

EL PUERTO DE LIVERPOOL, S.A.B. DE C.V.

RESULTS OF OPERATIONS FOR THE THIRD QUARTER OF 2020

Company operations during the COVID-19 pandemic

After closing all of our retail facilities on March 30 of this year, El Puerto de Liverpool began to gradually resume activities in our department stores, stores, boutiques and shopping centers in July, while strictly following the instructions and restrictions of federal and local authorities. At the start of the quarter a little more than 50% of our department stores and stores were operating, and by September 30, 100% of our 122 Liverpool department stores, 165 Suburbia stores and 28 Shopping Centers were open for business, although with restrictions on shopper traffic, store hours, and in some cases limitations on weekend opening.

Our priorities continue to be: 1) protecting our clients, employees and suppliers; 2) preserving cash flow; 3) maximizing the use of digital channels; and 4) reinforcing our logistics and customer service processes.

We have a “Safe Space” initiative in force in our Liverpool and Suburbia stores as well as Boutiques and Shopping Centers, which consists of a series of sanitary protocols for the successful reopening of all our business units. El Puerto de Liverpool reiterates its commitment to keeping its customers, suppliers and employees safe and healthy.

Our strategy for preserving the Group’s liquidity has yielded the following results: a) Ps. 9.7 billion in cash generated in the quarter; 2) successful placement of the Ps. 5 billion LIVEPOL20 bond on local markets; 3) inventories remained at healthy levels, down 4.8% from the previous year; and 4) supplier accounts closed the quarter 2.1 times their level in the second quarter. All of this led to a cash balance of Ps. 19.7 billion at the end of the third quarter.

In our digital channel, sales increased by 2.8 times in the quarter, while the number of visitors and conversion rate in our platforms nearly doubled. Marketplace sales grew by more than 550%.

We continued to face a significant logistical challenge in the quarter: the volume of required deliveries nearly tripled compared to the past year. Delivery out of our stores accounted for 90% of the total.

Click & Collect has seen improved productivity, accounting for 19% of digital sales in the quarter.

The non-performing loan rate ended the quarter at 9.3%, better than expected. We have a loan-loss reserve equivalent to 21.0% of the portfolio.

At present most of our corporate employees are back in the office, following strict sanitary measures like staggered work hours.

Company results:

- **At Liverpool, same-store sales** were down by 10.3% in the quarter and 27.7% in the year to date.
- **At Suburbia, same-store sales** declined by 31.4%, and in cumulative terms the decline was 47.5%.
- **Total revenues** for the quarter were off 10.7%, and YTD revenues were 26.7% lower than in the same period of 2019.
- **EBITDA** for the quarter came to Ps. 994 million, and Ps. 1.72 billion in the first three quarters of the year.
- We reported a **net loss** of Ps. 881 million in the third quarter, and in the year to date our net loss now totals Ps. 2.94 billion.

Key figures

The following are the highlights of our income statement and key results for the close of the third quarter:

