

RESULTS

2Q23 | August, 2023





Executive summary

- **We had Net Income for the first time after the IPO, of R\$1.5 million in 2Q23** compared to a loss of –R\$8.8 million in 2Q22 and a loss of –R\$2.1 million in 1Q23.
- **Gross Revenue in 2Q23 grew by 19% compared to 2Q22** and remained stable compared to 1Q23, **and a 25% increase on Gross Margin compared to previous year.**
- **The positive result came from operational improvements, combining the increase in Revenues with a 26% reduction in Expenses and an increase of only 2% in the Financial Result.**
- **We reduced cash burn by 66%** (from -R\$41 million between 2Q21 and 2Q22 to -R\$14 million between 2Q22 and 2Q23).
- **The focus for 2023 continues to be on accelerating growth, maintaining efficiency in Marketing investments and generating cash,** by increasing process efficiency, creating liquidity for the platform and financial management of the business.



Largest services Marketplace on 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

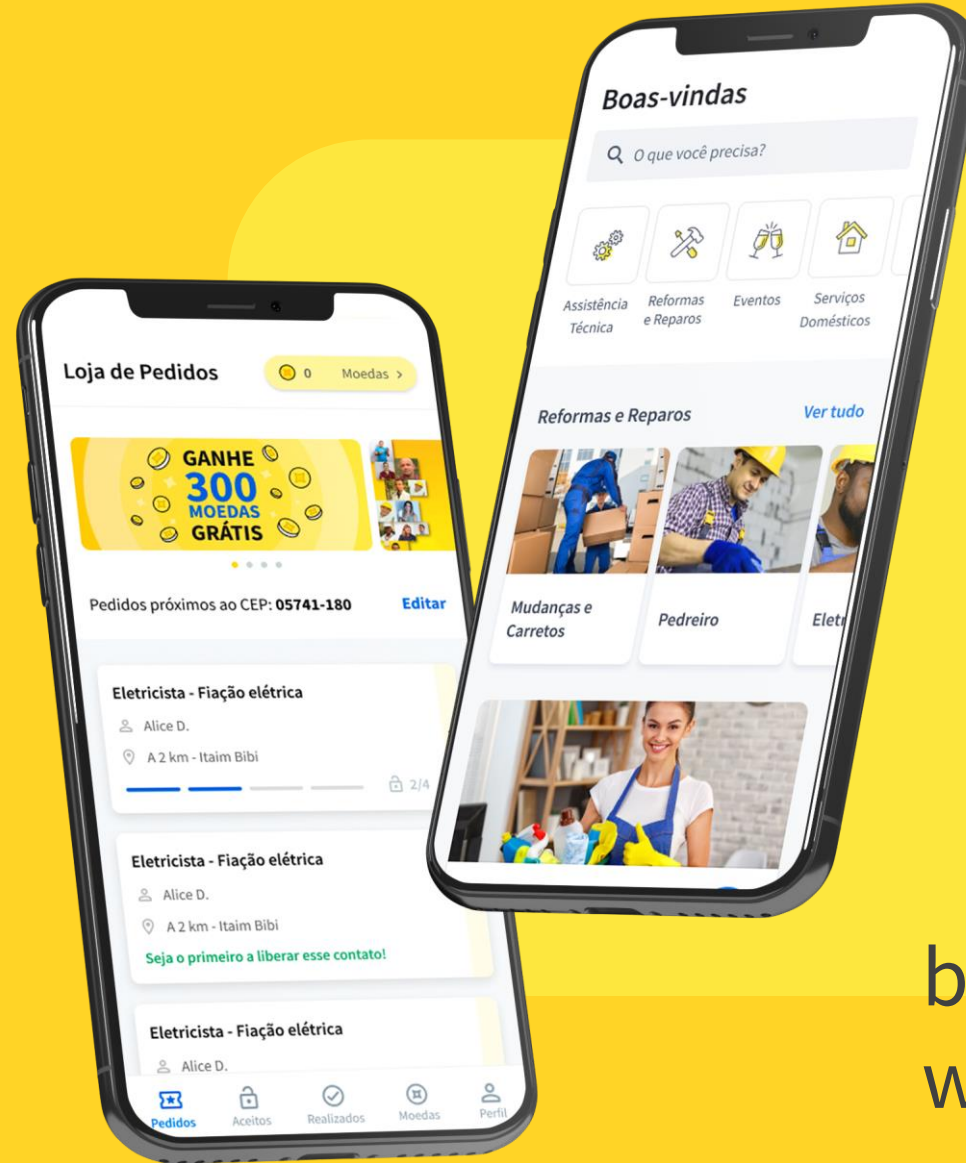
This request is **broadcasted**
to our professionals

