Disclaimer

BoaVista

The statements contained in this document related to the business prospects, projected operating and financial results and growth outlook of Boa Vista Serviços S.A. are merely forecasts and, as such, are based exclusively on the Executive Board's beliefs and assumptions about the future of the business. These expectations depend materially on market conditions, the performance of the Brazilian economy, the industry, and international markets, and are therefore subject to change without prior notice. All variations presented here are calculated based on figures stated in thousands of Reals, as well as the rounding-off. Forward-looking statements are not any guarantee of performance. They involve risks, uncertainties, and assumptions as they refer to future events and, hence, depend on circumstances that may or may not occur. Investors should understand that general economic conditions, industry conditions, and other operating factors could also affect the Company's future results and lead to results that are materially different from those expressed in such forward-looking statements.

This presentation is based on performance comments and includes both accounting and non-accounting data such as pro-forma financial and operating data and expectations of the Company's management. The non-accounting data were not reviewed by the Company's independent auditors.

STRATEGY AND PERFORMANCE

Dirceu Gardel
CEO

BoaVista

Strategic goals for 2020

Extend our leadership in analytics solutions

Consolidate our leadership in Positive Data

Support the growth of the most dynamic companies in the market

Be the most agile player on the market

GOALS

2020 ACHIEVEMENTS

Extend our leadership in analytics solutions

- Focus on analytics solutions versus raw data

- Customized and scalable solutions

- Co-creation with clients

19%

growth in **analytics solutions**.

34

new algorithms that use multifaceted information

GOALS	2020 ACHIEVEMENTS

Consolidate our leadership in positive data

- New products for new and current customers
- Greater accuracy
- Leverage of hybrid information
- Opportunity for disruptive growth

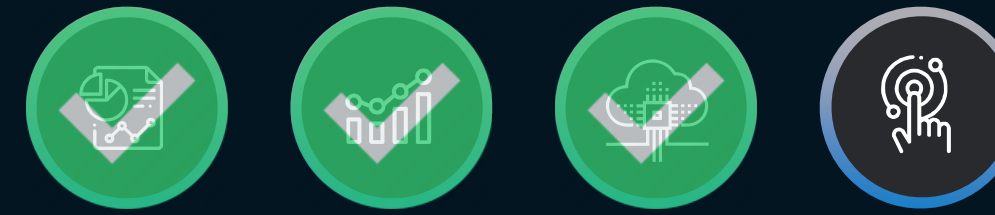**3** new generations of **hybrid score**

75% of improved **assertiveness**

21 algorithms with **positive data**, from customer prospecting to portfolio management

GOALS

2020 ACHIEVEMENTS

Support the growth of the most dynamic companies in the market

- Custom data analysis solutionsfor disruptors

- Leverage on the sector's high growth
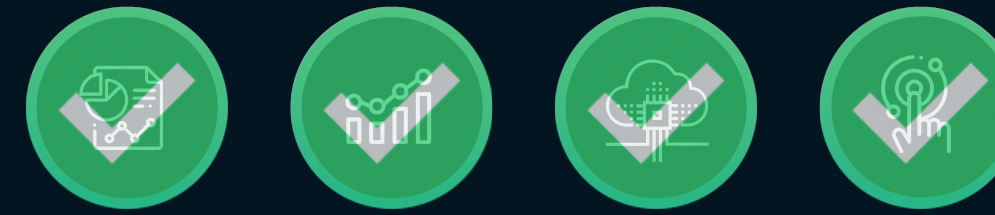
Leadership
in fintechs

66%

growth in **analytics** for **fintechs** and **emerging financial institutions**

GOALS

2020 ACHIEVEMENTS

Be the most agile player on the market

- Agile methodology over the entire organization

- 100% cloud infrastructure

- Transformation from analog to digital

100%
of the product teams as **squads**

100%
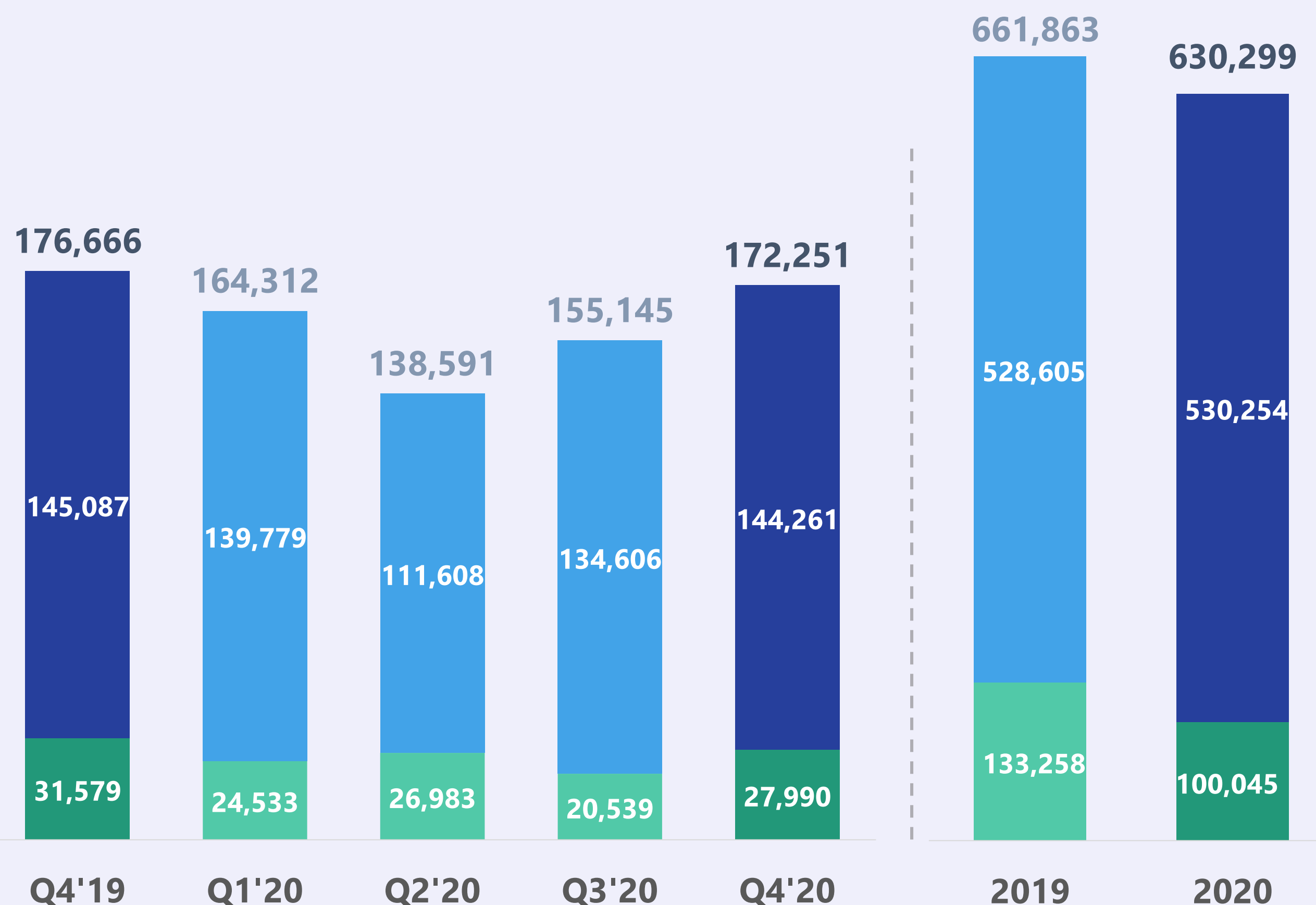**cloud-based** infrastructure and analytics development