Million pesos	QUARTER			YTD		
	3Q2020	3Q2019	VAR %	2020	2019	VAR %
Total revenue:	26,913.2	30,145.8	-10.7%	68,384.5	93,330.7	-26.7%
Commercial (includes service)	23,270.5	26,091.5	-10.8%	57,710.5	80,940.1	-28.7%
Interest	3,069.0	3,174.9	-3.3%	8,836.7	9,771.4	-9.6%
Leasing	573.7	879.4	(34.8%)	1,837.3	2,619.3	-29.9%
Cost of sales	16,941.1	17,781.0	-4.7%	42,309.1	55,537.5	-23.8%
Gross income	9,972.1	12,364.8	-19.4%	26,075.4	37,793.2	-31.0%
Gross margin	37.1%	41.0%	(4.0 p.p)	38.1%	40.5%	(2.4 p.p)
Total operating expenses	10,272.1	9,301.2	10.4%	28,134.3	28,367.8	-0.8%
Operating Expenses	6,382.3	7,199.1	-11.3%	19,869.6	21,712.3	-8.5%
Depreciation & Amortization	1,293.6	1,180.5	9.6%	3,782.4	3,497.5	8.1%
Operating income	300.0	3,063.6	-109.8%	2,058.9	9,425.4	-121.8%
	892.6	714.6	24.9%	2,069.4	2,102.5	(1.6%)
Net income	881.2	1,884.1	(146.8%)	2,941.2	5,883.3	(150.0%)
EBITDA	993.6	4,244.0	-76.6%	1,723.5	12,922.9	-86.7%
EBITDA margin	3.7%	14.1%	(10.4 p.p)	2.5%	13.8%	(11.3 p.p)
EBITDA 12 Months				12,677.2	22,213.0	-42.9%
				10.6%	15.7%	(5.0 p.p)
Same-store growth Liverpool	-10.3%	0.4%	(10.7 p.p)	-27.7%	4.2%	(31.9 p.p)
Same-store growth Suburbia	(31.4%)	-5.9%	(25.5 p.p)	(47.5%)	-0.3%	(47.2 p.p)
Same-store growth Total	(13.3%)	-0.5%	(12.8 p.p)	-30.4%	3.6%	(34.0 p.p)
Customer's portfolio				25,590.9	31,794.1	-19.5%
Overdue credit portfolio				9.3%	6.0%	3.3 p.p.
Credit portfolio coverage index				21.0%	12.9%	8.1 p.p.
Shoppin centers' occupancy				92.4%	95.1%	(2.8 p.p)

RESULTS

I. Sales of goods and services

Total retail revenues fell by 10.8% between the third quarters of 2019 and 2020, and in the first nine months of the year sales stand 28.7% lower than in the year-earlier period.

Million pesos	QUARTER			YTD		
	3Q2020	3Q2019	VAR %	2020	2019	VAR %
Commercial Revenue						
Liverpool	20,464.6	22,419.0	-8.7%	50,999.6	69,778.1	-26.9%
Suburbia	2,805.9	3,672.5	-23.6%	6,710.9	11,162.0	-39.9%
Total	23,270.5	26,091.5	-10.8%	57,710.5	80,940.1	-28.7%

There were no calendar effects to report during the quarter.

Liverpool

In third quarter, same-store sales declined 10.3%, and in the year to date, 27.7%. Note that the numbers for August and September show same-store sales growth of between 6% and 7% year-to-year. As part of our inventory management strategy, we extended our “Gran Barata” for six weeks, concluding in the second week of August, plus in September we held a “Mid-Season” promotion.

Looking at the breakdown of sales by category, big ticket items are taking up a larger share of the total, 57% of sales in the quarter, compared to 48% last year. The biggest sellers were Furniture, Appliances, Electronics and Exercise Equipment. Performance was particularly strong in the North and Central-West (Bajío) regions of Mexico, while the south of Mexico City and the Gulf and Southeast regions lagged the average.

Suburbia

Same-store sales for Suburbia were off 31.4% in the quarter and 47.5% in the first nine months of the year, although we began to see a recovery in September when sales declined by only 9.0%.

Bear in mind that Suburbia’s performance reflects its dependence on sales of clothing, as well as sales in the Mexico City metropolitan area. Its online platform, while posting encouraging growth, is still in its early phases.

