

# Results

4Q23 | April, 2024





# Executive Summary

- The year of 2023 was challenging and marked by a new direction. As of September 2023, the company had a new reference shareholder. Changes were made in the Board of Directors and senior management. **This new management brought a new vision for the company's future based on 3 pillars: People, Rationalization of expenses and New avenues of growth.**
- Gross Revenue in 4Q23 showed an increase of 11% compared to 4Q22. In the annual comparison, we ended 2023 with R\$71.6 million, 11% higher than that reported in 2022 (R\$64.6 million).
- GetNinjas reported Net Profit in the quarter and also in 2023. The result for 4Q23 was positive in R\$28 thousand against a loss of R\$700 thousand in the same period of 2022. In 2023, the company reported a Net Profit of R\$3.7 million compared to a loss of R\$15.8 million in 2022.
- The positive result was due to a combination of operational improvements, increased Revenue, reduction in Costs and Expenses combined with a positive Financial Result.





**Largest service Marketplace** in Brazil

Available on **more than 4 thousand cities**

More than **5 million Professionals**

More than **4 million Requests per year**





# 01

The client  
requests a service

# 02

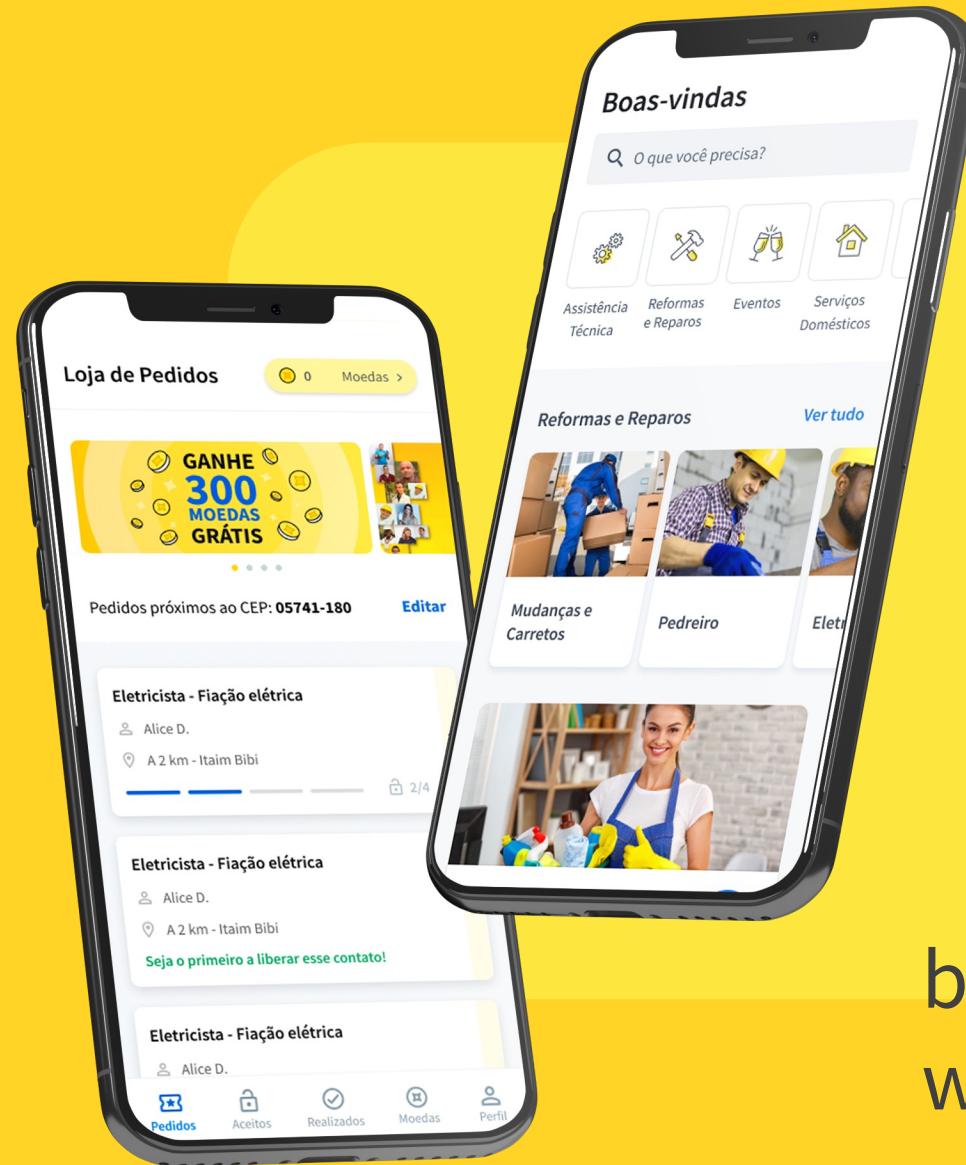
This request is **broadcasted**  
to our professionals

# 03

Professionals pay to  
give a quote

# 04

Client chooses the  
professional



# We are the connection

between who needs and  
who knows how to do it

# DESTAQUES DO 4T23



CLIENTS  
REQUESTS

**1,0  
mm**

[+6 ao 4T22]  
[+7% vs 3T23]

PROFISSIONALS  
BASE

**5,1  
mm**

[+15% vs 4T22]  
[+4% vs 3T23]

ACTIVE  
PROFESSIONALS  
(LTM)

**168  
mil**

[-4% vs 4T22]  
[-3% vs 3T23]

**ReclameAQUI**

**NOTA 9,4**



Google Play

**PRO 4,2 CLI 4,7**



Apple Store

**PRO 4,3 CLI 4,8**

NET REVENUE

**R\$ 14,4mm**

[+7% vs 4T22]  
[-7% vs 3T23]

GROSS PROFIT

**R\$ 11,5mm**

[-5% vs 4T22]  
[-19% vs 3T23]

NET PROFIT

**R\$ 28 mil**

[ vs -R\$ 0,7mil no 4T22]  
[vs +R\$ 4,2mm no 3T23]

