



EARNINGS RELEASE

3Q23 | November 2023

Conference Call – 3Q23

Simultaneous translation to english

November 8th, 2023

9am (NY time) / 11am (São Paulo time)

Zoom: [Click here](#)



OPERATIONAL

PROS BASE

**5.1
mm**

3Q23

[+15% vs 3Q22]

[+4% vs 2Q23]

ACTIVE
PROFESSIONALS
(LTM)**168
k**

3Q23

[-4% vs 3Q22]

[-3% vs 2Q23]

CLIENTS
REQUESTS**1.0
mm**

3Q23

[same as 3Q22]

[+7% vs 2Q23]

PROFESSIONALS
AND CLIENTS
SATISFACTION**9,0** ReclameAqui**4,8** App Store**4,7** Play Store

FINANCIALS

NET REVENUE

R\$ 15.5mm

3Q23

[+8% vs 3Q22]

[-3% vs 2Q23]

GROSS PROFIT

R\$ 14.3mm

3Q23

[+11% vs 3Q22]

[-3% vs 2Q23]

NET PROFIT

R\$ 4.2mm

3Q23

[vs -R\$2.8mm on 3Q22]

[vs +R\$1.5mm on 2Q23]

CASH POSITION

+R\$ 7,4mm

3Q23

[vs. -R\$ 5.8mm on 3Q22]

[vs -R\$ 1.2mm on 2Q23]



MESSAGE FROM THE MANAGEMENT

2023 continues to be a challenging year, but the positive results of efficiency improvement initiatives appear in a more relevant and recurring way. We generated cash for the first time since the IPO (positive R\$7.4 million in 3Q23) and presented Net Profit for the second quarter in a row (and for the second time after the IPO), of R\$4.2 million in 3Q23.

Net Revenue in 3Q23 grew 8% vs. 3Q22 and remained stable in relation to 2Q23 (-3%). Investments in Marketing reduced 27% in 3Q23 vs. 3Q22 and reduced 13% compared to 2Q23. This year the economic context remains challenging, with a reduction in searches for services on the internet, an increase in inflation and interest rates. Despite the challenging scenario, the structural improvements developed allowed for better monetization of requests and an increase in revenue generated by each request.

Gross Profit in 3Q23 was 11% higher than in 3Q22 and was in line (-3%) in relation to 2Q23. The improvement in Gross Margin in 3Q23 (92.6%) compared to 3Q22 (90.2%) is due to cost optimization (mainly in expenses with cloud servers, partially benefited by the exchange rate) and improvement in the payment mix (increased relevance of PIX).

Investments in Marketing in 3Q23 decreased by 27% compared to 3Q22, from R\$9.4 million in 3Q22 to R\$6.9 million in 3Q23. In relation to 2Q23, they also showed a reduction of 13% (R\$ 7.9 million invested in 2Q23).

General and Administrative expenses in 3Q23 had a reduction of 28% compared to 3Q22, from R\$14.9 million in the third quarter of the previous year to R\$10.7 million in the third quarter of this year. When compared to the immediately previous quarter, expenses in 3Q23 showed a reduction of 21% in relation to 2Q23 (which were R\$13.5 million).

The main variation in administrative expenses in 3Q23 was in the people line. We ended 3Q23 with 148 employees, which represents a reduction of 80 employees compared to 3Q22 (when we had 228 employees). The quantity in this quarter is the same quantity as we finished 2Q23. We remain rigorous with hiring and replacing vacancies, controlling costs without compromising the company's operation and long-term projects.

We had an Adjusted EBITDA* of -R\$2.0 million in 3Q23, 78% better than in 3Q22 (which was -R\$9.1 million) and 62% better than in 2Q23 (which was -R\$5.3 millions).

We presented a profit for the second consecutive quarter (and for the second time since the IPO), of R\$4.2 million in 3Q23, which represents an improvement of R\$6.9 million compared to 3Q22 (when we had a loss of -R\$2.7 million). We had an increase of R\$2.7 million compared to 2Q23 (when we presented a profit of R\$1.5 million).

The net Financial Result was R\$9.3 million in 3Q23, 8% higher than that of 3Q22 (which was R\$8.6 million) and 12% higher than that of 2Q23 (which was R\$8.4 millions).

We generated cash for the first time since the IPO, that is, in 3Q23 cash was positive at R\$7.4 million. In the last 12 months (from 3Q22 to 3Q23), the cash burn was just R\$1 million, compared to a burn of R\$29 million in the previous 12 months (from 3Q21 to 3Q22).

We maintained our ReclameAqui scores and Great Place to Work (GPTW) certification, which reinforces our commitment to developing and engaging a team of Ninjas to sustain the Company's future.

