

Q4'22

VIA RESULTS

Roberto Fulcherberguer
CEO

Para você,
onde, quando
e como quiser.

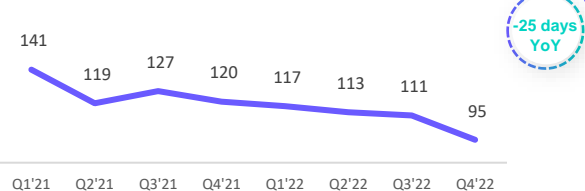


Operating Cash Flow Generation

Inventory – R\$ MM



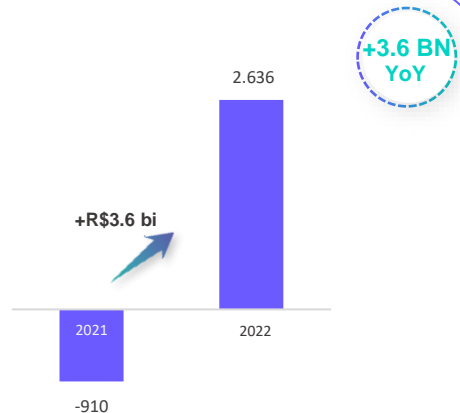
Inventory – Days



R\$ 1.75 Billion

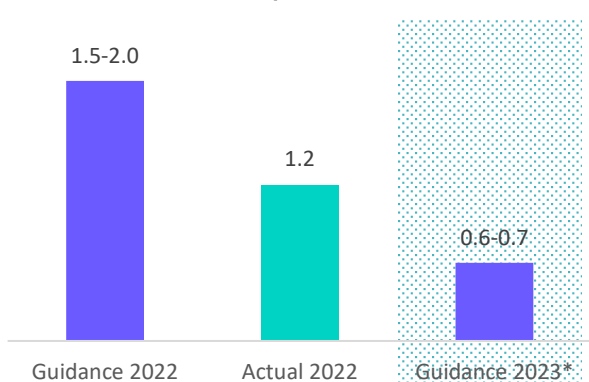
Bradesco Co-Branded Credit Cards Partnership Renewal

Operation Cash Flow – R\$ MM

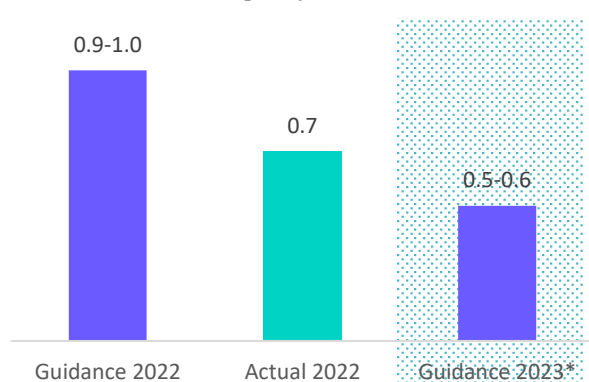


Labor Claims

Cash Impact - R\$ BN

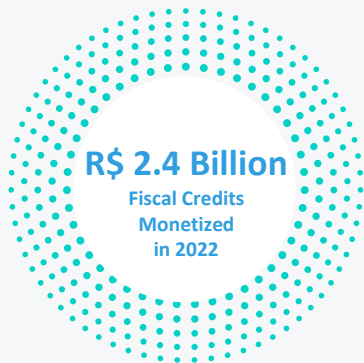


Earnings Impact - R\$ BN

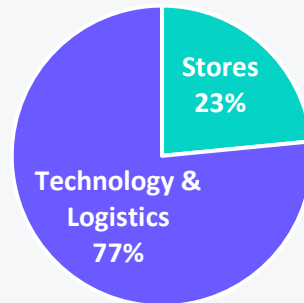


*Guidance for 2023 remains as published in the Material Fact of November 10, 2021

Credit monetization **efficiency**



Investments focused on operational **efficiency** and customer experience



OMNICHANNEL

Para você,
onde, quando
e como quiser.



Sozinhos, pensamos grande. Com você, pensamos gigante.



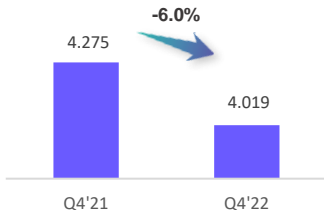
1P Omnichannel

Brick-and-mortar store GMV - R\$ MM

+11.4%
same
stores
sales



1P GMV Online - R\$ MM



1P GMV - R\$ MM



2022

63
openings

Q4'22

15
openings

21 closures

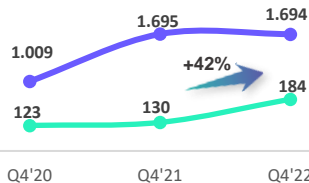
 **63** New stores 2022



3P Omnichannel

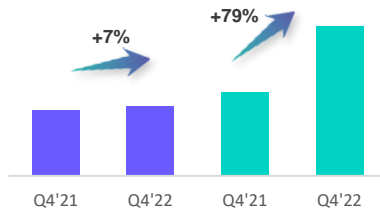
3P GMV and Revenue - R\$ MM

■ GMV ■ Revenue



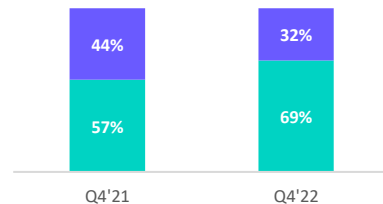
Orders

■ Core* ■ Long Tail

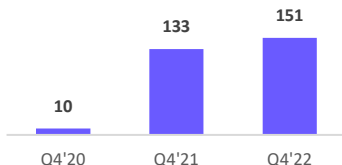


Orders

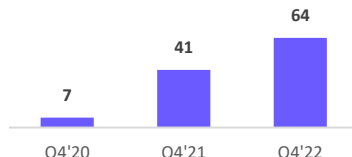
■ Core* ■ Long Tail



Sellers - thousand

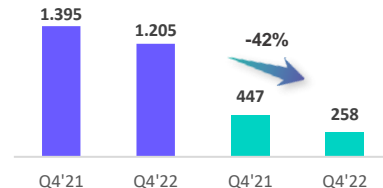


SKUs - MM



Average Ticket - R\$

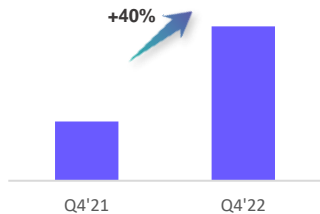
■ Core* ■ Long Tail



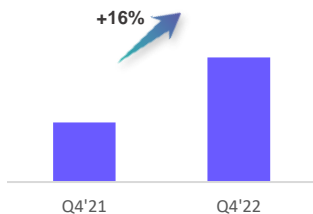
*It includes (i) Mobile, (ii) Furniture, (iii) Small Appliances, (iv) Large Household Appliances, (v) TVs / Video