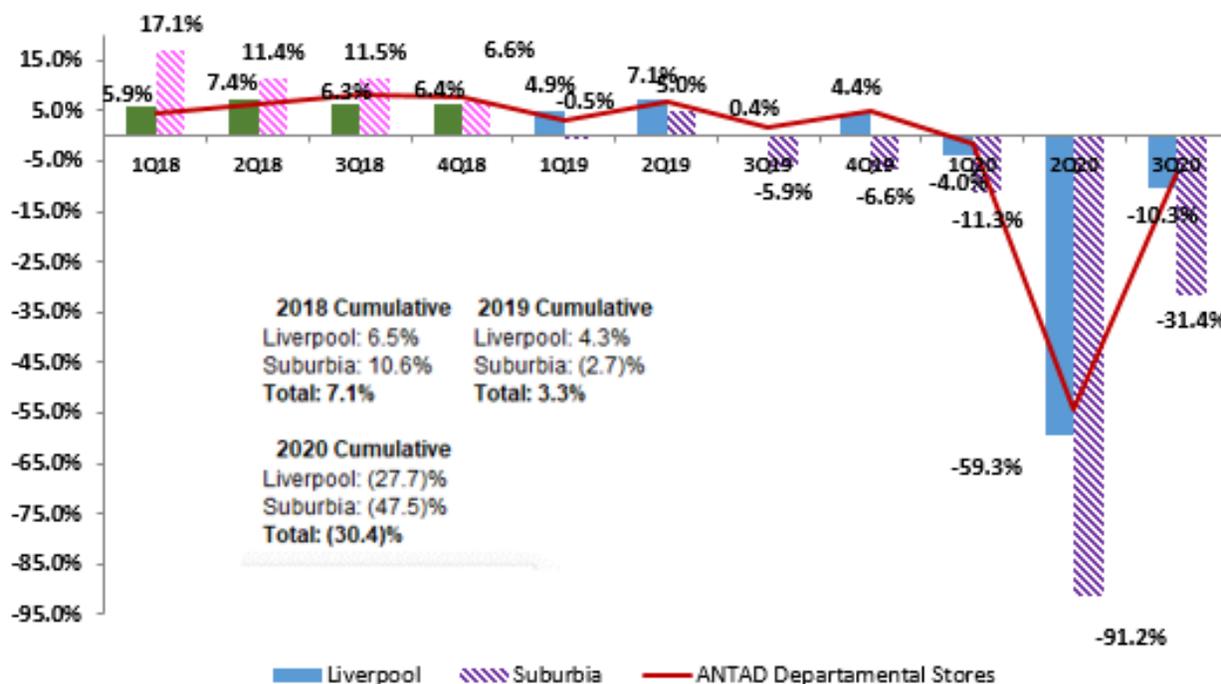
The store chain launched a campaign called “Best Fit in History,” which was well received by shoppers, and the “Equip your Home” campaign that promoted to attractive new imports, having a strong support on advertising.

Average Ticket

For both store formats, shopper traffic thinned significantly, but this has been almost entirely offset by the rise in the average ticket, driven largely by the mix of sales.

	3Q2020		YTD	
	Ticket	Traffic	Ticket	Traffic
Liverpool	37.9%	(34.9%)	26.2%	(42.7%)
Suburbia	20.7%	(43.1%)	12.6%	(53.4%)

Same-store sales growth



In the industry at large, ANTAD-affiliated department stores reported a 7.6% decrease in same-store sales in the third quarter, and a 22.3% drop in the year to date. Note that the clothing and footwear category, within the same ANTAD, saw a 24.5% decline in same-store sales in the quarter, and 33.8% in the year to date.

II. Omnichannel Strategy

Highlights of our digital results in the quarter were: 1) an increase of 2.8 times in digital sales; 2) a six fold rise in the number of new clients on the platform (20% of which were new to El Puerto de Liverpool); 3) almost twice as many visitors and double the conversion rate on our platforms; 4) active Pocket users up by more than 150%; and 5) although they were launched only recently, digital sales at Suburbia grew 300%.

Marketplace sales rose by more than 550%, and sellers increased 118%.

Digital sales at Liverpool accounted for 23.6% of total revenues, compared to just 7.8% in the same quarter of 2019.

The quarter brought continuing challenges to the logistics area because the growth of deliveries (lines) almost tripled compared to last year. Delivery times were shortened by 10% quarter-to-quarter and 93% of orders were delivered on time—this despite the fact that home deliveries grew by 3.7 times. Initiatives to improve delivery times have lowered last-mile expenses, through better route planning and partnerships with specialized companies. Direct delivery from our stores also got a boost, as these stocked 90% of deliveries in the quarter.

Productivity in Click & Collect improved, and we now have the merchandise ready for collection within one hour as long as it is in stock at the location selected by the customer. This method of delivery accounted for 19% of digital sales in the quarter, still short of what we were seeing before the pandemic. Curb-side pickup spots in our parking areas have been met with broad acceptance among our clientele.

