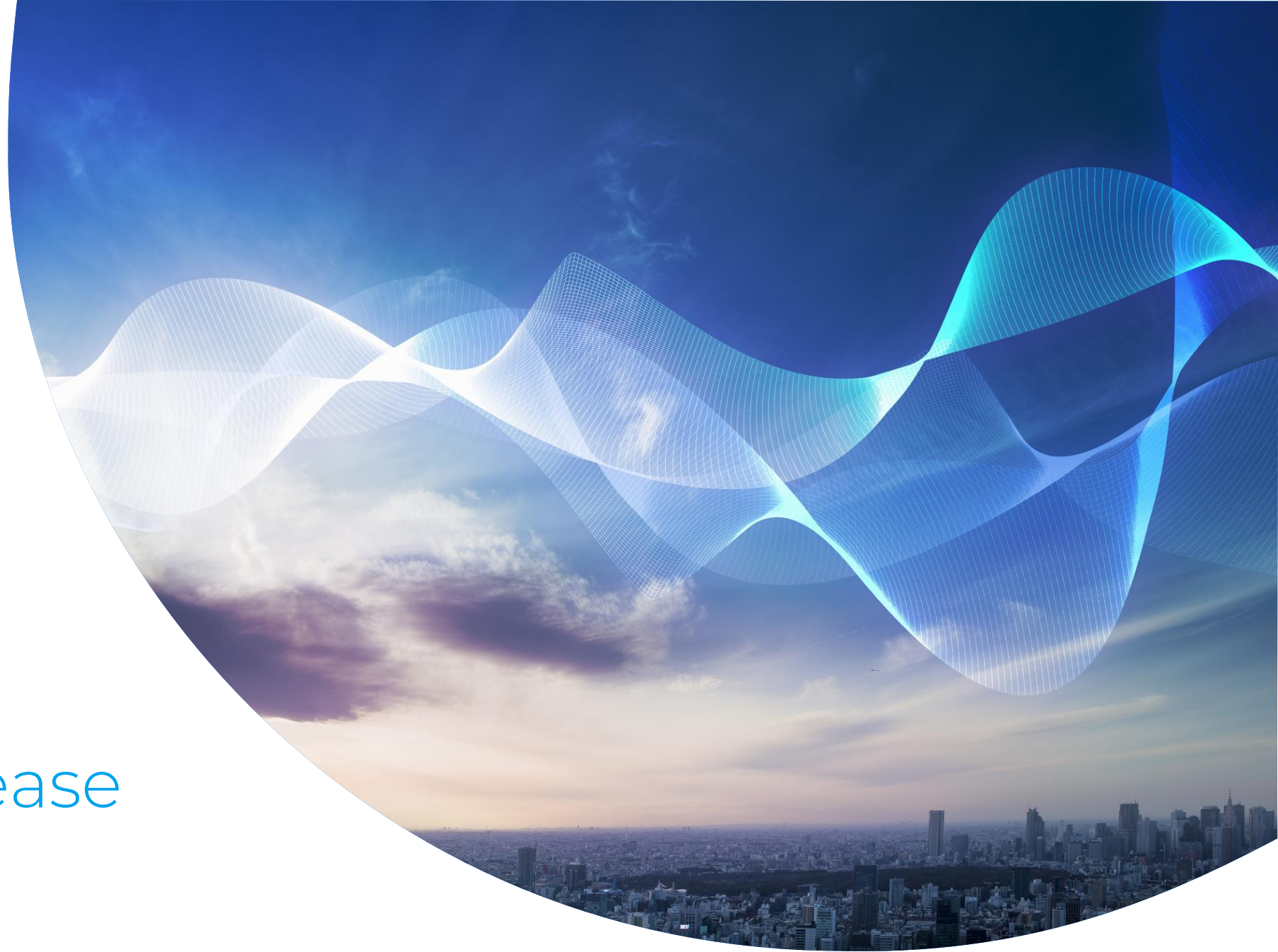
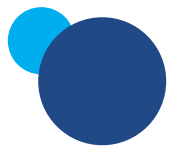


cielo

Earnings Release

3Q 2021





Legal Disclaimer_

The Company makes forward-looking statements that are subject to risks and uncertainties

Such statements are based on the Management's assumptions and surmises on the Company's best knowledge and information. Forward-looking statements include information about our current intentions, assumptions or expectations, as well as those of the members of the Company's Board of Directors and Board of Executive Officers.

Forward-looking statements also include information regarding our possible or assumed future operating results, as well as statements that are preceded or followed by or that include the words "believes", "may", "will", "continues", "expects", "anticipates", "intends", "plans", "estimates" or similar expressions.