CASH POSITION

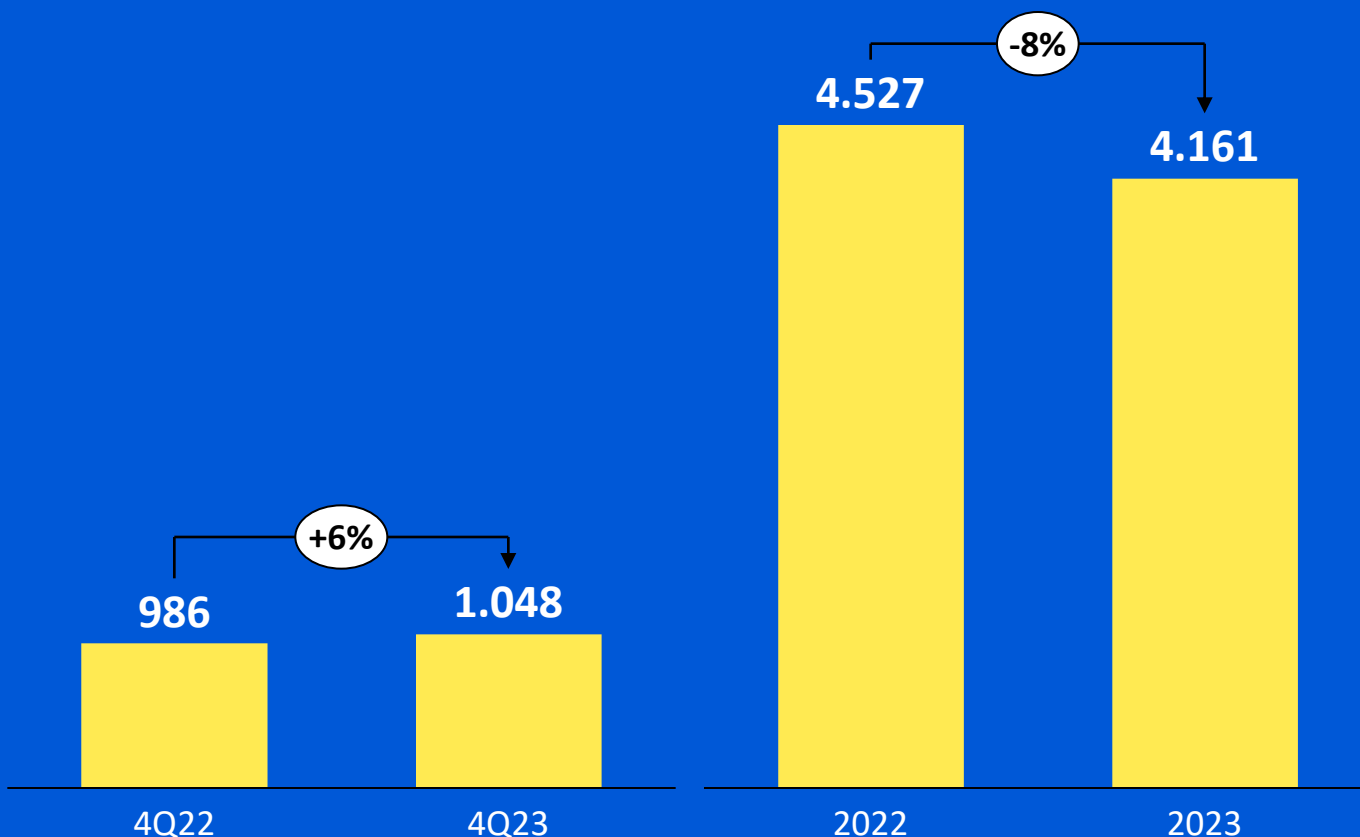
**R\$ 276mm**

[vs R\$ 274 mm no 4T22]  
[vs R\$ 278 mm no 3T23]



## Clients Requests

[# '000]

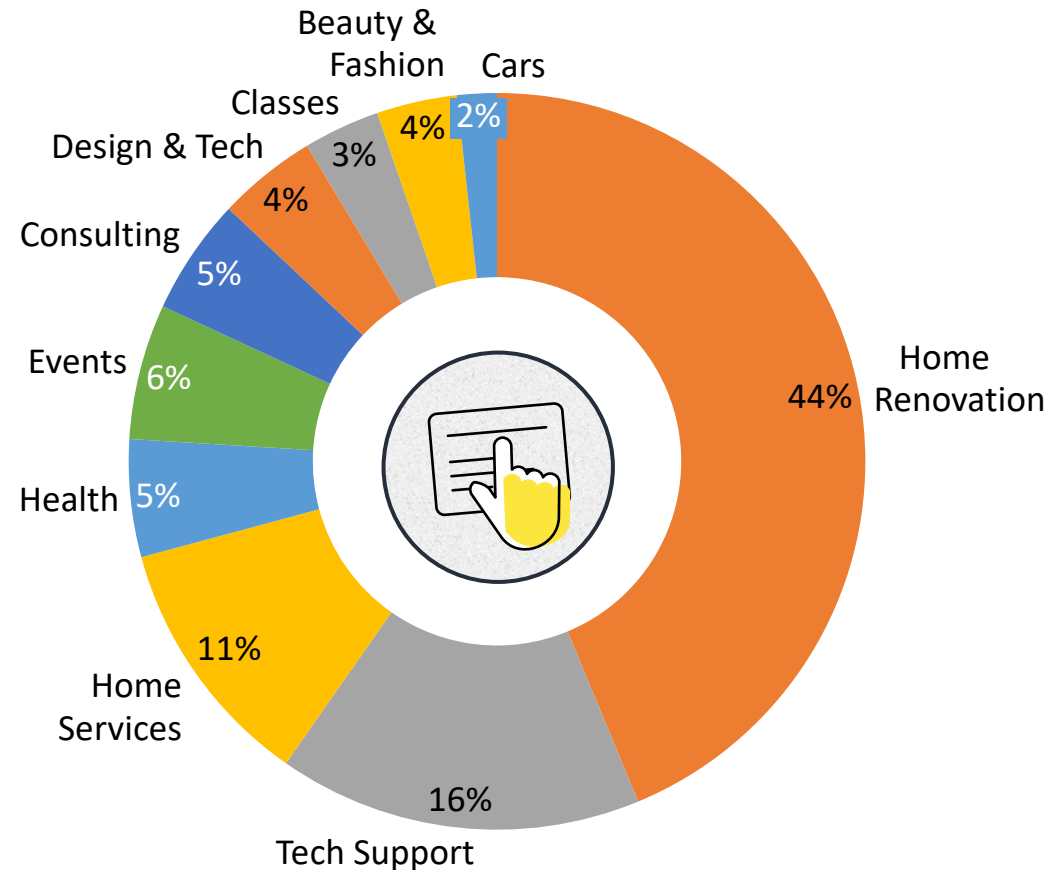


- In 4Q23 we reduced investments in Marketing by 10% compared to 4Q22 and, in 2023, 20% compared to 2022, which directly impacts the volume of Customer requests.
- Even so, the volume of requests increased 6% in 4Q23 compared to 4Q22. However, 2023 compared to 2022, we had a reduction of 8%.
- It is worth highlighting that there was a great improvement in the efficiency of these investments. We significantly increased the MKT Expenses x Revenue ratio



## Requests by category

[4Q23 - % of total requests]

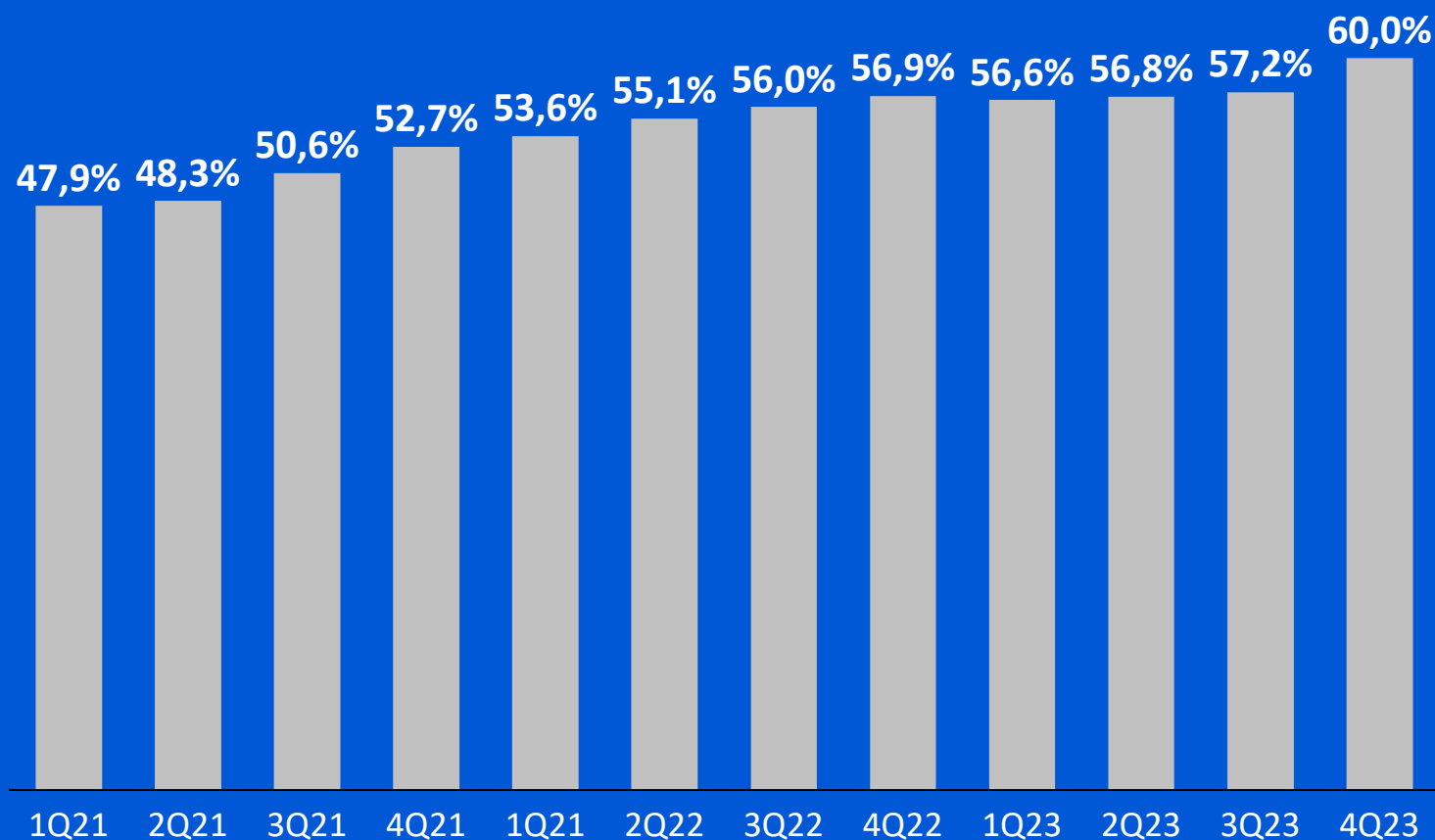


- The categories that concentrated the highest volume of requests in 3Q23 were:
  - Renovations and Repairs
  - Technical assistance
  - Domestic services
- These same categories have been the main ones in recent years.



