



Earnings Call

First Quarter, 2024

CSUD
B3 LISTED NM

Guidelines and legal warning



Good morning everyone, welcome to CSU's conference call regarding the first quarter of 2024. Present in the videoconference today are the CFO and IRO, **Pedro Alvarenga**, the COO and CTO, **Fabiano Droguetti** and the Company's IR team. This conference call is being recorded and all participants will be able to listen, see the speakers and follow the presentation.



The presentation will be in Portuguese with simultaneous English translation. For those who wish to listen to the presentation in English, **just press the “Interpretation” button on the bottom right corner of the screen** and choose the English option.

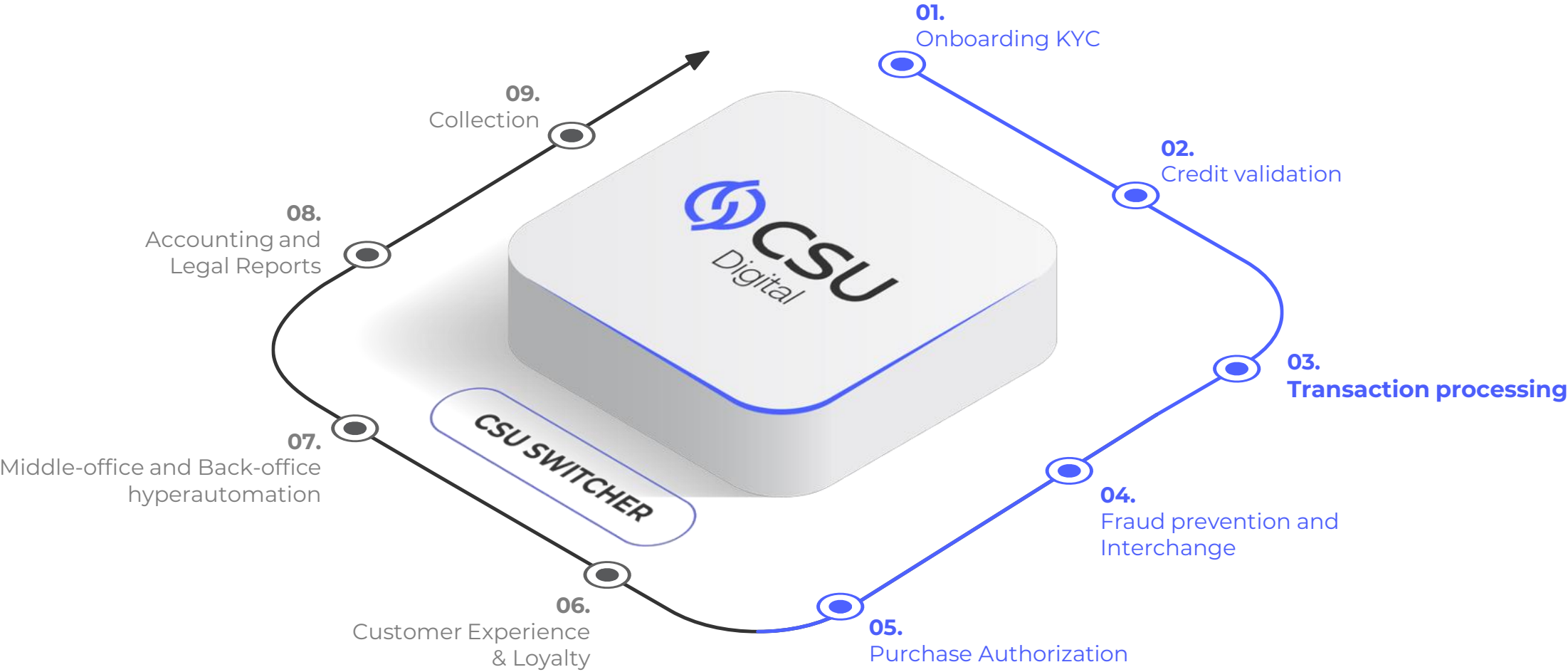


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A distinct approach encompassing technology and products

Example of a credit card full service operation



- Tradicional processing
- Full Service

A truly digital end-to-end experience that drives volume, profitability, and economies of scale for businesses

Solutions portfolio

The only company in the market with solutions for all instances of a financial transaction

