



Smiles

RESULTS PRESENTATION 2Q20

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HIGHLIGHTS OF THE QUARTER

Increase of 68,8% transactions
in *Universo do Viajante* (apr-jun)

+R\$ 328.4 million
of cash flow generation

2.1 billion
of Deferred Revenue



Growth of +95%
on air tickets emissions (apr-jun)

+17.6 million
clients

+54.8% of Gross Billings
(apr-jun)

148
Employees in Brazil + Argentina
(100% working from home)



INITIATIVES, PRODUCTS AND OUR COMMITMENT TO OUR CLIENTS



MORE THAN A CREDIT CARD A NEW WAY TO TRAVEL

O maior multiplicador
do mercado em 2020.

— até —

4 MILHAS
por dólar gasto com o
Clube Smiles.

GOL Smiles Credit Card has arrived

Smiles and GOL got together to make your credit card even better. Transform your purchases into experiences to live the world.

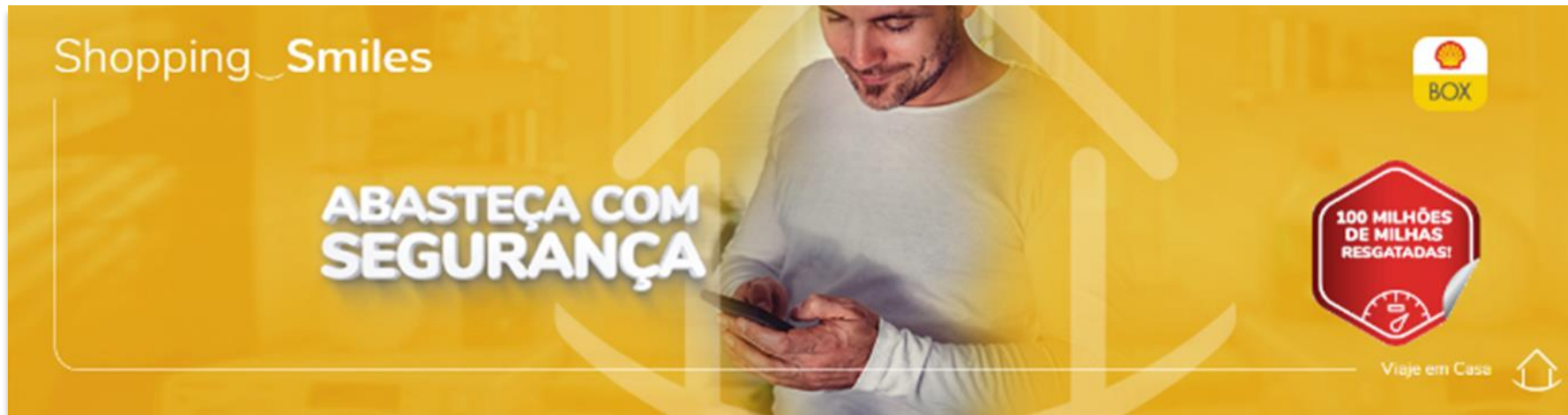
- **No need to transfer miles.** All purchases turn out into miles directly on your Smiles account.
- The credit card with **biggest miles multiplier of the market in 2020**, with up to 4 miles per dólar spent (with Clube Smiles).
- **First annuity is free** to the clients that request our credit card GOL Smiles at Banco do Brasil or Bradesco.



OUR EXPERIENCE WITH SHELL

Fill your tank up with miles, with security without leaving your car

- Looking to provide the best experience to our clients and with Shell partnership we reached a **record of miles redeemed using Shell's Box APP.**
- Fuel costs directly on Shell's app can be used as a way of **payment without touch.**



THE BIGGEST MILES CHANNEL OF BRAZIL

Te Levo de Milhas' channel hits the mark of the biggest miles channel of Youtube Brazil

- More than 40 thousand subscribers; more than **7 million views**; almost 100 published videos;
- We launched a new vídeo format: **ABC das Milhas** – promoting even more our educational platform and the opportunity to search for more entertainment and learning.



