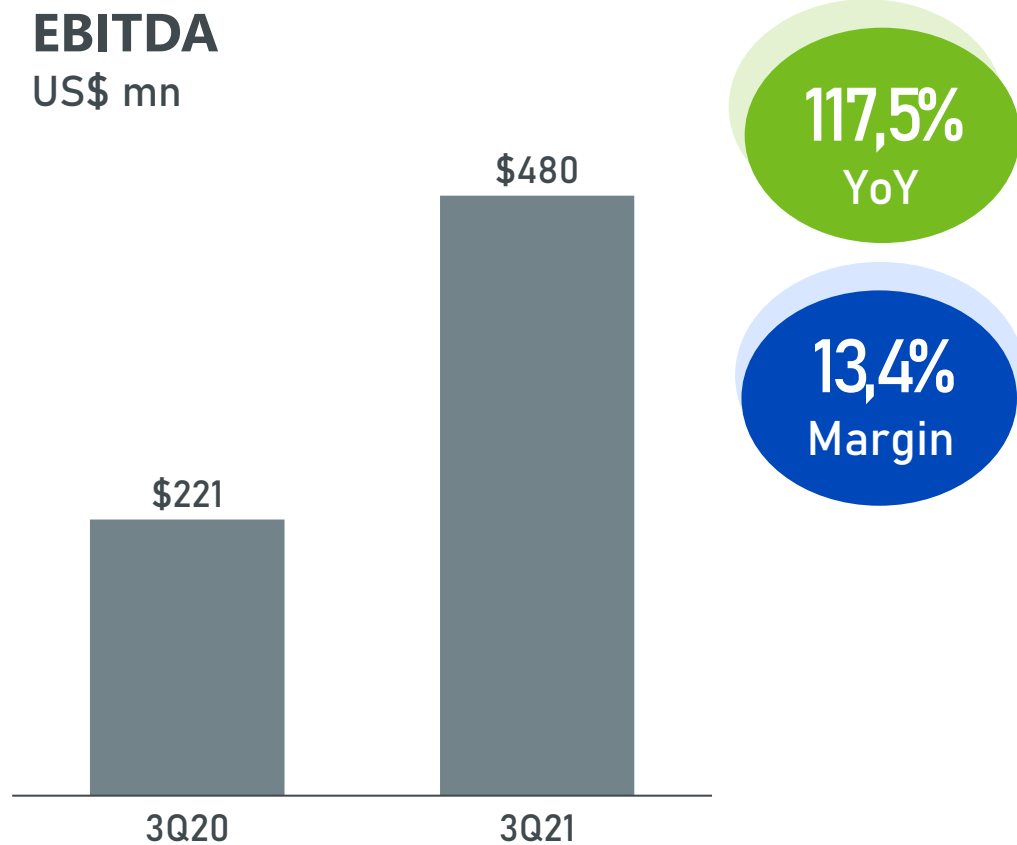


Gross Profit

US\$ mn

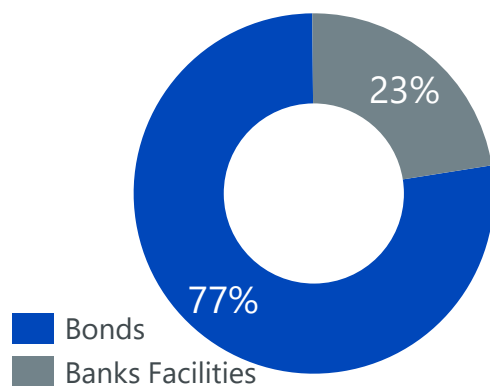


CONSOLIDATED FINANCIALS RESULTS

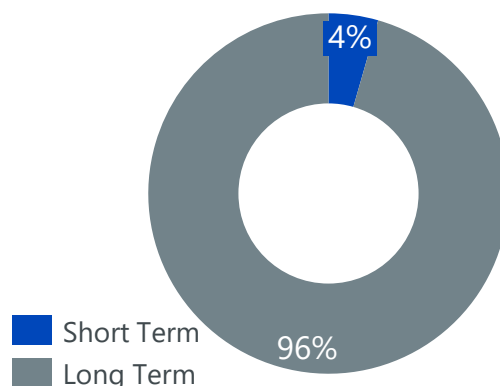


STRONG FINANCIAL POSITION

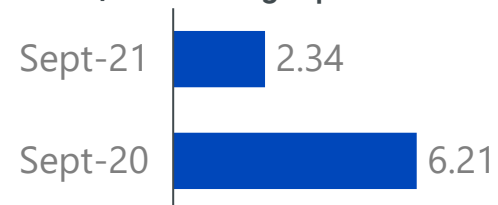
Debt By Creditor
w/o Banking Operations



Debt By Maturity
w/o Banking Operations



Net Financial Debt/Ebitda (times)
w/o Banking Operations

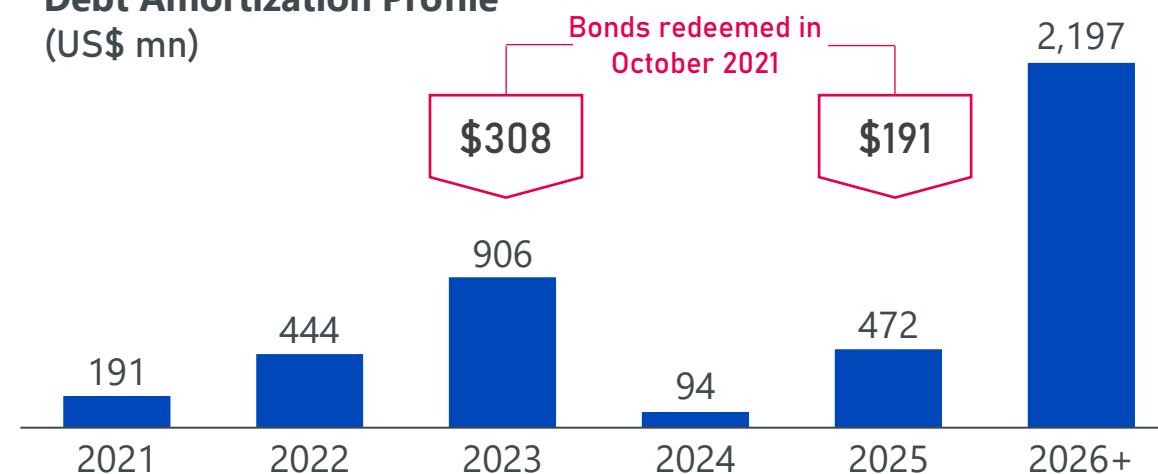


Net Leverage (times)
w/o Banking Operations



Total debt (exc. Banks) reached US\$ 4,273 million

Debt Amortization Profile (US\$ mn)



SUMMARY FINANCIALS

(US\$ mn)

	3Q20	3Q21	Var (%)
Total sales			
GMV Online	972	812	-16,5%
GMV retail (1P)	759	655	-13,7%
GMV marketplace (3P)	213	157	-26,4%
Total sales of physical stores	2.342	3.279	40,0%
Total sales	3.314	4.091	23,4%
TPV	713	599	-16,0%
Financial Results			
Non-Banking Revenue	2.731	3.228	18,2%
Financial Services Revenue	331	344	4,0%
Total Revenue	3.062	3.572	16,7%
EBITDA	221	480	117,5%
Net (Loss) Income	5	226	4075,8%
Balance Sheet			
Cash (non-banking)	1.495	650	-56,5%
Gross Loan Book	5.748	6.137	6,8%
Total Net Debt (Exc. Banking)	3.789	3.623	-4,4%