Digital Payments

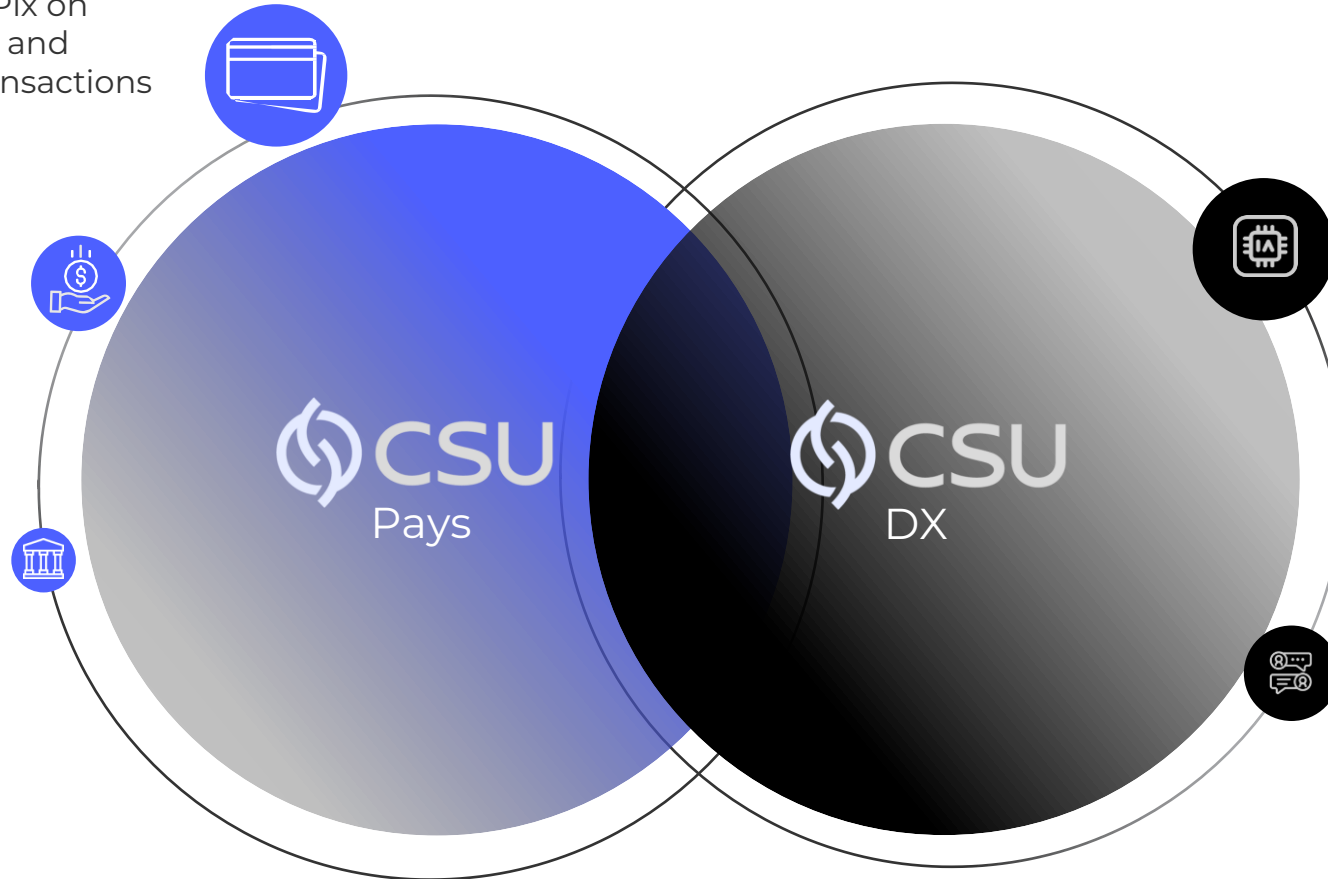
Full service for Card, Pix (instant payments), Pix on Credit (Installments) and Cryptocurrencies transactions

Loyalty & Incentive

Infrastructure for management of Loyalty and Incentive Programs (Points and Cashback), and for marketplaces for redemption or purchase of goods and services

Embedded Finance

Technology for Digital Accounts (individuals or enterprise) and financial services (Marketplace) via API or White-label app



NEW

Hyperautomation & AI (HAS)

Hyperautomation platform for business process management for Exchange, Fraud, Prevention, Onboarding and Data Curation with massive usage of Artificial Intelligence (AI)

Customer Experience

Hybrid infrastructure (technology and people) for customer service, cross and up sell and collection

Both verticals have experienced different growth dynamics in the previous years, facing **intense digitalization**, and now are ready for a **new cycle of expansion**

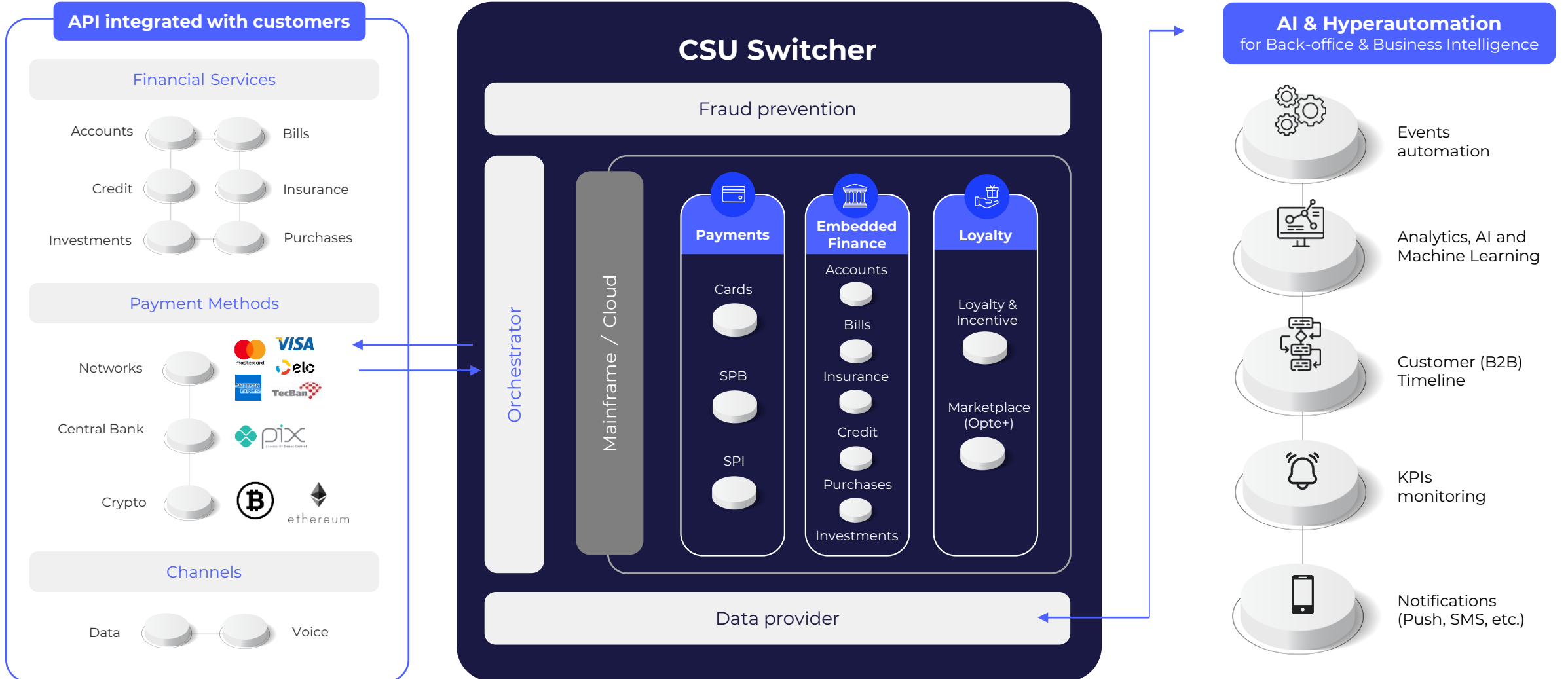
CSU Ecosystem

Combines the best technology for financial services and business process bringing robustness, flexibility and gains of scale

100% agnostic platform being multi networks, currencies, channels fully integrated to client's systems

A wide range of solutions with the **flexibility to be customized** for any business, enabling faster integration with client's systems and continuous development.