74%
of notices delivered **digitally**

REVENUE DYNAMICS

Lucas Guedes
CCO / Vice President of Business

Decision Services

Analytics

84,216	84,775	67,018	87,927	94,032		280,406	333,752
Q4'19	Q1'20	Q2'20	Q3'20	Q4'20		2019	2020
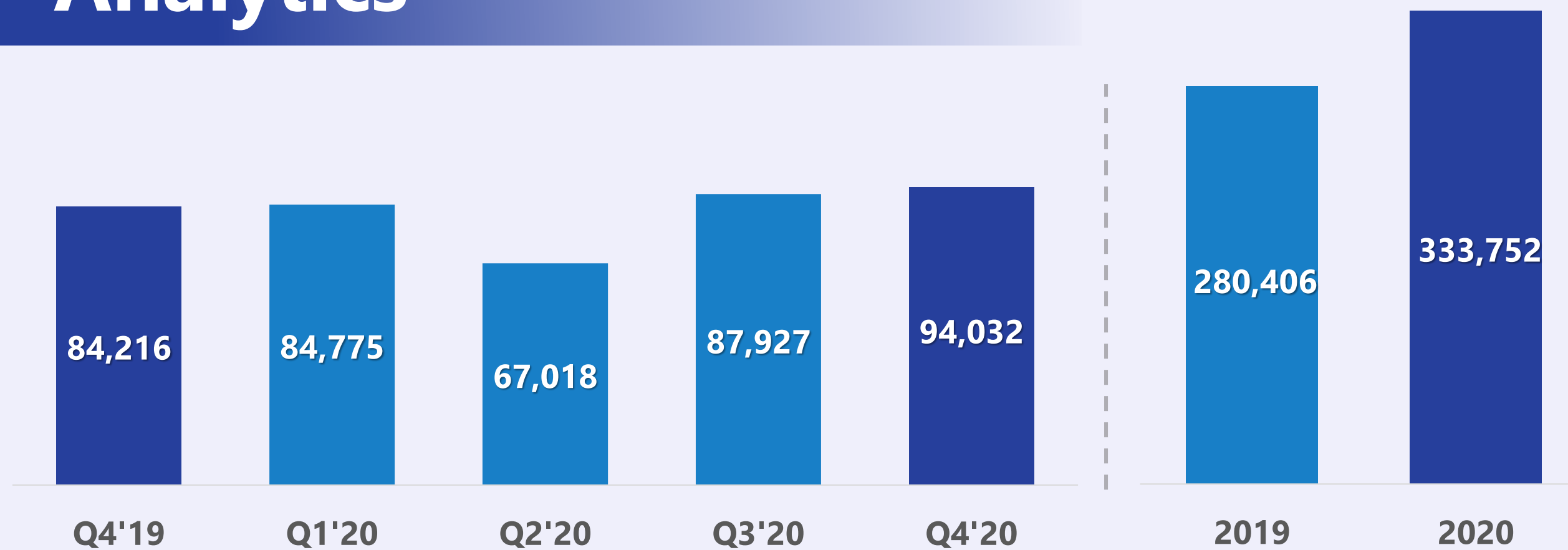
+11.7% vs. Q4'19

+6.9% vs. Q3'20

+19.0% vs. 2019

The highest revenue in history

Driven by **fintechs** and **emerging financial institutions**

Reports

47,452	43,911	36,992	37,895	37,938		201,384	156,736
Q4'19	Q1'20	Q2'20	Q3'20	Q4'20		2019	2020
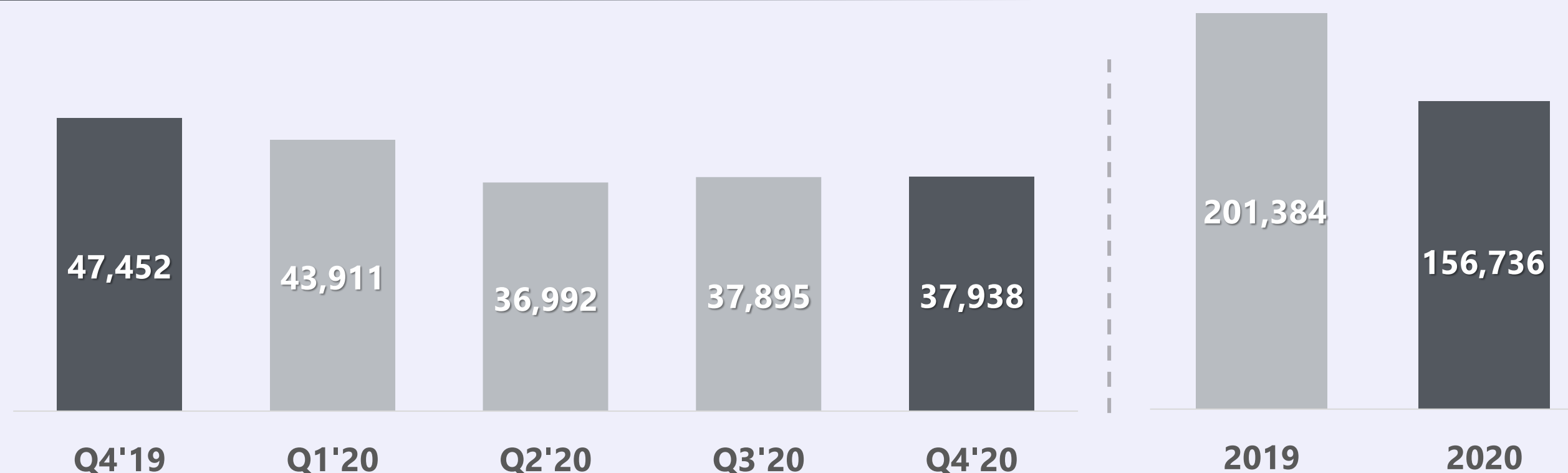
-20.0% vs. Q4'19