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

HIGHLIGHTS 2Q23



CLIENTS
REQUESTS

**1,0
mm**

[-13% vs 2Q22]
[-9% vs 1Q23]

PROFISSIONALS
BASE

**5,0
mm**

[+14% vs 2Q22]
[+4% vs 1Q23]

ACTIVE
PROFESSIONALS
(LTM)

**173
K**

[-8% vs 2q22]
[same as 1q23]

ReclameAQUI

SCORE 9,1



Google Play

PRO 4,3 CLI 4,7



Apple Store

PRO 4,3 CLI 4,8

NET REVENUE

R\$ 15,9mm

[+19% vs 2Q22]
[same as 1Q23]

GROSS PROFIT

R\$ 14,7mm

[25% vs 2Q22]
[+1% vs 1Q23]

NET PROFIT

R\$ 1,5mm

[vs -R\$ 8,8mm on 2Q22]
[vs -R\$ 2,1 mm on 1Q23]

CASH BURN

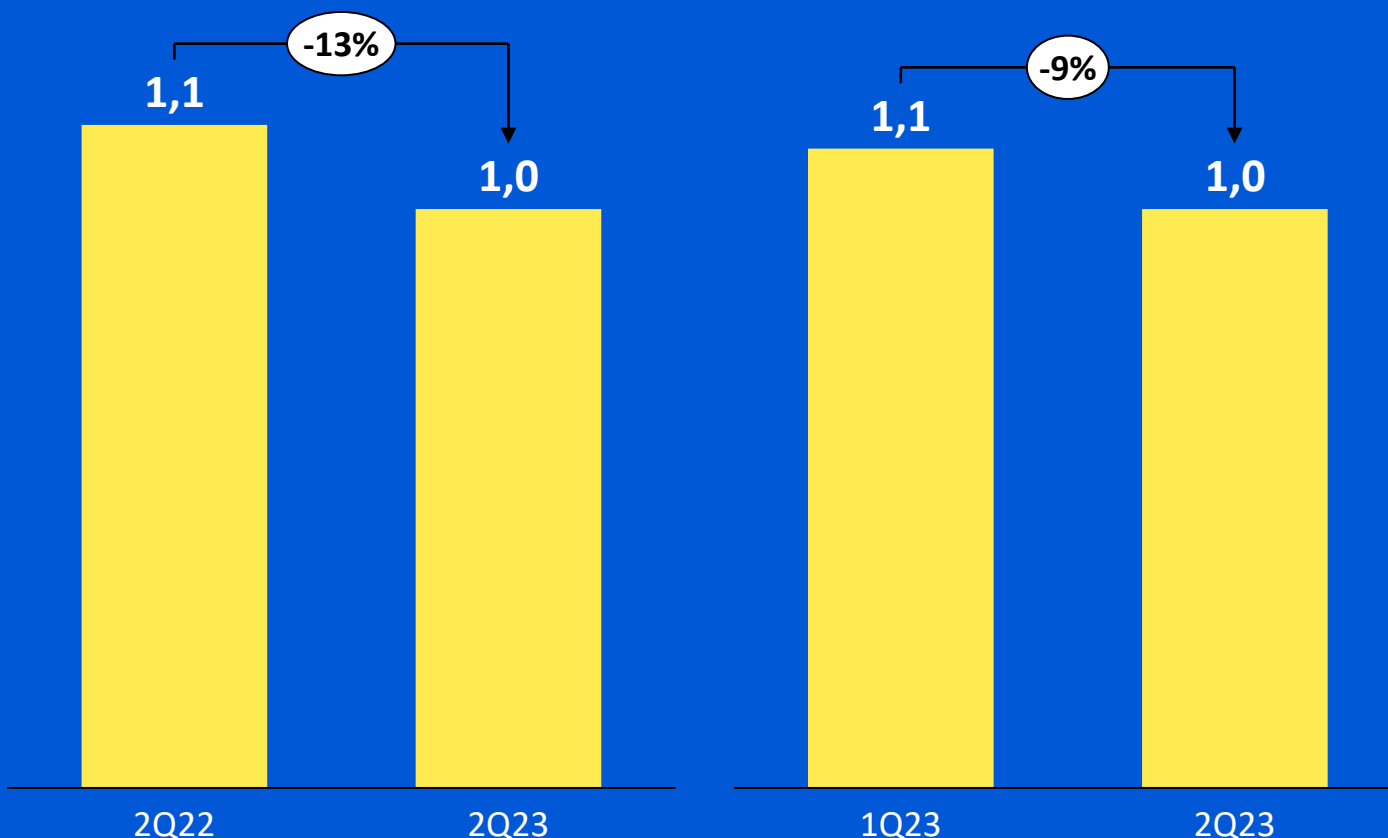