Data intelligence provides a deep understanding of customer processes and consumer behavior, enabling **hyperautomation of workflows**, which, combined with the **use of AI**, can significantly improve the quality and productivity of operations



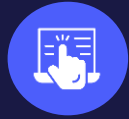
Immediate gains with Hyperautomation & AI

The benefits captured by our clientes are real and proved



+40%

Productivity gains



+80%

Time reduction for customer demands resolution



+95%

Operational errors reduced



+15%

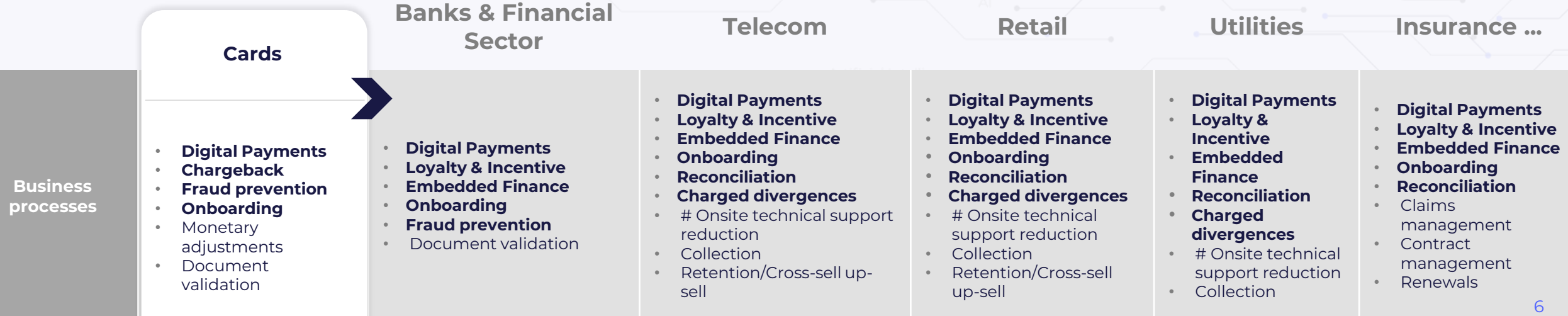
Reduction of retraction rate



+10 p.p.

Of incremental approvals

Our solutions are ready to serve multiple sectors (financial and non-financial)





Our

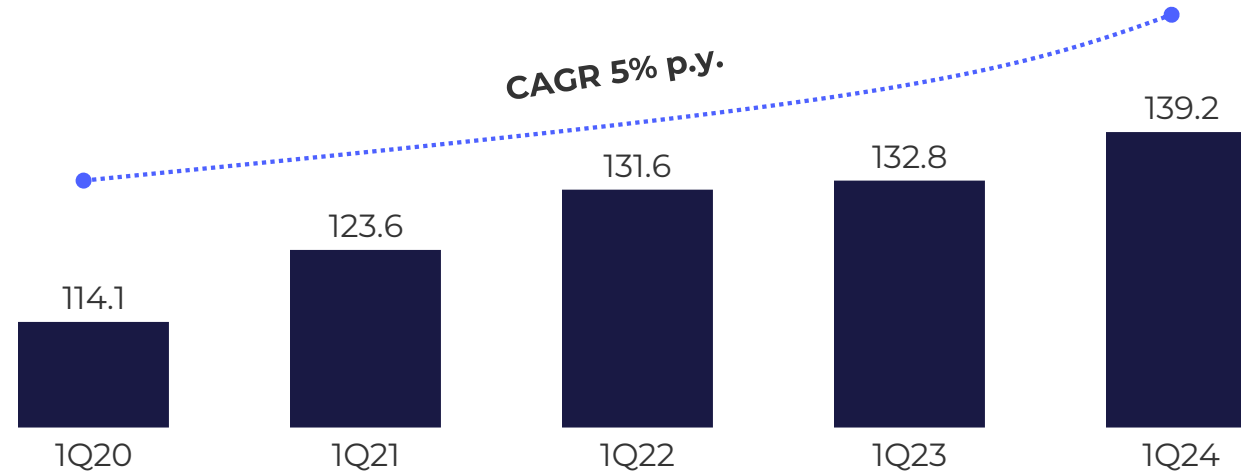
Results



Consolidated Net Revenue

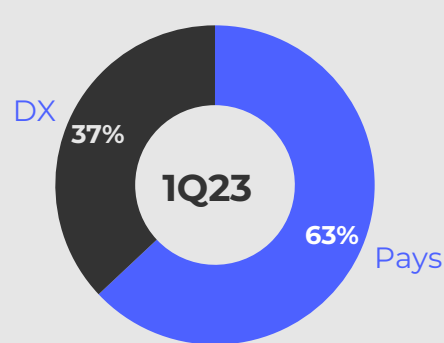
Expanded portfolio creates new opportunities, increases profitability and brings more stability for different financial cycles

Net revenue grows consistently with digital revenues standing out | (R\$ million)