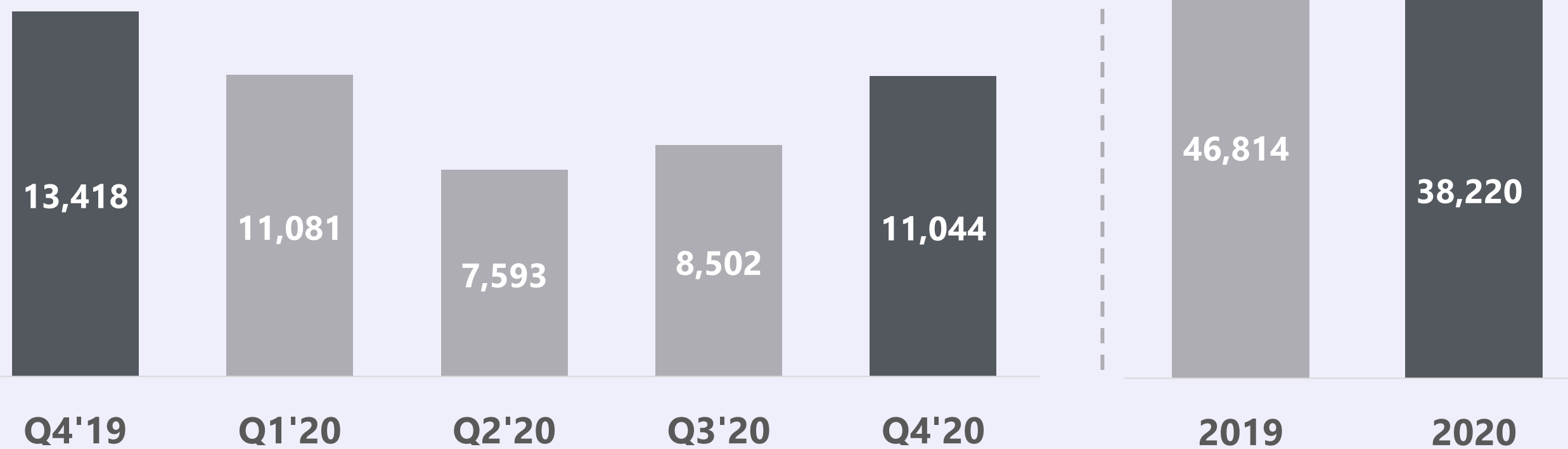**+0.1%** vs. Q3'20

-22.2% vs. 2019

Continued **migration to analytics**

ENTRY INTO THE GROWING CONSUMER BUSINESS AND IMPACTS OF THE CRISIS ON THE APPETITE FOR PROSPECTING OUR CLIENTS/CUSTOMERS

DECISION SERVICES - CONSUMER AND MARKETING SERVICES

BoaVista

Marketing Services

Bar chart values:
- Q4'19: 13,418
- Q1'20: 11,081
- Q2'20: 7,593
- Q3'20: 8,502
- Q4'20: 11,044
- 2019: 46,814
- 2020: 38,220

-17.7% vs. Q4'19
+29.9% vs. Q3'20
-18.4% vs. 2019

Reacceleration by the **intelligent use** of data even during the crisis of **COVID-19**

Consumer

Bar chart values:
- Q4'19: 5,639 (5,639)
- Q1'20: 5,124 (5,112 / 12)
- Q2'20: 9,154 (9,149 / 5)
- Q3'20: 9,733 (9,451 / 282)
- Q4'20: 11,418 (10,171 / 1,247)
- 2019: 14,114 (14,113 / 1)
- 2020: 33,884 (32,338 / 1,546)

Proforma **BoaVista** **+** **acordocerto**

+102.5% vs. Q4'19
+17.3% vs. Q3'20
+141.1% vs. 2019

New business line connecting **consumers** to large companies in a **100% digital way**

