



Earnings Results **4Q20**



4Q20 & 2020 Highlights



4Q20

Adj. EBITDA R\$ 545 mi

Adj. Net Income R\$ 336 mi

2020

Adj. EBITDA R\$ 2.9 bi

Adj. Net Income R\$ 1.0 bi



digital

1P +174% to R\$ 12.8 billion in 2020
+112% in 4Q20 to R\$ 3.7 bi

3P +90% to R\$ 3.2 billion in 2020
+84% in 4Q20 to R\$ 1.0 billion

R\$ 38.8 Bi

Deliverables



Digital Services

R\$ 18 billion in 2020, ~**50%** share in 2020

+20,000 online sellers

R\$ 2.8 billion sales via online seller in 2020
(**R\$ 1.2 billion** in 4Q20)

Online seller - 16% share in 2020 (**21%** in 4Q20)



User Experience

Online **70%** share of sales in 2020

Rollout of Extra.com app and new versions of Casas Bahia and Ponto Frio apps

Increased **NPS on & offline**

Improvement in rankings Reclame Aqui and Procon

RA1000 Bartira and Ponto Frio (Brick and Mortar stores)



Logistics

Mini-Hubs in all stores

Launch of the suite of services for Marketplace sellers: **Envvias**

40% of orders delivered within 24 hours and **60%** within 48 hours

Same Day Delivery in **15%**

45% of products delivered +30 kg



Financial Services

Installment plan = **R\$ 6.4 billion**, **R\$ 11 billion** of previously approved credit limits

Provision for past due loans down by **29%** back to pre-pandemic period, plunged