Forward-looking statements and information are not guarantees of performance. They involve risks, uncertainties and assumptions, as they refer to future events and therefore depend on circumstances that may or may not occur. Future results and value creation for shareholders may differ materially from those expressed in or suggested by forward-looking statements. Many factors determining these results and values are beyond CIELO's ability to control and predict.

The Company's consolidated financial statements are presented in thousands of Brazilian Reais (R\$ thousand), in accordance with the Accounting Plan of the Institutions of the National Financial System (COSIF) and accounting practices adopted in Brazil



A graphic element consisting of two overlapping circles: a smaller light blue circle on top and a larger dark blue circle on the bottom.

Agenda

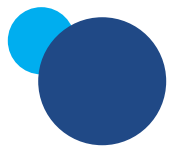
Presentation:

Results & Operational Transformation

- Filipe Oliveira - Head of Strategy and FP&A

Q&A:

- Gustavo Sousa - CEO
- Filipe Oliveira
- Daniel Diniz - Head of IR



Quarter Highlights

3Q21 reinforce consistent operational improvement



Net Income totals **R\$212MM** in the **3Q21**. +111% YoY and +18% QoQ
4th consecutive quarter of YoY growth



Net revenue grows **7% QoQ**
Normalized expenses decrease YoY and QoQ



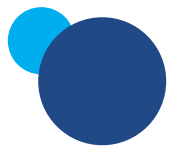
Solid EBITDA growth in **Cielo BR +19%** e em **Cateno +22% QoQ**



41% of penetration in Pre-Payment products in **SMB and LT**
TPV 16% higher compared YoY and 8% QoQ. Representing 39% of the TPV



Improvements in operational indicator, with new advances in logistics and commercial productivity indicators

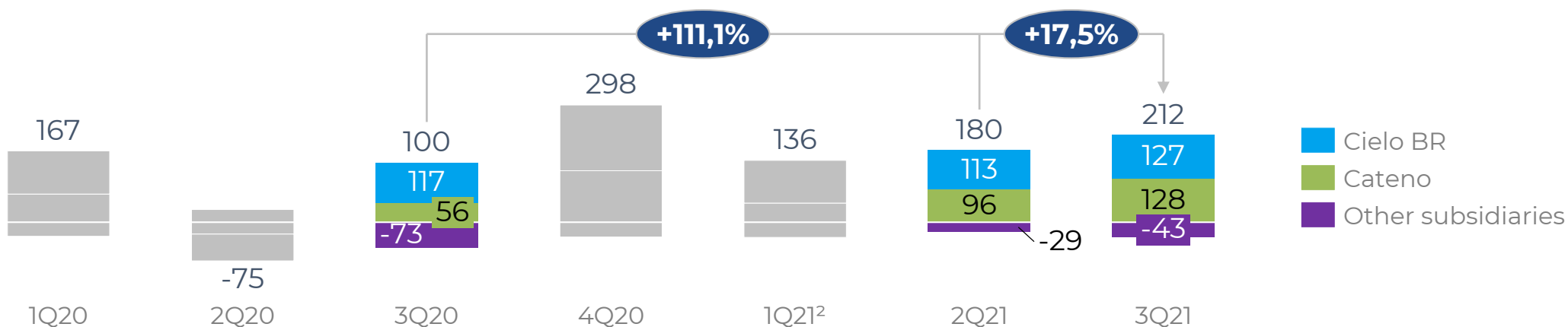


Main Financial Metrics

Operational resilience: EBITDA grows 44% YoY and 19% QoQ

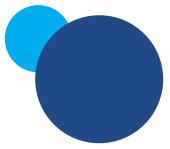
Indicators (Consolidated R\$ million)	3Q21		3Q20	Var.	2Q21	Var.
Net Operating Revenue	3,009.5	✓	2,882.4	4.4%	2,811.9	7.0%
Operating Income	414.3	✓	179.7	130.6%	320.1	29.4%
EBITDA	692.8	✓	480.0	44.3%	580.8	19.3%
% EBITDA Margin	23.0%	✓	16.7%	6.4pp	20.7%	2.4pp
Net Income¹	211.9	✓	100.4	111.1%	180.4	17.5%
% Net Margin	7.0%	✓	3.5%	3.5pp	6.4%	0.6pp

Net Income (R\$ million) - 4th consecutive quarter of YoY recovery



¹ Attributable to Cielo shareholders.