## Clients Recurrence

[% total clients]



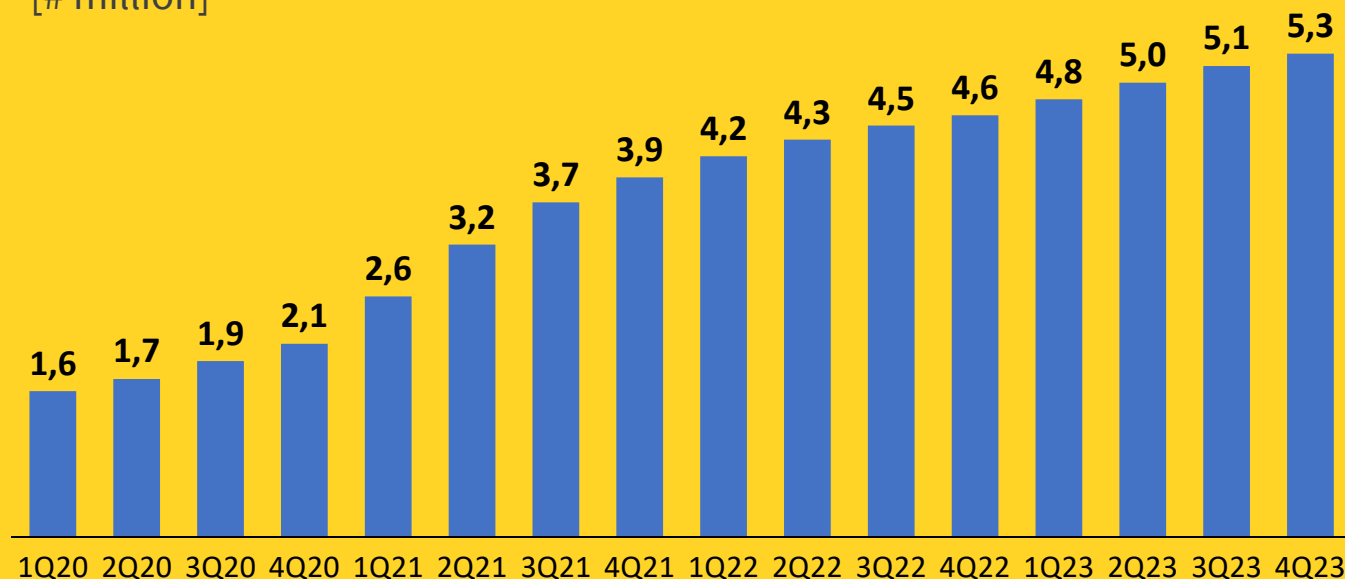
- **60% of customers were recurrent customers in 4Q23**, that is, they had previously made another service request on the platform.
- It is important to highlight the maintenance of Customer recurrence, the result of several actions to improve the service offering, matching between CLIs and PROs, category segmentation and other initiatives.





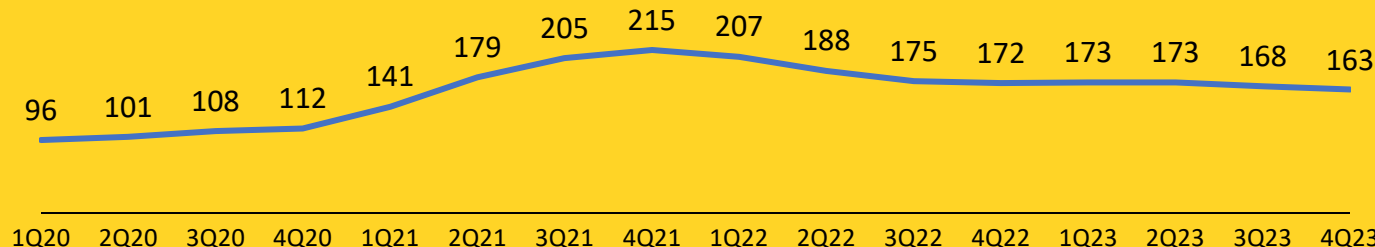
## PROs Base

[# million]



The reduction in investments in Marketing also impacted the PROs base. However, the number of Active PROs increased slightly in the last quarter, demonstrating an improvement in the conversion and retention of PROs.

## Active PROs ['000, last twelve months]

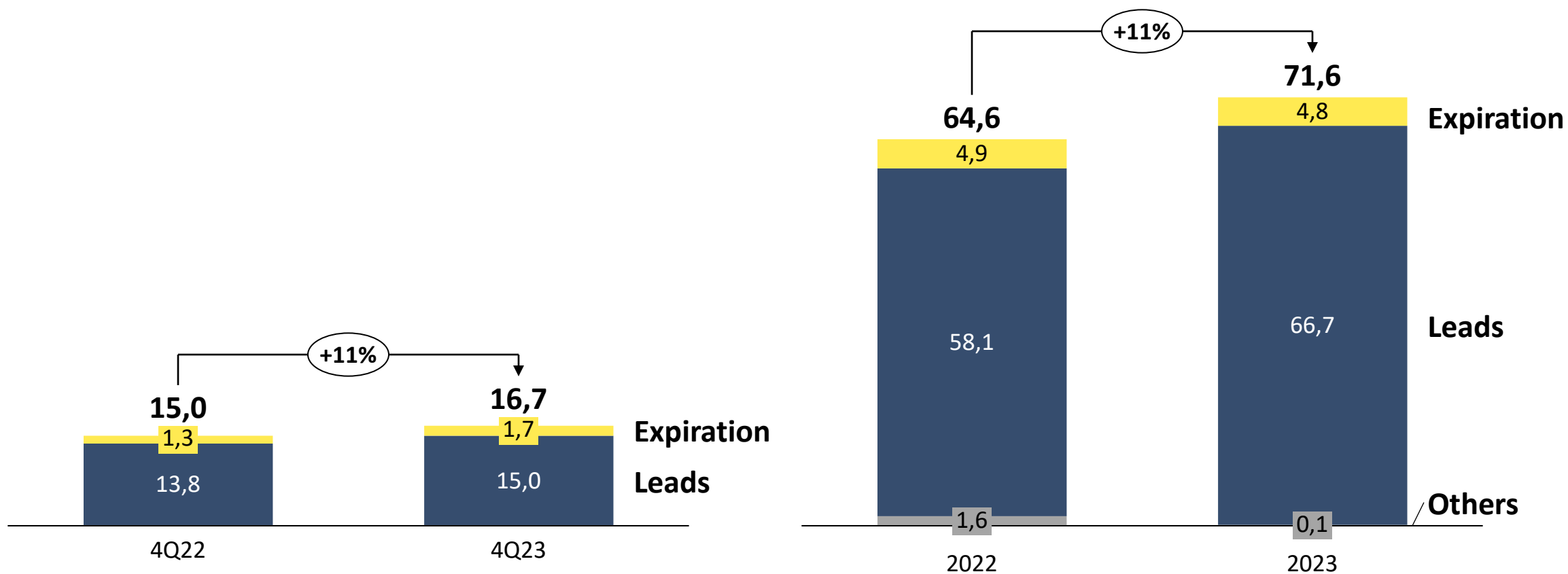


We continue to focus on the conversion and retention of these Professionals.