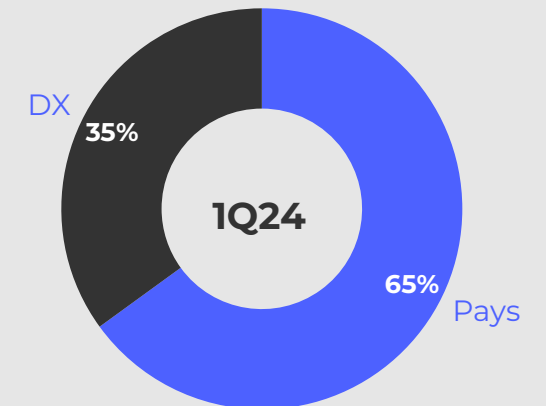
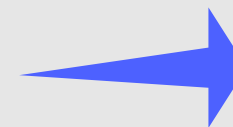


CSU Pays gains even more relevance in the business

CSU´s consolidated net revenue mix (%)



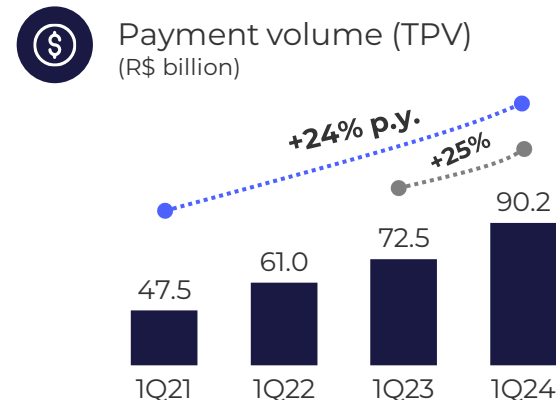
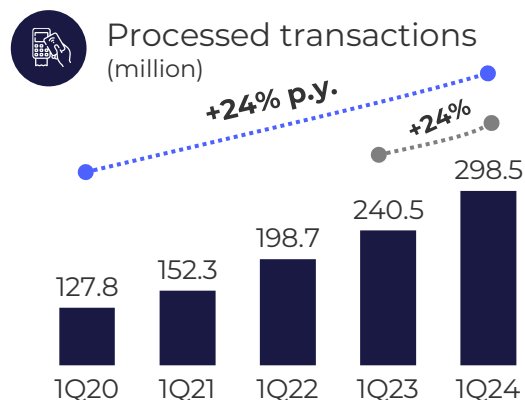
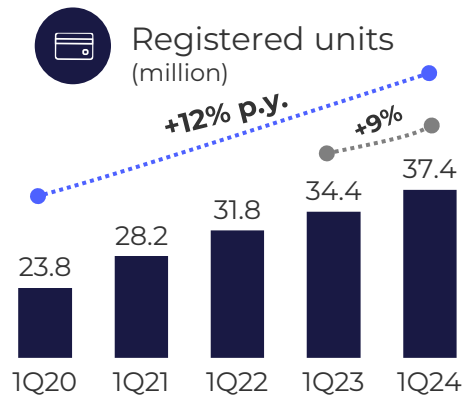
Pays + 2.0 p.p.



Innovation accelerates growth and brings productivity gains

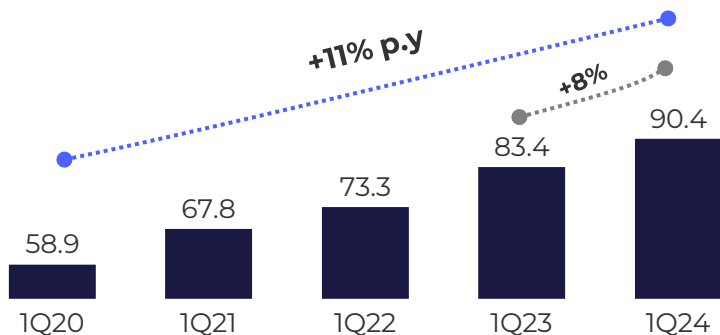


Operational Highlights

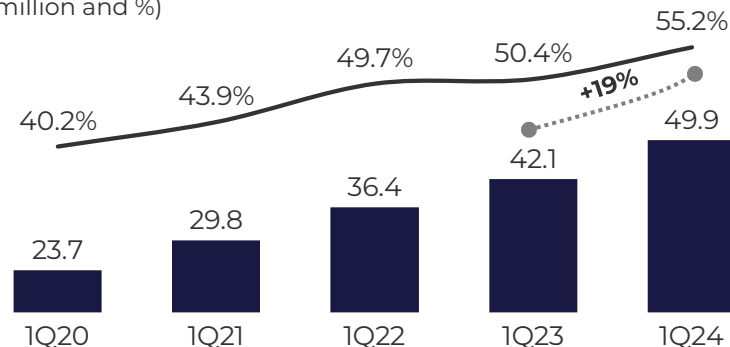


Financial Highlights

Net Revenue (R\$ million)



Gross profit and gross margin (R\$ million and %)



Recurrently growing at a fast pace on an annual basis and attracting new customers. Worth highlight the expansion of purely digital revenues (CAGR of 13% since 1Q20 and +11% vs. 1Q23), **which are the basis for a new and stronger expansion cycle**

This new cycle of expansion is taking place on an increasingly efficient basis, with real gains in profitability (CAGR 20% p.y. since 1Q20) resulting from the digitalization of products and processes that are leveraged by the scalability of the business model



- ✓ Physical, Virtual and Digital Cards (mobile and wearables)
- ✓ Bin Sponsor
- ✓ Multi-account Virtual Wallets
- ✓ Transfers and Payments (TED, Instant Payment – Pix, Pix on Credit, Cryptocurrencies)
- ✓ Credit Marketplace
- ✓ Digital Services
- ✓ Loyalty & Incentive Programs
- ✓ Shopping Marketplace