*Adjusted EBITDA = EBITDA – Grant of Shares – Non-recurring expenses



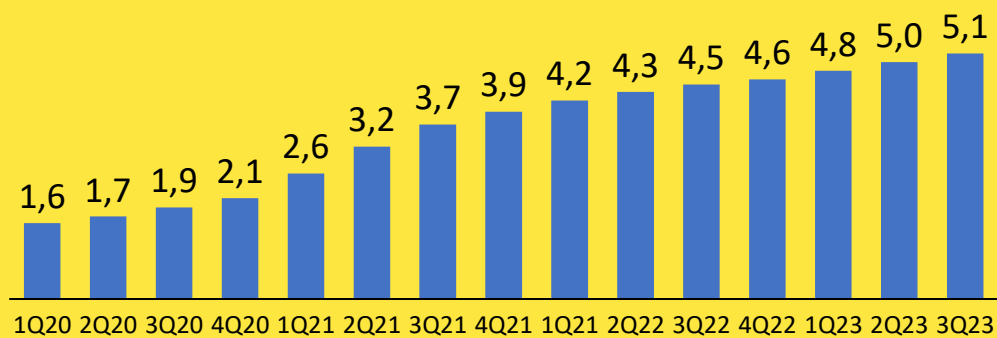
The focus in 2023 continues to be on the retention and monetization of Professionals.



The reduction in Marketing investments also impacted the PROs base, which slowed down its growth. Even so, the number of Active PROs has remained stable over the past few quarters, demonstrating an improvement in PRO conversion and retention.

As a result, the number of Active PROs varied according to the number of requests, in order to maintain the balance of the platform.

Professionals base [# million]



Active PROs ['000; LTM]

Quarter	Active PROs ['000; LTM]
1Q20	96
2Q20	101
3Q20	108
4Q20	112
1Q21	141
2Q21	179
3Q21	205
4Q21	215
1Q22	207
2Q22	188
3Q22	175
4Q22	172
1Q23	173
2Q23	173
3Q23	168

80% RECORRÊNCIA dos PROs no 3T23



In 3Q23, customers made 1.0 million service requests, the same number of requests as in 3Q22 (even considering a 27% reduction in Marketing investments comparing the same periods) and a 7% increase in the number of requests compared to 2Q23 (where we also had a 13% reduction in investments in Marketing).

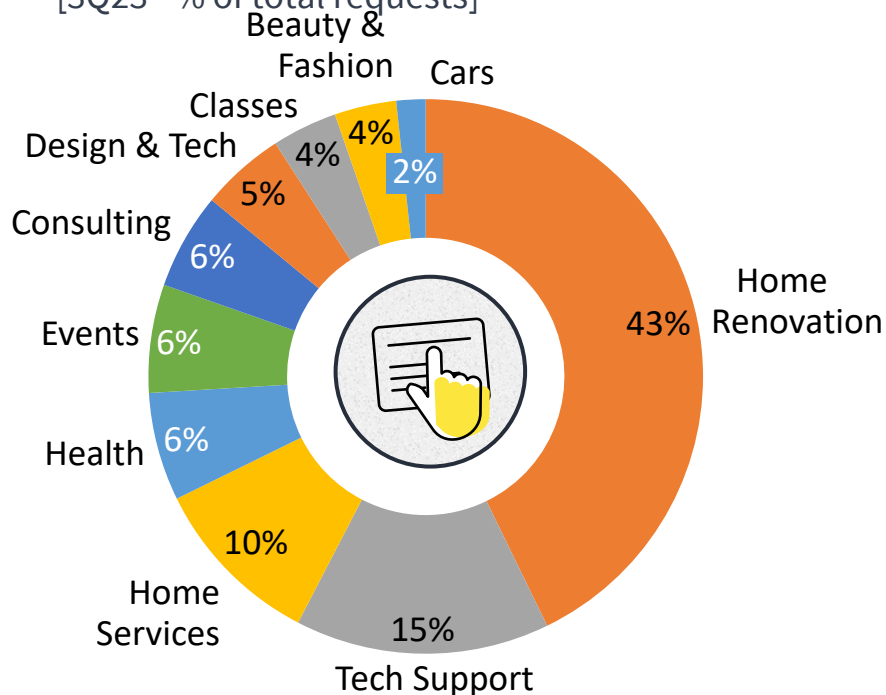
We work to improve the attractiveness of orders for PROS and, thus, increase the ratio of leads per order. This way, we increase the options for the customer, also increasing the closing rate.

The categories that concentrate the largest volume of requests continue to be Renovations and Repairs, Technical Assistance and Domestic Services.

57% of customers were repeat customers in 3Q23, that is, they had previously made another service request on the platform. The new Customer App has been helping to increase recurrence.

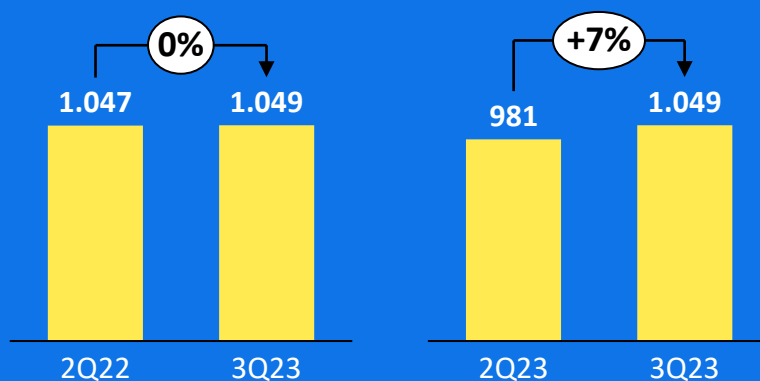
Requests by category

[3Q23 - % of total requests]