COMMITMENT TO OUR SOCIETY

~ 60 million of donated miles **with Milhas do Bem**



- **Historic mark** of 60 million donated miles, aimed at six partner institutions of Milhas do Bem, in our donation campaign against the effects of COVID-19 in Brazil;
- Smiles donated 10 million miles with communication actions, promotion of products combined with miles donation and invited our clients to join us in this solidarity journey.



ONG Spaan - apoiada por Parceiros Voluntários



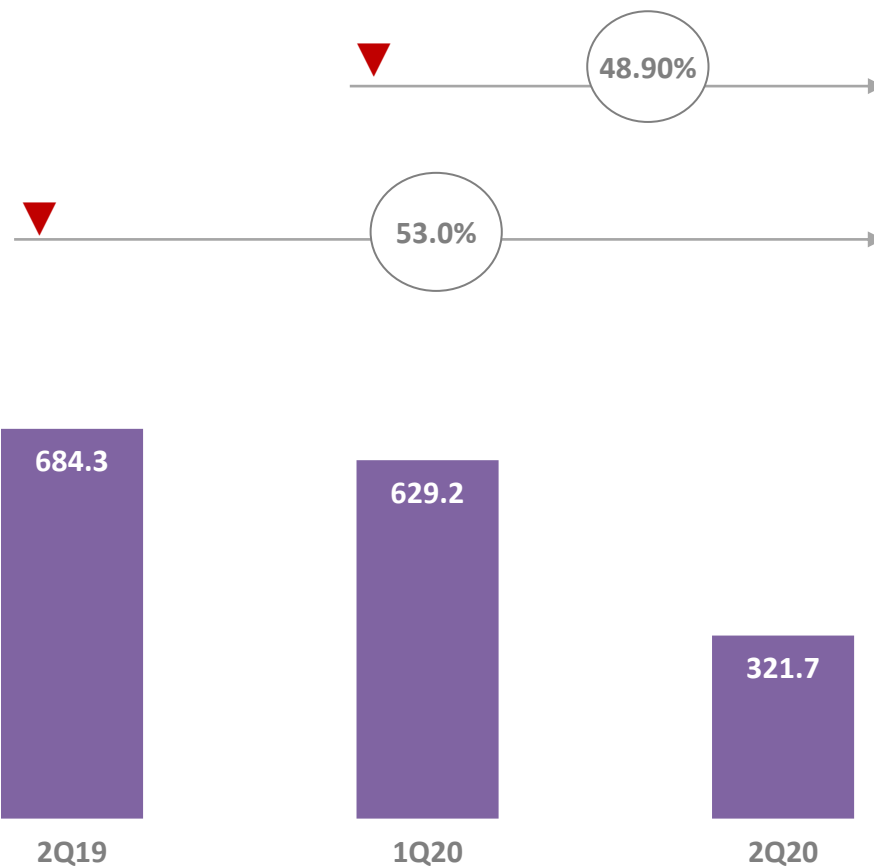
Rede Cruzada

A background image of two hikers, a man and a woman, seen from behind. They are wearing backpacks and hats, standing on a rocky shore and pointing towards a calm lake. In the distance, there are steep, forested mountains. The entire image is overlaid with a semi-transparent orange filter.

