

## Material Fact

### Transfers through WhatsApp - Start of Operations

**CIELO S.A.** ("Company") (B3: CIEL3 / OTC Nasdaq International: CIOXY), in compliance with the provisions of CVM Instruction 358/02, and in addition to Notice to the Market from 06/15/2020 and Material Facts from 06/24/2020, 07/01/2020 and 03/31/2021, hereby informs its shareholders and the market in general that the transfer transactions through the WhatsApp app, will be available, as of this date, to the users of the app.

The solution is the result of joint work between Cielo, service provider, Visa do Brasil Empreendimentos Ltda and Mastercard Brasil Soluções de Pagamento (Mastercard), payment arrangement institutes, and Facebook Pagamentos do Brasil Ltda (Facebook), an authorized payment institution to act as initiator of payment transactions by the Central Bank of Brazil.

Through the solution it will be possible to make transfers between accounts 24 hours a day, seven days a week, 365 days a year, in addition to monitoring the transaction history. To make transfers, it will be required to register a debit card, prepaid or multiple, from one of the participating issuers directly on WhatsApp.

It should be noted that this Material Fact refers exclusively to transfer transactions.

Barueri, May 04, 2021.

**Gustavo Henrique Santos de Sousa**

Chief Financial and Investor Relations Officer