² In 2021, the Company approved an internal regulation that governs the classification of non-recurring events. Thus, the 2021 quarters are presented on a recurring basis. 1Q21 considering non-recurring items: R\$241.3

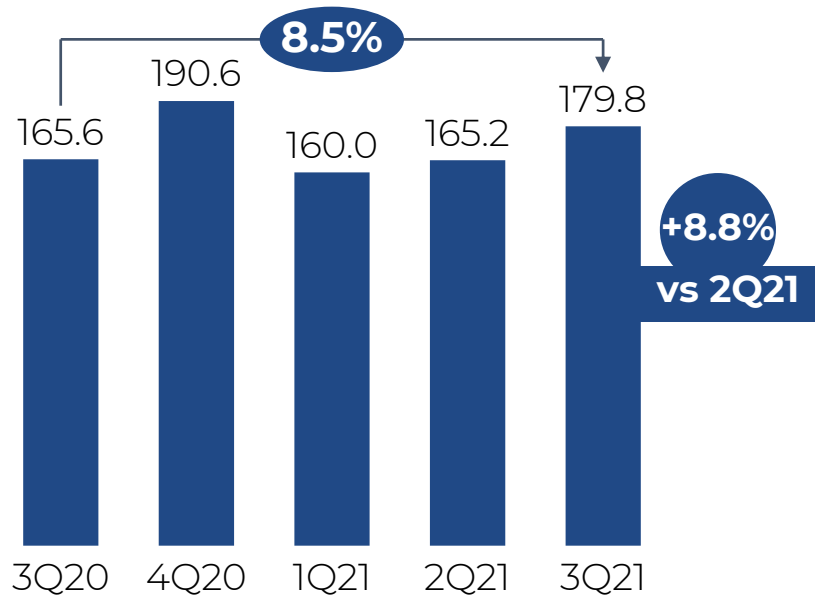


Operational Indicators

Total volume +8.5% and SMB active base +6.9% YoY

Total Payment Volume

R\$ billion

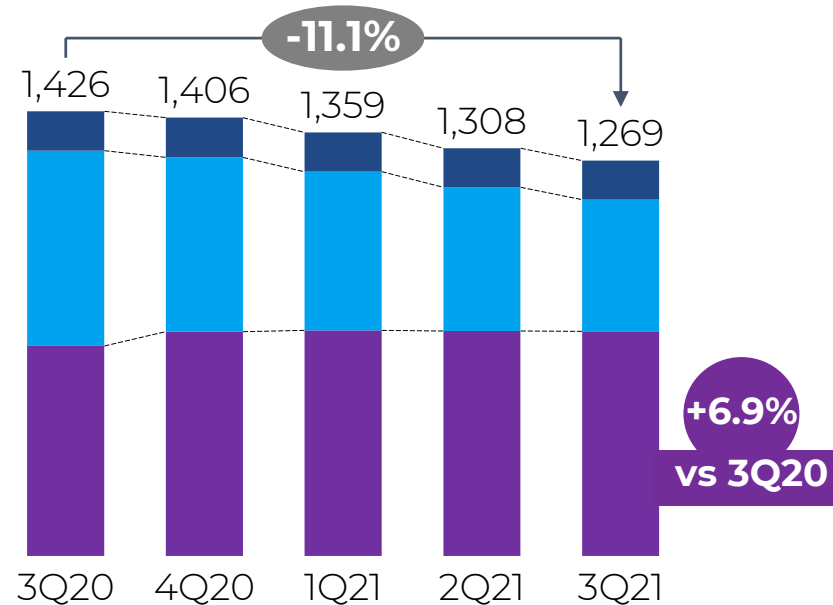


Active Merchant Base

(90 days)