OUR NUMBERS

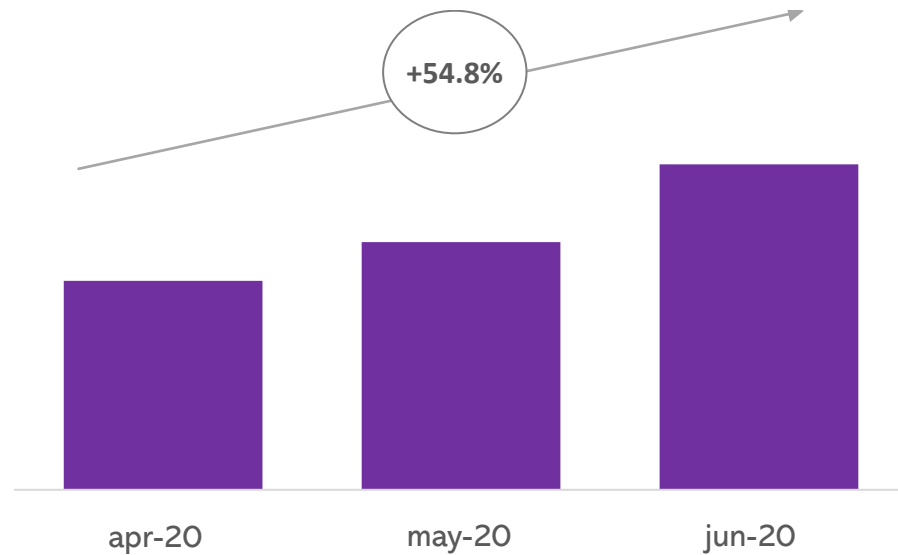
GROSS BILLINGS

(R\$ millions)



EVOLUTION – GROSS BILLINGS

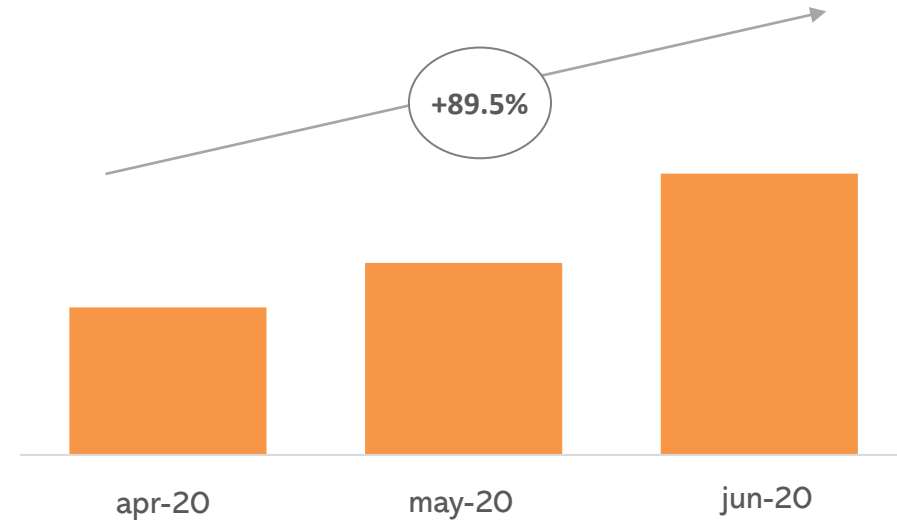
(apr-jun/20)



Gradual recovery in our billings, with growth of 54.8% between April and June of 2020

EVOLUTION – ACCUMULATION

(apr-jun/20)