Recovery Services

Digital

Q4'19	10,891
Q1'20	12,208
Q2'20	11,814
Q3'20	8,460
Q4'20	12,877
2019	35,970
2020	45,359

+18.2% vs. Q4'19
+52.2% vs. Q3'20
+26.1% vs. 2019

Greater **efficiency and margin,** goal of our **strategy**

Printed

Q4'19	20,688
Q1'20	12,325
Q2'20	15,169
Q3'20	12,079
Q4'20	15,113
2019	97,288
2020	54,686
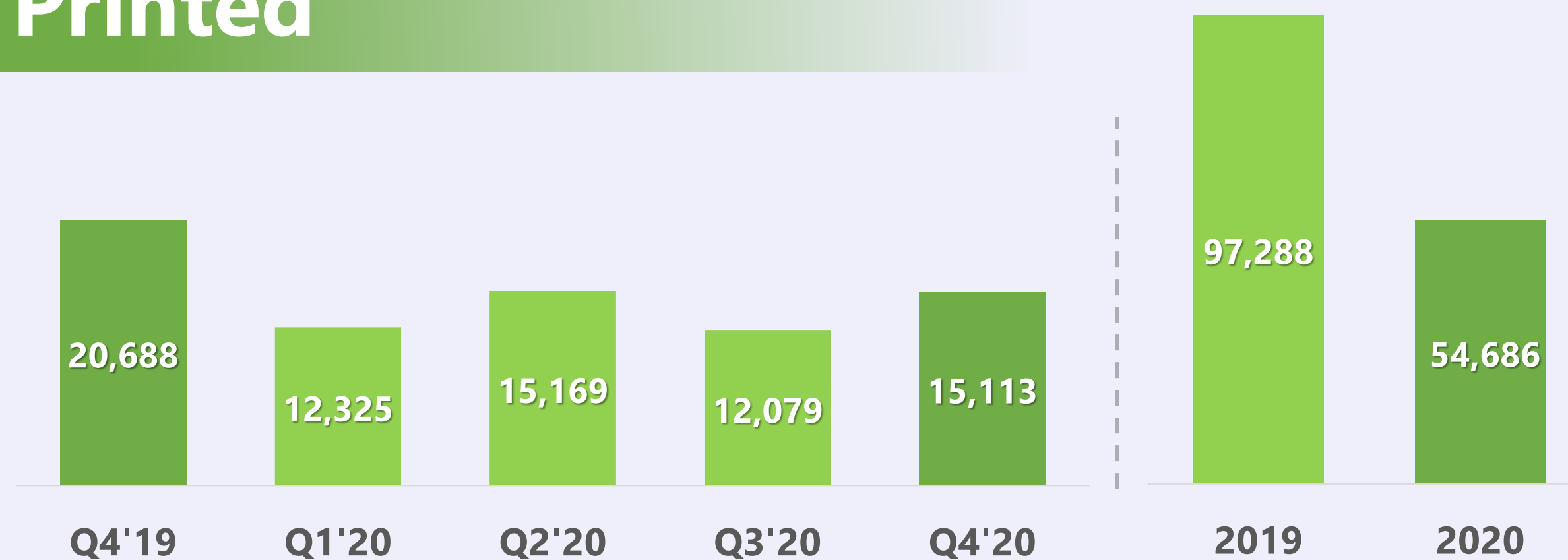
-26.9% vs. Q4'19
+25.1% vs. Q3'20
-43.8% vs. 2019

continuity of **migration** to **digital**

EARNINGS
of Q4'20 and 2020

SCHONE
Isolirio Schoneborn
CFO / IRO
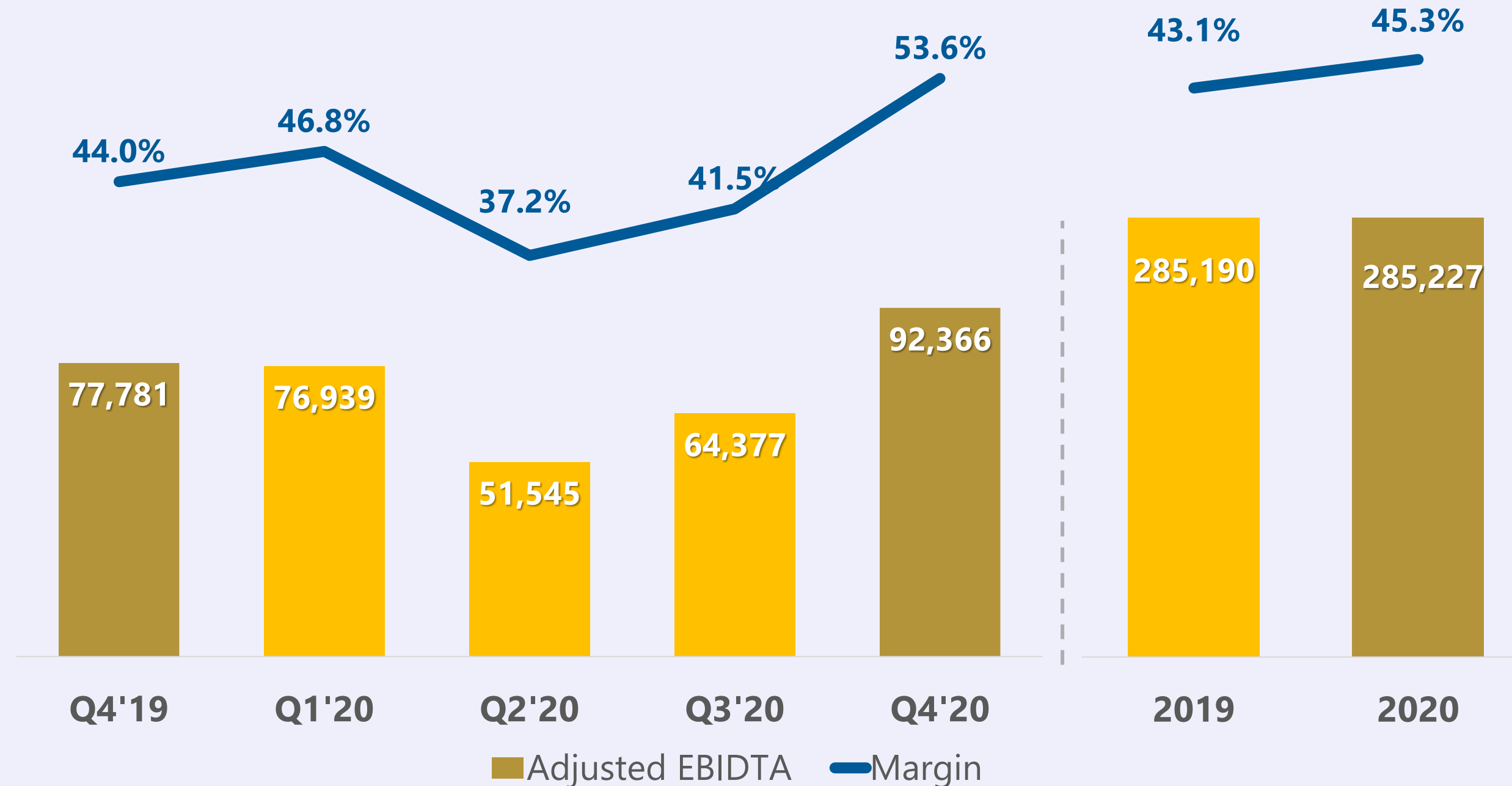
ADJUSTED EBITDA[1]