# GROSS REVENUE



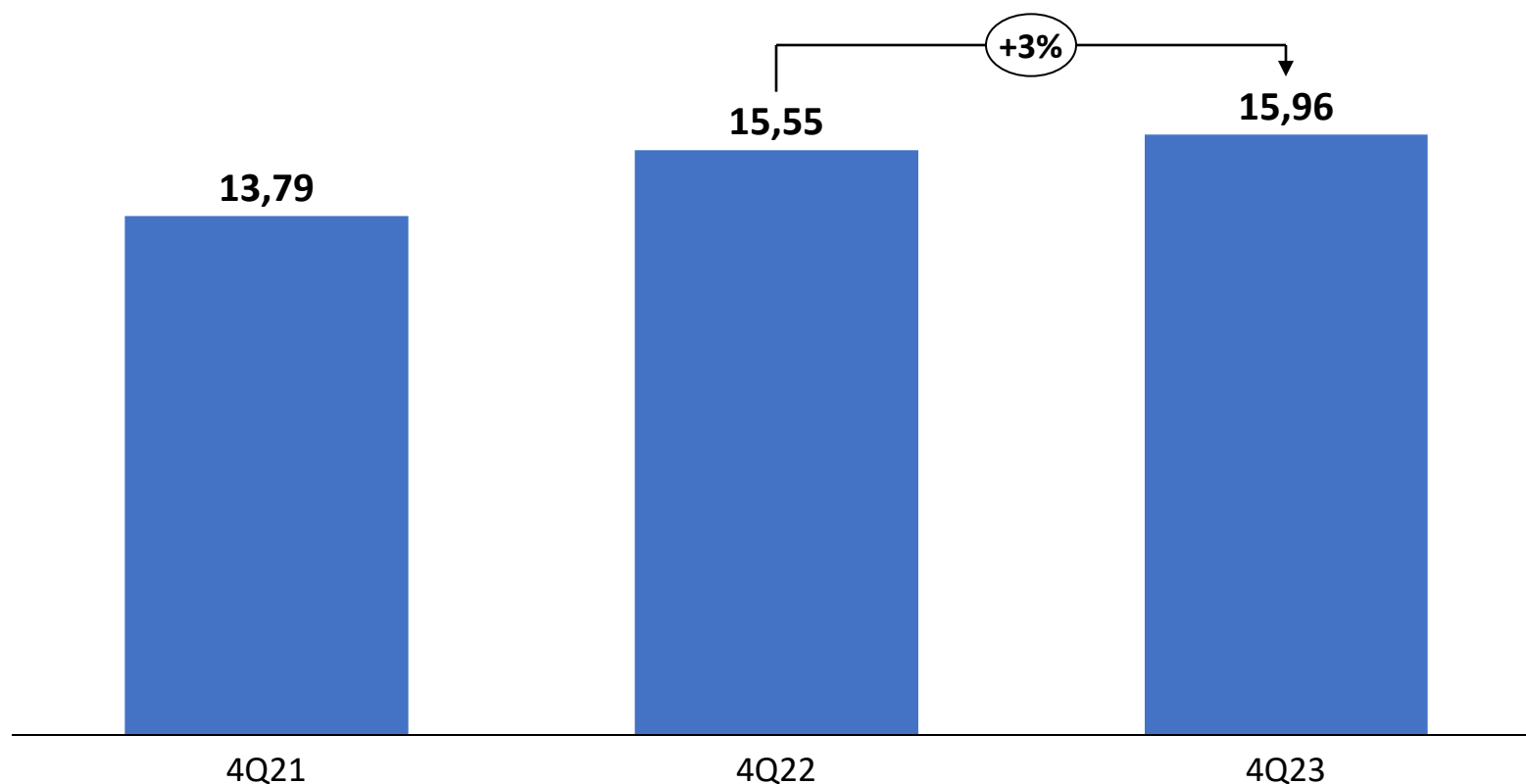
## Gross Revenue [R\$ million]





## Revenue divided by the amount of requests

[R\$ / request]



- There was a 3% increase in request monetization in 4Q23 compared to 3Q22.
- This was mainly generated by the improvement in the quality of requests and better matching with Professionals.

# NET REVENUE AND GROSS PROFIT



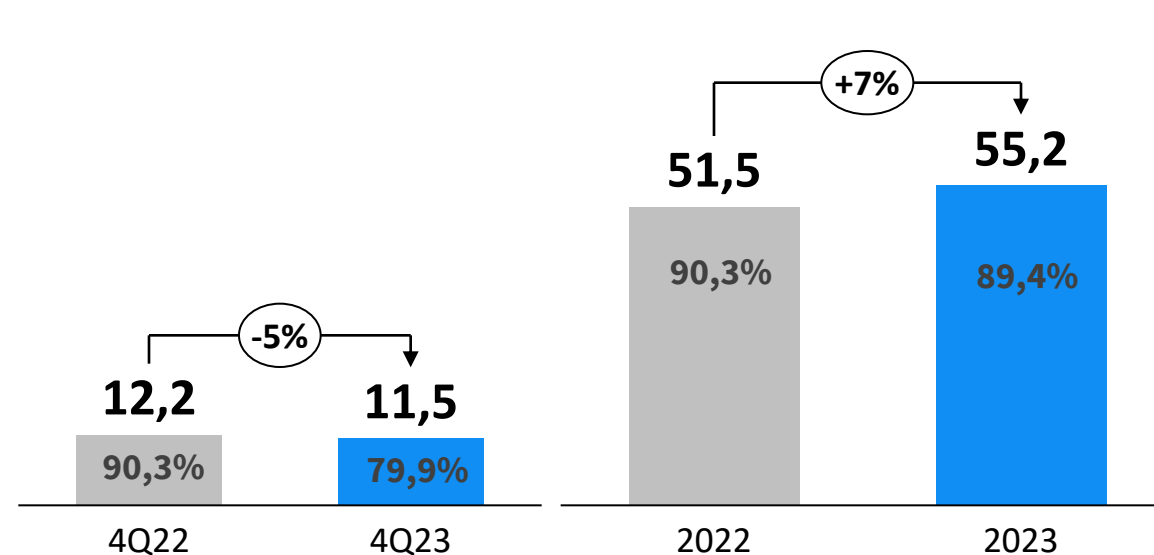
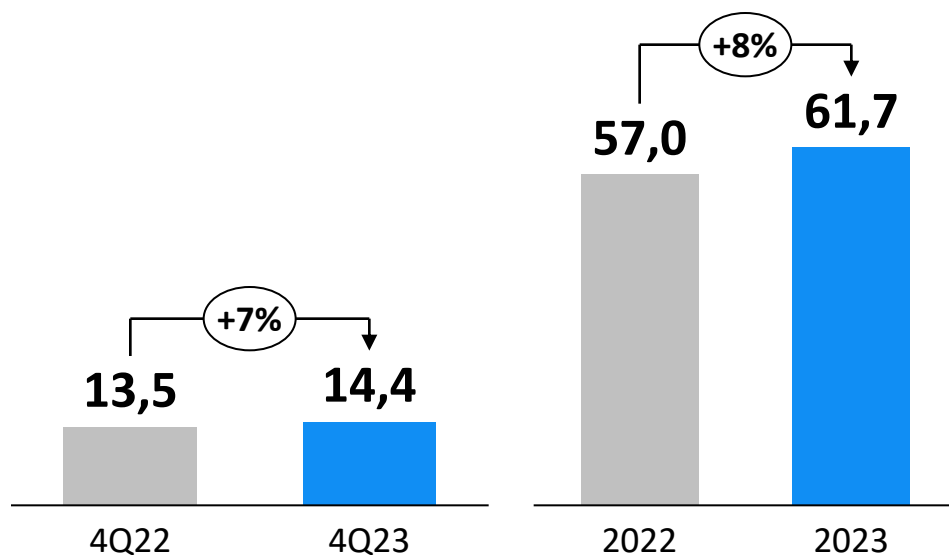
## Net Revenue

[R\$ million]

We significantly reduced costs with cloud servers, however, we had an increase in chargebacks, which impacted Gross Margin

## Gross Profit

[R\$ million and % of Net Revenue]