Co-branded cards: **R\$ 7 billion**

banQi: R\$ 2.3 billion under management and **1.8 million** of accounts opened



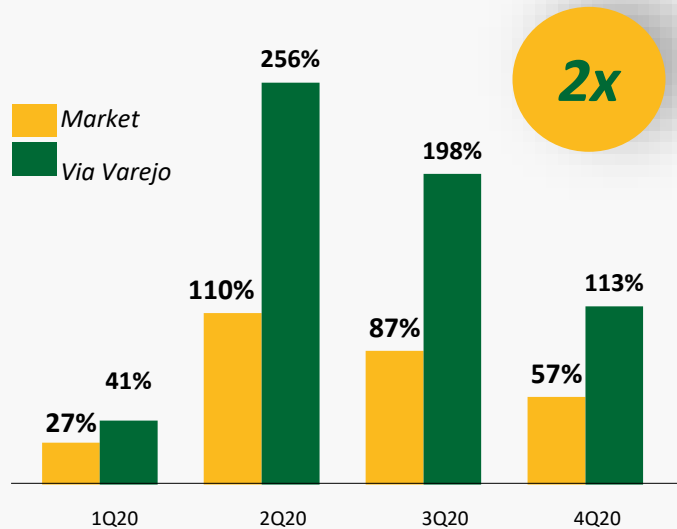
M&A & Capital Market

R\$ 4.5 bi follow-on



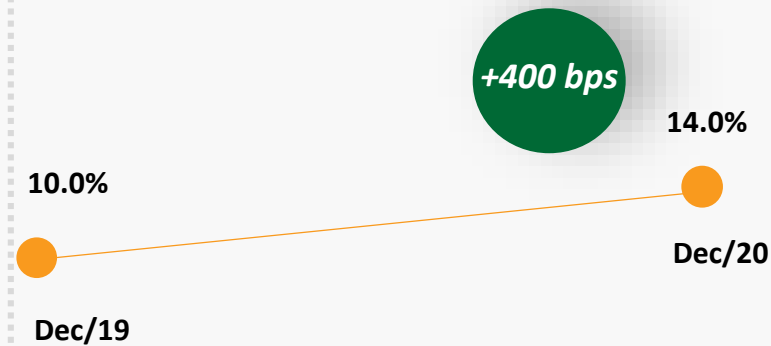
Share Gains

VIA VAREJO Vs. MARKET PERFORMANCE ⁽¹⁾

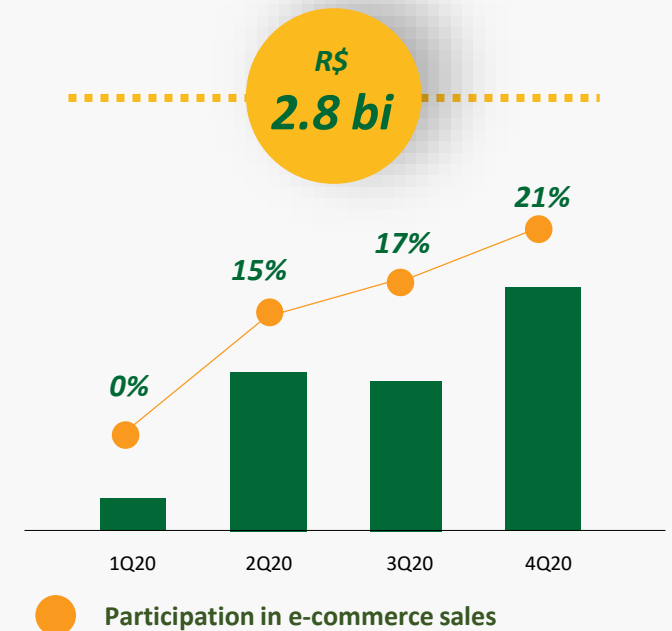


⁽¹⁾ Source: Compre & Confie amplo

EVOLUTION OF ONLINE MARKET SHARE ⁽¹⁾



ONLINE SELLER



SMARTPHONES

Smartphone premium segment (>R\$3k) gained share in 2020, reaching 20% of sales

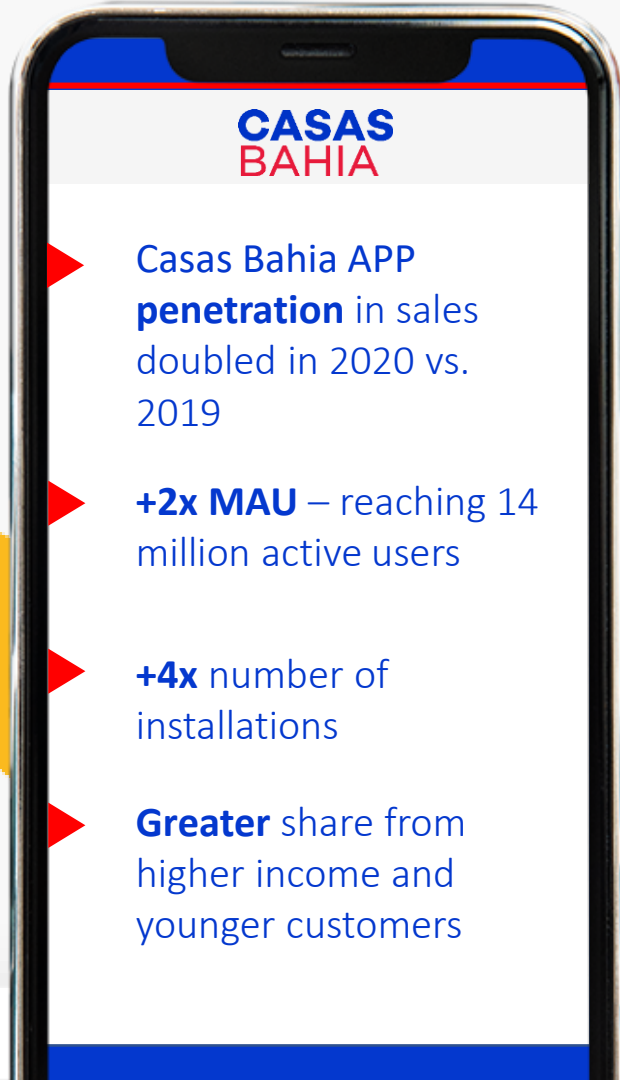
HIGH-RESOLUTION TV

Ultra HD TVs and +55" screens reached 60% of sales

MATTRESS

Foam mattress gradually replaced by box (60% of sales)

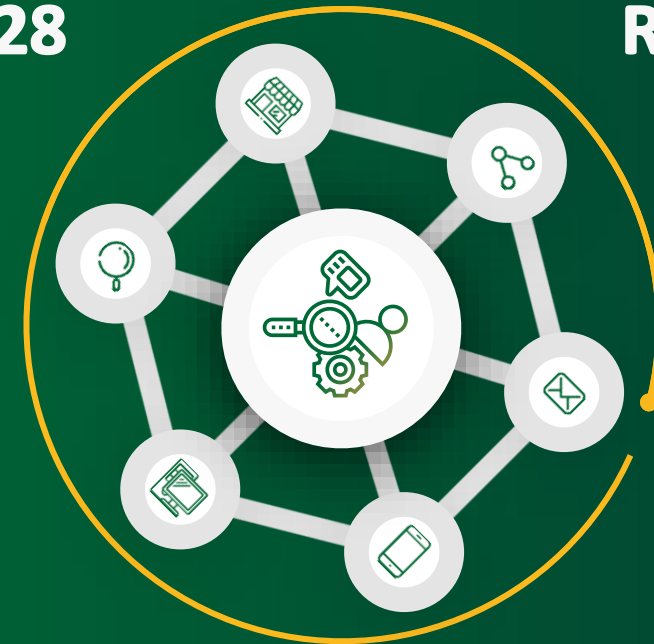
Omnichannel customer spends **2.2x** more