Focus on earnings while building new growth avenues



Operational Highlights



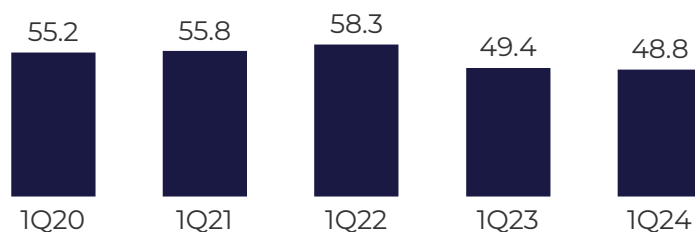
+3.3 million
of managed interactions (1Q24)



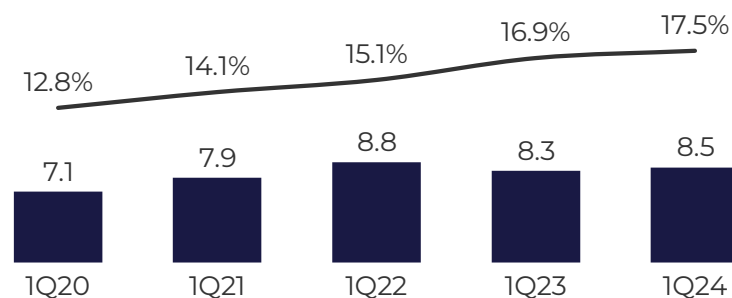
73%
digitalized interactions (1Q24)

Financial Highlights

Net Revenue
(R\$ million)



Gross profit and gross margin
(R\$ million and %)



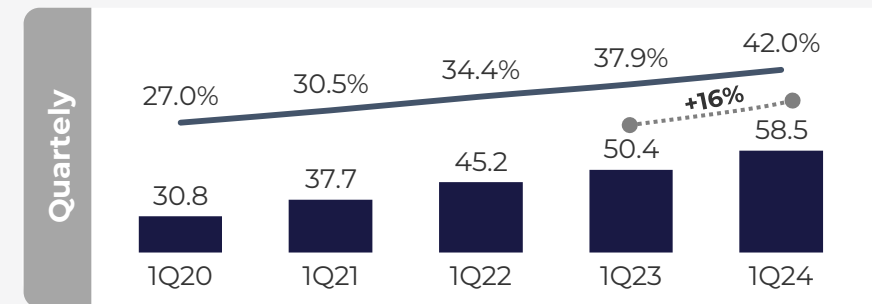
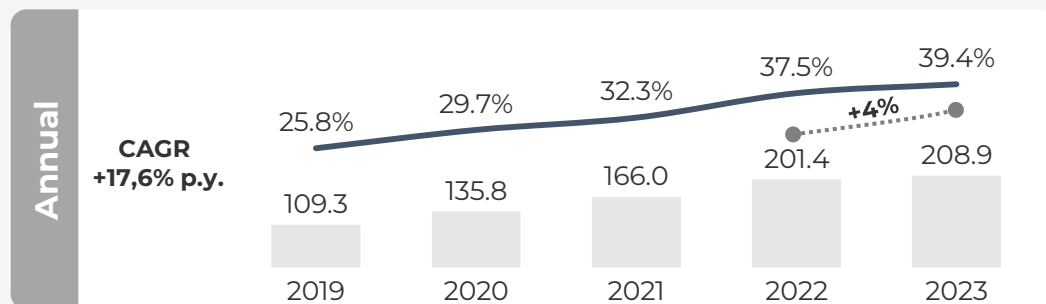
Deep digital transformation of the Customer Experience service for a greater profitability (lower price vs higher margins). At the same time, the foundations were laid for a **new cycle of expansion** for this vertical with the launch of **hyperautomation and AI** products, which should soon start to deliver results.

Customer Experience operations performance focused on higher value-added processes, preserving results and **increasing margins** (an increase of **4.7 p.p.** vs. 1Q20), while new avenues of growth were built. New products tend to be a **major contributor to this vertical's results.**

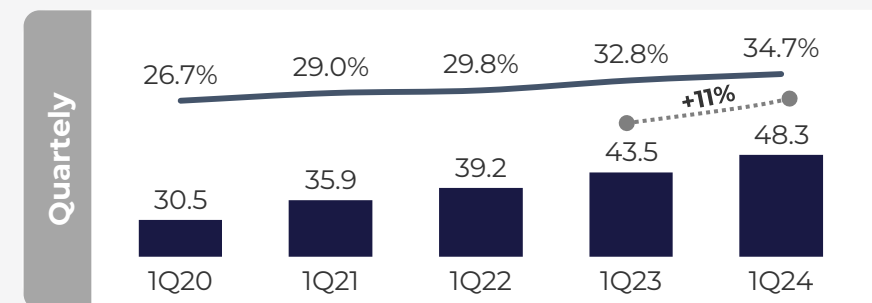
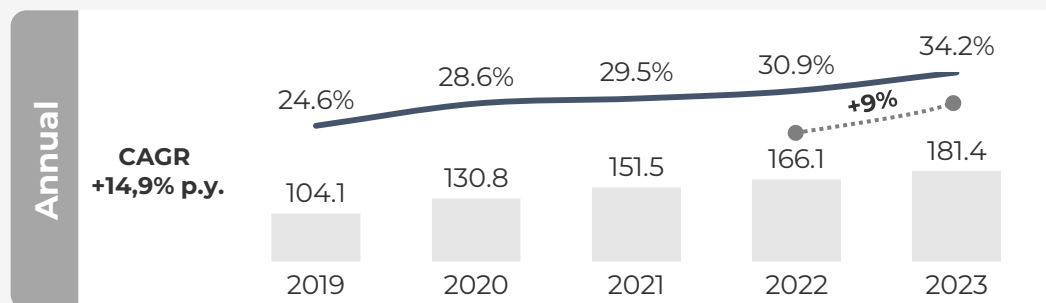
- ✓ Omnichannel
- ✓ Self-service App's
- ✓ Robotic process automation (RPA) & artificial intelligence (AI)
- ✓ Chatbots
- ✓ Customer support through social networks
- ✓ Mobile support
- ✓ Hyperautomation of business processes