3P Omnichannel

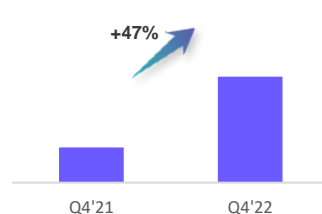
Clients – Long Tail



Purchasing Frequency – Long Tail



Items purchased per customer



Orders – Long Tail

Categories	% Growth YoY
Food	1.290%
Fashion	537%
Books	479%
Footwear	247%
Cleaning products	238%
Perfumery & Cosmetics	158%

Long-Tail Categories Highlights



Fashion

+7X
customers
YoY



Footwear

+5X
customers
YoY



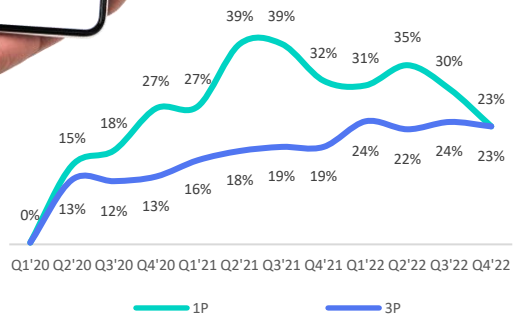
Books

+4X
customers
YoY

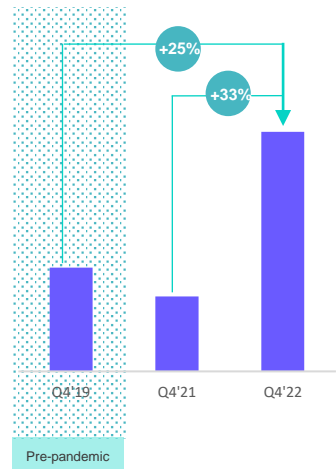
Sales Reps Productivity Gains



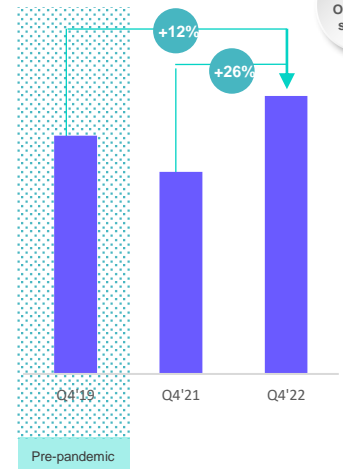
Generated GMV as % of Online GMV



GMV per Sales Rep



Revenue per Sales Rep



+14%
Orders per sales rep
YOY

LOGISTICS

Para você,
onde, quando
e como quiser.



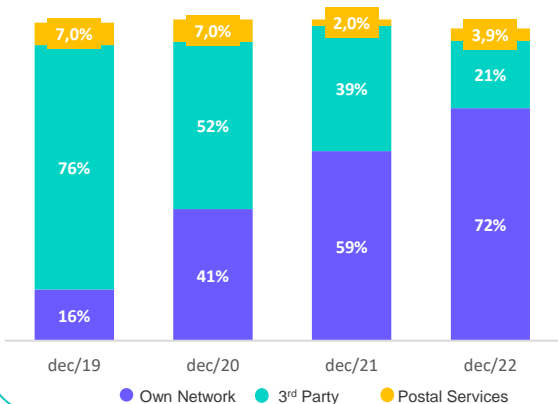
Sozinhos, pensamos grande. Com você, pensamos gigante.

Logistics for omnichannel

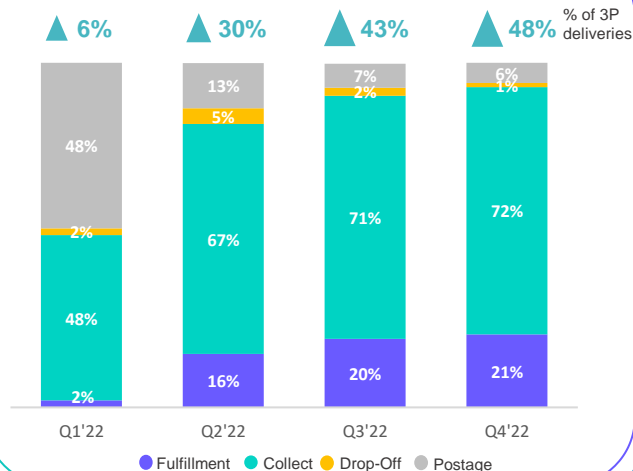


Omnichannel for logistics

1P Online Deliveries

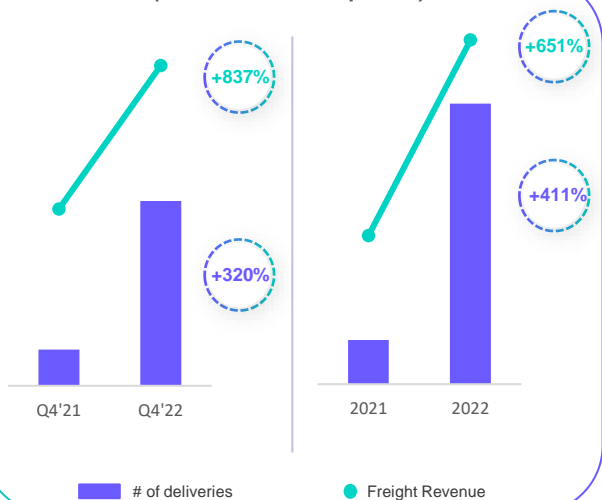


3P deliveries managed by Via



Logistics | As a Service

Transport 1st and Last Mile
(to non-seller third-parties)



Transport
1st and last-
mile



Fulfillment



Fullcommerce

Serving B2C, B2B and D2C clients



FINANCIAL SOLUTIONS

André Calabro

banQi President &
Financial Solutions

Para você,
onde, quando
e como quiser.

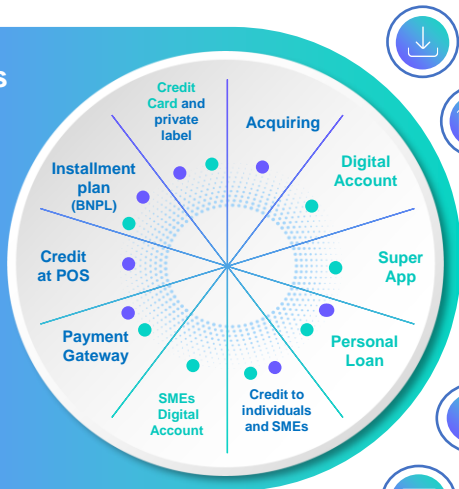


Financial Solutions Platform on and off Via's ecosystem continues to expand



Growth fronts

- Full Digital Account
- Multiple Credit Offering
- SMEs
- Casas Bahia Ecosystem
- Marketplace Shopping Space



● ON-US ● OFF-US



13.4 MM customers (+22% YoY)



+ R\$12.9 billion TPV accumulated (+14% YoY)



R\$ 5.5 billion in installment plans (+11% YoY)



R\$ 2.1 billion of installment plans paid via banQi app (**21%** of receivables)