E-Commerce
R\$ 1.528



Stores
R\$ 1.567



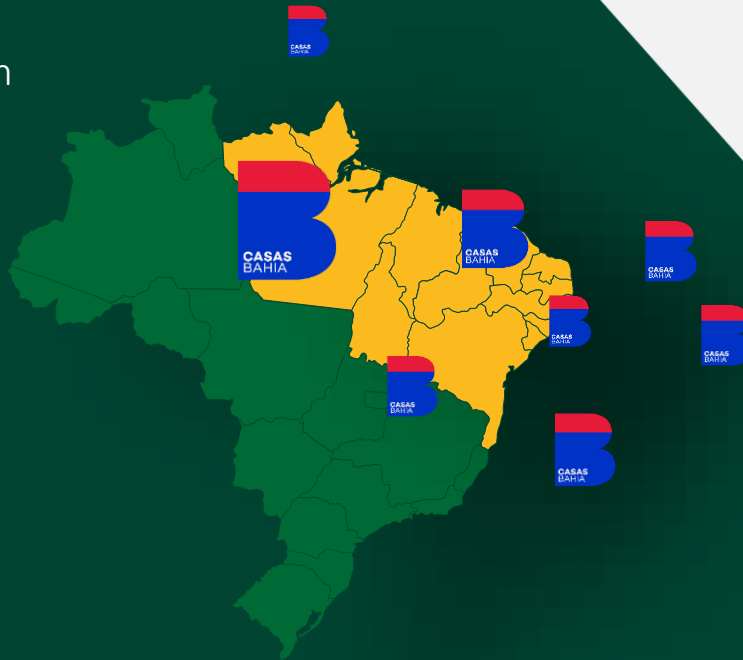
Omnichannel
R\$ 3.420





Expansion

- ✓ Focus on new markets or regions with low concentration of brick-and-mortar stores
- ✓ Greater focus on the North/Northeast regions. Target is to double the number of stores in referred regions
- ✓ Stores base optimization: shutdowns and lease agreements under review