III. Financial Businesses

Interest Income and Customer Portfolio

Revenues in our credit division in the third quarter were 3.3% lower than in the same quarter of 2019, and in the first three quarters of sank 9.6% from the same period of last year. The customer portfolio shrank by 19.5% year-over-year, and we ended the quarter with 5.6 million cardholders.

In the first nine months of 2020, 48.2% of Liverpool sales were transacted using our own payment methods, a 2-point gain over the same nine months of 2019. Some 8.9% of all Liverpool credit card accounts were more than 90 days past due at the close of the quarter, 300bp higher than at the end of 3Q19.

For Suburbia cards, non-performing accounts came to 17.7% of the total portfolio. Suburbia sales in our own cards made up 26.0% of the total. At the close of the quarter we had more than 790,000 credit card accounts.

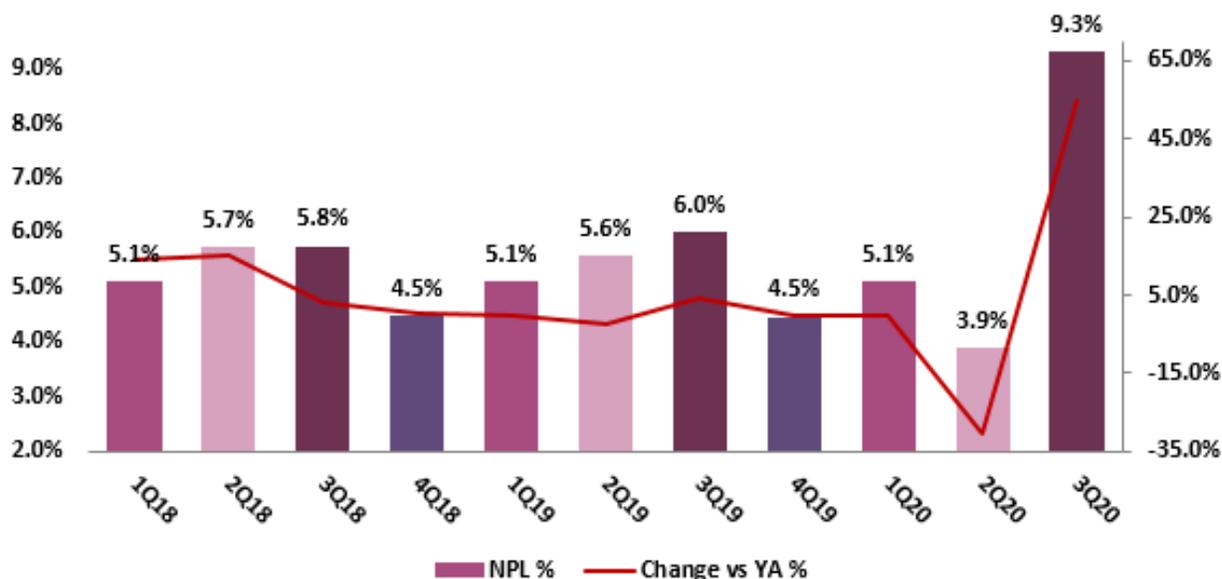
At the Group level, credit payments more than 90 days past due made up 9.3% of the total portfolio, of which 40 basis points relates to the performance of Suburbia’s portfolio.

These past-due account ratios can be attributed to: a) the end of the “skip a payment” program offered to clients in April and May, which covered almost 2 million of our cardholders; b) a denominator effect caused by the reduction on the size of the portfolio; and c) an increase in the non-performing loan rate.

In order to mitigate these trends, we have been working on the following initiatives: 1) more payment options for Suburbia cards, including CIE, SPEI and debit cards; 2) the introduction of “My Payment Plan,” a financial option by which cardholders can defer their balance and cover it in subsequent monthly payments, depending on their payment capacity, 4) modification of our credit origination model, making it more restrictive in terms of new account origination and credit line exposure; and 5) stepped-up collections efforts through preventive action and an expanded array of solution options.

Additionally, we continue to monitor collection flows on our credit cards, as well as preventive indicators on expected portfolio losses and the non-performing loan rate.

Accounts more than 90 days past due (%) and growth rate vs. the prior year



During the quarter we set aside Ps. 2.60 billion in reserves, which is 2.8 times the amount allocated last year. To put this in perspective, the portfolio coverage index closed the quarter at 21.0%, 8.1 percentage points higher than in the same period of last year.