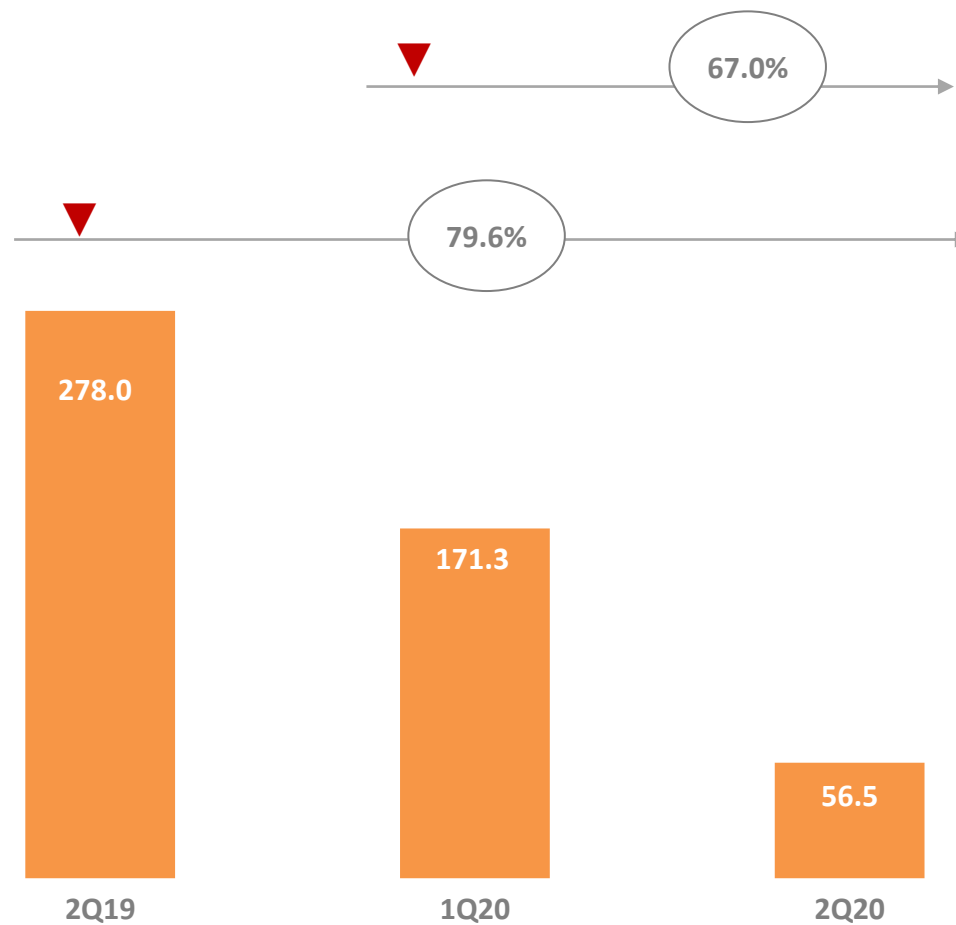


Significant recovery in mile accumulation, with 89.5% expansion between April and June of 2020



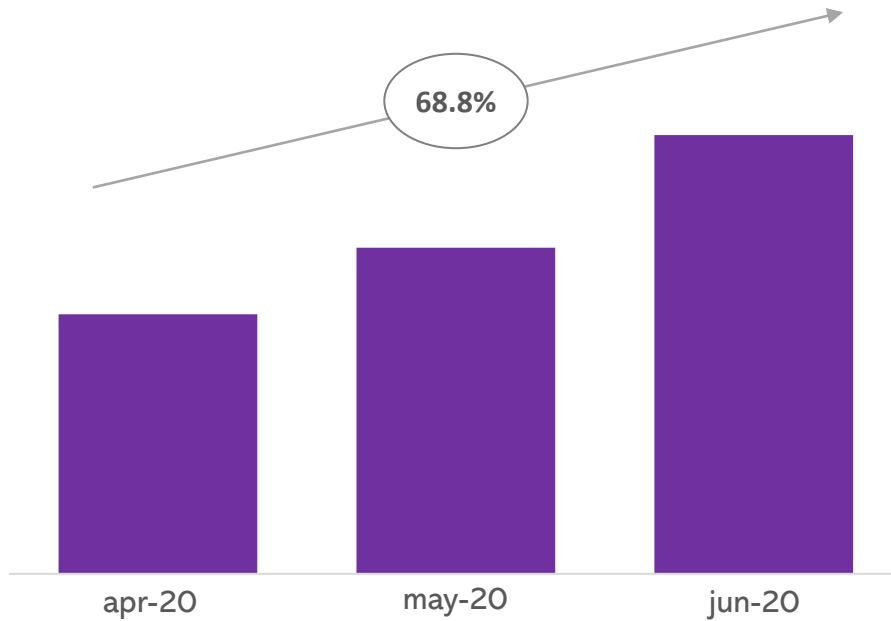
NET REVENUE

(R\$ millions)