R\$ 504 MM in accumulated personal loans granted, active portfolio of R\$ 226 MM

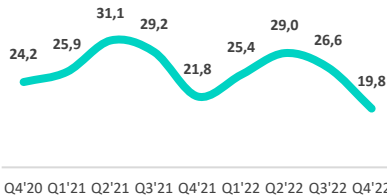


R\$ 6.3 billion TPV of co-branded credit cards (+15% YoY)
Bradesco partnership renewal

Installment Plan (BNPL) | By Channel

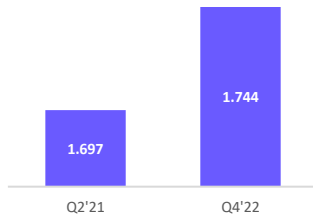
Store

Installment Plan as % of Sales



Installment Plan – Origination

(R\$ million)



Highlights



Recurrence +53% share of recurring customers



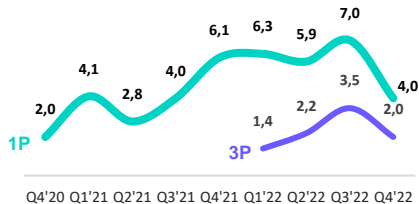
Relationship with banQi with a low CAC



Attractive and innovative expansion in new regions

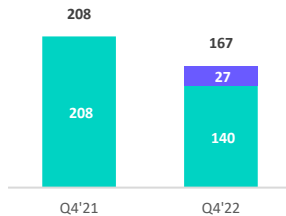
Digital

Installment Plan as % of Sales



Installment Plan – Origination

(R\$ million)



Highlights



88% of enabled sellers have already sold via installment plan



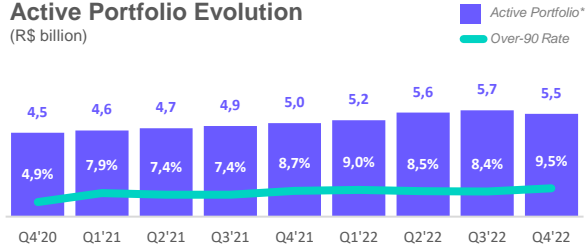
Sales in +3,800 municipalities where we don't have brick-and-mortar stores



23% of new municipalities with installment plans

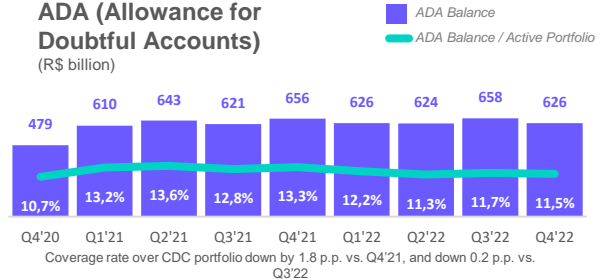
Installment Plans | KPIs

Active Portfolio Evolution (R\$ billion)

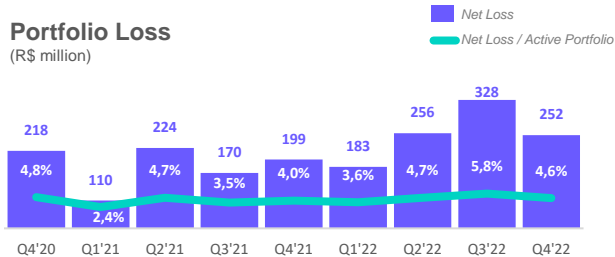


* Active Portfolio = Payment book base ex-interest to be incurred

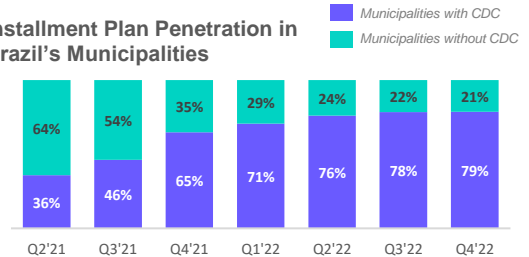
ADA (Allowance for Doubtful Accounts) (R\$ billion)



Portfolio Loss (R\$ million)



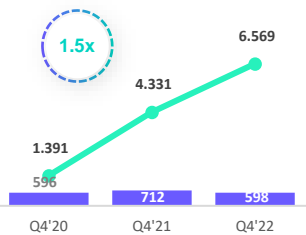
Installment Plan Penetration in Brazil's Municipalities





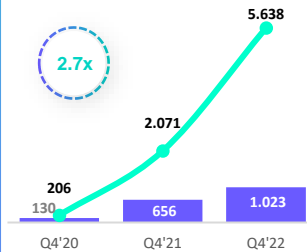
New Accounts Opened

(# 000)



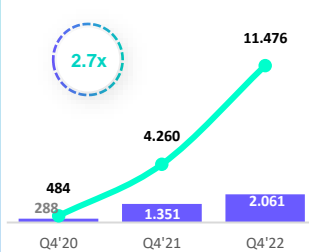
Total TPV

(R\$ million)



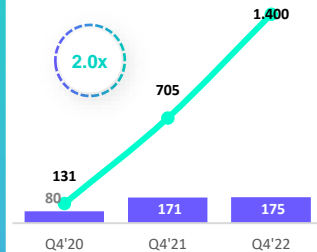
Total Transactions

(R\$ million)



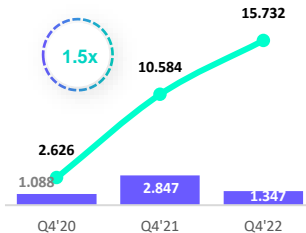
Store Transactions

(R\$ million)



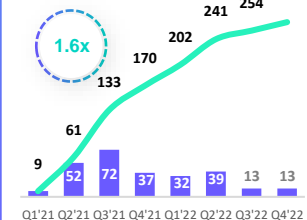
App Downloads

(# 000)



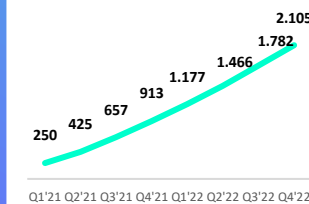
banQi in e-commerce

banQi in Casas Bahia e-commerce
(R\$ million)



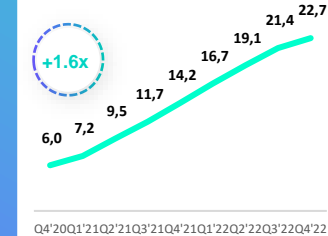
Installation plan paid via banQi app

(R\$ million)



banQi App Frequency of Use

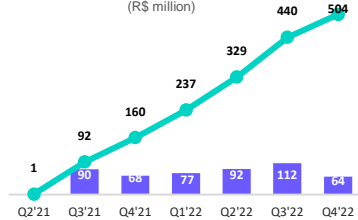
(last 360 days)



Personal Loan

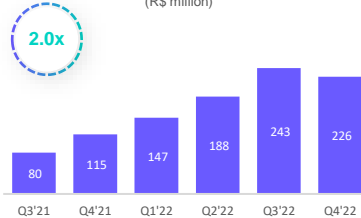
Production

(R\$ million)