Adjusted EBITDA[1]

+18.8% vs. Q4'19
+43.5% vs. Q3'20
+0.0% vs. 2019

Proven **operating leverage**

Chart: Adjusted EBITDA and Margin

Period	Adjusted EBIDTA	Margin
Q4'19	77,781	44.0%
Q1'20	76,939	46.8%
Q2'20	51,545	37.2%
Q3'20	64,377	41.5%
Q4'20	92,366	53.6%
2019	285,190	43.1%
2020	285,227	45.3%

Legend: ▬ Adjusted EBIDTA ▬ Margin

Adjusted EBITDA Margin[1]

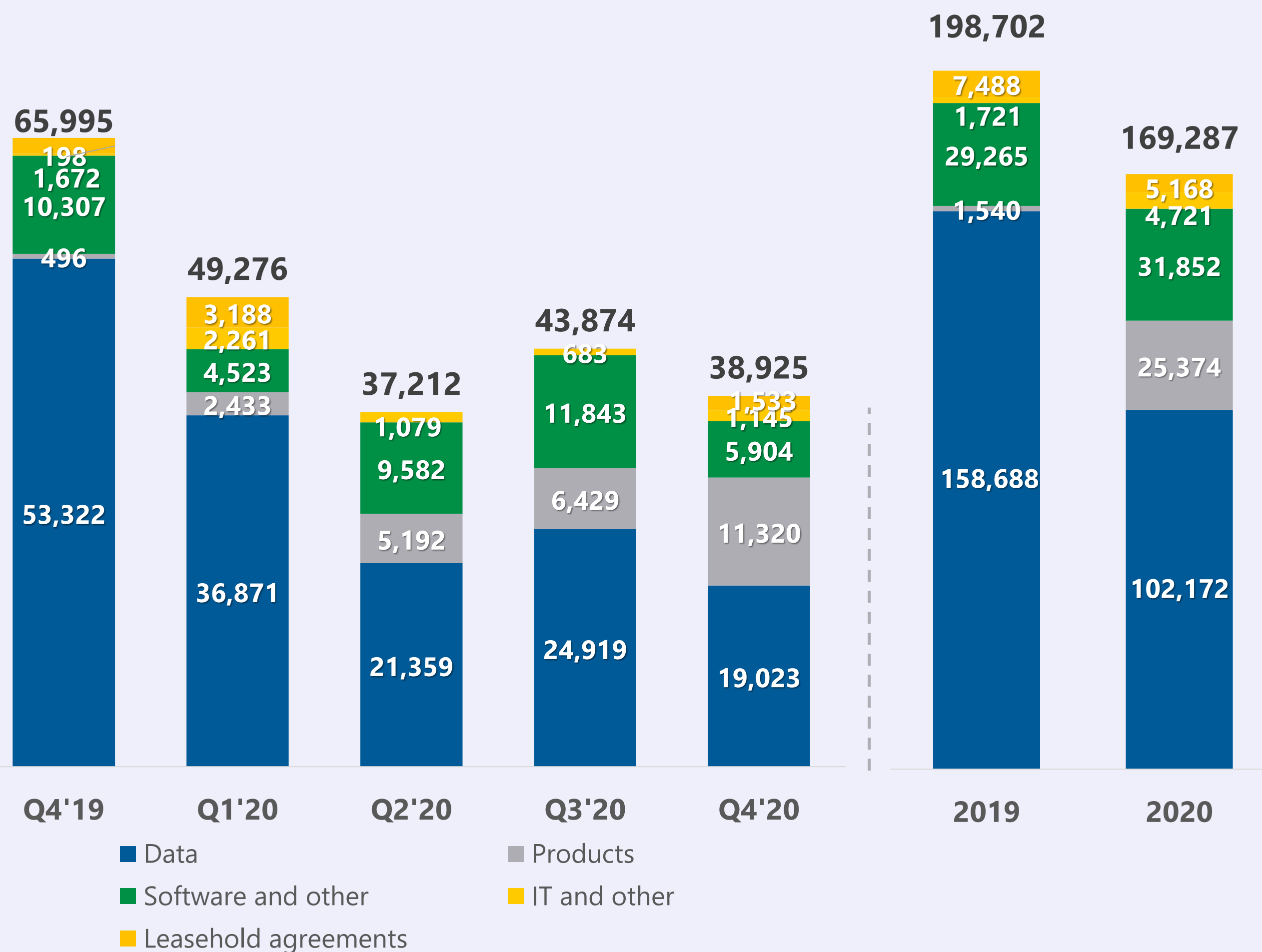**+ 9.6pp.** vs. Q4'19
+12.1pp. vs. Q3'20
+ 2.2pp. vs. 2019

Higher added value in **analytics**

Gains from **digitalization** of notifications

[1]**Excludes non-recurring items to the result**

INVESTMENTS - CAPEX[1]

Chart: Investments - CAPEX[1]

- Q4'19: 65,995 (Data 53,322; Products 496; Software and other 10,307; 1,672; IT and other 198)
- Q1'20: 49,276 (Data 36,871; Products 2,433; Software and other 4,523; 2,261; IT and other 3,188)
- Q2'20: 37,212 (Data 21,359; Products 5,192; Software and other 9,582; 1,079)
- Q3'20: 43,874 (Data 24,919; Products 6,429; Software and other 11,843; 683)
- Q4'20: 38,925 (Data 19,023; Products 11,320; Software and other 5,904; 1,145; 1,533)
- 2019: 198,702 (Data 158,688; Products 1,540; Software and other 29,265; 1,721; IT and other 7,488)
- 2020: 169,287 (Data 102,172; Products 25,374; Software and other 31,852; 4,721; IT and other 5,168)

Legend:
- Data (blue)
- Products (grey)
- Software and other (green)
- IT and other (yellow)
- Leasehold agreements (gold)