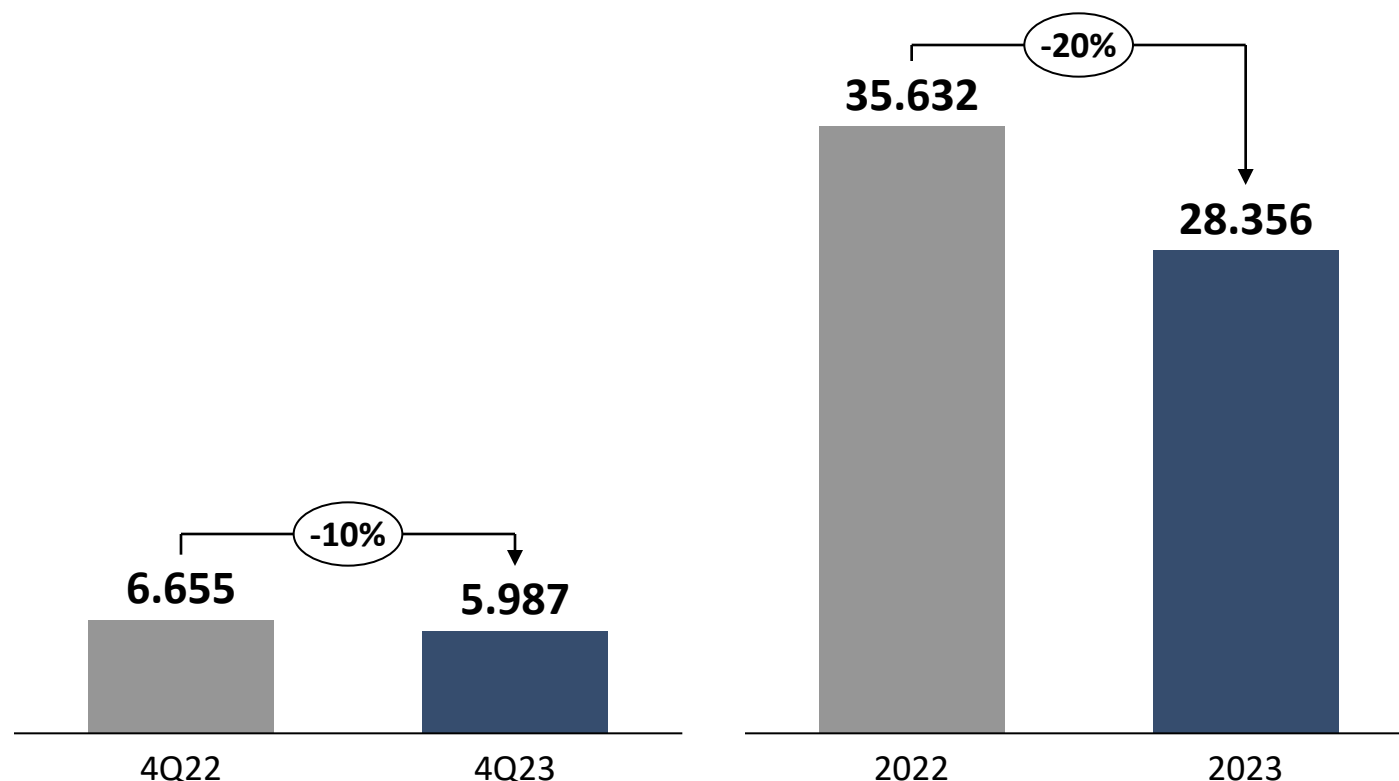


# COMMERCIAL AND MARKETING EXPENSES



## Commercial and Marketing Expenses

[R\$ million]



- Investments in Marketing in 4Q23 had a 10% reduction compared to 4Q22 and a 20% reduction in 2023 compared to 2022.
- We continue to refine our strategy and investments in Marketing with greater focus on the best category and region combinations.
- As a result, we increased Gross Revenue by 11% even while reducing commercial and Marketing expenses by 20%.

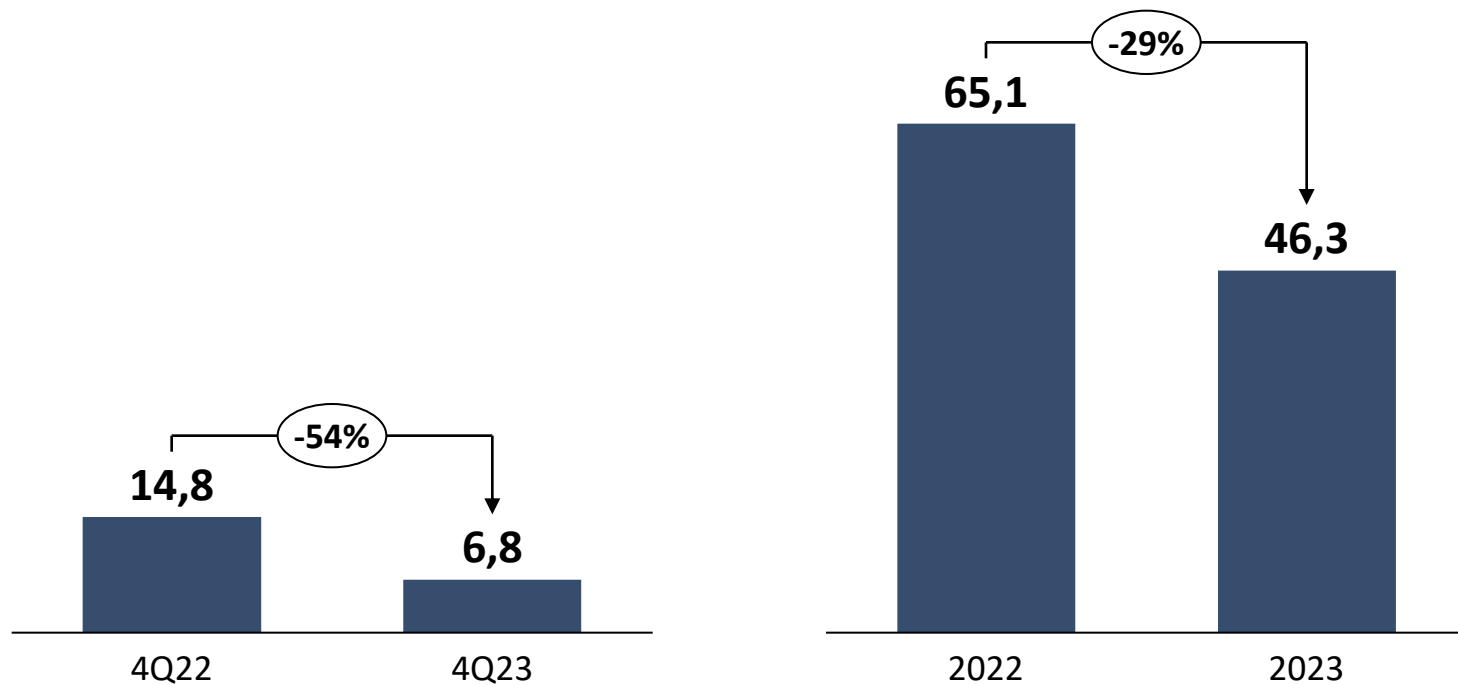


# GENERAL & ADMINISTRATIVE EXPENSES



## General & Administrative Expenses

[R\$ million]

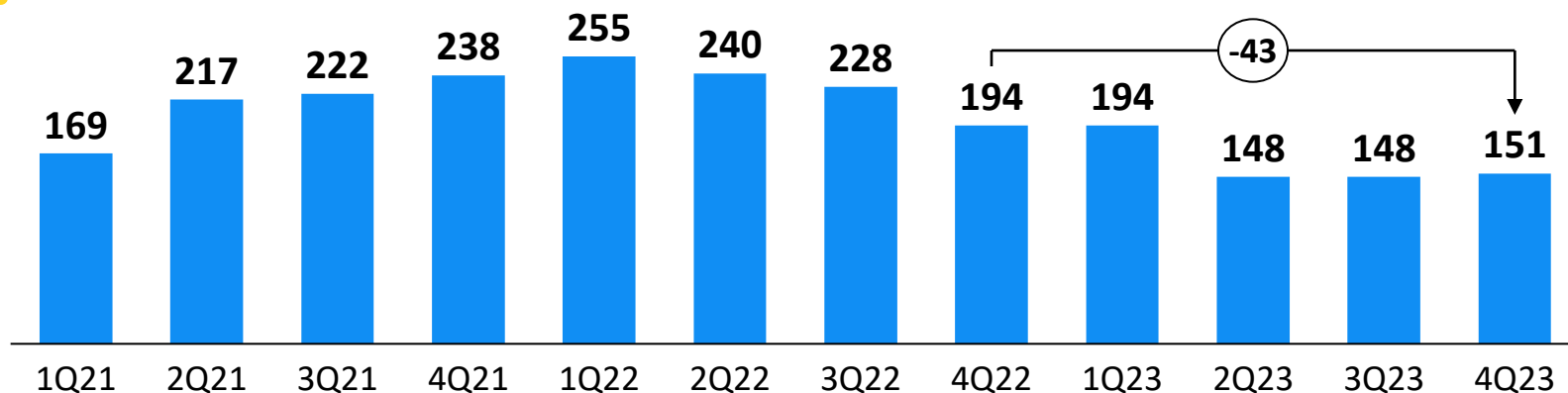


- **General and Administrative expenses were R\$6.8 million in 4Q23, representing a 54% reduction compared to 4Q22 and a 29% reduction in 2023 compared to 2022.**
- The main variation in 4Q23 in relation to 4Q22 was in the People line, with a reduction of 43 employees.