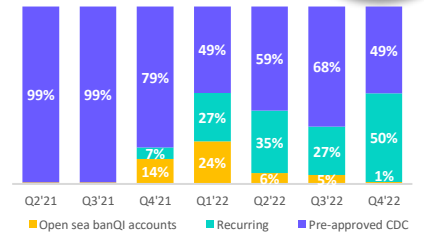


Active Portfolio

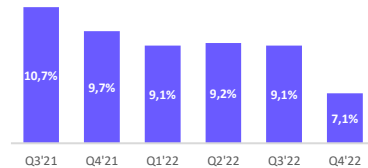
(R\$ million)



Mix

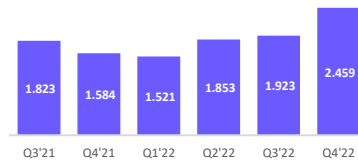


Performance by Period - Over 30 Lates

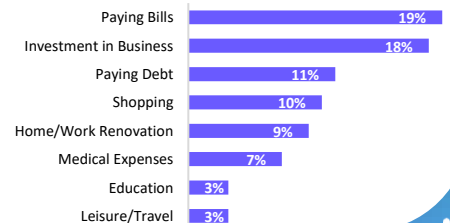


Average Ticket

(R\$ thousand)



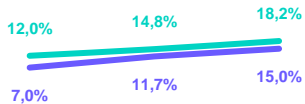
Main Motives for Contracting Loans



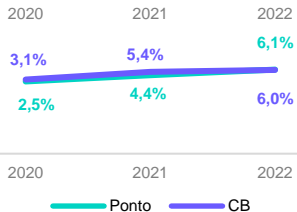
Co-branded Credit Cards

Stores

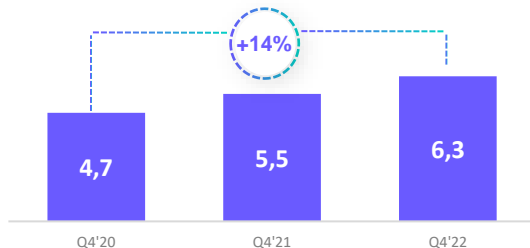
Sales %



Online



TPV (R\$ BN)

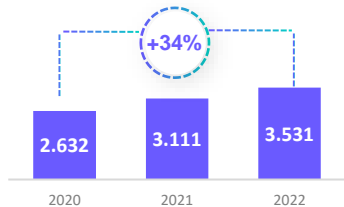


On-us and off-us purchases with CB and Ponto cards.

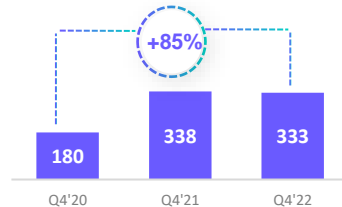
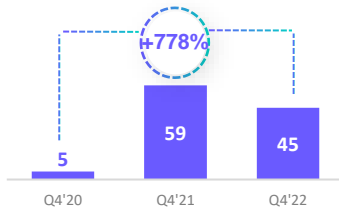


Our Customers

Total Customers – Cards (# thousand)



New Online Customers (# thousand) New Stores Customers + Telesales (# thousand)



ESG

Para você,
onde, quando
e como quiser.





ENVIRONMENTAL

SLB (Sustainability Linked Bonds)

- **SLB goal of 50% clean and renewable energy use until 2022 has been achieved**
- Commitment to reach 90% by 2025

Via Recycling Program– REVIVA

- **3,500 tons of waste were destined for recycling in 2022, benefiting 12 partner co-operatives**
- 530 electronics drop-off points
- **4.7 tons of electronics sent for disposal and recycling in 2022**

Pangeia Sustainable Marketplace

- Support for the development of small producers, such as native people of the Amazon region, rural and forestry co-operatives, and artisans
- Pangeia adopts the 1% initiative for the planet (part of sales is converted into ESG initiatives) and the transactions are zero carbon, offset by Moss



SOCIAL

Casas Bahia Foundation

- **R\$4.2 million invested in 15 projects, divided into three strategic pillars: youth leadership, entrepreneurship and social engagement**
- Gincana Agente+, a "social contest" involving store teams throughout the country, with 475 stores participating
- -19 thousand clothing items, 3,723 kg of food and 3,477 toys were collected, benefiting +9,000 people
- -Support for 67 local social entities indicated by outstanding stores participating in the competition
- Along with PROA Institute, we have trained and referred 3,579 young people for employment in the states of São Paulo, Pernambuco, Rio de Janeiro, Rio Grande do Sul and Santa Catarina. Some of them were connected to the Via ecosystem, which hired and gave a first job opportunity to 33 of PROA's students





DIVERSITY

Via de Respeito Program

- **Via de Respeito Program** was launched to raise awareness and fight discrimination and harassment

Disabled People

- In December, Via partnered with REIS, aiming to bolster inclusion of disabled people

Race

- **Via anti-racism initiative to counter racism and endorse the inclusion of afro-descendants**
- Racial literacy program was launched, investments in IT and English scholarships for Via's employees participating in MOVER program

Women in leadership

- Initiatives to develop women in leadership, especially for the technology area



CORPORATE GOVERNANCE

Election of the Board of Directors

- **Mrs. Claudia Quintella Woods** was elected an independent member in April 2022
- In December 2022, Claudia also took a seat as an independent member at the People and Governance Committee

New Chairman of the Board of Directors is elected

- **On December 16th, 2022, Mr. Renato Carvalho do Nascimento**, an independent member of the Board of Directors, was elected chairman

People Committee is reshaped

- Mrs. Claudia Quintella Woods and Mr. Marco Antonio Moreira Pinto Santana are elected. Now, the Committee is composed of only non-executive members

Audit, Risk and Compliance Committee activity

- (i) Work plan based on Whistleblowing Channel and Risk Map results; (ii) Review and update of the Company's Risk Management Policy; (iii) Monitoring of works performed by Cyber Security area; (iv) Tax credits monetization; among others



Financial Highlights

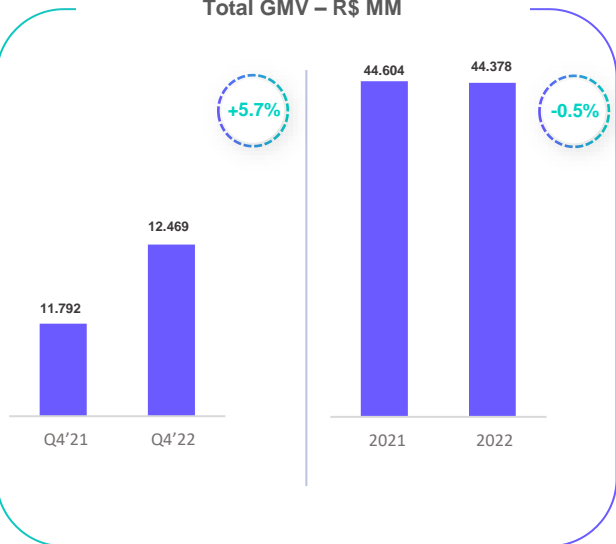
Padilha
CFO

Para você,
onde, quando
e como quiser.