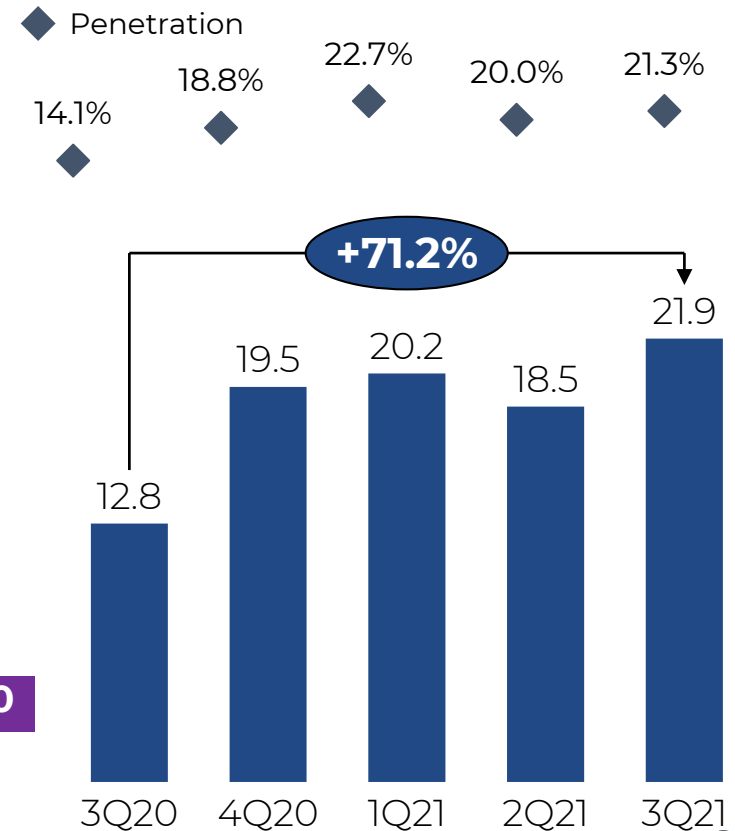
In thousands

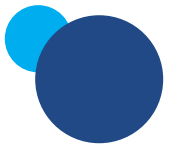
- Large Accounts
- Long-Tail
- SMB



Prepaid Volume

R\$ billion



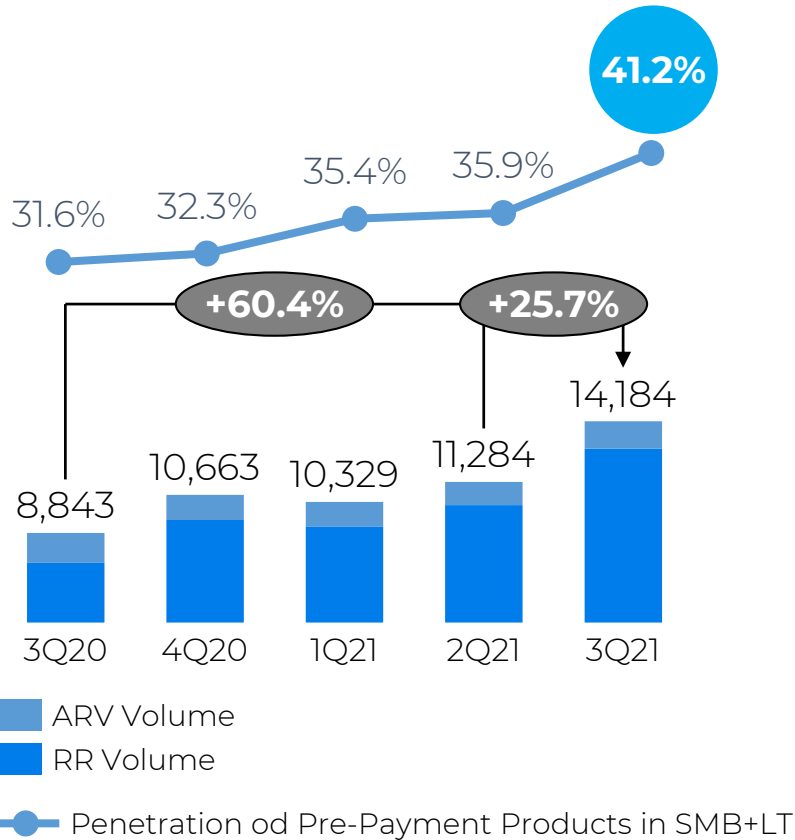


SMB and Long Tail

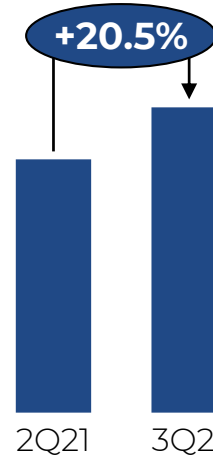
Penetration shows significant growth, totaling 41%

Pre-payment Penetration

New record Penetration

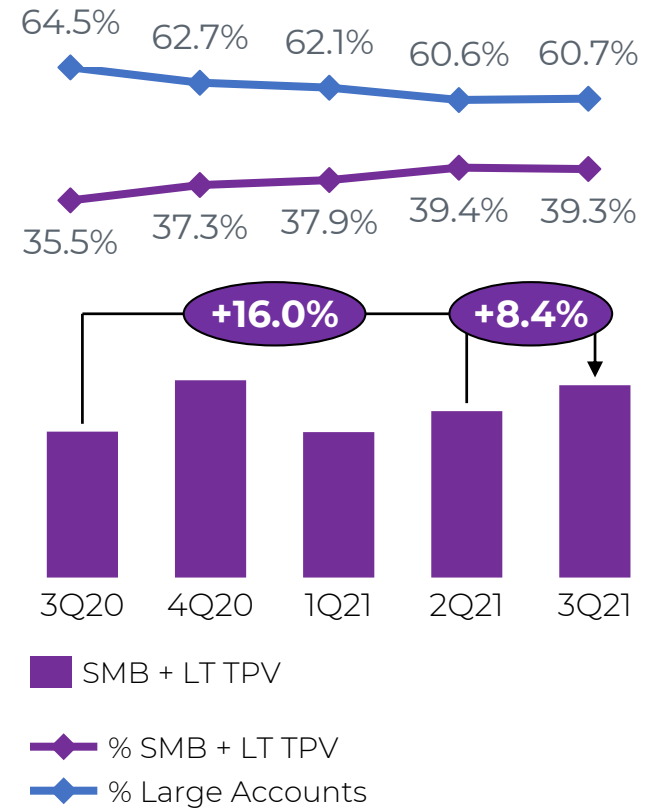


- RR revenue shows QoQ growth
- Total potential for new additions not yet reflected in 3Q21