TRANSACTIONS - UNIVERSO VIAJANTE

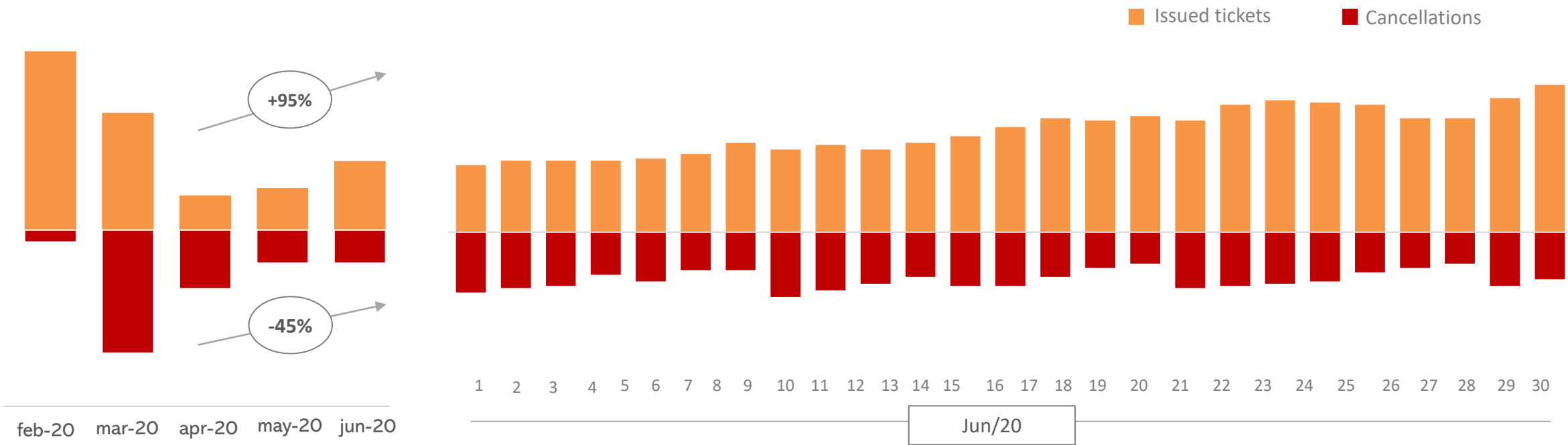
(apr-jun/20)



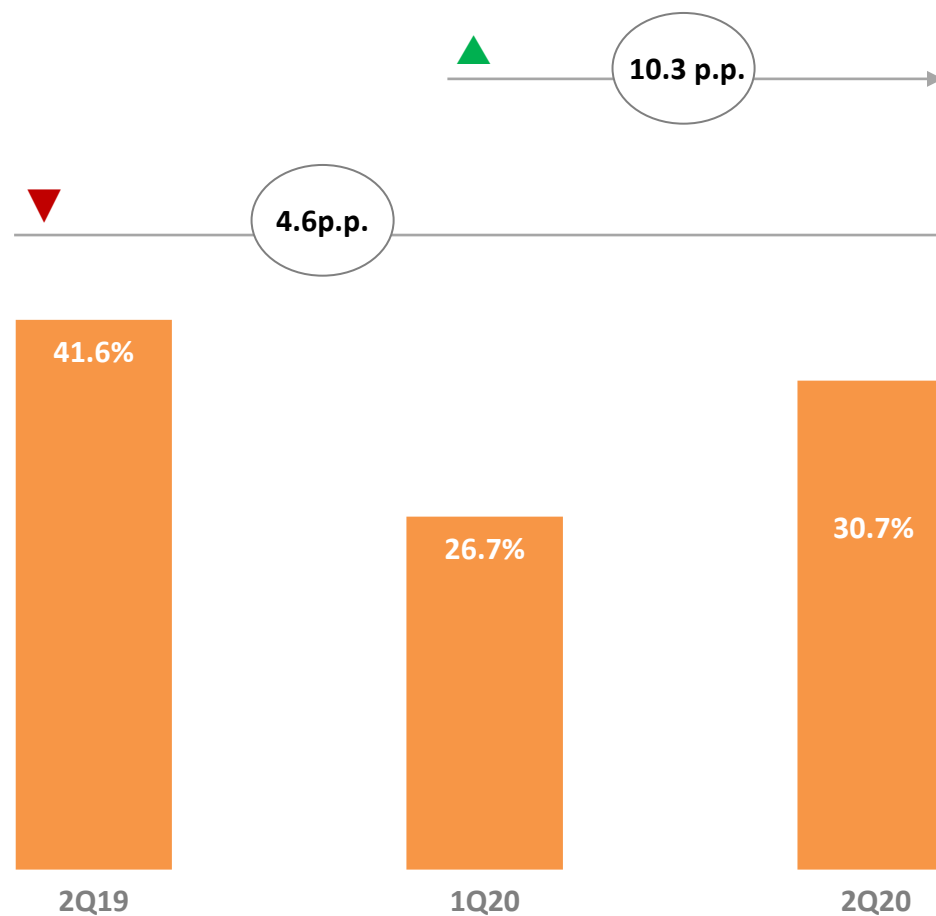
Strong customer engagement to the alternatives of redemption at **Universo do Viajante**, specially at **Shopping Smiles** since the beginning of the pandemic.