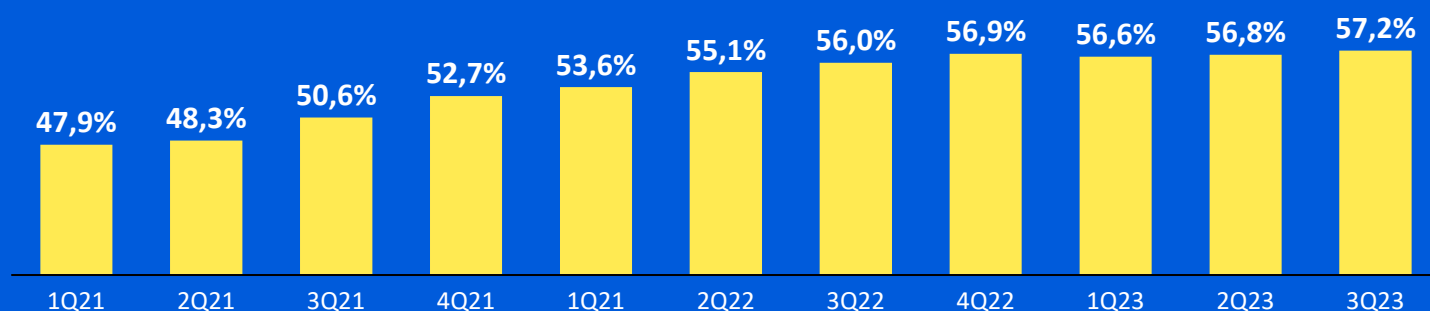
Clients Requests

[# '000]



Clients Recurrence

[% of clientes that made a previous request]





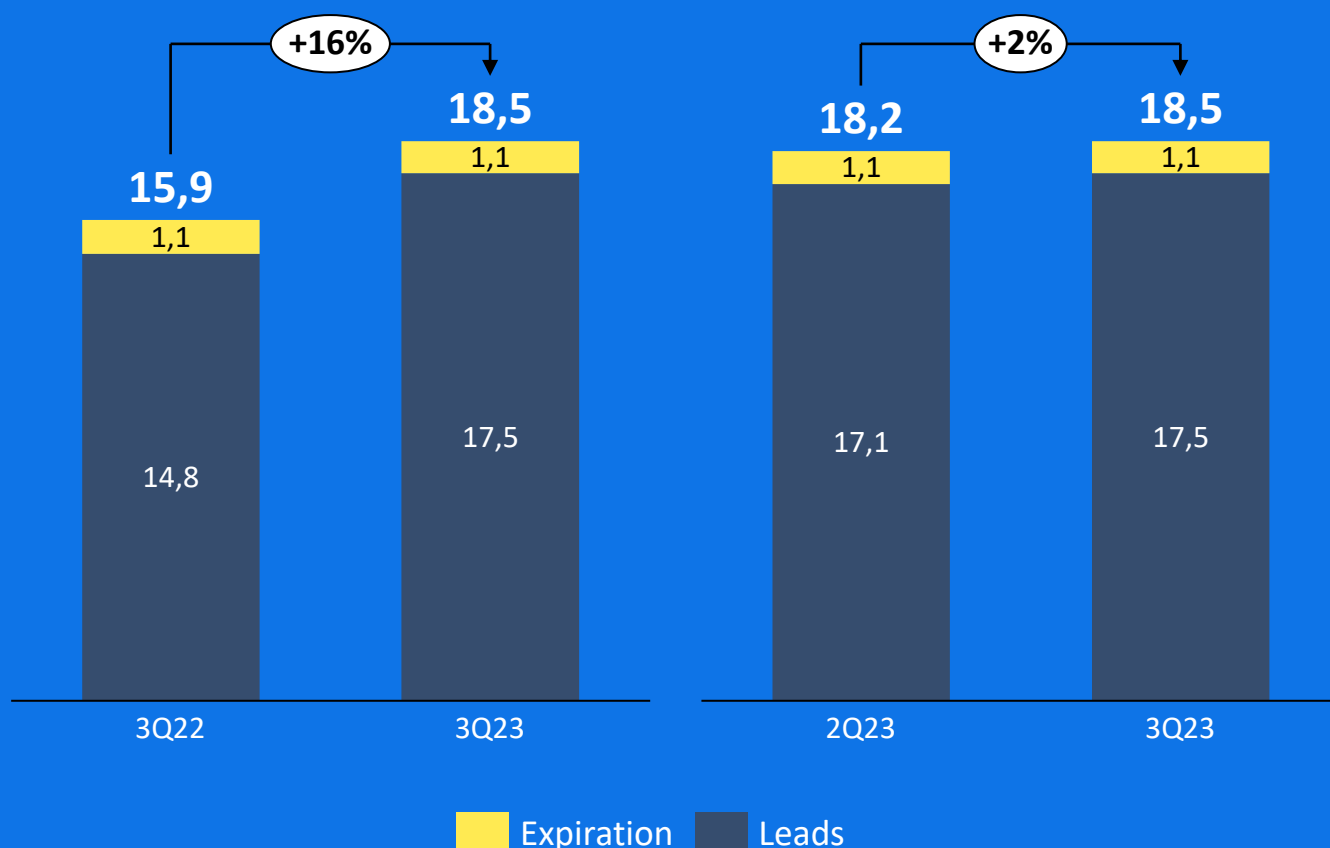
GROSS REVENUE

Gross Revenue in 3Q23 grew 16% compared to 3Q22 and remained stable compared to 2Q23 (+2%). Below we have the composition of Gross Revenue:

Lead Sales: represented 94% of total revenue in 3Q23 (vs. 93% in 3Q22). Lead revenue grew by 18% compared to 3Q22. It is through leads that Professionals have access to information to contact Customers.

Expirations: 6% of total revenue in 3Q23 (vs. 7% in 3Q22). The 6% reduction compared to the previous year means continuous improvement and greater engagement of PROs on the platform, not allowing their credits to expire.

Gross Revenue [R\$ million]

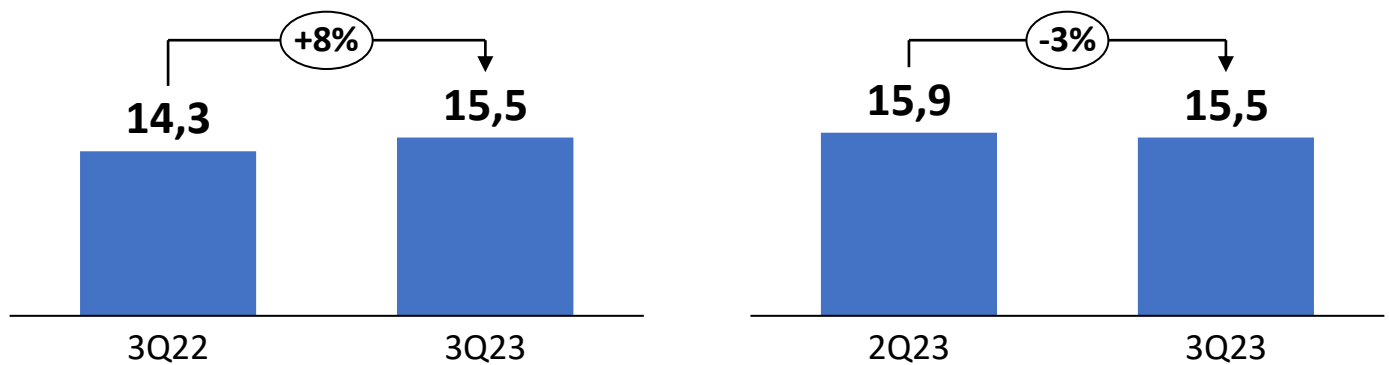




Net Revenue

Net Revenue in 3Q23 grew 8% vs. 3Q22 and remained stable in relation to 2Q23 (-3%). Investments in Marketing in 3Q23 reduced 27% compared to 3Q22 and reduced 13% compared to 2Q23, yet the impact on Net Revenue was smaller than the reductions in investments. The economic context remains challenging, with a reduction in searches for services on the internet, an increase in inflation and interest rates. Despite the challenging scenario, the structural improvements developed allowed for better monetization of requests and an increase in revenue generated by each request.

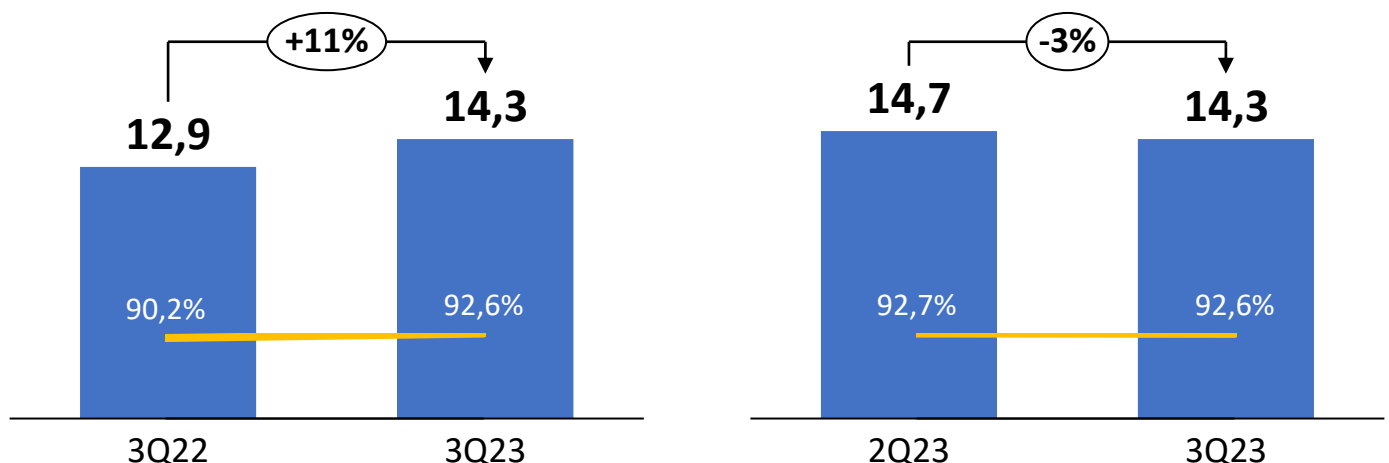
Net Revenue [R\$ million]