[1]Excludes PPA from acquisitions

Data

-64.3% vs. Q4'19
-23.7% vs. Q3'20
-35.6% vs. 2019

Optimization of **purchase** and the **use** of data and information

Products

+ 2182% vs. Q4'19
+76.1% vs. Q3'20
+ 1548% vs. 2019

Digital Transformation adoption of **Squads in products** , increasing **deliveries to clients**
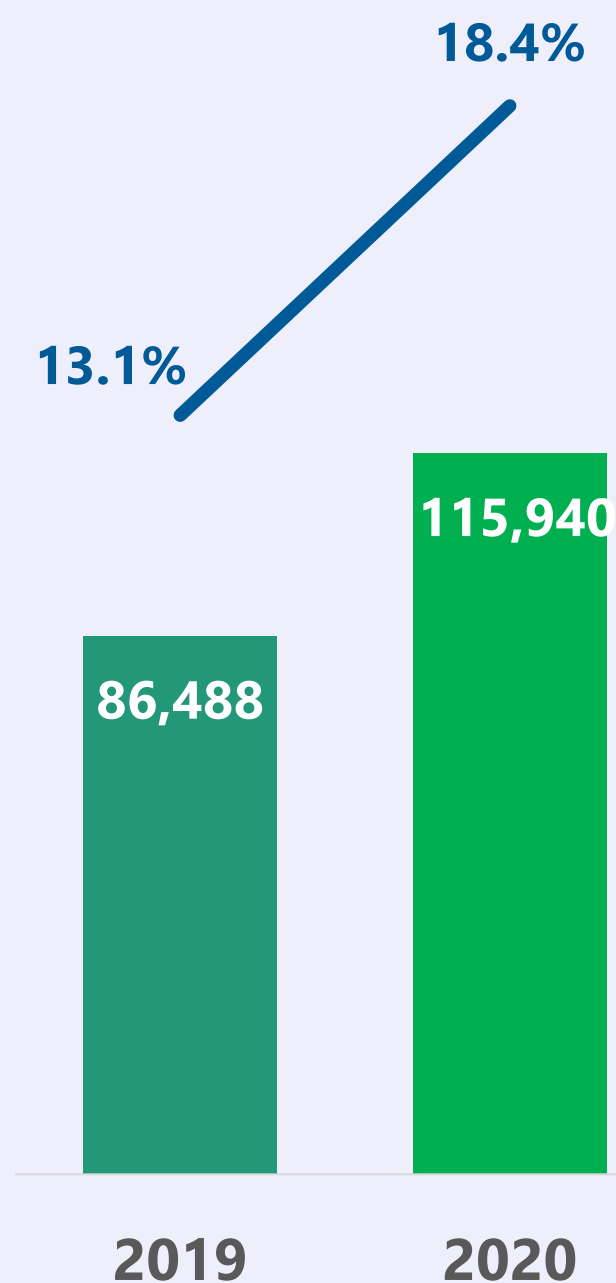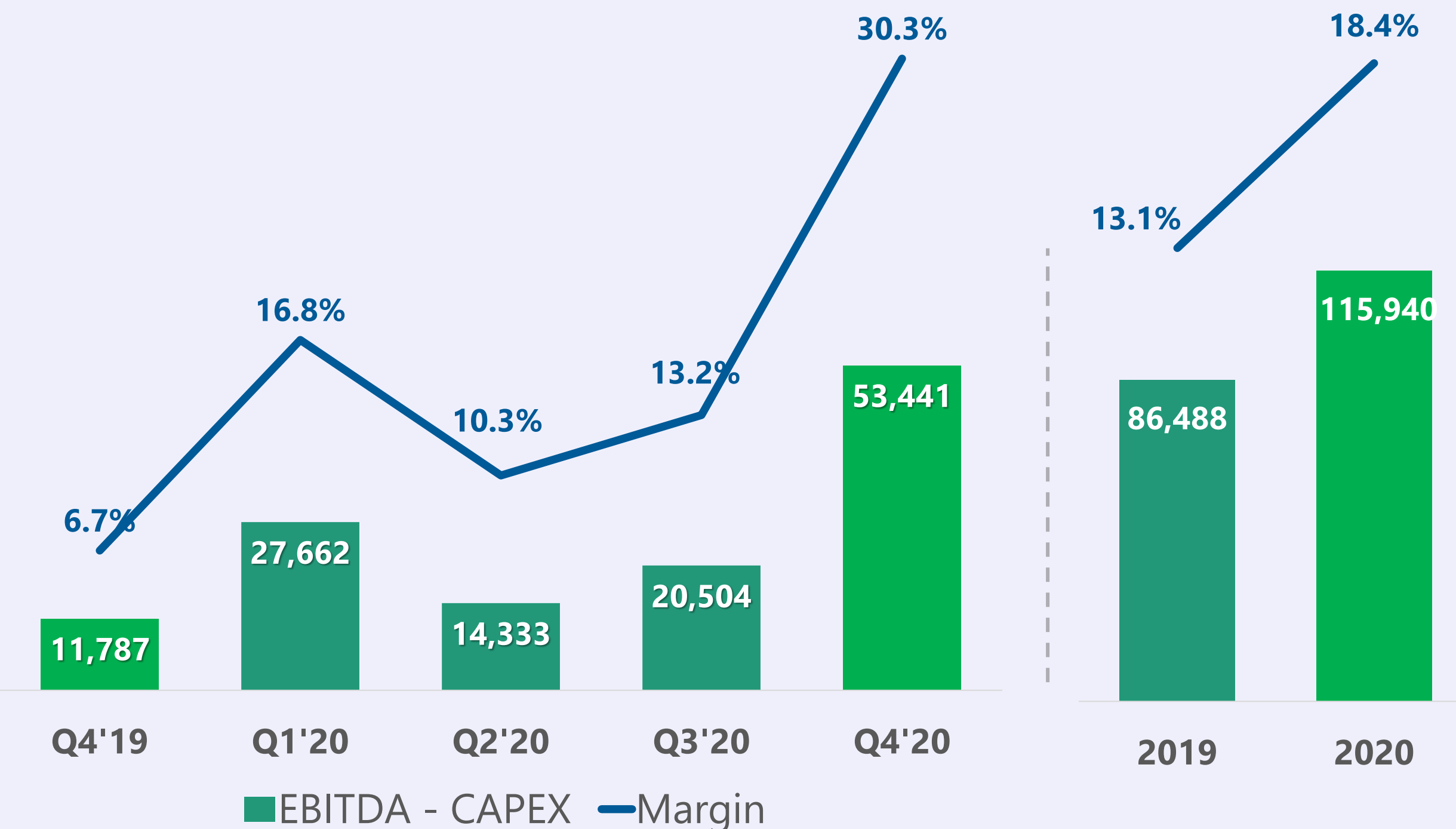
Total CAPEX[1]