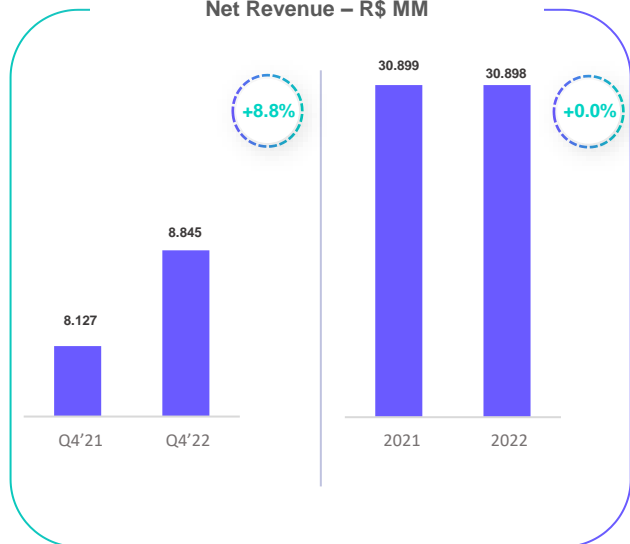


GMV and Net Revenue

Total GMV – R\$ MM

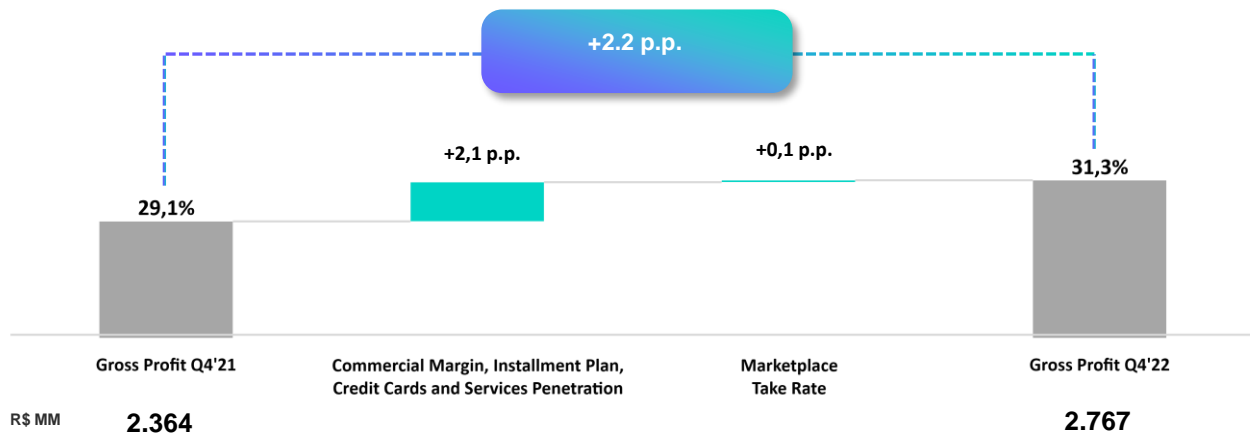


Net Revenue – R\$ MM



Gross Profit

Q4'22 x Q4'21



Commercial Margin, Installment Plan, Credit Cards and Services Penetration

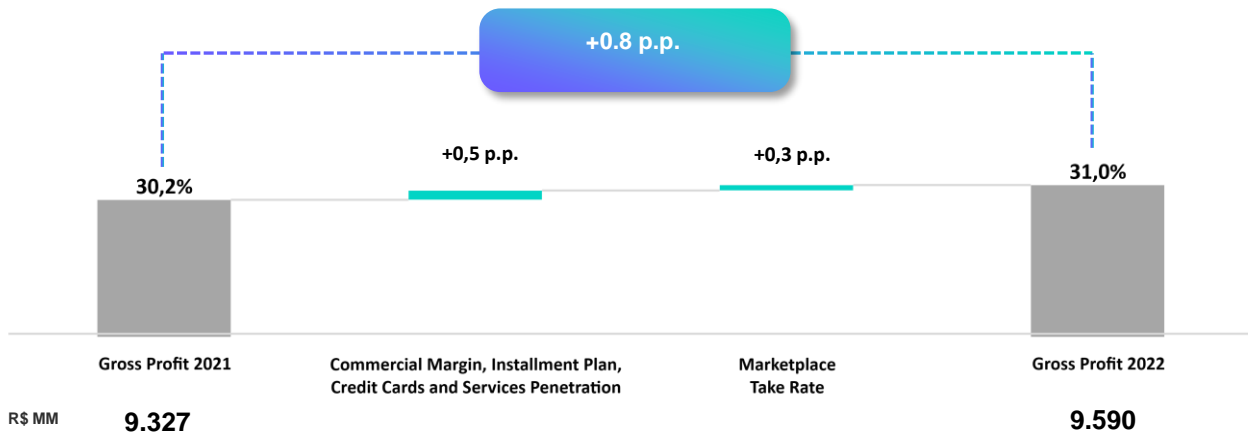
- Casas Bahia new contract for co-branded credit cards with Bradesco

3P Take Rate

- From 7.7% in Q4'21 to 10.9% in Q4'22

Gross Profit

2022 x 2021



Commercial Margin, Installment Plan, Credit Cards and Services Penetration

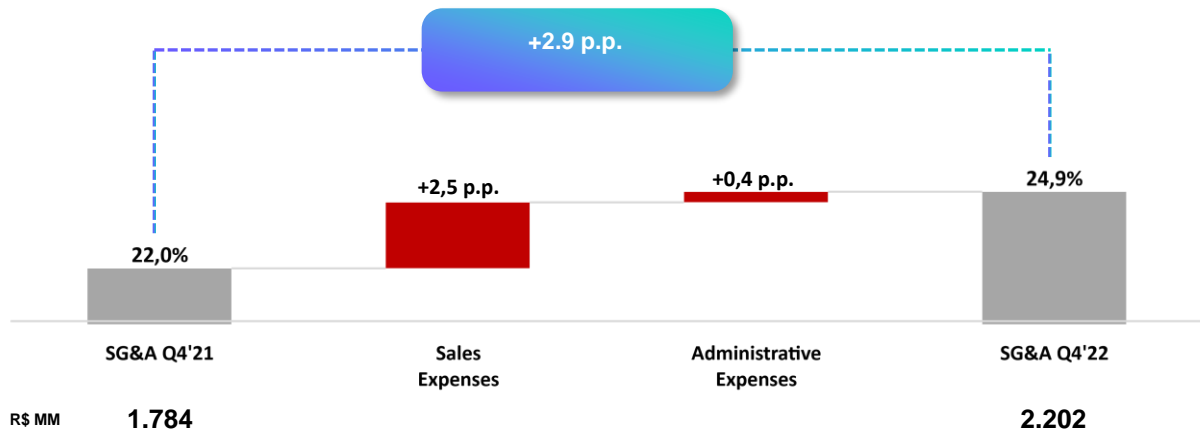
- Casas Bahia new contract for co-branded credit cards with Bradesco