New Store format

- + Technology
- + Convenience
- = Better shopping experience

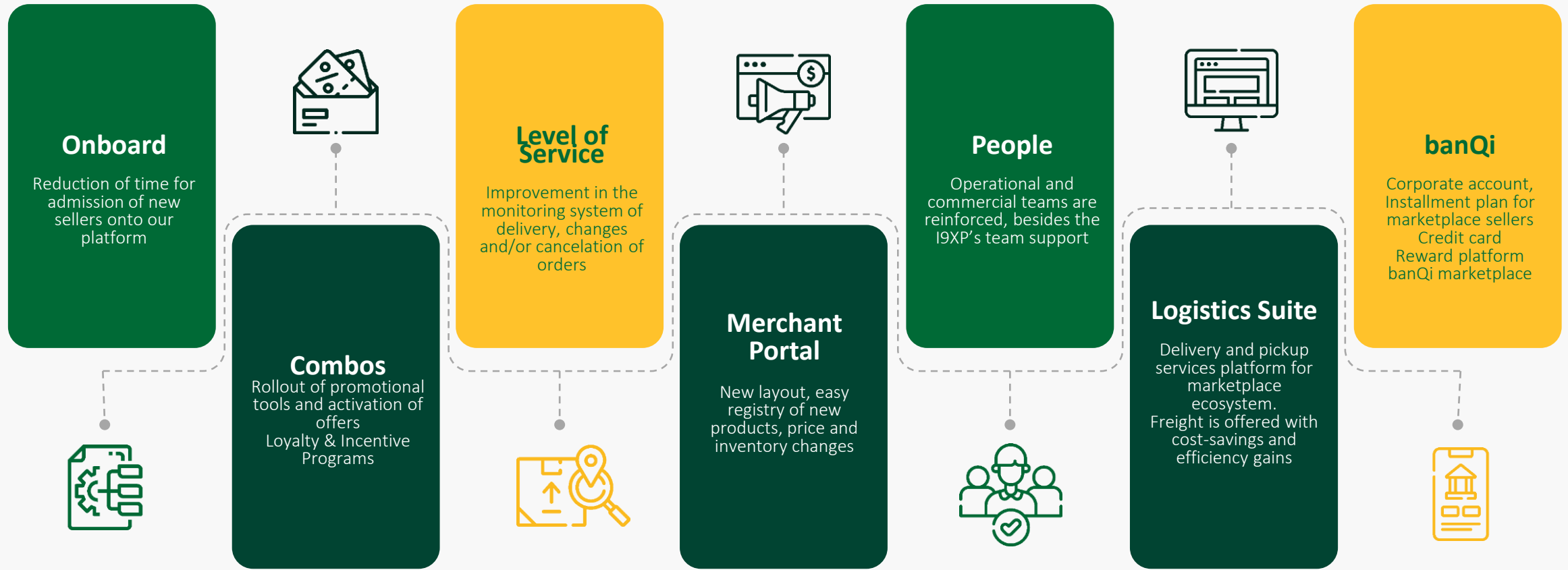


Before



After

Strong acceleration of Marketplace strategy (3P)



4Q20 Financial Result

R\$ 2.3 billion CDCI under management, nearly 2 million payment booklets

Low Customer Acquisition Cost (CAC)