-41.0% vs. Q4'19
-11.3% vs. Q3'20
-14.8% vs. 2019

Efficiency gains and investments in **innovation**

NET DEBT / (NET CASH)

	Q4'19	Q1'20	Q2'20	Q3'20	Q4'20
Net Debt	233,832	227,611	224,289	219,344	-799,447
Net Debt / Adjusted EBITDA (U12M)	0.82	0.76	0.81	0.81	-2.80

Legend: Net Debt ■ | Net Debt / Adjusted EBITDA (U12M) —

Net Cash

799.4 Million

Cash coverage in Q4'20:

3.6x the total debt

13.7x short-term debt

Leveraging

-2.8x adjusted EBITDA / Net debt vs. a one already deleveraged **0.8x** in 2019

High ability of fundraising to **accelerate organic and inorganic growth**

[1]The net debt was calculated by summing up Loans and Financing, Leases, and Obligations for acquisitions, subtracting Cash at the end of the period

M&A AND ORGANIC PLAN

Lucas Guedes
CCO / Vice President of Business

Use of resources

~R$1.25bn

~6%

Operations

Advanced Analytics Development Center

✓ Pre-operational
Accelerated hiring and structuring

~94%

Acquisitions

B2C

✓ "Acordo Certo" | Complement analyses

Analytics

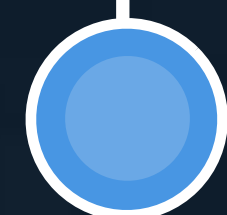Pipeline under analysis

Anti-fraud

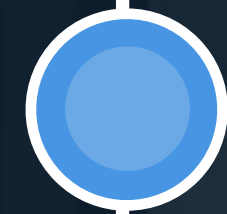✓ Konduto | Complement analyses

Marketing and Collection Services

Pipeline under analysis
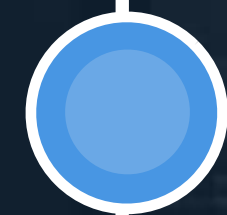
57.8 million
of CPFs with debts to be negotiated
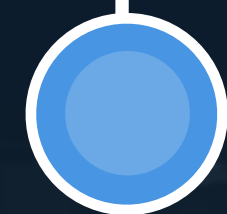
R$ 188 billion
of debts to be negotiated

13.4 million
registered users

+540 thousand
settlements closed per month

69 NPS

135.6% Growth
2020

Acquisition of *"Acordo Certo"*

Digital debt renegotiation platform the main purpose of which is to bring financial relief to individuals in a simple and easy way, connecting creditors having overdue debts with their consumers under a B2B2C model.

- Use of big data to make the billing process smart, with traceability and dynamism.

- Prediction algorithms enable us to find customers in default with assertiveness

- Digitally, offering the best settlement options to customers in default
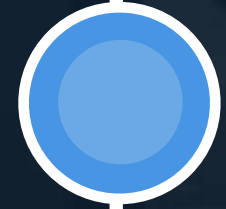
Scalability

Data Automation

Machine Learning

Data Analysis

Acquisition of
Konduto
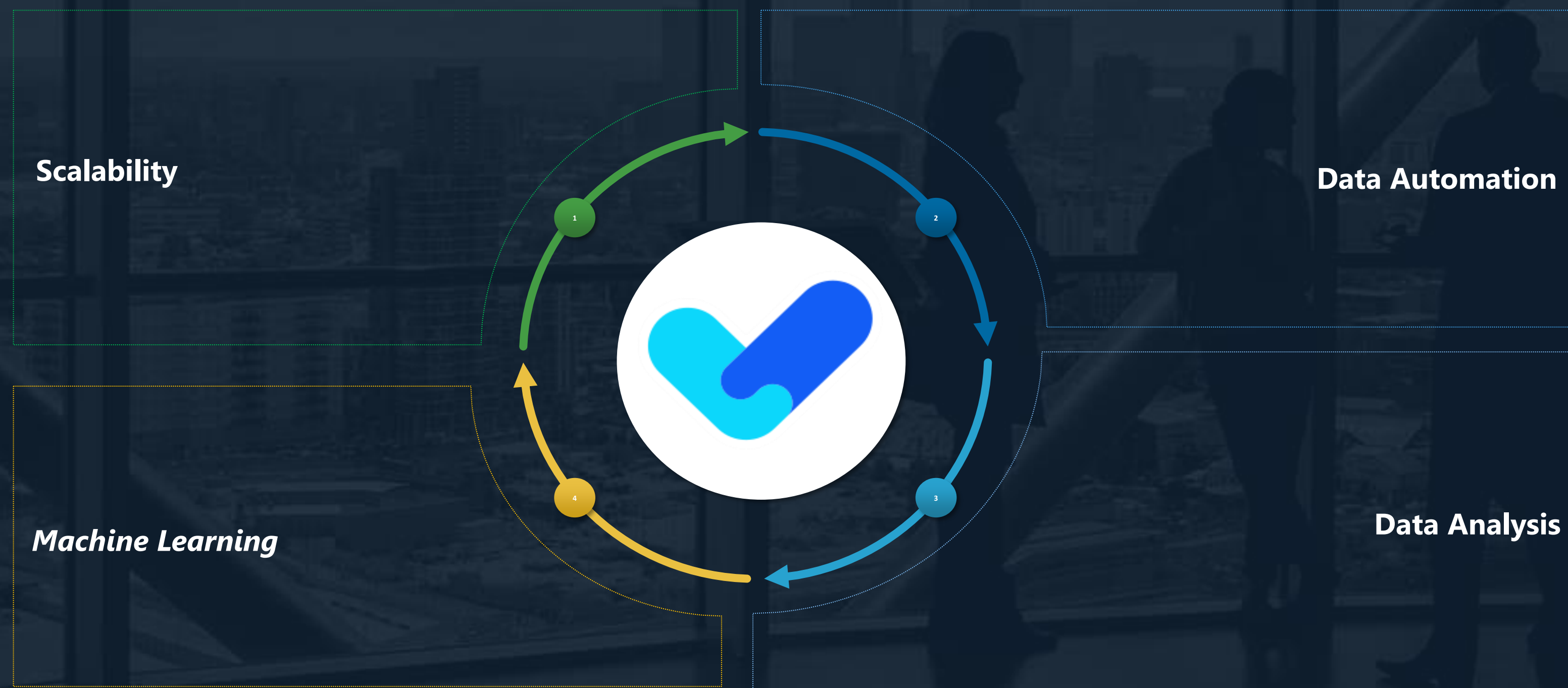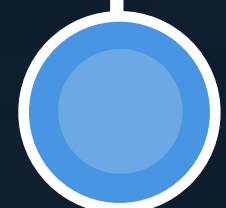
12 Billion
of interactions on the web (page visits)