3P Take Rate

- From 6.6% in 2021 to 11.3% in 2022

SG&A

Q4'22 x Q4'21

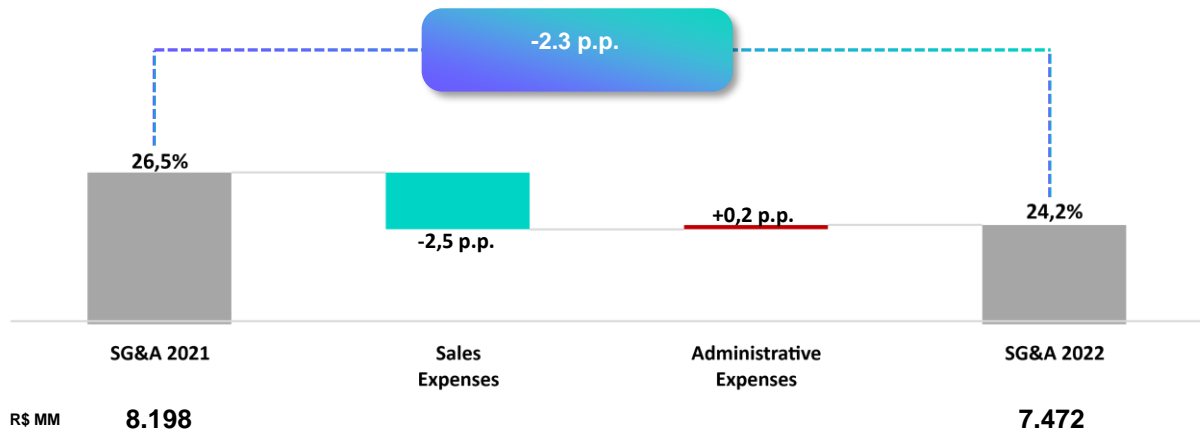


Operational Deleverage

- Impact of operational deleverage, despite the 9% increase in gross revenue in the quarter

Comparison Basis

- Q4'21 expense level was lowered by tax credits



Expenses Efficiency Gains

- Especially marketing productivity and online performance

Personnel expenses

- Sales reps higher productivity and lower volume of new labor claims

EBITDA

Q4'22 x Q4'21



Gross Margin Increase

- Higher penetration of Installment Plan, Credit Cards and Services
- Casas Bahia new contract for co-branded credit cards with Bradesco
- Take rate increase

SG&A Comparison Basis

- Q4'21 expense level was lowered by tax credits

EBITDA

2022 x 2021



Gross Margin Increase

- Higher penetration of Installment Plan, Credit Cards and Services
- Casas Bahia new contract for co-branded credit cards with Bradesco
- Take rate increase

SG&A

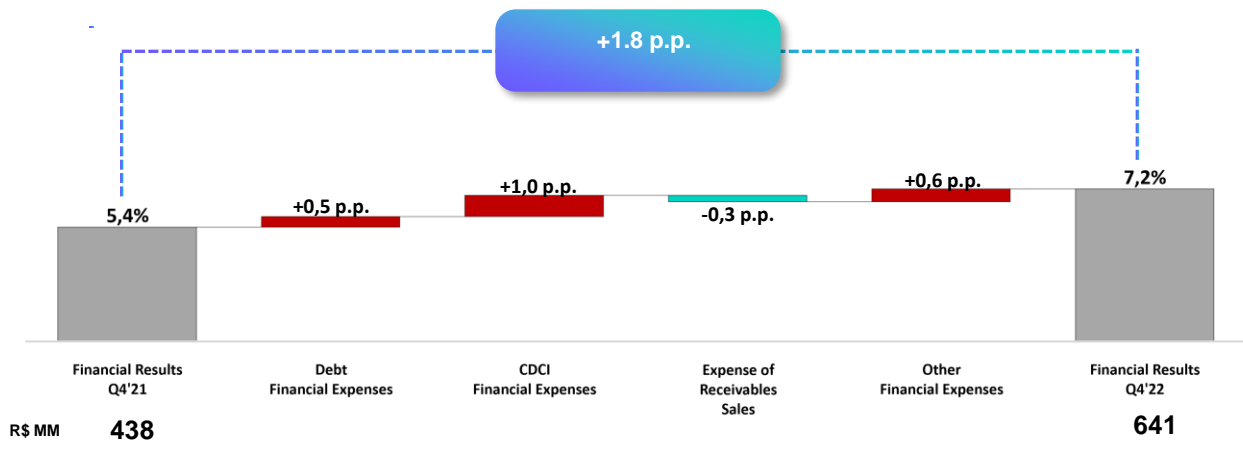
- Expenses Efficiency Gains: especially marketing productivity and online performance
- Sales reps higher productivity and lower volume of new labor claims

EBITDA

- Addition of R\$ 1 Billion YoY

Financial Results

Q4'22 x Q4'21

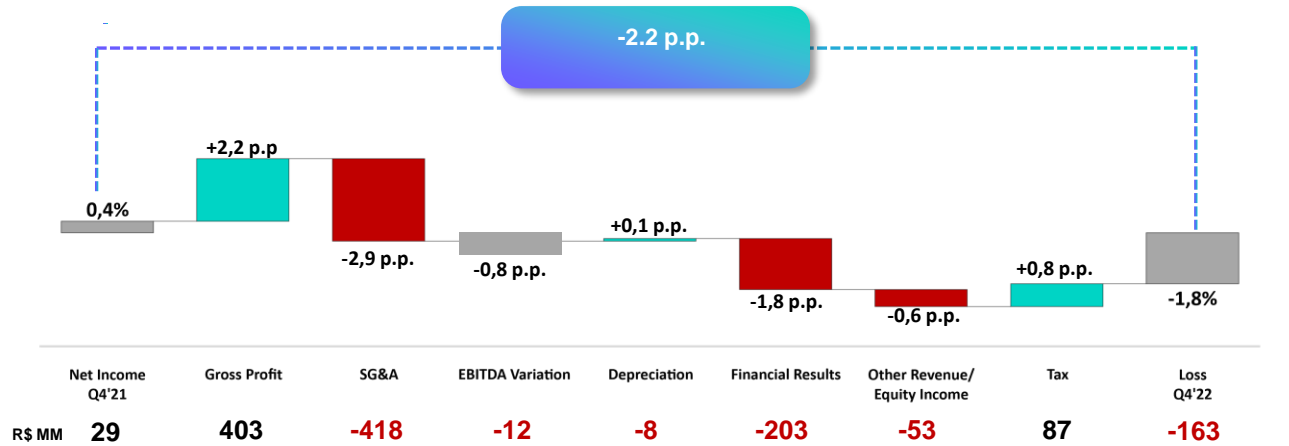


Impact of Interest Rate Increase

- Impact due to the benchmark SELIC rate (Central Bank base rate) increase (from average of 7.6% in Q4'21 to 13.7% in Q4'22)

Net Income (Loss)