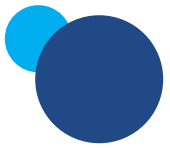


Captured Volume

SMB YoY Growth: 17%



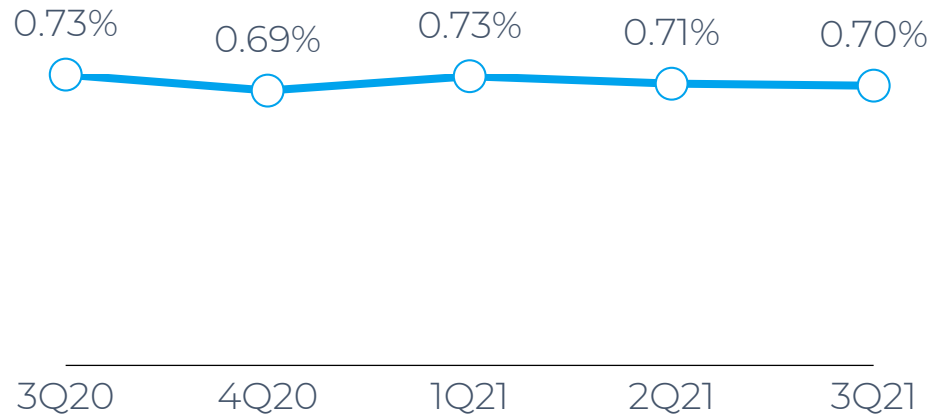
Note: the company reviewed in the 2Q21 the classification of certain clients within the segments, and adjusted the historical data of perceptual participation of the segments in the total TPV in order to maintain comparability.



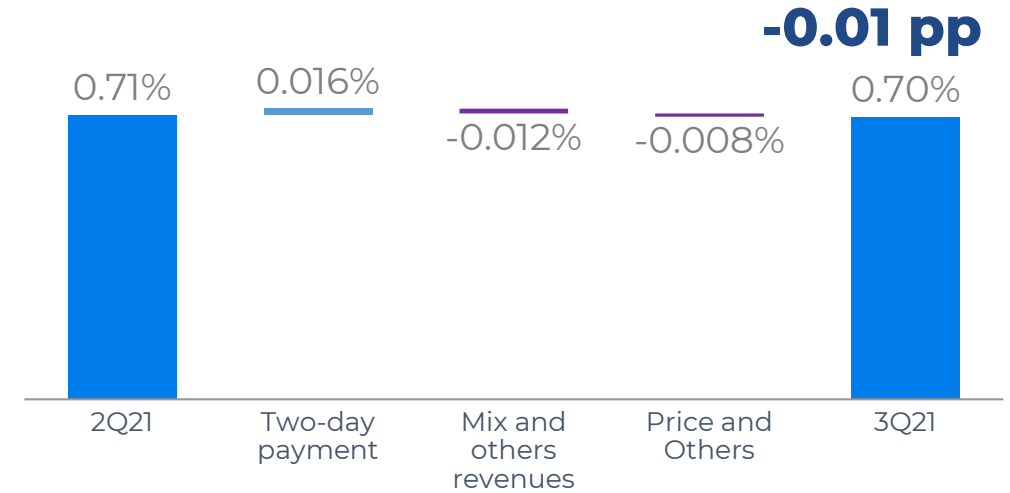
Revenue Yield

3Q21 maintains close to 2Q21, with a positive impact of RR

Quarterly evolution of Yield

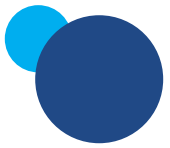


Net Revenue Yield QoQ



- **RR penetration** continues to benefit Yield
- **Price** continues to pressure Yield in the QoQ and YoY comparisons
- ISS¹ impacts Yield when compared to the previous year (-0.02%)

¹ As of 1Q21, Cielo incurred in higher ISS (tax on services charged by municipalities in Brazil) expenses as a result of the expected impacts of the law 175/2020. Cielo's ISS expenses increased by R\$29.7 million in the 1Q21, which generated the impact