			Cumulative			
TOTAL RESERVE						
Million Pesos	3Q2020	3Q2019	Var %	2020	2019	Var %
Initial Balance	4,554.1	4,635.7	(1.8)%	4,422.3	3,982.3	11.1%
(+) New reserves	2,596.3	921.6	181.7 %	4,482.3	3,158.0	41.9 %
(-) Write offs	(351.3)	(843.8)	(58.4)%	(2,105.5)	(2,426.8)	(13.2)%
Reserve final balance	6,799.1	4,713.5	44.2%	6,799.1	4,713.5	44.2%
Reserve coverage index						
	SEP 2020	DEC 2019	VAR	SEP 2020	SEP 2019	VAR
	21.0%	10.4%	10.6 p.p.	21.0%	12.9%	8.1 p.p.
LIVERPOOL						
Million Pesos	3Q2020	3Q2019	Var %	2020	2019	Var %
Initial Balance	4,346.8	4,468.6	(2.7)%	4,242.9	3,978.2	6.7%
(+) New reserves	2,092.4	822.5	154.4 %	3,830.3	2,891.2	32.5 %
(-) Write offs	(322.8)	(812.2)	(60.3)%	(1,956.7)	(2,390.5)	(18.1)%
Reserve final balance	6,116.5	4,478.9	36.6%	6,116.5	4,478.9	36.6%
SUBURBIA						
Million Pesos	3Q2020	3Q2019	Var %	2020	2019	Var %
Initial Balance	207.3	167.1	24.0%	179.4	4.1	4274.2%
(+) New reserves	503.9	99.1	408.2 %	651.9	266.8	144.3 %
(-) Write offs	(28.5)	(31.7)	(10.0)%	(148.8)	(36.3)	309.3 %
Reserve final balance	682.6	234.6	191.0%	682.6	234.6	191.0%

IV. Leasing

Leasing revenues were down by 34.8% in the third quarter and in the year to date stand 29.9% lower. Occupancy in our shopping centers ended the quarter at 92.4%, compared to 93.7% at the close of the preceding quarter.

Our shopping centers have been operating on a limited or intermittent basis due to government health regulations in the quarter, by which only tenants engaged in essential activities were allowed to operate without restriction--drugstores, banks, or restaurants with home delivery capabilities.

In light of the current public health emergency, we have offered our tenants discounts on rent payments to reflect the impact they are experiencing on shopper footfall in their business. We have also eliminated advertising fees. This plan wraps up at the end of October.

Our shopping centers continue to report lower customer traffic and reduced times spent in the malls.

V. Cost of Goods Sold and Gross Margin

Retail Margin

The retail margin narrowed to 27.2% in the third quarter, compared to 31.9% in the same quarter of last year. Year to date the margin was 26.7%, down from 31.4% in the same period of 2019. This reduction reflects: a) the product mix; b) more promotions to keep inventories under control; and c) increased logistics expense due to the rise in home deliveries. This latter point accounts for a third of the margin reduction for the quarter, and one-half of the decline in the year to date.

Million pesos	QUARTER			YTD		
	3Q2020	3Q2019	Dif %	2020	2019	Dif%
Commercial sales	23,270.5	26,091.5	-10.8%	57,710.5	80,940.1	-28.7%
Cost of goods sold	16,941.1	17,781.0	-4.7%	42,309.1	55,537.5	-23.8%
Commercial margin	27.2%	31.9%	(4.7 p.p)	26.7%	31.4%	(4.7 p.p)

Consolidated Gross Margin

The consolidated gross margin slipped by 396pb in the third quarter, and in cumulative terms was down 236pb. The decline was attributable to the impact of the retail margin.