EVOLUTION OF ISSUED TICKETS

ISSUED TICKETS EX-CANCELLATIONS FROM THE MONTH OF MAY, WITH CONSISTENT RECOVERY ON AVERAGE/DAY IN JUNE.

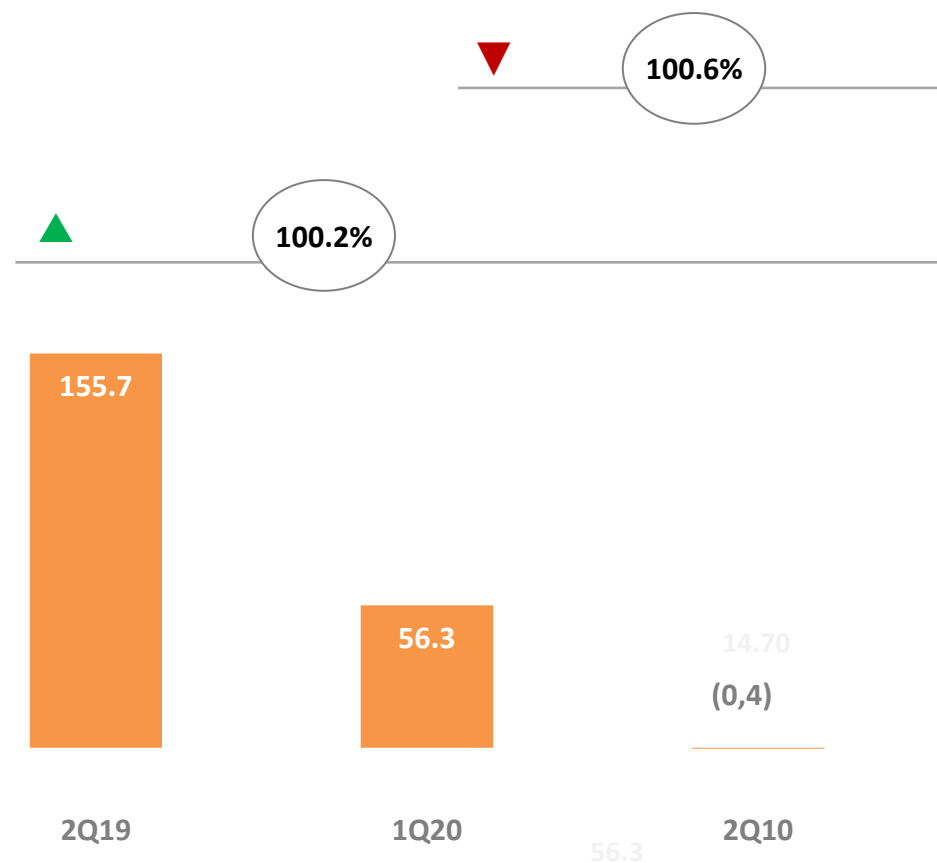


DIRECT REDEMPTION MARGIN (%)