Gross Margin

Gross Profit in 3Q23 was 11% higher than in 3Q22 and was in line (-3%) in relation to 2Q23. The improvement in Gross Margin in 3Q23 (92.6%) compared to 3Q22 (90.2%) is due to cost optimization (mainly in expenses with cloud servers, partially benefited by the exchange rate) and improvement in the payment mix (increased relevance of PIX).

Gross Profit [R\$ million] and Gross Margin [% of Net Revenue]





Commercial and Marketing Expenses

Investments in Marketing in 3Q23 decreased by 27% compared to 3Q22, from R\$9.4 million in 3Q22 to R\$6.9 million in 3Q23. Compared to 2Q23, there was a 13% reduction (R\$7.9 million invested in 2Q23).

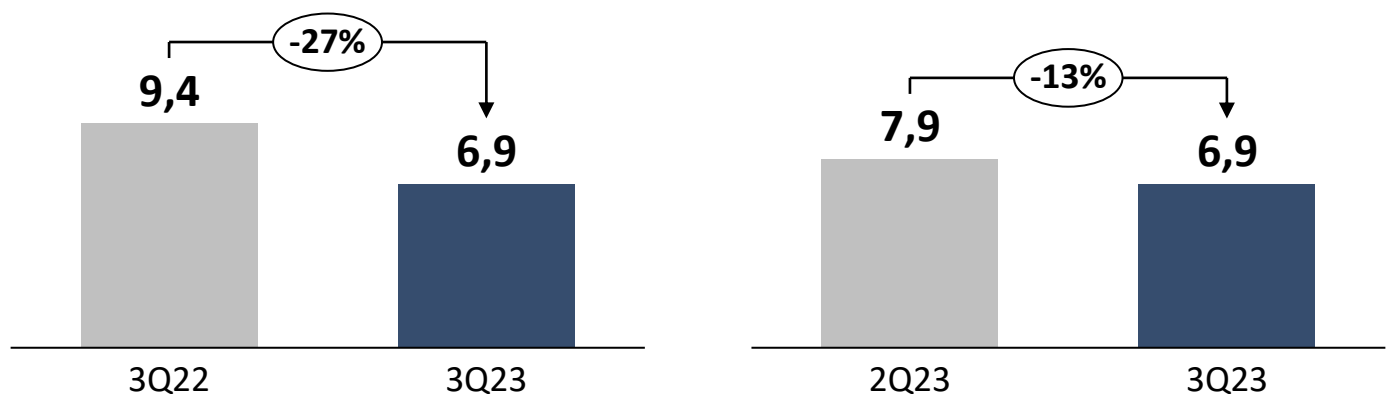
We refine the strategy and investments in Marketing with greater focus on the best category and region combinations, bringing orders at a lower cost and generating greater revenue on each customer acquisition.

We work to improve the quality of requests, understanding the most

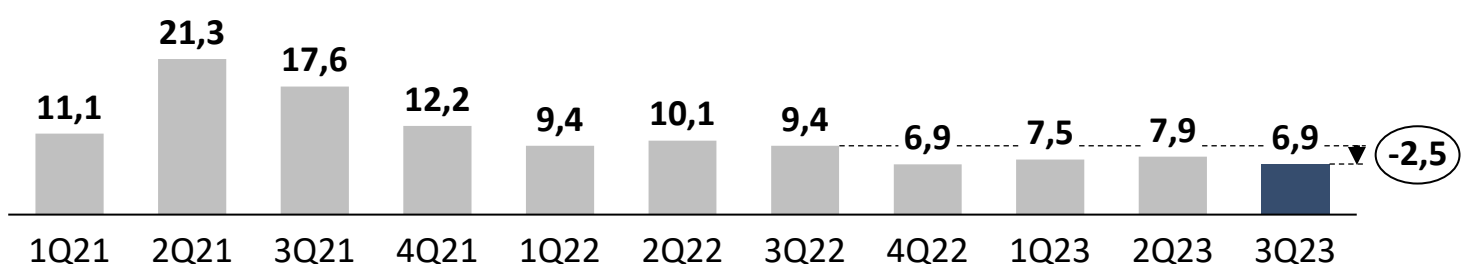
relevant information that each request should have. We revised the forms, including more relevant questions and, in this way, increased the attractiveness of requests for Professionals.

We believe that investment levels compared to current revenues are healthier for the development of our business, in the search for greater profitability combined with sustainable growth.

Commercial and Marketing Expenses [R\$ million]



Commercial and Marketing Expenses [R\$ million]





General and Administrative Expenses

General and Administrative expenses in 3Q23 had a reduction of 28% compared to 3Q22, from R\$14.9 million in the third quarter of the previous year to R\$10.7 million in the third quarter of this year.