Improved performance in both verticals lead to continuous record-breaking in profitability indicators

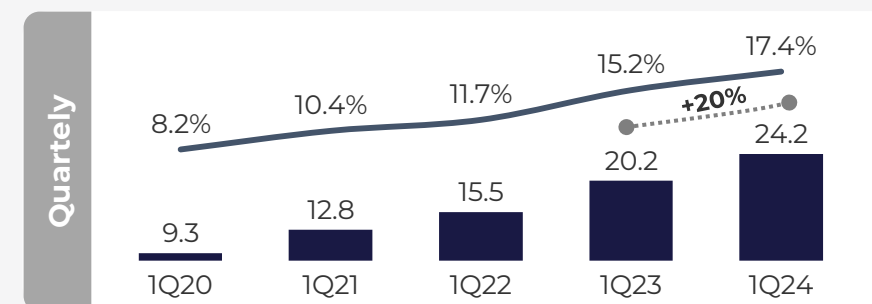
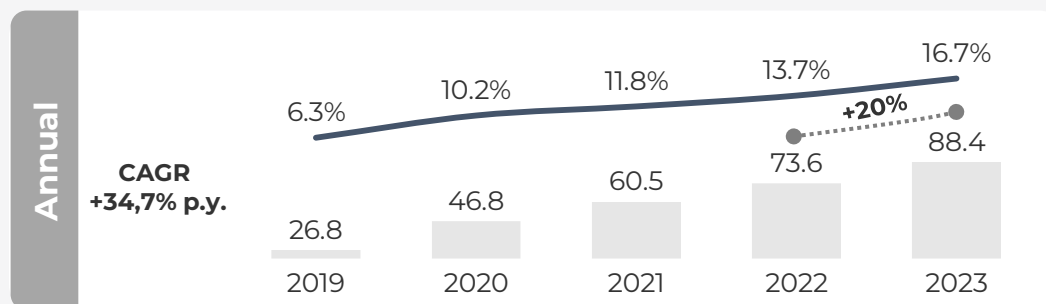
Gross profit (R\$ million) and **gross margin** (%) nearly doubled



EBITDA (R\$ million) and **EBITDA margin** (%) fast expansion



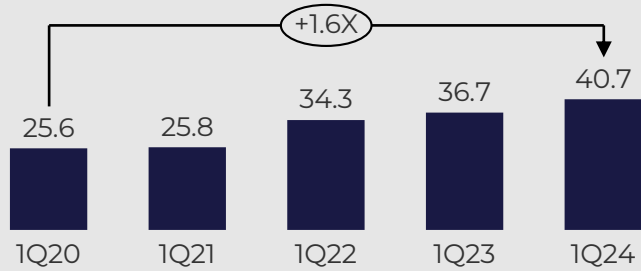
Net income (R\$ million) and **net margin** (%) nearly tripled due operational leverage



Financial strength brings confidence for new expansion cycle

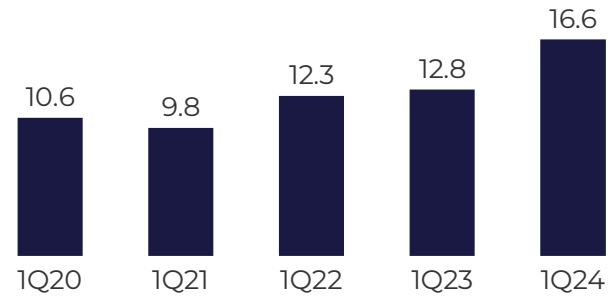
Operational Cash Generation (R\$ million, X)

Average +84% EBITDA conversion to cash ratio leading to a sumptuous operational cash generation, allowing.....



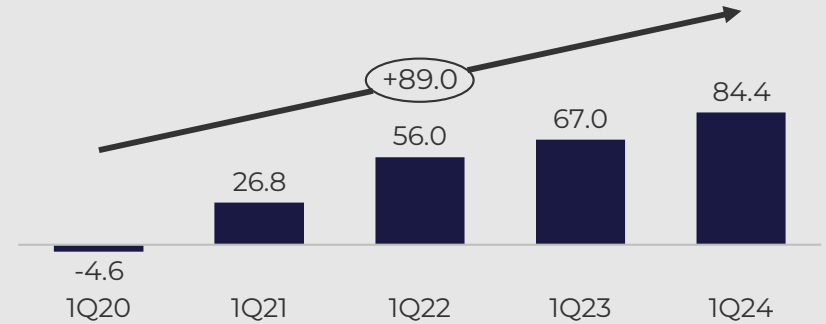
CAPEX (R\$ million)

...tech investments increase...



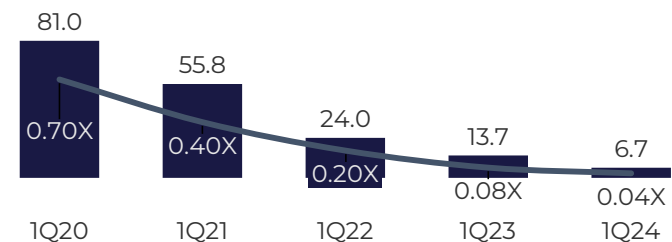
Net Cash Position (R\$ million)

...Still, CSU is hoarding cash, which puts us in a great position to capture growth opportunities.



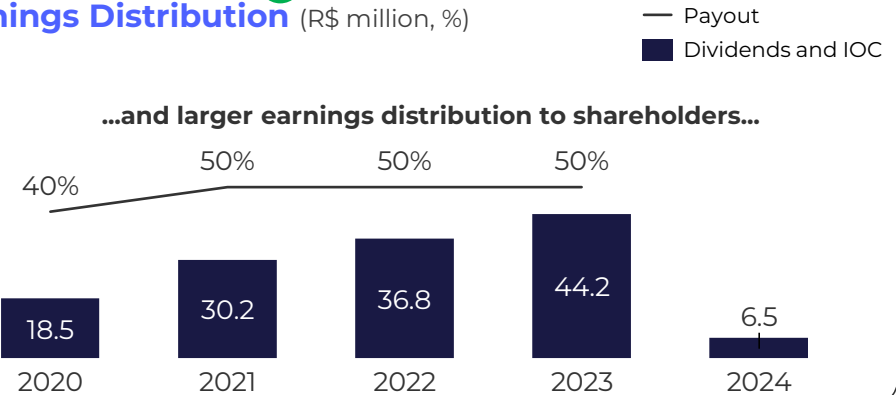
Net Debt and Net debt/EBITDA (R\$ million, X)

...onerous debt paydowns...