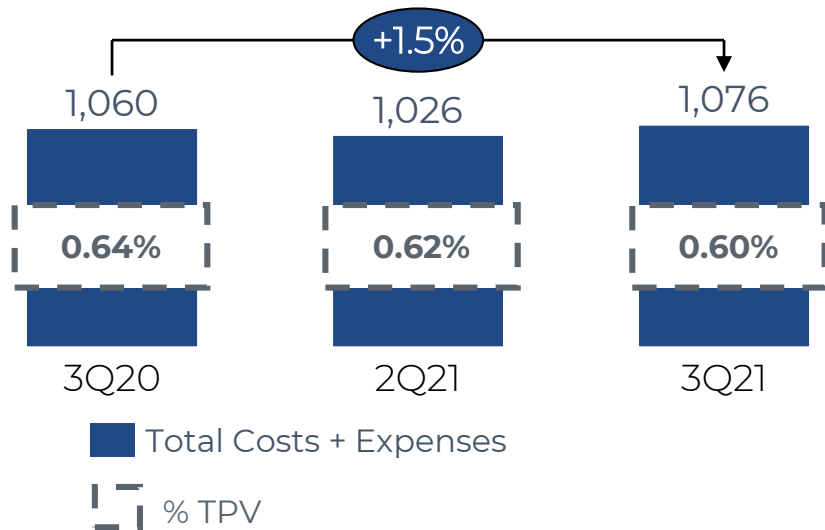
Operational efficiency

Normalized expenses 1.3% lower than 3Q20

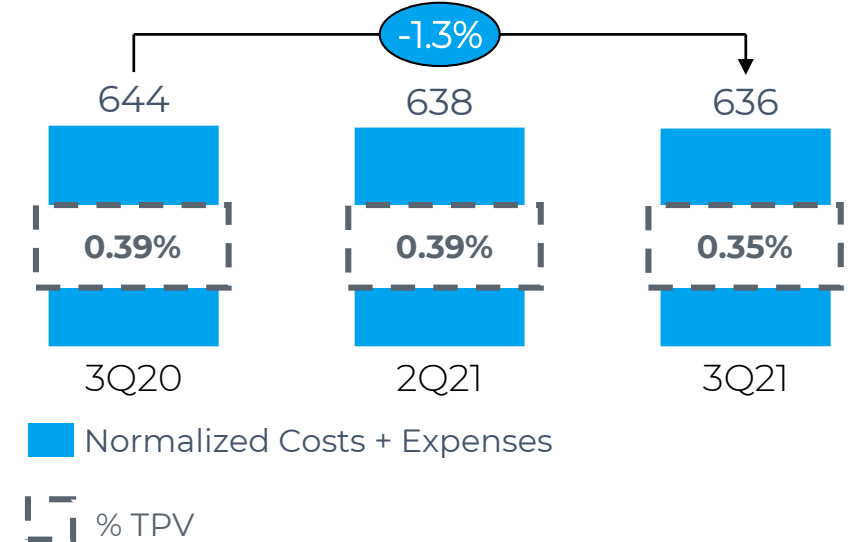
- **Expense discipline** continues to benefit operational result
- **Normalized expenses continue to reduce**, despite investments made in the quarter
- Total Cost + Expenses accounted for 0.60% of the TPV, **showing improvement YoY and QoQ**

Total Costs + Expenses(R\$ million)

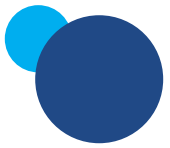
1.5% increase in expenses vs 8.5% in TPV



Normalized¹ Costs + Expenses(R\$ million)



¹Normalized expenses correspond to Cielo Brasil total expenses with deduction of brand fees, subsidies, services provided by banks, PIS and COFINS credits, D&A, non-recurring items and commercial expansion.