When compared to the previous quarter, expenses in 3Q23 showed a reduction of 21% compared to 2Q23, which were R\$13.5 million in that quarter.

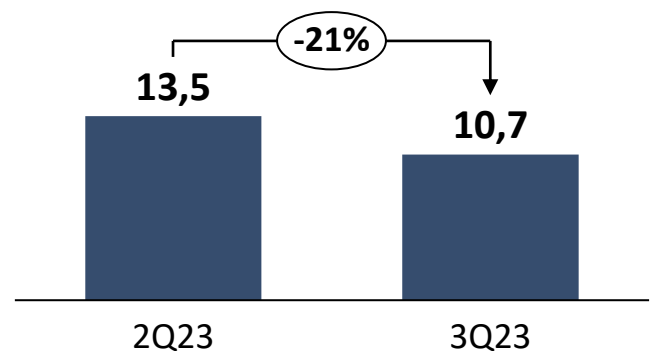
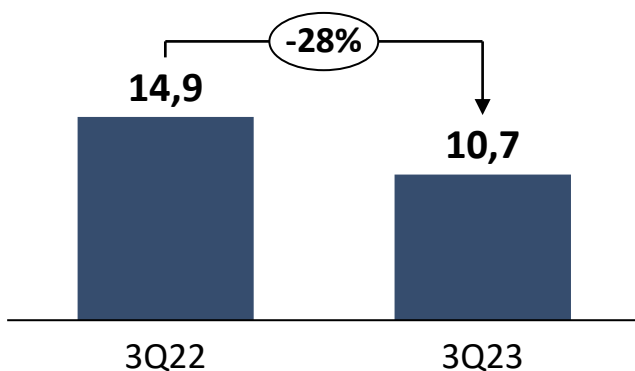
The main variation in 3Q23 in relation to 3Q22 was in the personnel expenses line, the result of a reduction of 80 employees in this quarter compared to the same quarter of the previous year. In relation to 2Q23, we had the same number of employees plus a 21% expense due to the layoff costs incurred in 2Q23 and the fact that the layoffs took place

in May, that is, half of the payroll for the second quarter still reflected a greater number of collaborators.

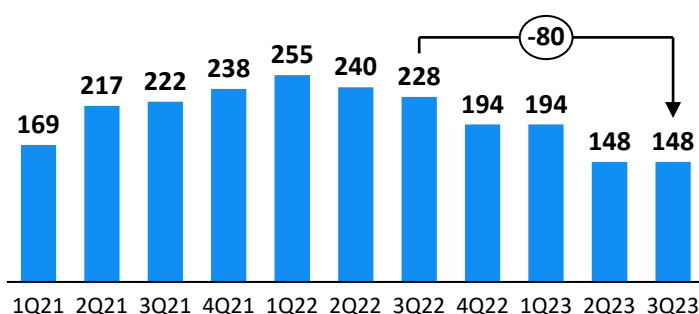
It is worth highlighting that the number of employees in Tech and Product did not change and maintains the same proportion in relation to the total number of employees (vs 2Q23).

This leaner employee structure reflects a more judicious approach to costs without compromising opportunities for future development and growth. We remain rigorous with hiring and replacing vacancies, controlling costs without harming the Company's operations.

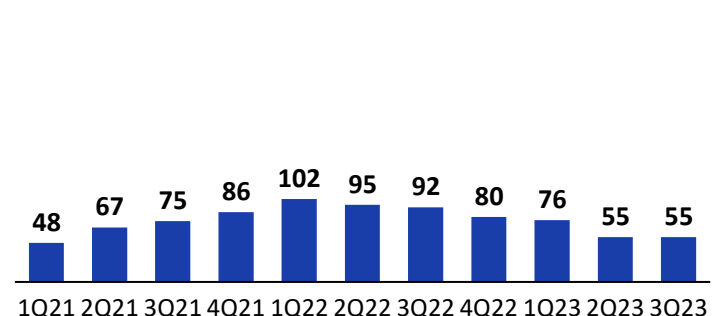
General and Administrative Expenses [R\$ million]



Employees (Total) [# people]



Tech and Product Employees [# people]





EBITDA and Net Profit

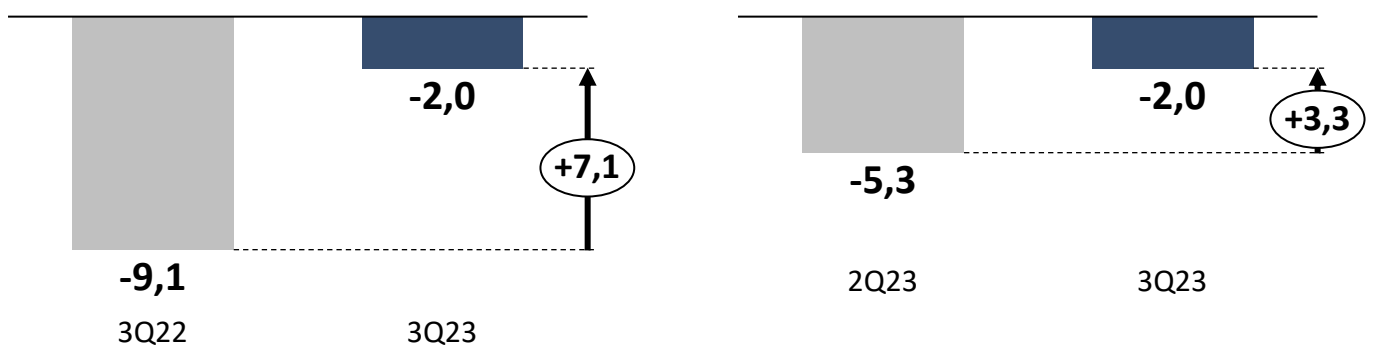
We had an Adjusted EBITDA* of -R\$2.0 million in 3Q23, 75% better than in 3Q22 (which was -R\$9.1 million) and 62% better than in 2Q23 (which was -R\$5.3 millions).