THIRD QUARTER RESULTS BY SEGMENT





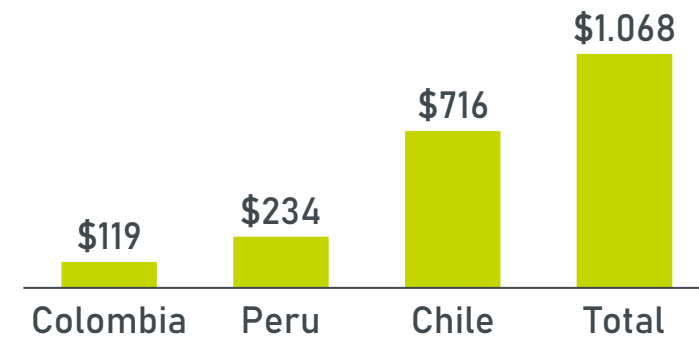
DEPARTMENT STORES



REVENUE 3Q21

US\$ mn

Annual var (%) 0,8% 12,6% 38,5% 26,8%



SSS	N/A	N/A	N/A
Var Local currency (%)	5,7%	30,1%	38,5%



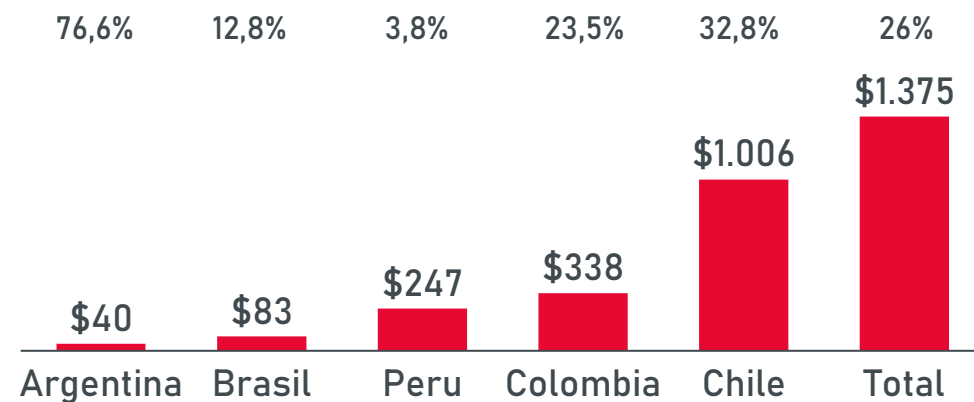
HOME IMPROVEMENT



REVENUE 3Q21¹

US\$ mn

Annual var (%)



SSS	122%	9,7%	N/A	30,3%	32,9%
Var Local currency (%)	63,9%	11,3%	19,9%	29,2%	32,8%

¹Total revenues excludes Uruguay, Colombia and Mexico operations

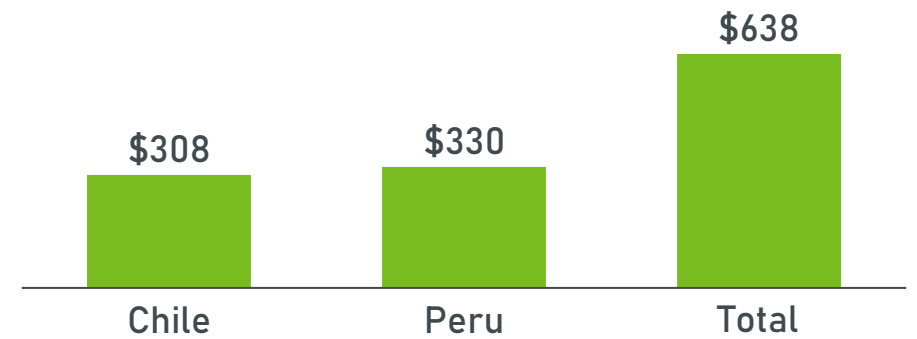
SUPERMARKETS



REVENUE 3Q21

US\$ mn

Annual var (%) 8,4% -8,5% -1,0%



SSS 7,8% 3,0%

Var Local
currency (%) 8,4% 5,7%

FINANCIAL SERVICES



LOAN BOOK 3Q21

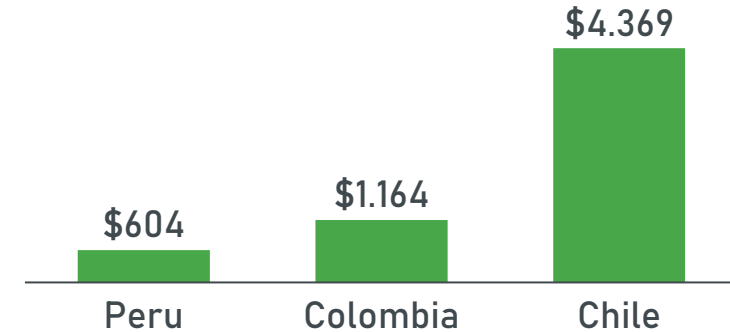
US\$ mn

Annual var (%)
In local currency

-5,0%

25,6%

7,9%



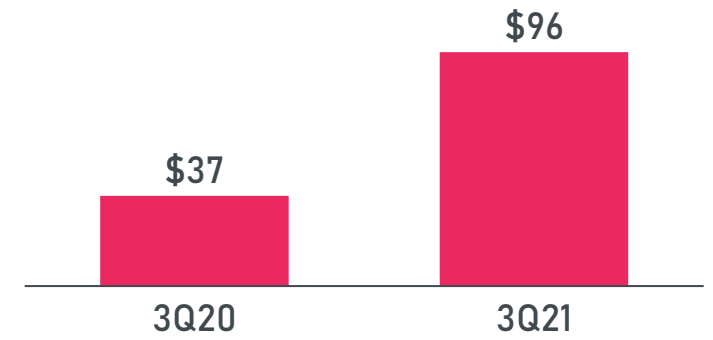
REAL ESTATE



REVENUE 3Q21

US\$ mn

Annual var (%) -62,9% 163,3%



FALABELLA

E-mail:

inversionistas@falabella.cl

Website:

investors.falabella.com