43% of paperless transactions

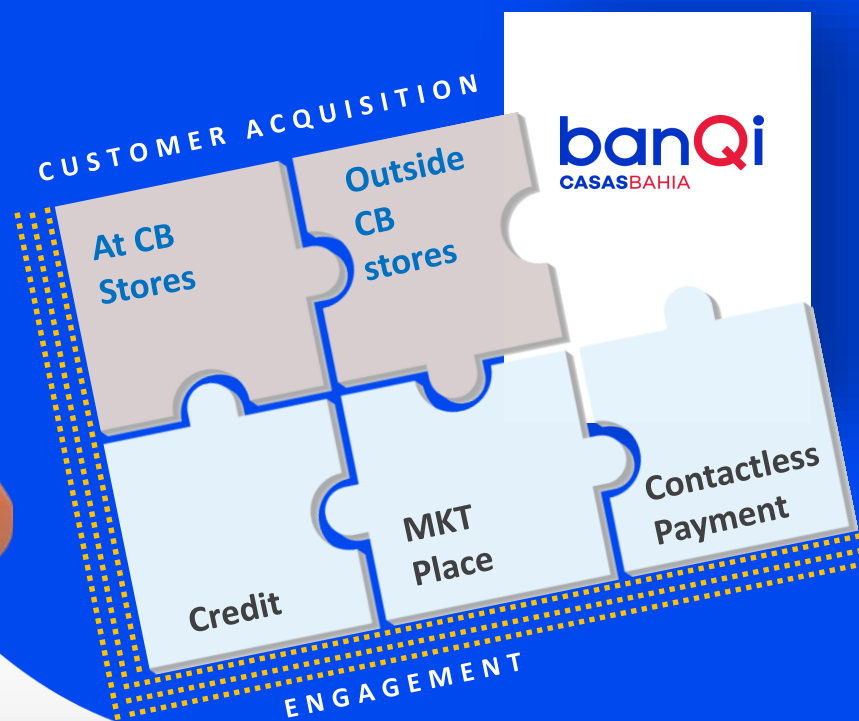
12% of payment booklets paid via banQi

TPV of nearly R\$ 300 million

PIX in deposits 11% of TPV



+1.8 MILLION
ACCOUNTS





RESULTS



FINANCIAL PERFORMANCE
4Q20

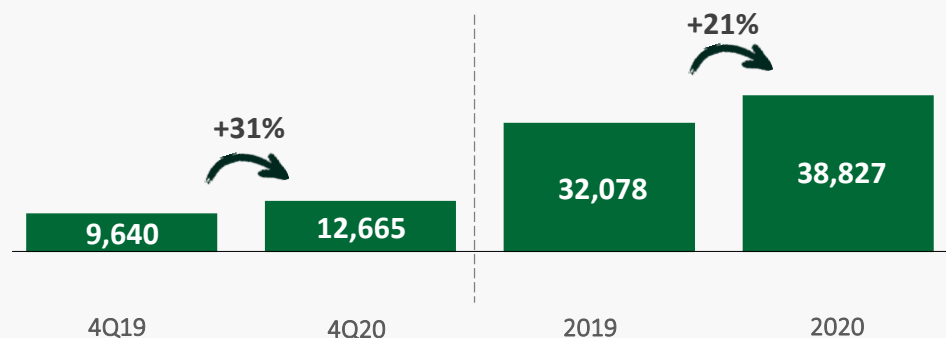




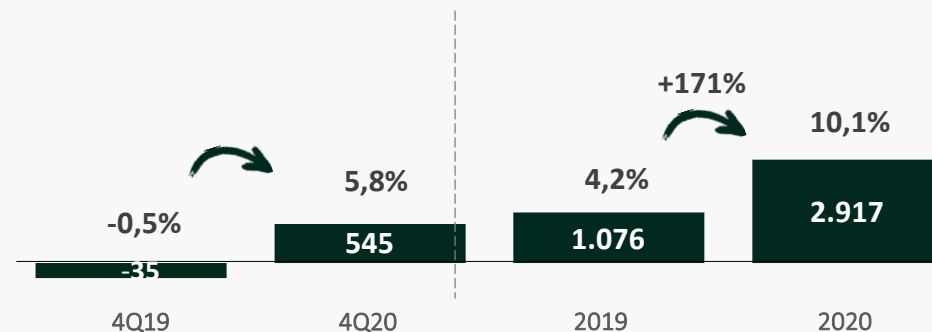
Results

4Q20 vs. 4Q19 Accounting

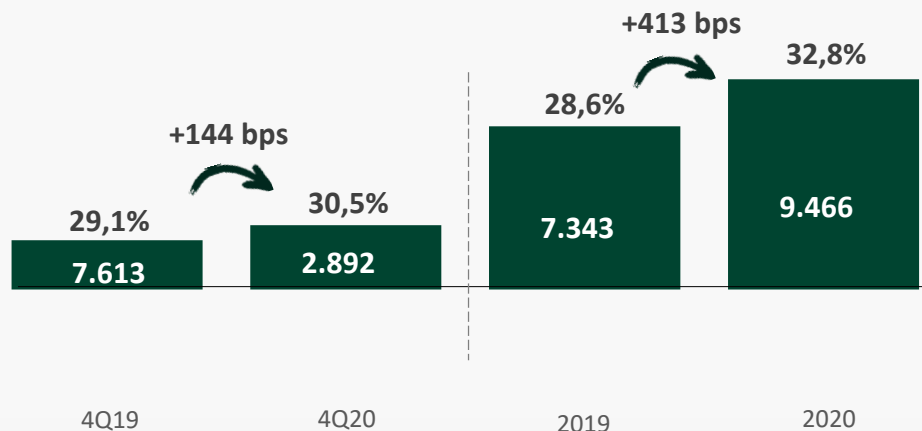
Gross GMV – R\$ mln



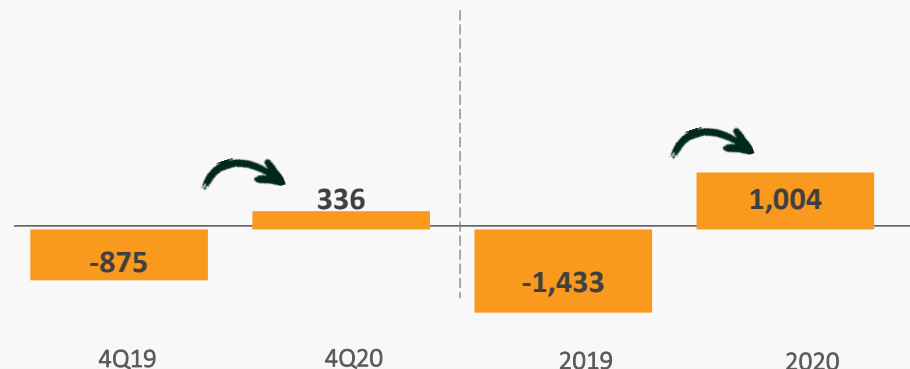
EBITDA – R\$ mln



Gross Margin



Net Income – R\$ mln



Reconciliation

	4Q20 Accounting	Non – recurring effects (+/-)	4Q20 Operational
Net Revenue	9,470	(11)	9,459
Gross Profit	2,892	(134)	2,758
Selling, General and Administrative Expenses	(2,402)	+298	(2,104)
Adjusted EBITDA	545	164	709
Financial Result	(71)	(184)	(255)
Other/Equity Income	(229)	+247	18
EBT	21	+229	250
IR (Income and CS Tax)	315	(356)	(41)
Net Income	336	(127)	209

