

INVESTOR

DAY

2024

FALABELLA

Opening Remarks

Enrique Ostalé, Chairman

Hi. Good morning. Thank you to those attending today in this room and also those that are through the streaming. It's an honor for me to welcome you today to our Investor Day here in Santiago. Thank you for joining us to explore the journey that we have undertaken and the opportunities that lie ahead.

So, without a doubt, the last two years, since our last Investor Day, have been one of the most challenging in the history of the company. Of course, as you know, we face a highly complex macroeconomic environment while navigating an ambitious transformation process in Falabella. It was a period that tested our resilience and demanded extraordinary adaptability. In a world defined by ever-increasing complexity, our response has been to embrace simplicity. This philosophy underpins our strategy, empowering us to navigate challenges with clarity, focus, consistency and agility.

The recovery and turnaround are a testament of dedication and determination of more than our 85,000 employees who put all their best effort into three key objectives. First, improving our customer experience, restoring profitability and strengthening our balance sheet. Their commitment and effectiveness, as you can see in the results of the company, has been the cornerstone of our success, of our lately success. As a Board of Directors, we are truly enthusiastic to be honest about the potential of our ecosystem, built around five growth engines that operate across the countries where we are present, and we still have many growth options in front of it.

These engines are proactively offering increasing value to our customers, fostering collaboration and synergies and positioning us to capture sustainable growth in dynamic and diverse markets. Finally, I would like to thank you for your continued trust and partnership. And today, we look forward to sharing more about our progress, our strategy, and why we're confident in the bright future that lies ahead for our company and all of you as our valued stakeholders.

So, thank you again, and now I would like to leave you with Alejandro Gonzalez, our CEO. Thank you.

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