As % of total income	QUARTER			YTD		
	3Q2020	3Q2019	VAR pbs	2020	2019	VAR pbs
Retail	86.5%	86.6%	(0.1 p.p)	84.4%	86.7%	(2.3 p.p)
Interest	11.4%	10.5%	0.9 p.p.	12.9%	10.5%	2.5 p.p.
Leasing	2.1%	2.9%	(0.8 p.p)	2.7%	2.8%	(0.1 p.p)

VI. Operating Expenses before Depreciation

Total operating expenses increased 10.4% year-over-year, but were reduced 0.8% in year-to-date terms. The above-mentioned increase in the reserve for uncollectible accounts is the main reason for the increase. In fact, excluding depreciation and uncollectible accounts, expenses were reduced by 11.3% in the quarter and 8.5% in the year to date. These figures reflect our broad-based expense containment plan for contending with the effects of the pandemic.

VII. EBITDA

EBITDA for the July-September period was Ps. 994 million, comparing very well against the -Ps. 1.84 billion loss of the third quarter. In the first three quarters of the year we brought in Ps. 1.72 billion in EBITDA.

VIII. Operating Result

The operating result for the third quarter was negative by -Ps. 300 million, and in the first nine months of the year, it was -Ps. 2.06 billion.

IX. Financial Expense and Income

For this quarter, our net financial expense was Ps. 893 million, 24.9% higher than in the same period of last year. In the year to date, net financial expense totaled Ps. 2.07 billion, 1.6% less than in the same period of 2019.

Million pesos Net Financial Income/(Expense)	QUARTER			YTD		
	3Q2020	3Q2019	Effect	2020	2019	Effect
Interest	(893.2)	(749.6)	19.2%	(2,501.2)	(2,115.6)	18.2%
Exchange Effect	0.6	35.0	(98.3%)	431.8	13.2	3183.5%
Total Financial Income/(Expense)	(892.6)	(714.6)	24.9%	(2,069.4)	(2,102.5)	-1.6%

X. Equity in the results of associated companies and joint ventures

The result on this line was -Ps. 82.7 million in the third quarter, and -Ps. 196 million in the year to date. This result reflects the difficult operating conditions in countries where Unicomer is present, due to the pandemic.

XI. Taxes

The effective income tax rate for the quarter was 33.3%, and in the first half, 33.6%.

XII. Net income/loss

We reported a quarterly majority net loss of -Ps. 881 million, and in the year to date, a net loss of -Ps. 2.94 billion.

XIII. Balance Sheet

Cash and Short-Term Investments

The balance of this account as of September 30, 2020 was Ps. 19.65 billion. Of this amount, 12.6% was invested in foreign currency (primarily USD).

Inventory and Accounts payable

The inventory account ended the third quarter at Ps. 26.91 billion, 4.8% lower than the year-earlier amount. This reflects strategies put in place to contend with the pandemic.

The balance of accounts payable to merchandise suppliers was Ps. 17.80 billion, a 110% increase over the close of the previous quarter, attributed to a normalization of merchandise receipts.

Cost-Bearing Debt and Cash Flow

The following shows the breakdown of our cost-bearing debt:

Million pesos	3Q2020	3Q2019	VAR %
Cost bearing debt	(43,651.0)	(30,621.2)	42.6%
Financial derivative instruments*	4,756.9	2,227.1	113.6%
TOTAL	(38,894.1)	(28,394.1)	37.0%

*Cross currency swap

On August 17 we placed a Ps. 5 billion bond under the ticker symbol LIVEPOL20, at ten years and an interest rate of 8.03%.

Note that 100% of our dollar-denominated debt (USD 1.05 billion) is hedged with a cross-currency swap that covers both principal and interest.

This means 91.0% of our debt is currently at a fixed rate.

At the close of the period, our gross and net leverage ratios (gross and net debt to 12-month EBITDA) were 3.1 and 1.5 times, respectively. These ratios were calculated taking into account a mark-to-market valuation of the hedge instruments shown in the table above, excluding leasing liabilities under the new IFRS 16 standard.

XIV. Capital Expenditures

As of September 30, 2020, the company had invested a total of Ps. 2.93 billion in capital expenditures. Of this amount, 36% is invested in store openings, 27% in remodeling and 23% in logistics and systems.

The Arco Norte project is moving forward as planned in the new work program drawn up to account for the pandemic. The startup of Phase I (Big Ticket) is scheduled for 2022.