(R\$) Impact on Net Income 4Q20

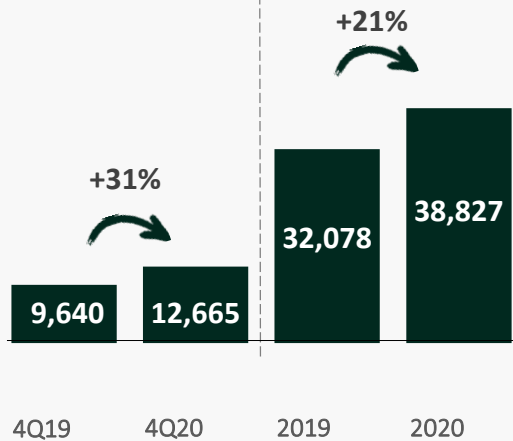
ICMS credit based on PIS/COFINS taxes	(134)
Social Security Credits	(26)
Grant Credits	(287)
Total Credits	(447)
Provision for Legal Contingencies	271
Others	48
Total	(127)

Results

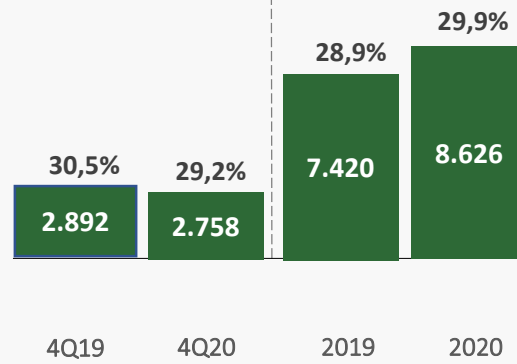
4Q20 vs. 4Q19 Operational



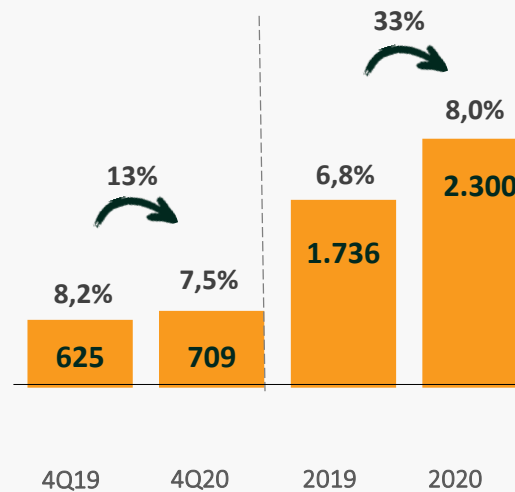
Gross GMV
R\$ mln



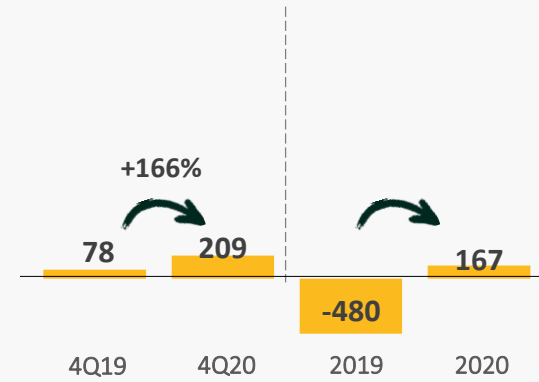
Gross Margin



EBITDA
R\$ mln

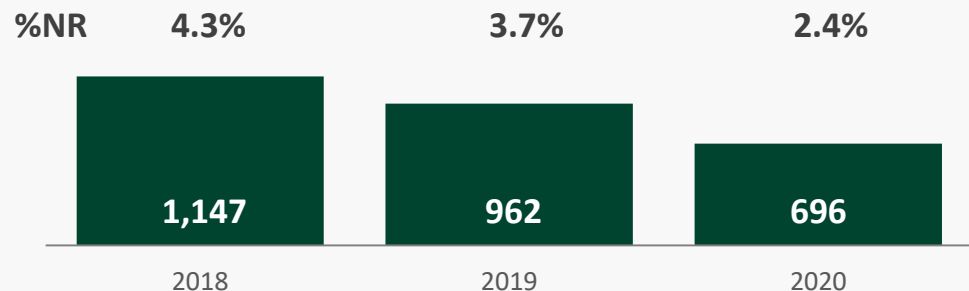


Net Income
R\$ mln

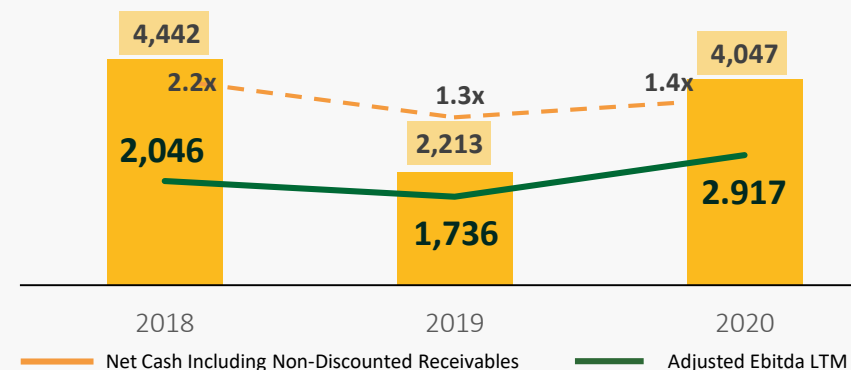


Financial Highlights

Financial Result - R\$ mln



Indebtedness - R\$ mln (LTM)