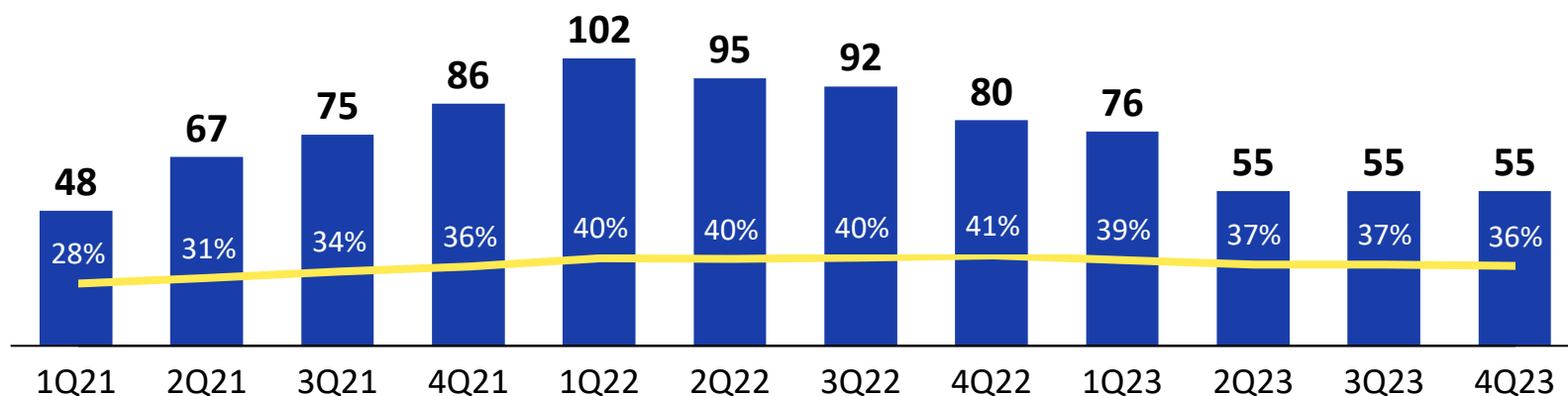
## Employees (total)

[# of people]



## Colaboradores Tech e Produto (total)

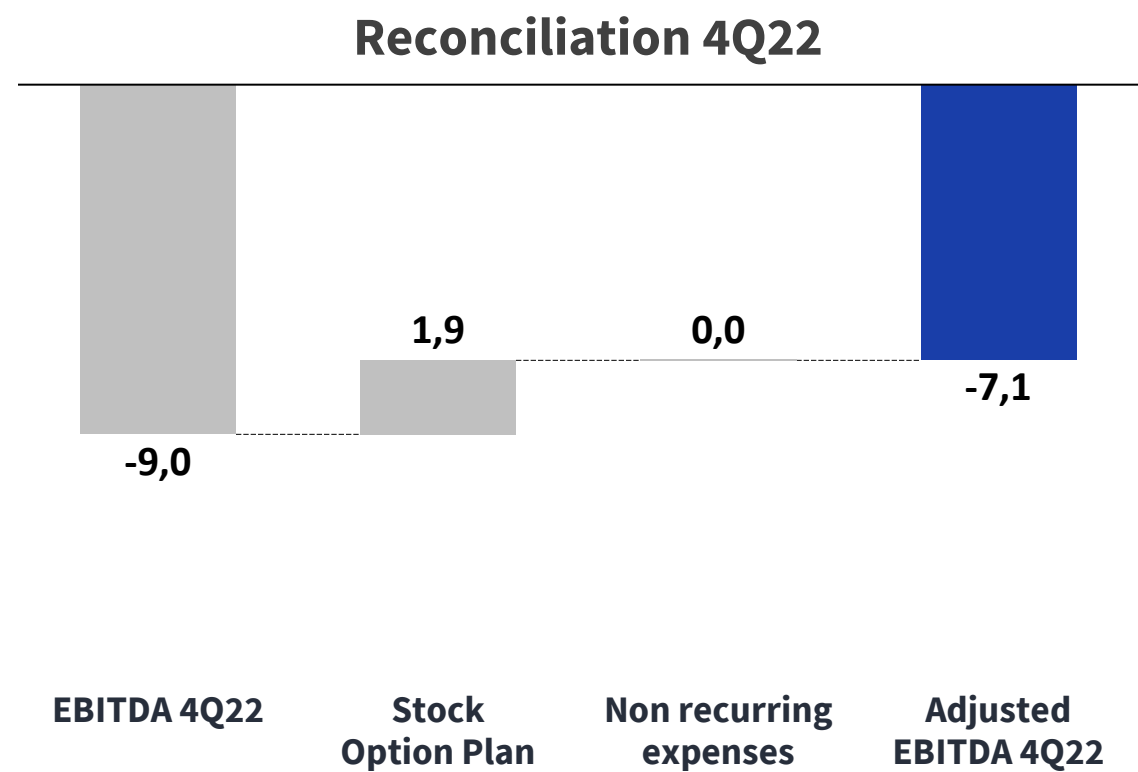
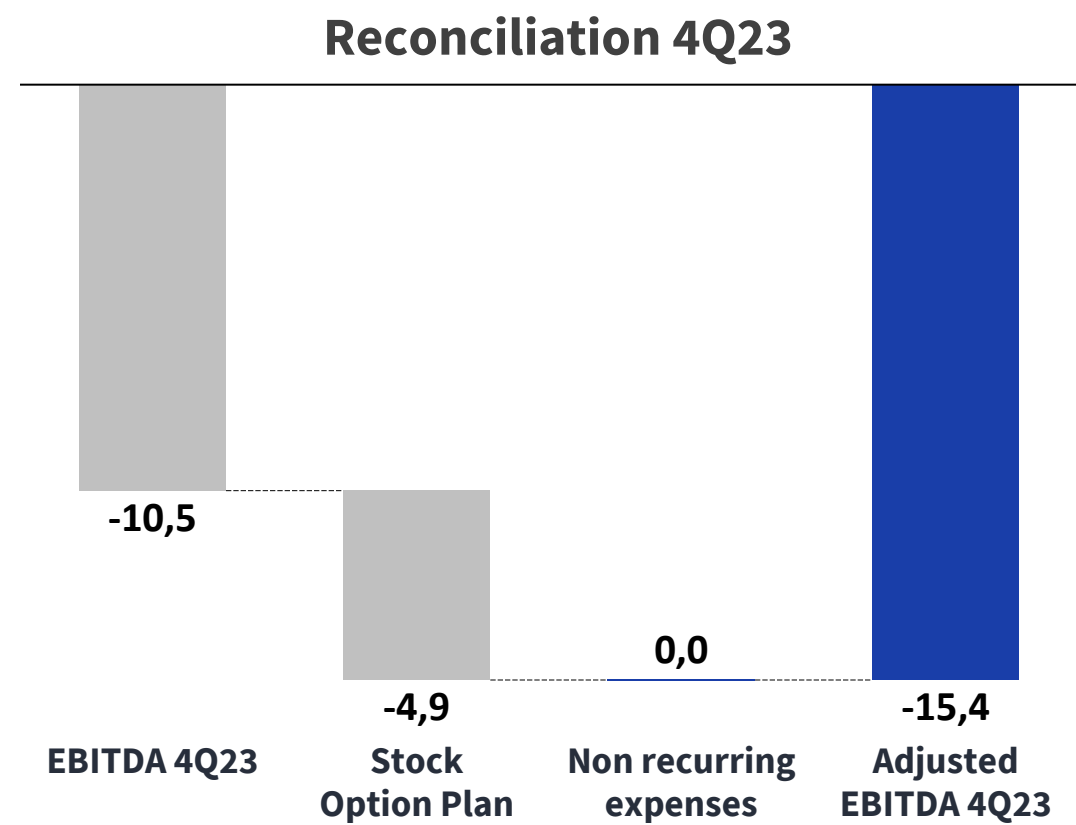
[# pessoas e % do total colaboradores]



- We have 151 employees in 4Q23, compared to 194 in 4Q22, representing **43 fewer employees than in the same quarter last year.**
- **Tech and Product represent close to 36% of total employees,** a percentage in line with previous quarters.
- We remain rigorous with hiring and replacing vacancies, controlling costs without compromising the company's operations.