XV. Expansion and Recent Events

In the interests of trimming our capex budget, we have postponed the opening of two Liverpool stores originally scheduled for this year, and Suburbia cut back its store opening plan from 23 to 9 stores. Four new Suburbia stores were opened in the quarter, and two more are pending opening before year-end.

Openings/Closures 2020

Suburbia Stores:

1	Tlalnepantla, Edo. de México (Outlet)	Opened March 5
2	Guadalajara, Jalisco (Outlet)	Opened March 22
3	Tláhuac, Ciudad de México (Outlet)	Opened March 25
4	Tijuana - Rosarito, Baja California	Opened July 31
5	Tizayuca, Hidalgo	Opened August 14
6	Cuautitlán Izcalli, Edo. de México	Opened August 20
7	Zitácuaro, Michoacán	Opened September 24
8	Culiacán, Sinaloa	Fourth quarter
9	Saltillo, Coahuila	Fourth quarter

Remodeling and expansions (in progress)

Liverpool Perisur and Centro Comercial Perisur
 Liverpool and Centro Comercial Galerías Monterrey
 Centro Comercial Galerías Insurgentes

XVI. Analyst Coverage

Pursuant to the Securities Market Act, these are the Institutions and Financial Groups that currently provide coverage of our financial and operating performance:

Analysts		
Bank of America Merrill Lynch	Credit Suisse	Monex
Banorte	GBM	Morgan Stanley
Barclays	HSBC	Scotiabank
BBVA	Intercom	Vector
BTG Pactual	Itaú BBA	

XVII. About the Company

El Puerto de Liverpool, S.A.B. de C.V (as of September 30, 2020):

Liverpool Department Stores:	122	1,733,320 m2
Suburbia Stores:	165	590,325 m2
Shopping Centers:	28	573,714 m2
Boutiques:	127	76,795 m2

XIX. Credit cards

Number of Cards	3Q20	3Q19	% CHGE.
Liverpool Cards	4,784,104	4,820,858	-0.8%
Suburbia Cards	790,860	569,895	38.8%

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Annexes
Cash Flow

	CUMULATIVE		QUARTER	
	2020	2019	3Q 2020	3Q 2019
Operating income	(2,058.9)	9,425.4	(300.0)	3,063.6
Depreciation and amortization	3,782.4	3,497.5	1,293.6	1,180.5
EBITDA	1,723.5	12,922.9	993.6	4,244.0
Interests	(1,867.9)	(1,571.3)	(328.6)	(298.3)
Taxes	(3,357.6)	(2,987.7)	(757.7)	(1,158.7)
Working capital	4,393.0	(6,282.5)	10,247.7	(4,512.6)
Clients	12,830.0	4,469.5	2,032.1	1,785.6
Inventories	(3,568.1)	(7,603.3)	(1,098.8)	(5,309.5)
Suppliers	(4,868.8)	(3,148.7)	9,314.4	(988.7)
<i>Other</i>	(1,052.1)	(2,127.7)	499.7	(934.7)
Cashflow from operations	(161.1)	(46.3)	10,654.8	(2,660.3)
Capex	(2,935.1)	(5,648.6)	(958.0)	(2,245.9)
Cash flow before dividends	(3,096.1)	(5,694.9)	9,696.8	(4,906.2)
Dividends	-	(885.4)	-	-
Cashflow	(3,096.1)	(6,580.2)	9,696.8	(4,906.2)
Received Loans	8,500.0	-	5,000.0	-
Paid Loans	(3,000.0)	-	-	-
Lease liabilities	(1,388.9)	(1,392.6)	(501.7)	(484.2)
Increase / (Decrease)	1,014.9	(7,972.9)	14,195.1	(5,390.5)