Q4'22 x Q4'21

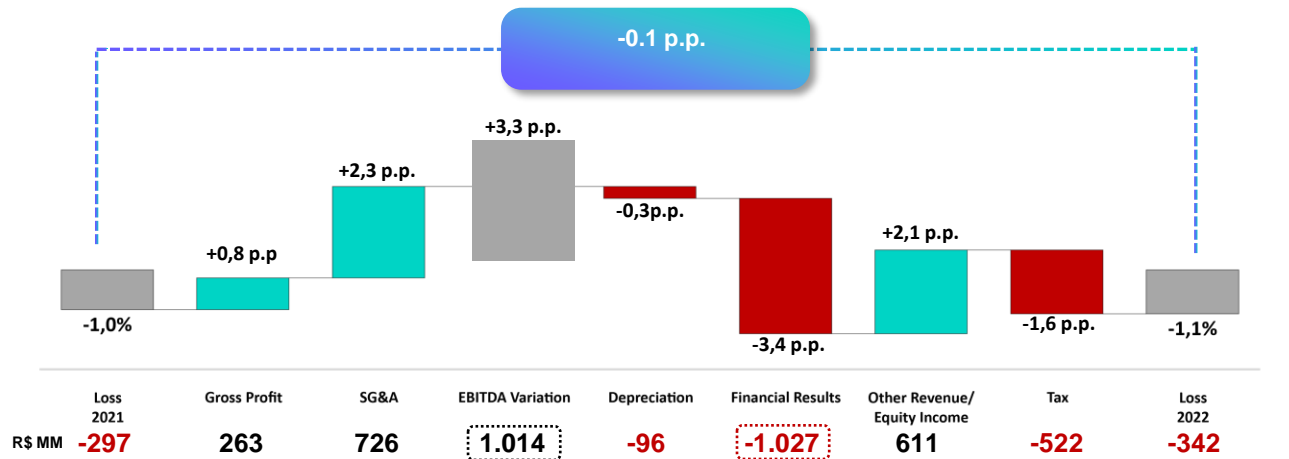


Net Income (Loss):

- Gross profit improvement offset by the effect of operational leverage and comparable SG&A, as well as the impact of interest rate increase on the financial expenses

Net Income (Loss)

2022 x 2021



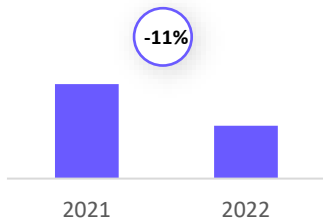
Loss:

- The additional of R\$ 1 billion in EBITDA, due to gains in gross margin and control of expenses, was consumed by the impact of interest rate on the financial expenses

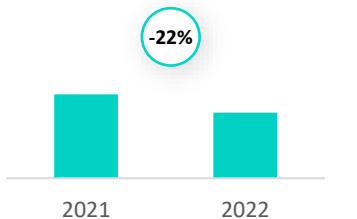
Labor Claims

Overall Indicators

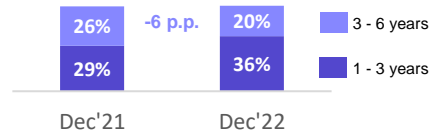
of Lawsuits Filed



Disbursements



Aging of Claims High ticket claims (%)



Action Plan/Strategy

We continue to practice the strategy defined:

- Review of operational practices to attack root cases
- Litigation restructuring, aiming at an improved defense
- Reinforcement of defense strategies
- Proactive and timely initiatives to settle more expensive lawsuits with a discount

2022 Results

Cash outflows:

- R\$ 1.2 Billion total cash outflow

Expenses:

- Number of lawsuits filed: 11% lower than 2021
- R\$ 329 Million less disbursement vs 2021

Labor Claims

2022 Guidance vs. Actual

	Guidance <i>(Material Fact November/21)</i>	Actual	Guidance	
	<u>2022</u>	<u>2022</u>	<u>2023</u>	<u>2024</u>
<u>Cash</u>	R\$ 1.5 - R\$ 2.0 BN	R\$ 1.2 BN	R\$ 0.6 - R\$ 0.7 BN	R\$ 0.3 - R\$ 0.4 BN
<u>Earnings</u>	R\$ 0.9 - R\$ 1.0 BN	R\$ 0.7 BN	R\$ 0.5 - R\$ 0.6 BN	R\$ 0.3 - R\$ 0.4 BN

2022 Guidance vs Actual

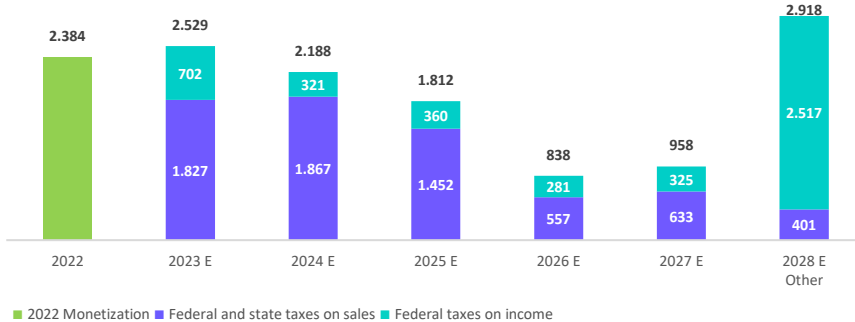
- Cash Impact: Below *Guidance*
- Earnings Impact: Below *Guidance*

Guidance for 2023-2024

- Guidance maintained, as published in the Material Fact of November/21

Tax Credits Monetization Plan

Schedule



Tax Credits in 12/31/2022

R\$ 6.737 federal and state sales taxes
 R\$ 3.965 federal income taxes
 R\$ 10.702
 R\$ 541 unrecognized credits
R\$ 11.243 TOTAL

Monetization Strategy

- High readiness of reclaimable tax, as per tax authorities' procedures
- AI and algorithms applied, procurement/storage efficiency gains
- Sale of credits, when feasible

Guidance

(Q3'21 earnings release)

2022

R\$ 1.8 BN

Actual

2022

R\$ 2.4 BN

R\$ 600 Million above estimated

Guidance for 2023

- R\$ 2.5 billion of monetization expected for 2023, of which R\$ 1.8 billion in sales taxes and R\$ 702 million in income taxes
- The tax credit monetization plan is reviewed and informed quarterly