**Adjusted EBITDA**  
[R\$ million]

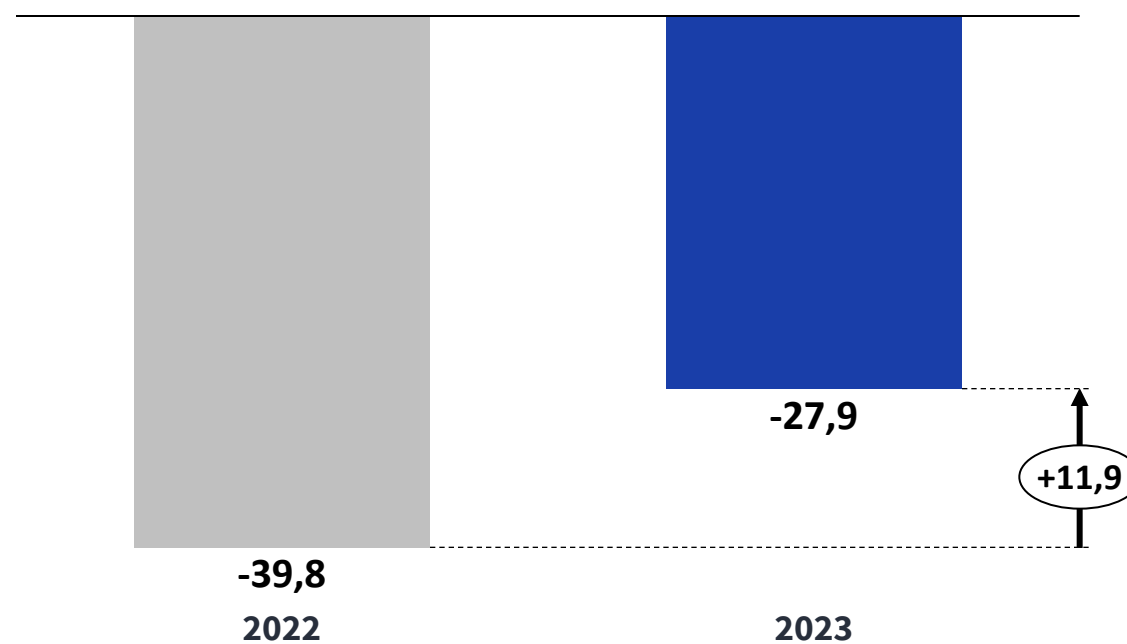
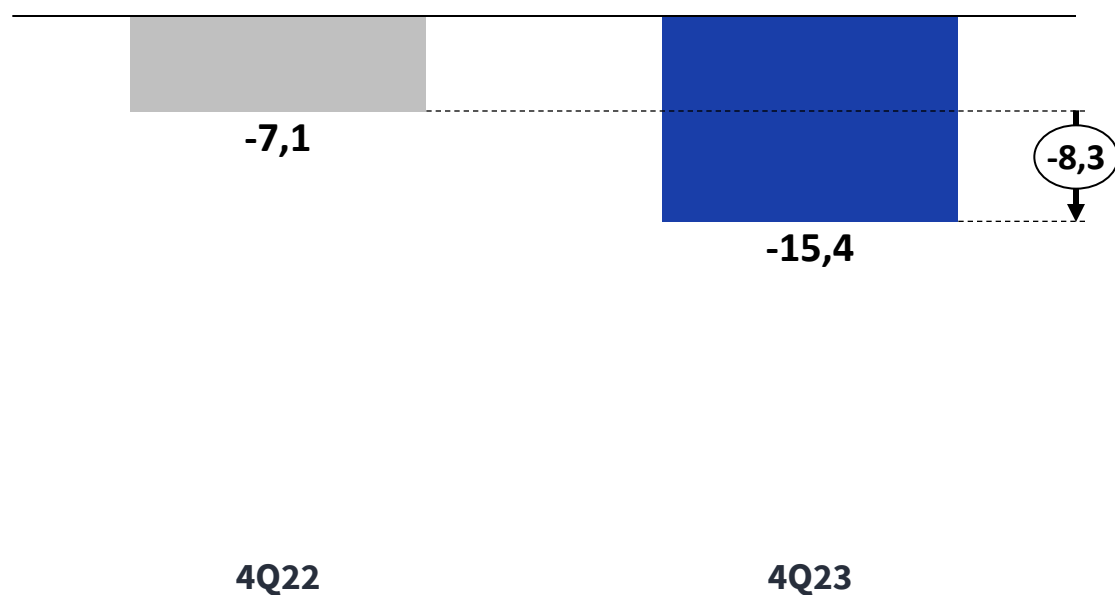




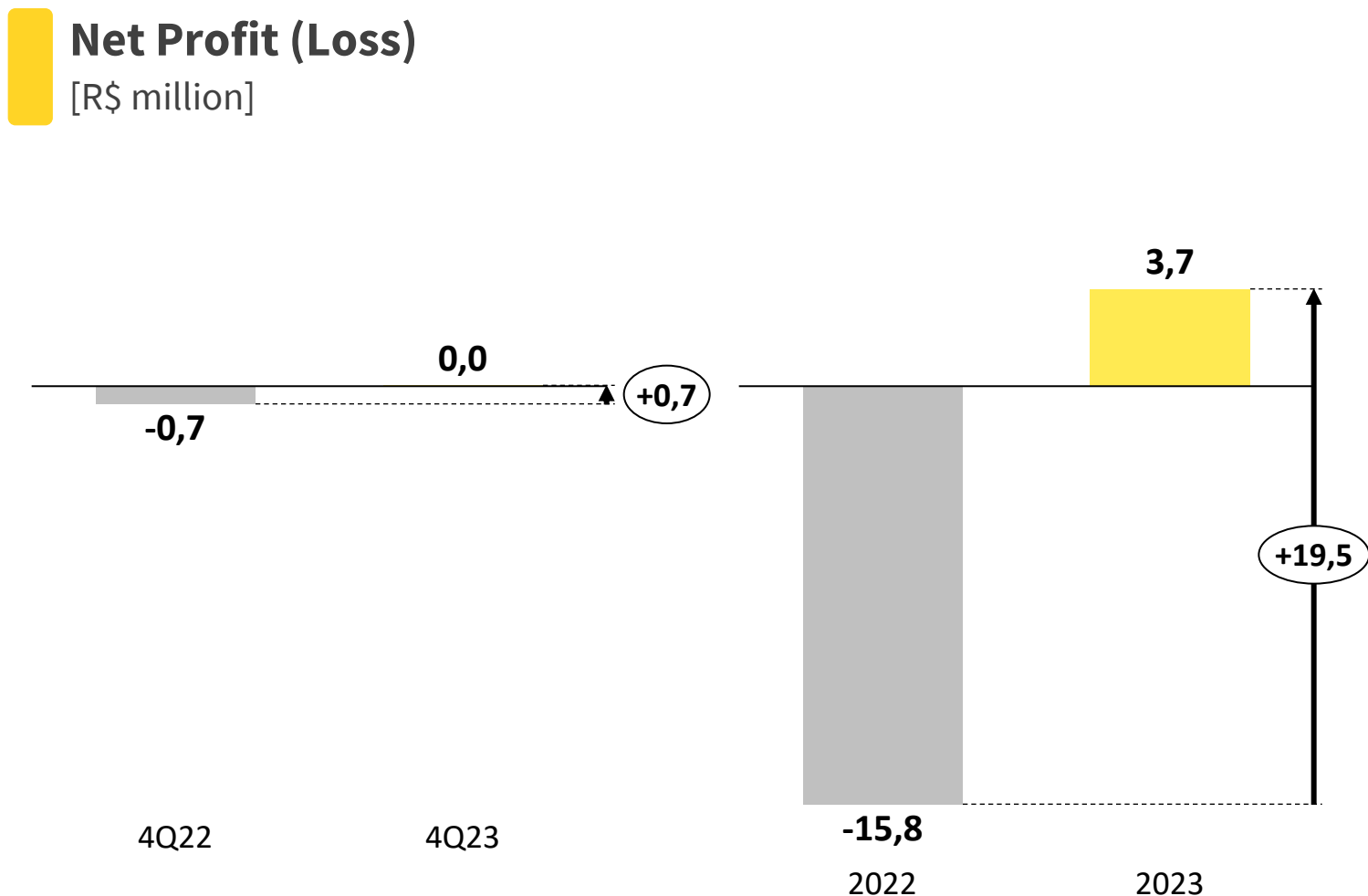
## Adjusted EBITDA

[R\$ million]