Net Cash - R\$ mln

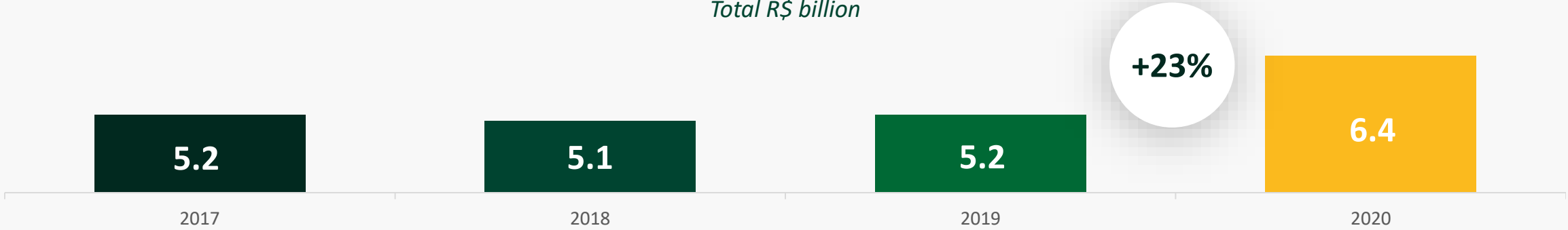
	4Q18	4Q19	4Q20	4Q20 Adjusted
Cash & Cards	5,367	4,368	8,469	8,496
(+) Suppliers Anticipation Portal				760
Cash, Cards and Portal	5,367	4,368	8,469	9,256
Banking Debt	(923)	(2,155)	(4,450)	(4,456)
(-) Transf. Drawee Risk to Debt (CCB)				2,503
Banking Debt	(923)	(2,155)	(4,450)	(1,947)
Net Cash	4,444	2,213	4,047	7,310



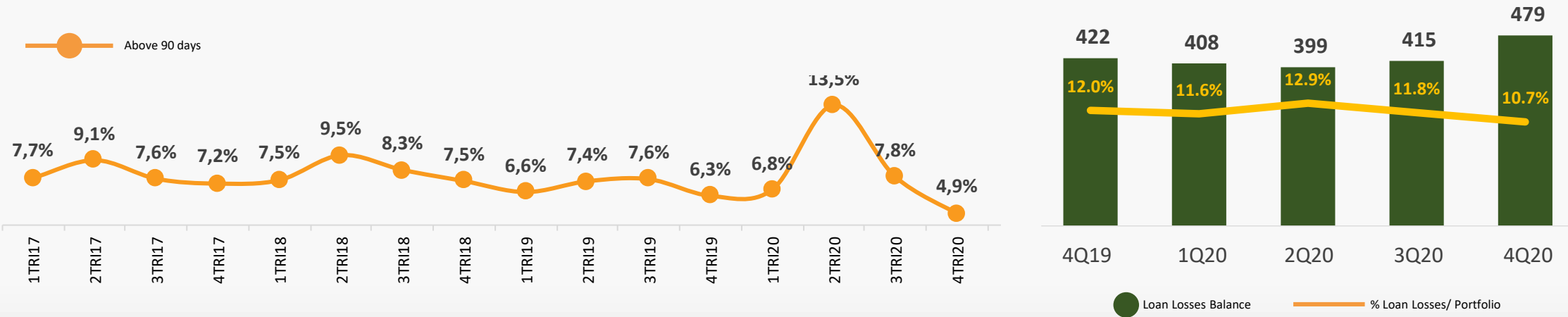
Installment Plan

Performance of Credit Portfolio

Total R\$ billion



Non-Performing Loans



Sustainability

Environmental and Circular Economy Initiatives



Increased purchase of average voltage in the free market in 2021.