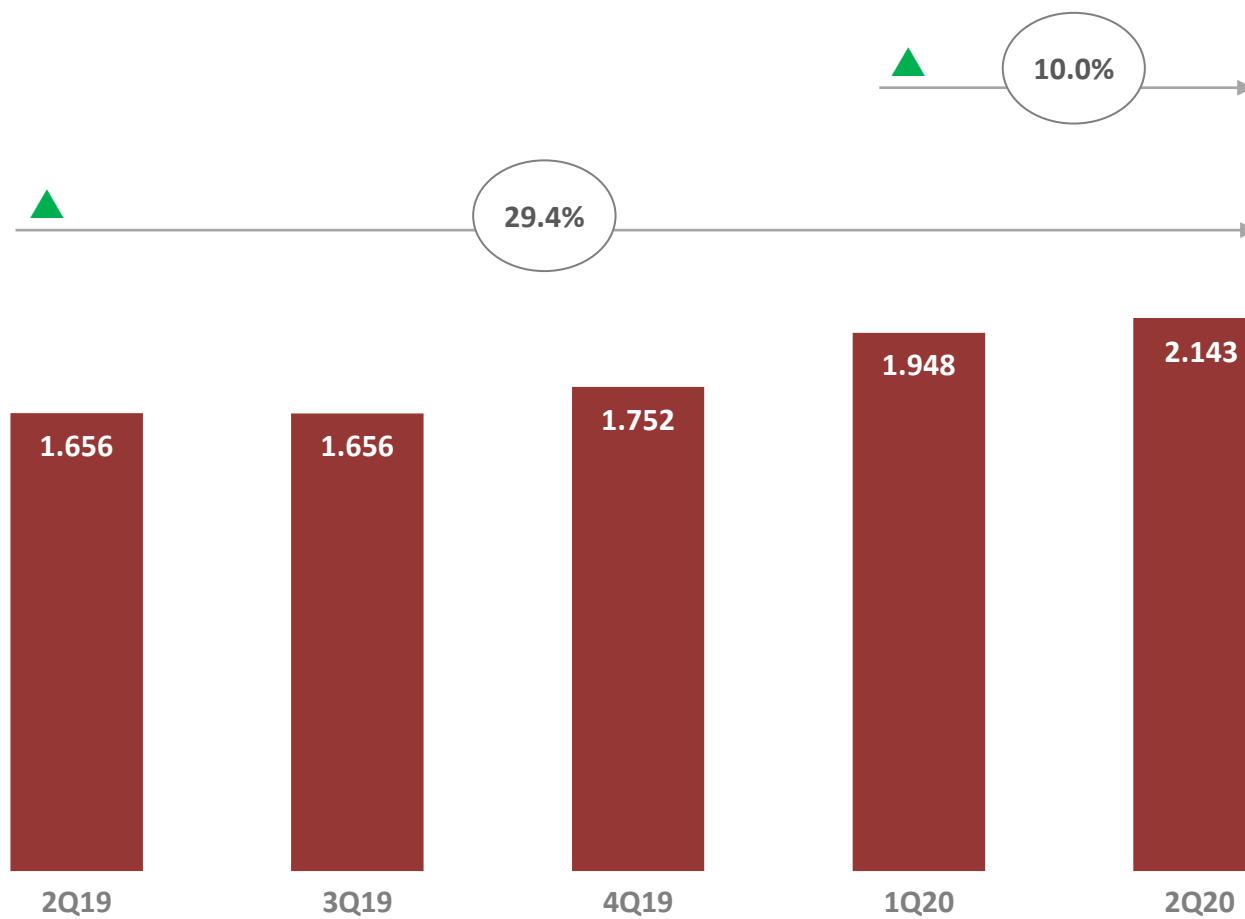
NET INCOME

(R\$ millions)



DEFERRED REVENUE

(R\$ millions)



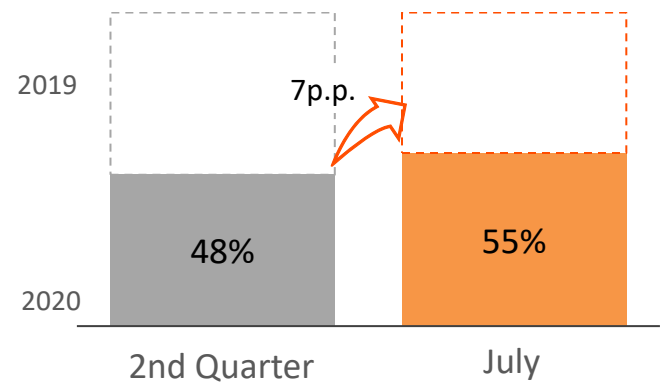
A background image of two hikers, a man and a woman, seen from behind. They are wearing backpacks and hats, looking out over a calm lake towards a forested mountain range. The entire image is overlaid with a semi-transparent orange filter.