This increase in 4Q23 is due to expenses with the granting of company shares



# NET PROFIT



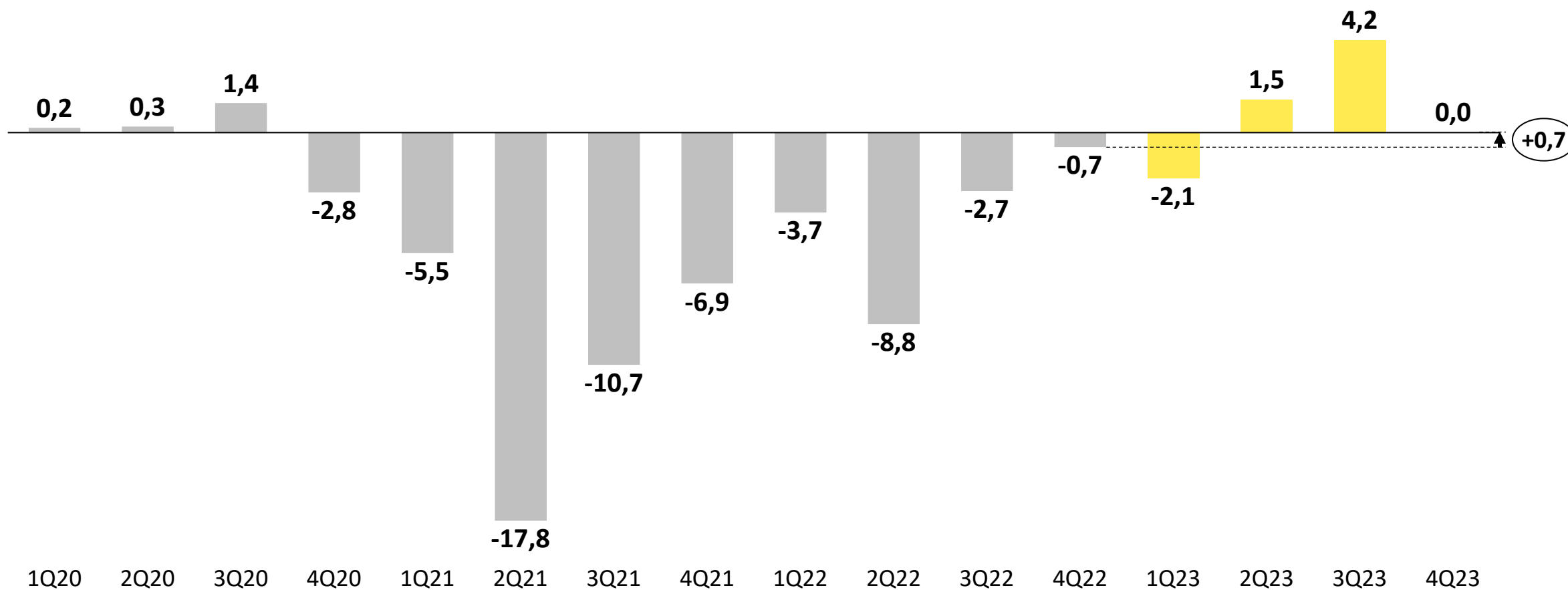
- We reported a Net Profit in 4Q23 and also in 2023.
- The result for 4Q23 was positive (+ R\$28 k vs a loss of R\$700 k in the same period in 2022). In 2023, the company also reported a net profit of R\$3.7 million compared to a loss of R\$15.8 million in 2022.
- The net Financial Result was R\$8.1 million in 4Q23, 8% lower than 4Q22 (which was R\$8.7 million) and in 2023 it was R\$31.2 million, which corresponds to -4% when compared to 2022 (R\$32.8 million). Impacted by the fall in the SELIC in the period.



# NET PROFIT



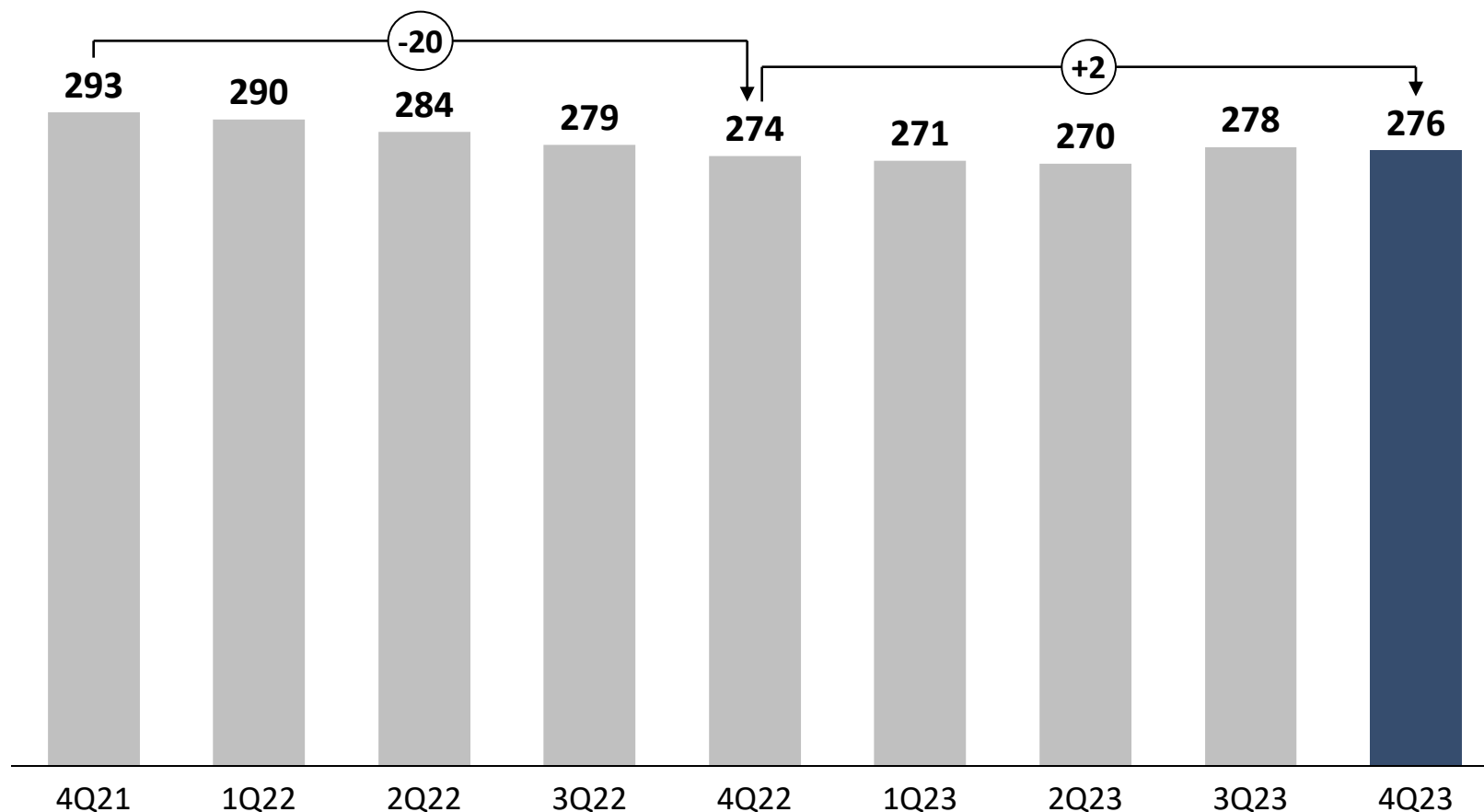
**Net Profit (Loss)**  
[R\$ million]



# CASH POSITION



## Cash and investments [R\$ million]



- From 4Q22 to 4Q23, we increase by R\$2 million out net cash position, compared to a burn of R\$ 20 million accumulated from 4Q21 ao 4Q22.
- We do not have debts or any other liabilities that compromise our cash flow.



## INTANGIBLE

### WRITE-OFF PROJECTS

~R\$8 mm

[in discontinued projects from previous years]

## PARTNERSHIP

B2B

■ PLATFORM OF SERVICES

[additional revenue generation potential]

## NEW KEY PEOPLE

SENIORITY IN STRATEGIC SECTORS

- Comercial
- P&C
- Customer Service

