

Comments from the CEO and Q1 Results for the Falabella Group

Continuing with the upward trend in results achieved at the end of 2023, we are pleased to report that the execution of our customer-focused strategic plan is progressing well. This has allowed us to improve our main indicators despite a depressed consumption scenario in most of the region's countries.

In 1Q24, we obtained an EBITDA (the indicator with which we measure the company's profitability) of US\$302 MM (2.3 times vs. 1Q23), reached an EBITDA margin of 10.4% (+575 bp vs. 1Q23), and made a profit of US\$60 MM (vs. a loss of US\$55 MM in 1Q23). These promising results are explained by a better value offer, which improved gross margins by 463 bps, reduced inventories by 11%, and increased visits to our malls.

In the banking business , we continue to see improvements. In Chile, our largest operation, the late payment portfolio of +90 days, has reached 3.5% (vs 4.0% in 4Q23). In addition, we continue opening cards and accounts, with +605,000 cards and transactional accounts per quarter in the region. This demonstrates our ability to attract new customers with a simple, digital, and intuitive proposal.

In April, we announced the closing of a transaction with Mallplaza, allowing us to consolidate our mall operations in Peru. With this new structure, Mallplaza will become the largest mall operator in South America in terms of GLA, and the opening of Mallplaza Cali in March this year will add to this. Meanwhile, visits to our malls grew 3% YoY.

In e-commerce , our *sellers'* sales have grown 9% YoY, reaching 25% of the online GMV. In addition, more than 45% of deliveries are made through Click & Collect, and about 70% of our retailers' deliveries are made in less than 48 hours. As for the physical channels, during the quarter, we continued to see improvements in sales levels, highlighting the growth of SSS of Falabella Retail in Chile (+6.4% YoY).

The indebtedness level in the non-banking business, measured as Net Financial Debt over EBITDA, decreased to 5.7x (vs. 6.5x in 4Q23), strongly driven by an improvement in business profitability (1.9x non-banking EBITDA vs. 1Q23). A

solid cash position of US\$967 MM (+US\$432 MM vs. 1Q23) has been added to this.

We remain firm with our Net Zero 2035 commitment in Scope 1 and 2, with a 20% reduction of controlled emissions vs. 2021, and have reached 73% electricity supply from renewable sources.

The achievements of this quarter reinforce our determination to enhance the customer experience and strengthen our profitability. I am convinced that, with the omnichannel strategy and continuous adaptability, we will continue to anticipate customer needs and meet our shareholders' expectations.

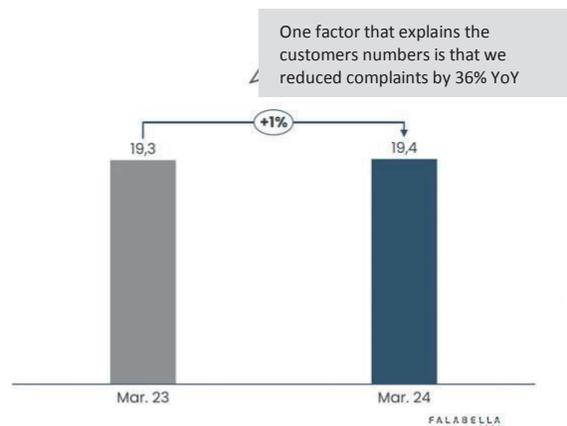
KPI Results - customers

Although our unique clients with purchases have fallen, we have managed to keep our Loyalty program customers stable.

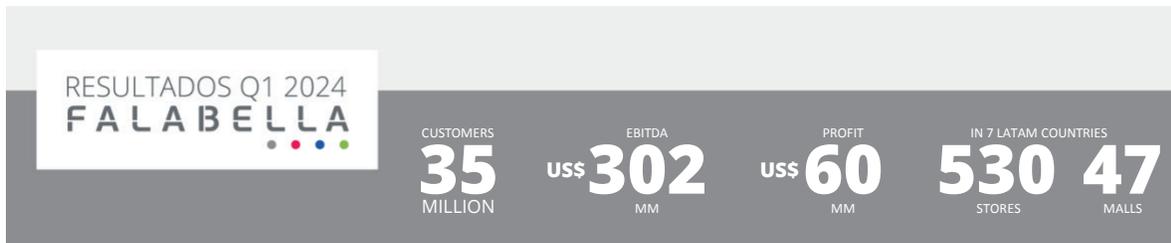
Unique customers with purchases LTM (millions)



Customers participating in the Loyalty program (millions)



Q1 2024 Results - Falabella Group



"We are satisfied with these results, as they back our strategic plan, focused on the customer. We have improved our main indicators, despite a depressed consumption in most of the region's countries. From here on, we will keep focusing on simplifying and making our operation more agile."

Alejandro González, CEO

Your role!

We invite you to share this information and guidelines with your team. This will allow us all to have a vision of our businesses' performance