40 M
different email addresses

244 M
transactions analyzed

30 M
devices registered

950 K
orders marked as fraud/suspicious

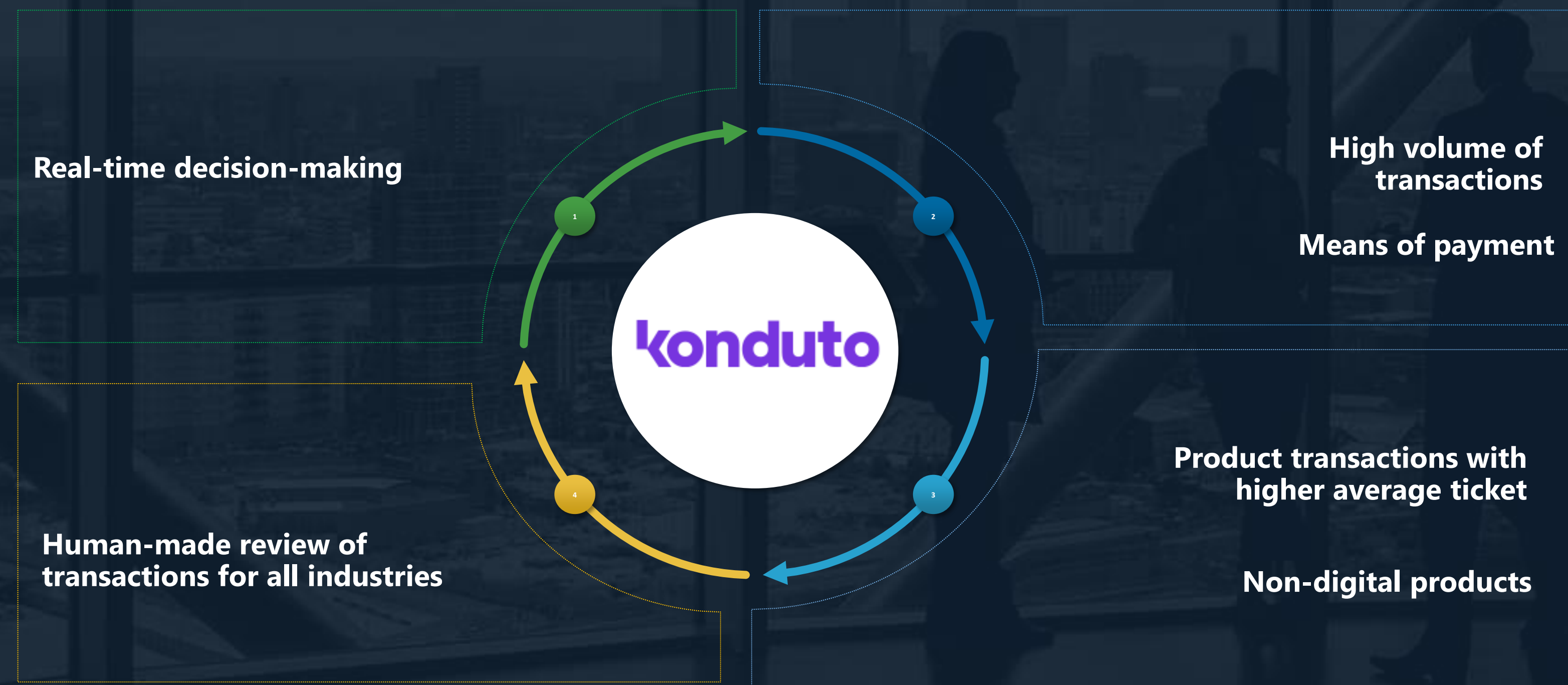**7,000+**
Data points analyzed by the algorithm

**Revenue
CAGR: 94%** in
the last 3 years

Konduto is a pioneer in the use of Machine Learning and online behavior monitoring to prevent fraud in the online environment

• Exclusive access to a market with high entry barriers

• Market with a high growth forecast for the next 5 years

• Access to proprietary data, enabling the development of new products

• Perfect complement to the current product portfolio.

Real-time decision-making

Human-made review of transactions for all industries

High volume of transactions

Means of payment

Product transactions with higher average ticket

Non-digital products

konduto

BoaVista

CEA:
Center of Excellence in Analytics

	Pre-Operations in Q1'21	Initial goals for 2021
Data scientists & engineers	88	~140
New models and algorithms	07	52
Mathematical studies	08	34

CE᠕
centro de
excelência
em analytics
BoaVista

JOURNEY FOR 2021

Dirceu Gardel
CEO

BoaVista

Continue to perform our winning strategy

Extend our leadership in analytics solutions

Consolidate our leadership inPositive Data

Support the growth of the most dynamic companies in the market

Be the most agile player on the market

Increased leverage in the use of resources and information effectively and efficiently to accelerate organic and inorganic growth

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Thank you!

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