We reported profit for the second consecutive quarter (and for the second time since the IPO), which was R\$4.2 million in 3Q23. This represents an improvement of R\$6.9 million compared to 3Q22 (which was -R\$2.7 million). We had an increase of R\$2.7 million compared to 2Q23 (which was R\$1.5 million).

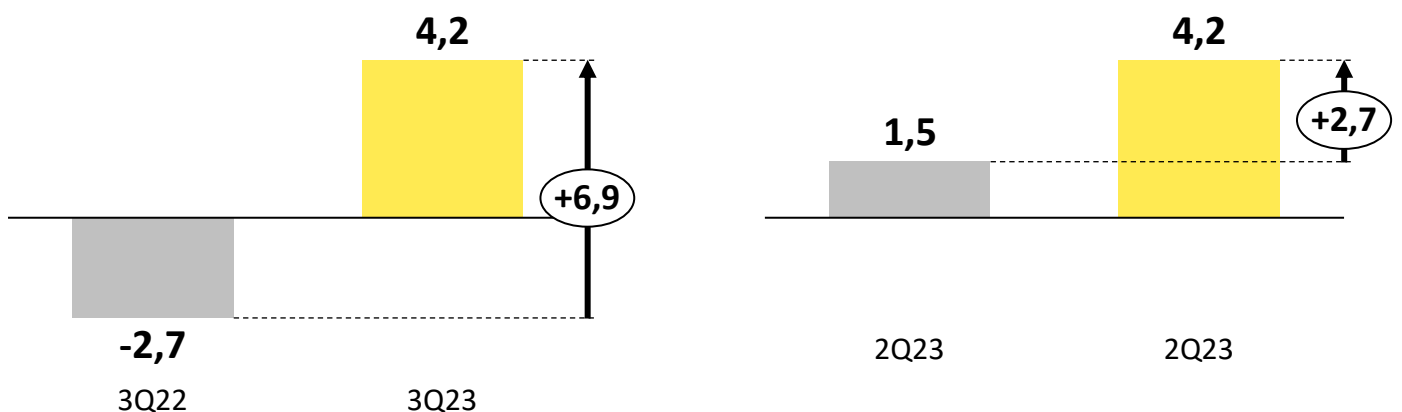
The net financial result was R\$9.3 million in 3Q23, which represents an improvement of 8% compared to 3Q22 (which was R\$8.6 million) and an improvement of 12% compared to 2Q23 (which was of R\$ 8.4 million). The quarter's net profit is still positively impacted by the financial results, but it is clear that the positive evolution of EBITDA is the main driver of the improvements in net profit presented in relation to the previous year and the previous quarter.

*Adjusted EBITDA = EBITDA – Grant of Shares – Non-recurring expenses

Adjusted EBITDA* [R\$ million]



Net Profit (Loss) [R\$ million]





ReclameAQUI

Currently, GetNinjas has a solution rate of 96%, with a reputation score of 9.0 (highlighted among large companies from different sectors), with 82% of respondents saying they would do business with the company again. Furthermore, it continues to maintain the RA1000 SEAL (maximum RA classification).

GetNinjas receives more than 25 thousand queries per month on this channel, that is, the user uses the RA website to make their purchasing decision and evaluate the brand's reputation before hiring or purchasing a product or service. By maintaining the satisfaction levels described above, we reinforce our commitment to all users.

9.0/10

SATISFACTION SCORE

(ReclameAqui)

98%

SOLUTION RATE

82%

Clients would do
business again



1 - FINANCIAL STATEMENTS

Income Statement (R\$'000)	3Q23	3Q22	Δ	3Q23	2Q23	Δ
Net Revenue	15.468	14.287	8%	15.468	15.898	-3%
Costs	(1.151)	(1.599)	-28%	(1.151)	(1.164)	-1%
Gross Profit	14.317	12.888	11%	14.317	14.734	-3%
Gross Margim	92,6%	90,2%	3%	92,6%	92,7%	0%
Expenses	(17.731)	(24.324)	-27%	(17.731)	(21.466)	-17%
Selling	(6.896)	(9.437)	-27%	(6.896)	(7.935)	-13%
General and Administrative	(10.701)	(14.944)	-28%	(10.701)	(13.532)	-21%
Others	(134)	57	-335%	(134)	1	-13500%
Financial Result	9.345	8.633	8%	9.345	8.359	12%
Income before taxes	5.931	(2.803)	-312%	5.931	1.627	265%
Taxes	(1.687)	-	-	(1.687)	(117)	1342%
Net Profit (Loss)	4.244	(2.803)	-251%	4.244	1.510	181%