MANAGERIAL INFORMATION REGARDING JULY 2020

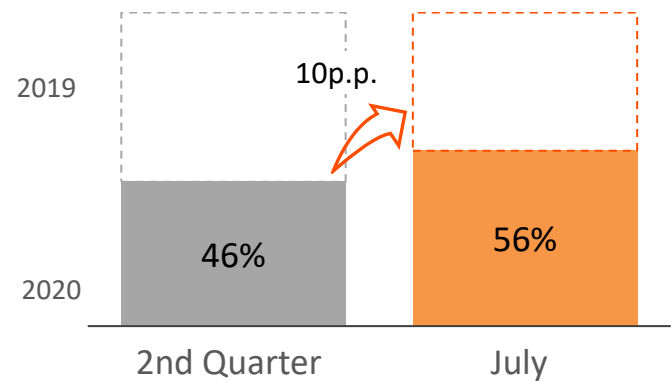
RECOVERY OF IMPORTANT INDICATORS OF DEMAND ON JULY/2020*

Percentage of comparable achievements regarding the same period of 2019 (managerial and unaudited data)

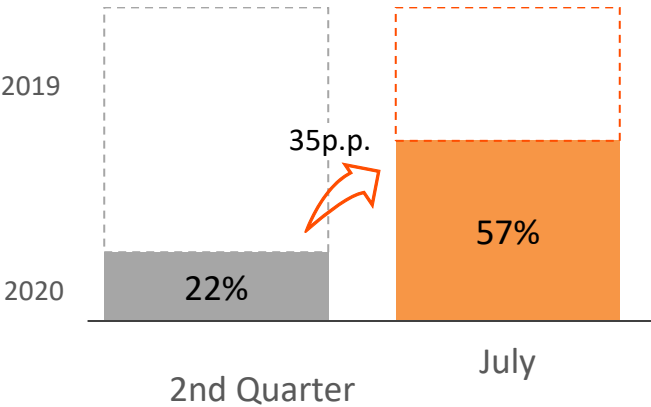
Sessions (Website and App)



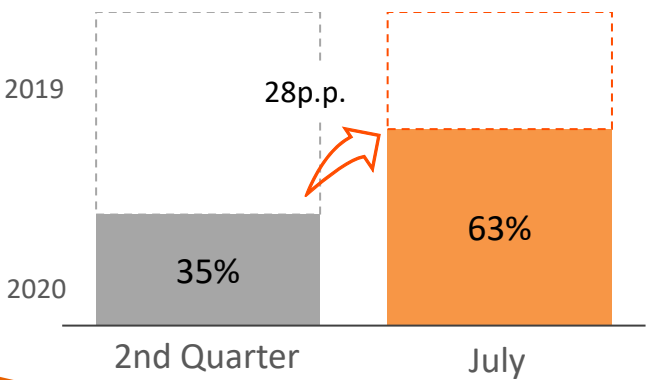
Total Earning



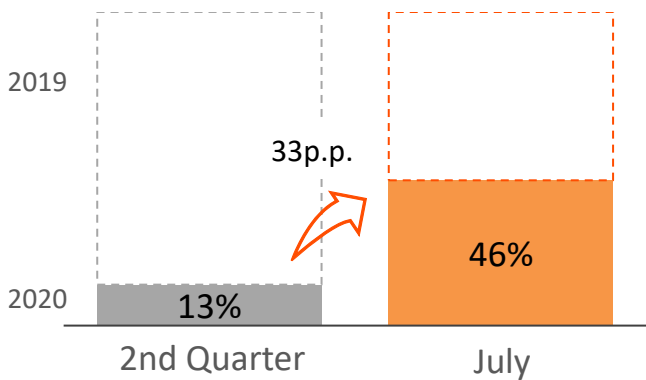
Gross Air Tickets Sales



New Registers Smiles



Income from Miles Redemption



* Managerial data until July 25th 2020 comparing to the same 25-days period from 2019

THANK YOU!





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