Liquidity | Indebtedness

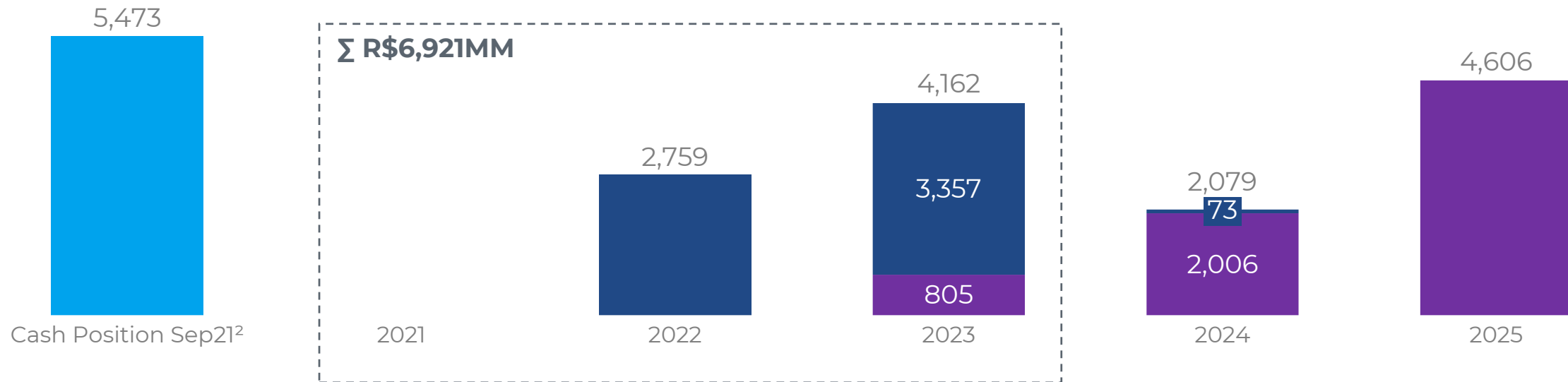
Liability management measures increased the average duration from 13 to 30 months

3Q21 Highlights

- Sale of Multidisplay (**R\$185MM**)¹ and BITZ (**R\$21MM**)
- Early termination of public debentures **R\$3.0BI**
- Liquidation of senior quotas of FIDC Plus **R\$3.0BI**, with a new issuance of **R\$0.6BI**
- Increased capital allocated to RR : **R\$7.0BI** in 3Q21 vs R\$5.8BI in 2Q21

Indebtedness and other obligations (R\$ million)

■ Cash position Sep21² ■ Loan Obligations ■ Third party FIDC quotas



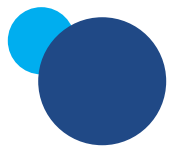
¹No cash impact in the 3Q21 given that the closing happened after 09/30/2021. Total price up to R\$185MM: (i) R\$125MM refers to a fixed purchase price; and (ii) R\$60MM refers to a variable price that is subject to the verification of certain assumptions after the closing date

²According to COSIF accounting practices, it consolidates 100% of the balances of cash, cash and financial instruments, including derivatives, of Cielo Brasil, Cateno and Other Subsidiaries.



Operational *Transformation*

- *Improvements in the Quarter*
- *Next Steps*



Important Operational Advances in the Quarter

Improvements in Customer Service, Logistics and Commercial Productivity



New Commercial Model

- **30-day Activation Index exceeded goal** set for September
- Growth in new clients transactional volume



Advances in Logistics - Indicators

- **Logistics Indicators shows significant new improvement:**
- **80% of deliveries fulfilled in up to 2 business days** in September. 21pp than march 2021



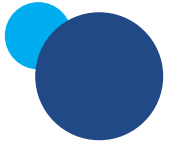
Advances in Logistics - Heroes

- **Completion of Project Heroes in August:**
- **Expansion to 153 cities**, accounting for ~80% of service calls



Customer Service

- Improvement in digital penetration and contact rate indicators

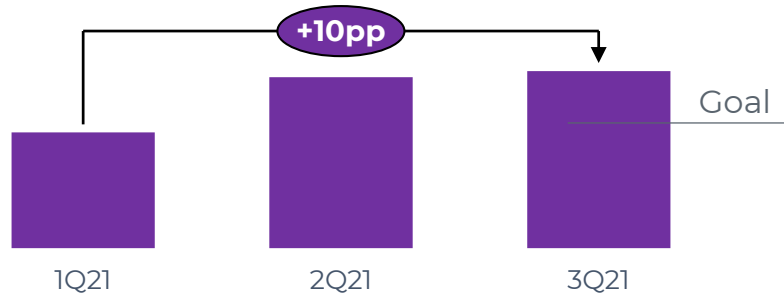


New Commercial Model

- Model announced in January...
- ...**Business Consultants** performing *Hunting* and *Farming* functions, generating...
- ...**Efficiency** in travel, reduced portfolios and **flexibility** of focus
- Model has been gaining traction in recent months

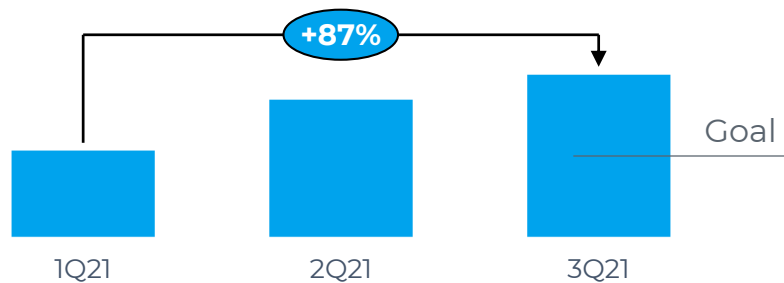
30-day activation Index exceeded the goal