2 - EBITDA

EBITDA Reconciliation (R\$'000)	3Q23	3Q22	Δ	3Q23	2Q23	Δ
Net Income (Loss)	4.244	(2.700)	-257%	4.244	1.510	181%
(-) Financial Result	(9.345)	(8.633)	8%	(9.345)	(8.359)	12%
(-) Depreciation	646	284	127%	646	648	0%
(-) Income Tax	1.687	-	-	1.687	117	1342%
EBITDA	(2.768)	(11.049)	-75%	(2.768)	(6.084)	-55%
(-) Stock Option Plan Expenses	737	1.914	-62%	737	751	-2%
(-) Non recurring expenses	-	-	-	-	-	-
ADJUSTED EBITDA	(2.031)	(9.135)	-78%	(2.031)	(5.333)	-62%



3 - BALANCE SHEET

Balance Sheet			
Assets (R\$'000)	3Q23	3Q22	Δ
Current	287.256	284.127	1%
Cash and cash equivalents; investments	277.639	278.631	0%
Accounts receivable	4.038	4.270	-5%
Recoverable taxes	4.812	322	1394%
Advances to suppliers	14	21	-33%
Other assets	753	883	-15%
Noncurrent	18.285	16.170	13%
Recoverable taxes	-	2.537	-100%
Property, Plant and Equipment	-	5	-100%
Immobilized	2.171	3.332	-35%
Rights of use	919	1.162	-21%
Intangible	15.195	9.134	66%
Total Assets	305.541	300.297	2%
Liabilities and Shareholders' Equity (R\$'000)			
Current	19.117	21.464	-11%
Trade accounts payable	5.928	7.509	-21%
Tax liabilities	1.973	396	398%
Labor liabilities	5.379	7.580	-29%
Advances from customers	3.682	3.864	-5%
Accounts payable	1.835	2.021	-9%
Lease	320	94	240%
Noncurrent	1.229	1.317	-
Provisions	98	49	100%
Lease	1.131	1.268	-11%
Shareholders' Equity	285.195	277.516	3%
Capital	267.386	364.666	-27%
Accumulated losses	4.061	(96.031)	-104%
Profits reserve	183	-	
Other reserves	13.565	8.881	53%
Total Liabilities and Shareholders' Equity	305.541	300.297	2%



4 - CASH FLOW

Statement of Cash Flow (R\$'000)	3Q23	3Q22	Δ	3Q23	2Q23	Δ
Net income (loss)	4.242	(2.700)	-257%	4.242	1.510	181%
Noncash items:	1.514	2.290	-34%	1.514	1.550	-2%
Depreciation and amortization	646	284	127%	646	648	0%
Provision for contingencies	23	-		23	76	-70%
Fixed-asset write-off	43	42	2%	43	6	617%
Income from exchange rate and monetary variations	-	-		-	-	
Stock options plan	737	1.907	-61%	737	751	-2%
Lease recalculation	-	-		-	(18)	
Interest on loans and leases	65	57	14%	65	87	-25%
Increase/(decrease)in asset and liability accounts	3.924	(2.174)	-280%	3.924	(2.493)	-257%
Accounts receivable	946	(282)	-435%	946	13	7177%
Recoverable taxes	1.688	123	1272%	1.688	(1.231)	-237%
Advances to suppliers	4	13	-69%	4	(2)	-300%
Other assets	160	(150)	-207%	160	(18)	-989%
Trade accounts payable	(1.294)	(2.141)	-40%	(1.294)	397	-426%
Tax liabilities	1.715	(75)	-2387%	1.715	62	2666%
Labor liabilities	201	569	-65%	201	(2.078)	-110%
Advances from customers	10	(246)	-104%	10	27	-63%
Accounts payable	494	15	3193%	494	337	47%
Other liabilities	-	-		-	-	
Cash from operating activities	9.680	(2.584)	-475%	9.680	567	1607%
Cash from investing activities	(2.114)	(3.181)	-34%	(2.114)	(1.717)	23%
Acquisition of fixed assets	-	(1.281)	-100%	-	(21)	-100%
Acquisition of intangible assets	(2.114)	(1.900)	11%	(2.114)	(1.696)	25%
Cash from financing activities	(136)	0	-	(136)	(46)	-
Related-party transactions	-	-		-	-	
Lease payments	(136)	-		(136)	(46)	196%
Capital contribution	(0)	-		(0)	-	
IPO expenses	0	0		0	-	
Increase/(decrease) in cash and cash equivalents	7.429	(5.762)	-229%	7.429	(1.196)	-721%
Cash and cash equivalents at beginning of period	270.210	284.398	-5%	270.210	271.406	0%
Cash and cash equivalents at end of period	277.639	278.636	0%	277.639	270.210	3%