Solar plant in Minas Gerais, 79 stores are supplied in referred state



Acquisition of ENEL X platform to manage water and electricity bills.

Qualitative gains in information, reliability and traceability of data, besides promoting energy efficiency and resource management.



Reduced greenhouse gases emission

In 2020, we acquired ASAP Log, and adopted lighter freight modes. Electric vehicles in the fleet as from 2021



+5,200

tons of recycled waste in 2020

250 households

connected with 11 partner cooperatives.



Reverse logistics of electronics at stores.

400 collection points

Three-fold increase in collection points of used electronics



Recovery of returned products.

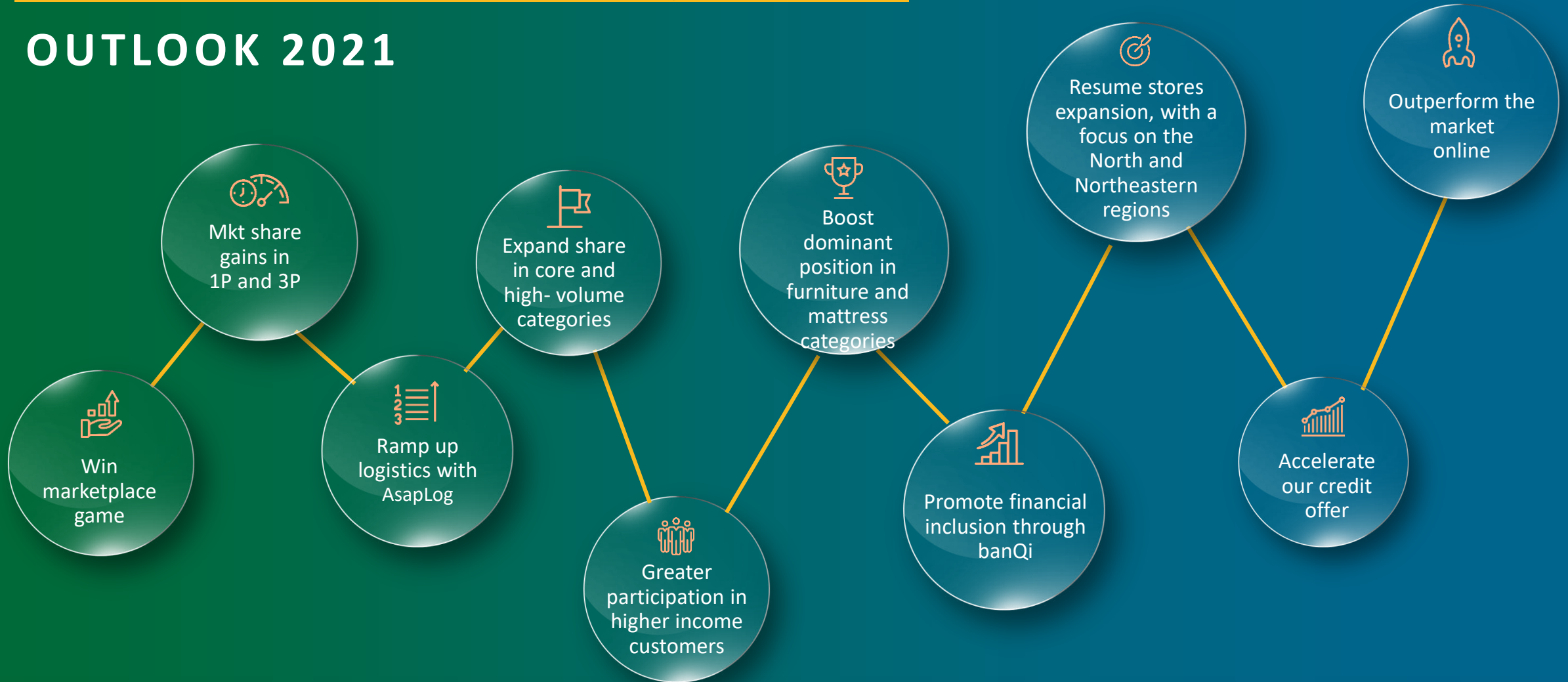
94%

recovery index of electronics and home appliances

Recovery and resale of more than one million products and +24,000 items sustainably discarded in 2020

The shopping channel of all Brazilians where, when and how they want

OUTLOOK 2021





Q&A
4Q20



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