% of clients who activated within 30 days after affiliation



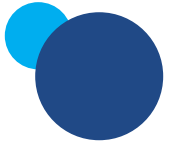
Improvement in onboarding and activation process, reflecting in higher

Average Volume transacted in the month after activation (R\$ Thousand)



Business Consultants

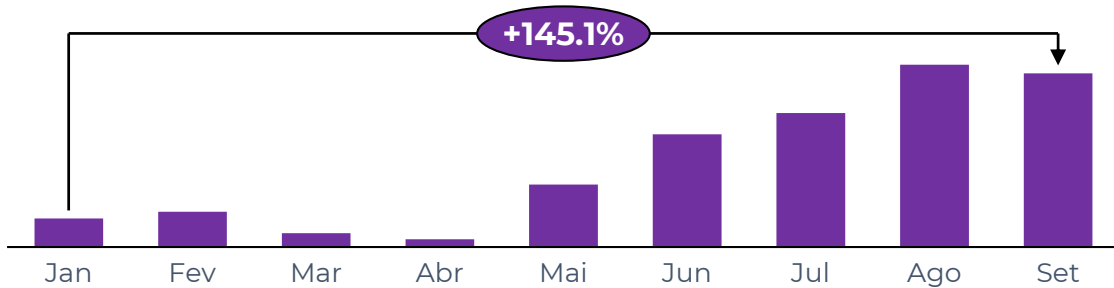




Instala Direto available to the whole Sales Force

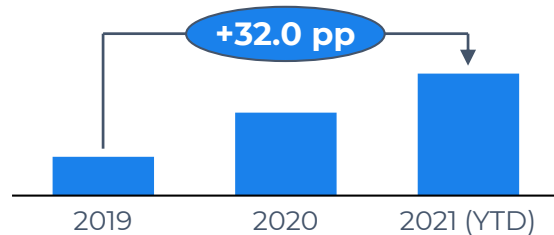
- Equipment delivered at the act of the sale in large cities
- Better **customer experience**
- **Higher activation rate**

installations in this model:



Logistics management also impacts **asset recovery**

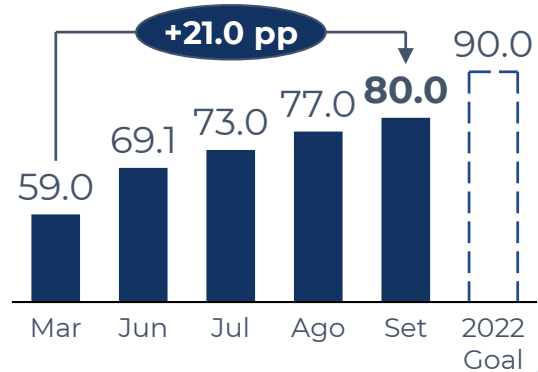
% Assets recovered



Completion of Heroes Expansion

- Available in 153 locations → 80% of calls
- Exclusive and uniformed professionals **installing equipment and supporting clients**

% of installations in 2 business days



Next Steps Aim New Quality Level

- New initiatives to ensure additional **advances in Customer Service and Operations;**
- The goal is to position Cielo with a **flawless customer service;**
- **Completion of initiatives by 4Q22...**
- ... With intermediate deliveries to **capture value along the journey;**



Efficient Logistic

Improved Route planning and call response



Flawless Customer Service

Reformulation of call center and increased use of digital channels



Integrated operational model

Integration of commercial, customer service and logistics models



Journey to Cloud

Expedite migration to the cloud; partnering with AWS



Pricing and Billing journey

*Increase analytical intelligence in pricing.
Improve clients experience in the billing process*



Awards & Recognition_

Awards & Recognitions Received in 2021

ESG



Champion of the Decade in Corporate Governance by Prêmio Época 360.
We achieved 1st place among all sectors.



Companies with the **best ESG scores**
Cielo received a **9/10 grade**



Award - Época Negócios 360
Cielo is the **champion in Sustainability** in the **Financial Sector**



Most Transparent Companies in Sustainability
Cielo is one of the most transparent companies regarding the disclosure of sustainability information

Institutional



Valor Inovação 2021
Cielo ranked 1st place in the Financial Services sector for Management skills, investment in new processes and policies, dedication to solution innovation.



GPTW 2021
Cielo is in the ranking of 150 companies and is the **second best place to work in the Financial sector** in Brazil for 2021.



Consumidor Moderno – 1st place in payment processing category.

. Excellence in Customer Service in the Acquiring segment.

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Investor Relations

ri.cielo.com.br

ri@cielo.com.br