Earnings Distribution (R\$ million, %)

...and larger earnings distribution to shareholders...



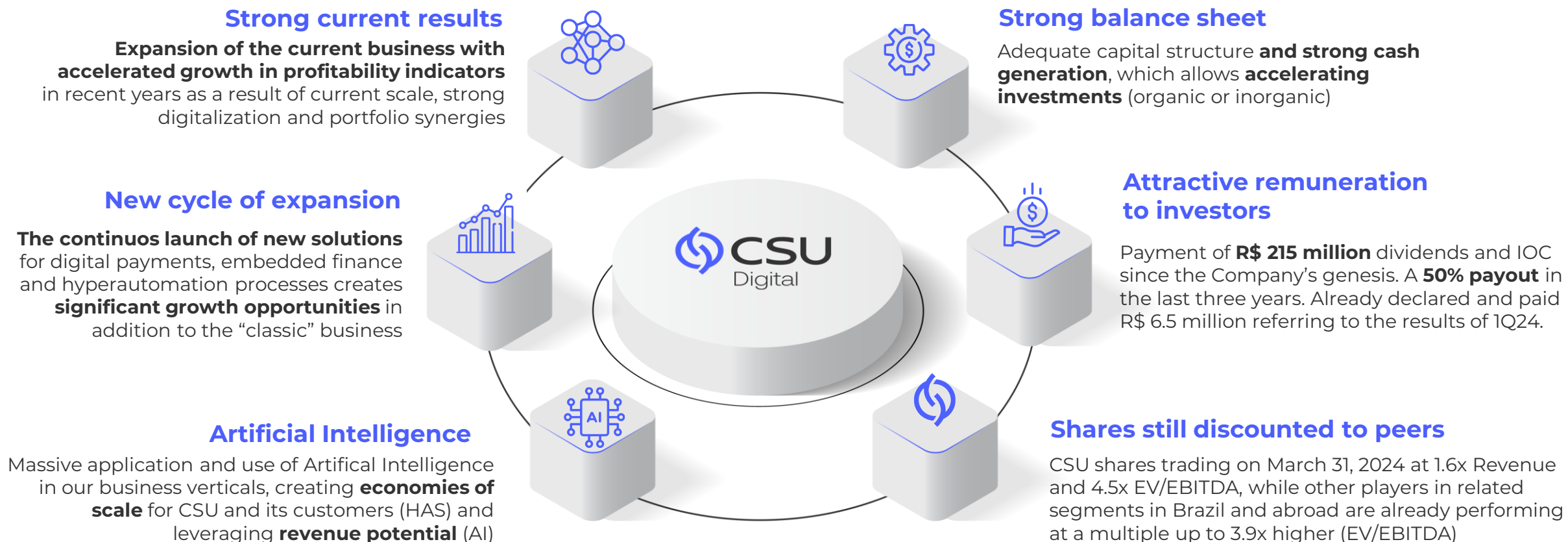


Key

Takeaways

 CSUDigital

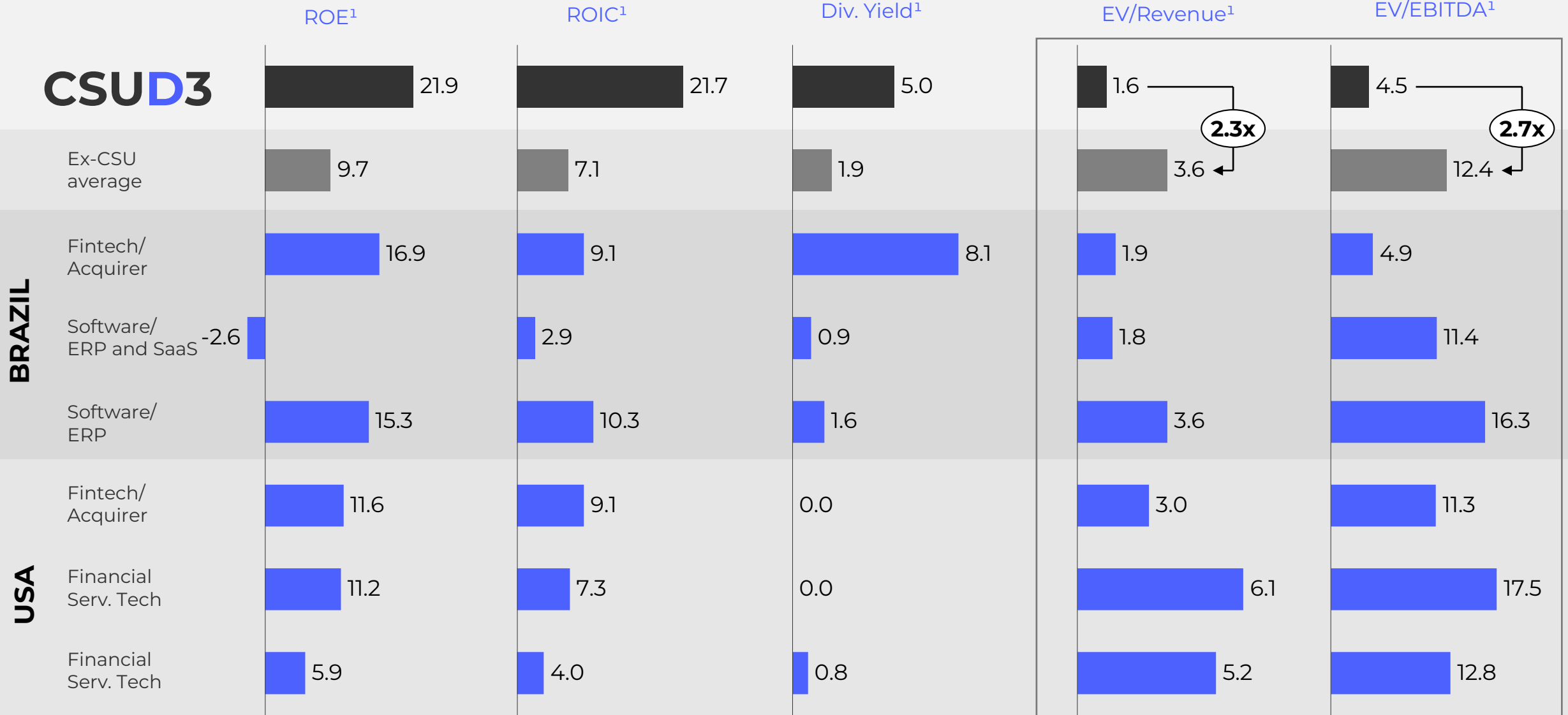
Closing remarks





Company's valuation vs other players

Combination of growth and profitability generating attractive returns

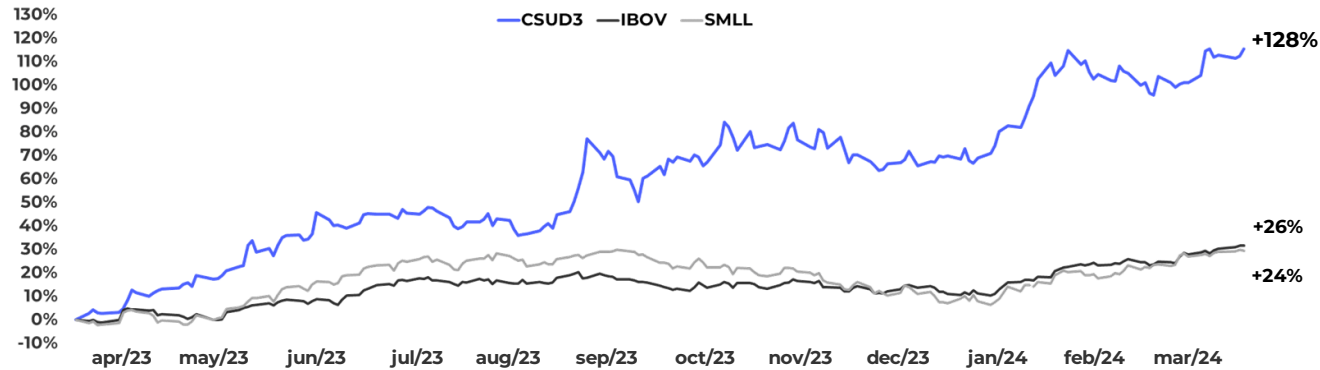


Reference dates: 03.31.2024 (source: Economática); ROE: return on equity; ROIC: return on invested capital; Dividend yield; EV: enterprise value. EV/Revenue and EV/EBITDA are widely used metrics as asset pricing multiples.

Capital Markets

CSUD3, IBOV and SMLL Returns

Total shareholder return of: **+139%**
(between mar/23 and mar/24)



From jun/22¹ to mar/23, there were **98 new institutional investors and a +69% increase** in the shareholding position of this class.

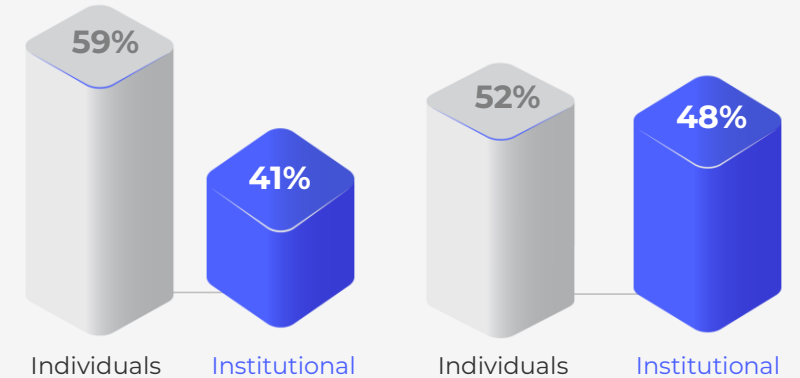


Starting from price of CSUD3 in 03.31.2023 until the close of 03.31.2024, showed an appreciation of **+128%**, and a **total shareholder return of +139%**, in this period.

Relevance of institutional investors (funds) in the free-float (%)

1Q23 x 1Q24

Increase of **+7.3 p.p.**



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Sell-Side Coverage

Levante
Eleven
MSX (Sarainvest)
Mirae Asset
TC Matrix
Órama
Warren
Condor Insider
Ticker Research
Nord

Main Shareholders

Main Shareholders	Number of Shares	%
Controlling	22,672,598	54.2%
Greenville Delaware LLC	22,591,192	54.0%
Marcos Ribeiro Leite	81,406	0.2%
Management	43,424	0.1%
Free Float	18,540,443	44.4%
Real Investor*	3,944,830	9.4%
Other Shareholders	14,595,613	34.9%
Treasury	543,535	1.3%
TOTAL CSUD3	41,800,000	100.0%

* According to public data made available by the Consolidated Funds Consultation – CVM, with base date of August/2023. ¹ Brand and ticker repositioning

Questions and Answers



To ask questions, **click on the raise hand icon at the bottom of your screen**, and wait for the next instructions



When announced, **a request to activate your microphone will appear on the screen** and you will be able to ask your question



To send writing questions via the Q&A icon, at the bottom of your screens, we advise you to ask them by indicating your **NAME** and **COMPANY**, following your question.





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