Balance Sheet as of September 30, 2020

Million Pesos	SEP 2020	SEP 2019	Dif	% vs YA
Cash / cash equivalent	19,649.7	5,562.6	14,087.1	253.2%
Loan portfolio	25,590.9	31,794.1	(6,203.2)	-19.5%
Inventories	26,908.5	28,276.6	(1,368.1)	-4.8%
Investmen in associates	8,831.5	8,268.8	562.7	6.8%
Fixed assets	50,686.2	49,599.5	1,086.7	2.2%
Right of use assets	11,437.9	11,326.9	111.1	1.0%
Investment properties	22,177.5	21,516.8	660.7	3.1%
Other	35,784.3	30,309.2	5,475.1	18.1%
Total Assets	201,066.5	186,654.4	14,412.1	7.7%
Suppliers	17,801.4	20,545.6	(2,744.2)	-13.4%
Short term loans	3,500.0	3,000.0	500.0	16.7%
Long termn loans	40,151.0	27,621.2	12,529.8	45.4%
Lease liabilities	12,099.9	11,613.5	486.4	4.2%
Other liabilities	22,286.3	20,396.9	1,889.4	9.3%
Total Liabilities	95,838.6	83,177.3	12,661.3	15.2%
Stockholders' equity	105,228.0	103,477.2	1,750.8	1.7%

Income Statement

	QUARTER			YTD		
	3Q2020	3Q2019	% VAR.	2019	2018	% VAR.
Commercial Income	23,270.5	26,091.5	(0.0)	57,710.5	80,940.1	(28.7)
Leasing Income	573.7	879.4	(34.8)	1,837.3	2,619.3	(29.9)
Interest Income	3,069.0	3,174.9	(3.3)	8,836.7	9,771.4	(9.6)
Total Income	26,913.2	30,145.8	(10.7)	68,384.5	93,330.7	(26.7)
COGS	(16,941.1)	(17,781.0)	(4.7)	(42,309.1)	(55,537.5)	(23.8)
Commercial Gross Profit	6,329.4	8,310.5	(23.8)	15,401.5	25,402.6	(39.4)
Commercial Margin	27.2%	31.9%	(4.7 p.p)	26.7%	31.4%	(4.7 p.p)
Net Gross Profit	9,972.1	12,364.8	(19.4)	26,075.4	37,793.2	(31.0)
Gross Margin	37.1%	41.0%	(4.0 p.p)	38.1%	40.5%	(2.4 p.p)
Operating expenses without depreciation, overdue accounts and one time provisions	(6,382.3)	(7,199.1)	(11.3)	(19,869.6)	(21,712.3)	(8.5)
Provisions for overdue accounts	(2,596.3)	(921.6)	181.7	(4,482.3)	(3,158.0)	41.9
EBITDA Expenses	(8,978.5)	(8,120.8)	10.6	(24,351.9)	(24,870.3)	(2.1)
Depreciation & Amortization	(1,293.6)	(1,180.5)	9.6	(3,782.4)	(3,497.5)	8.1
Net Operating Expenses	(10,272.1)	(9,301.2)	10.4	(28,134.3)	(28,367.8)	(0.8)
Consolidated Operating Income	(300.0)	3,063.6	(109.8)	(2,058.9)	9,425.4	(121.8)
Consolidated EBITDA	993.6	4,244.0	(76.6)	1,723.5	12,922.9	(86.7)
Consolidated EBITDA Margin	3.7%	14.1%	(10.4 p.p)	2.5%	13.8%	(11.3 p.p)
Financing expense	(893.2)	(749.6)	19.2	(2,501.2)	(2,115.6)	18.2
Foreign exchange gain	0.6	35.0	(98.3)	431.8	13.2	3,183.5
Profit before income tax	(1,192.6)	2,348.9	(150.8)	(4,128.3)	7,323.0	(156.4)
Income Tax	396.6	(648.2)	161.2	1,386.9	(2,005.5)	169.2
Effective Rate	33.3%	27.6%	0.0%	33.6%	27.4%	0.0%
Net Income before Investment in Associates	(796.0)	1,700.7	(146.8)	(2,741.5)	5,317.5	(151.6)
Investment in Associates	(82.7)	176.6	(146.8)	(196.2)	561.1	(135.0)
Net Income	(878.7)	1,877.3	(146.8)	(2,937.7)	5,878.6	(150.0)
Non-controlling Net Income	(2.5)	6.8	(136.3)	(3.5)	4.7	(174.9)
Controlling Net Income	(881.2)	1,884.1	(146.8)	(2,941.2)	5,883.3	(150.0)