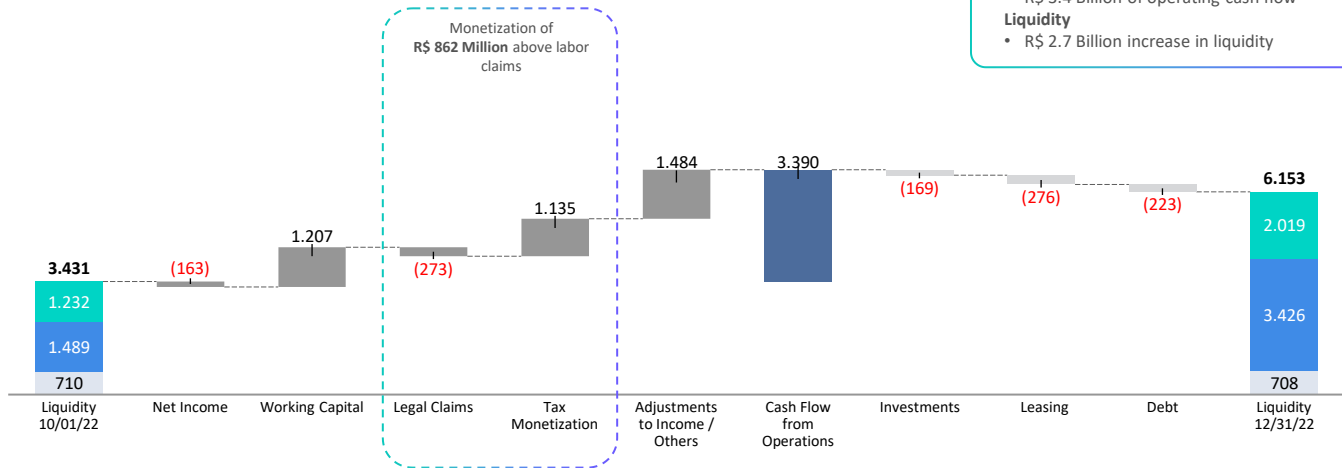
Cash Flow Q4'22 (R\$ MM)

Cash Flow from Operations

- R\$ 3.4 Billion of operating cash flow

Liquidity

- R\$ 2.7 Billion increase in liquidity



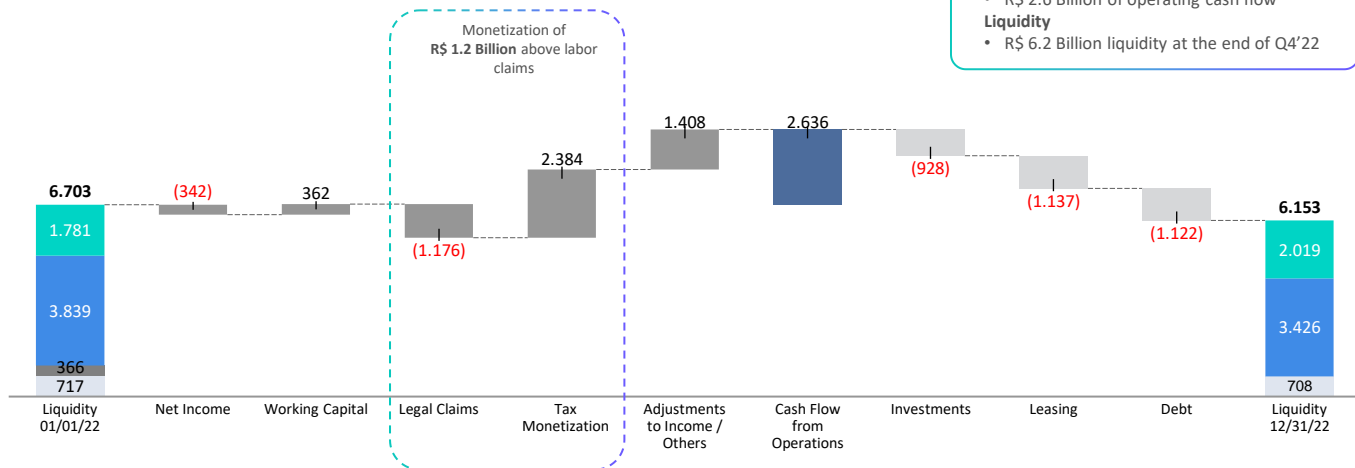
Cash Flow 2022 (R\$ MM)

Cash Flow from Operations

- R\$ 2.6 Billion of operating cash flow

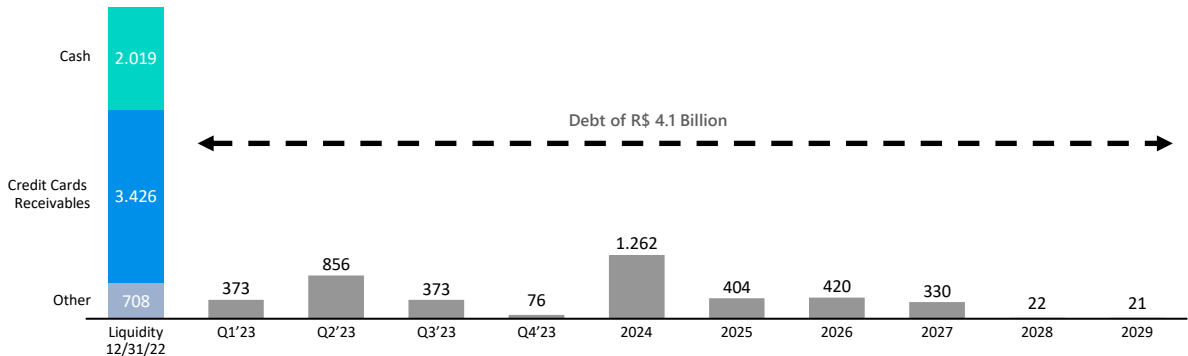
Liquidity

- R\$ 6.2 Billion liquidity at the end of Q4'22



Debt and Amortization Schedule

Adjusted total liquidity of R\$ 6.2 billion



- In Q4'22, liquidity position including non-discounted receivables totaled R\$ 6.2 Billion
- Debt of R\$ 4.1 Billion, of which 59% to mature between 2024 and 2029
- Average cost at CDI+2.0% p.a. (vs CDI+2.4% no Q4'21)

Closing Remarks

Roberto Fulcherberguer
CEO

Para você,
onde, quando
e como quiser.



2022 Highlights



Omnichannel

Stores

+11% of GMV
63 openings

1P Online

market share gain

3P

increase in revenue, orders
and recurrence



Financial
Solutions

Installment Plan

3P sales and CaaS

Personal Loan

R\$ 226 MM of active
portfolio (+2X YoY)

Co-branded Cards

Bradesco partnership
renewal

banQi

6.6 MM accounts (+52%)



Logistics

Own Network

72% of 1P online deliveries
(+13 p.p. YoY)

Fulfillment

Operation start
21% of 3P deliveries by Via

Open Sea

+411% in # of deliveries
+651% in freight revenue



ESG

SLB

Goal of 50% clean and
renewable energy acquired
has been achieved

Reviva Program

3.5 thousand tons of waste
destined for recycling

Governance

Independent member
elected as chairman,
1st woman is elected to
compose Via's Board of
Directors



Liquidity

Operating Cash Flow Generation

R\$ 2.6 billion (+3.6 BN YoY)

Leverage

stable y/y

Working Capital

95 days of inventory (-25 days YoY)

Labor Claim

below guidance

Tax Credit Monetization

R\$ 2.4 billion monetized

2023 Focus

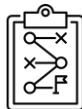


**Profitable
growth**



**Monetization
of Services**

**(Installment Plan,
Logistics, others)**



**Operational
Efficiency
and Cost
Reduction**



**Liquidity
Position
Protection**

7.041



Investor Relations

Sérgio Leme
EVP Supply Chain & IRO

Gabriel Succar
IR Executive Manager

Daniel Morais
IR Coordinator

Larissa Boness
IR Analyst

Ticker: VIIA3 (B3) | VIAYY (ADR)

ri@via.com.br | <https://ri.via.com.br>