-R\$ 1,2mm

[vs -R\$ 5,8 mm on 2Q22]
[vs -R\$ 2,2 mm on 1Q23]



Clientes requests

[# million]

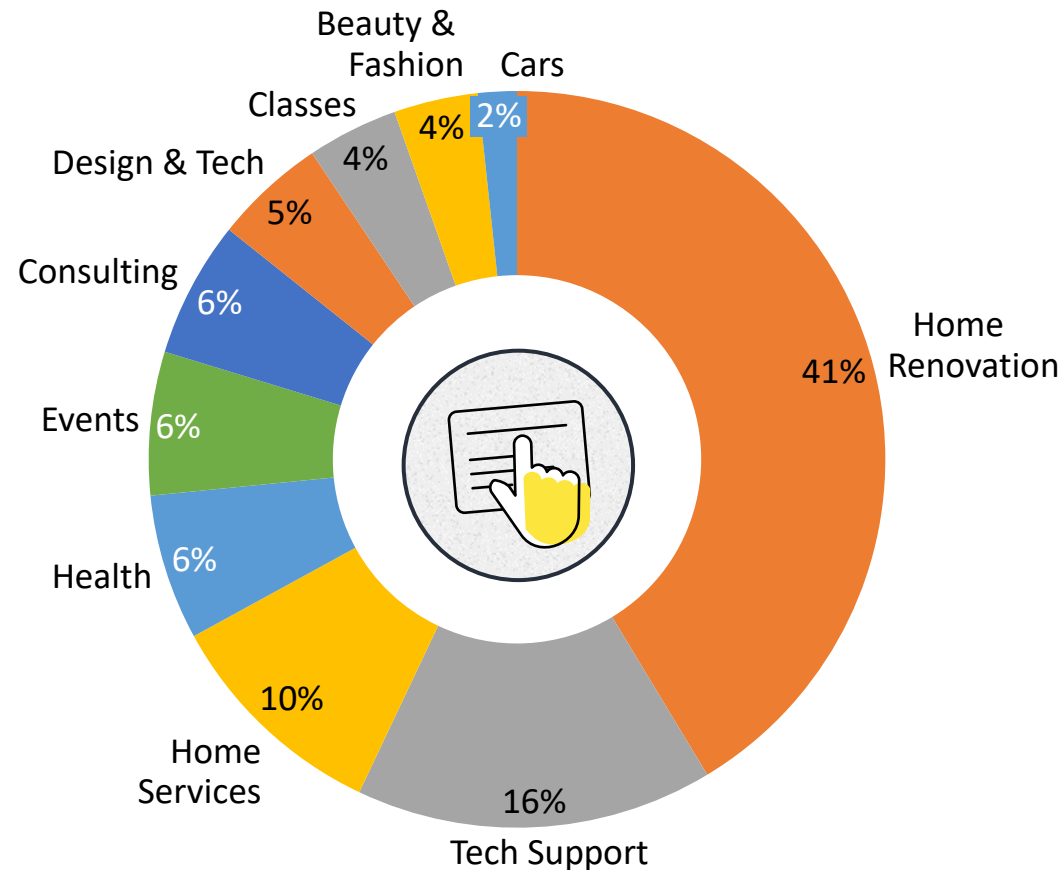


- In 2Q23, we reduced investments in Marketing by 22% compared to 2Q22, which directly impacts the volume of Customer requests.
- We work to improve the efficiency of these investments, reducing the CPA and mitigating the impact of reducing investments in Marketing.
- In 2Q23, customers made 1.0 million service requests, representing a 13% decrease compared to 2Q22 and a 9% reduction compared to 1Q23.



Requests by category

[2Q23 - % of total requests]

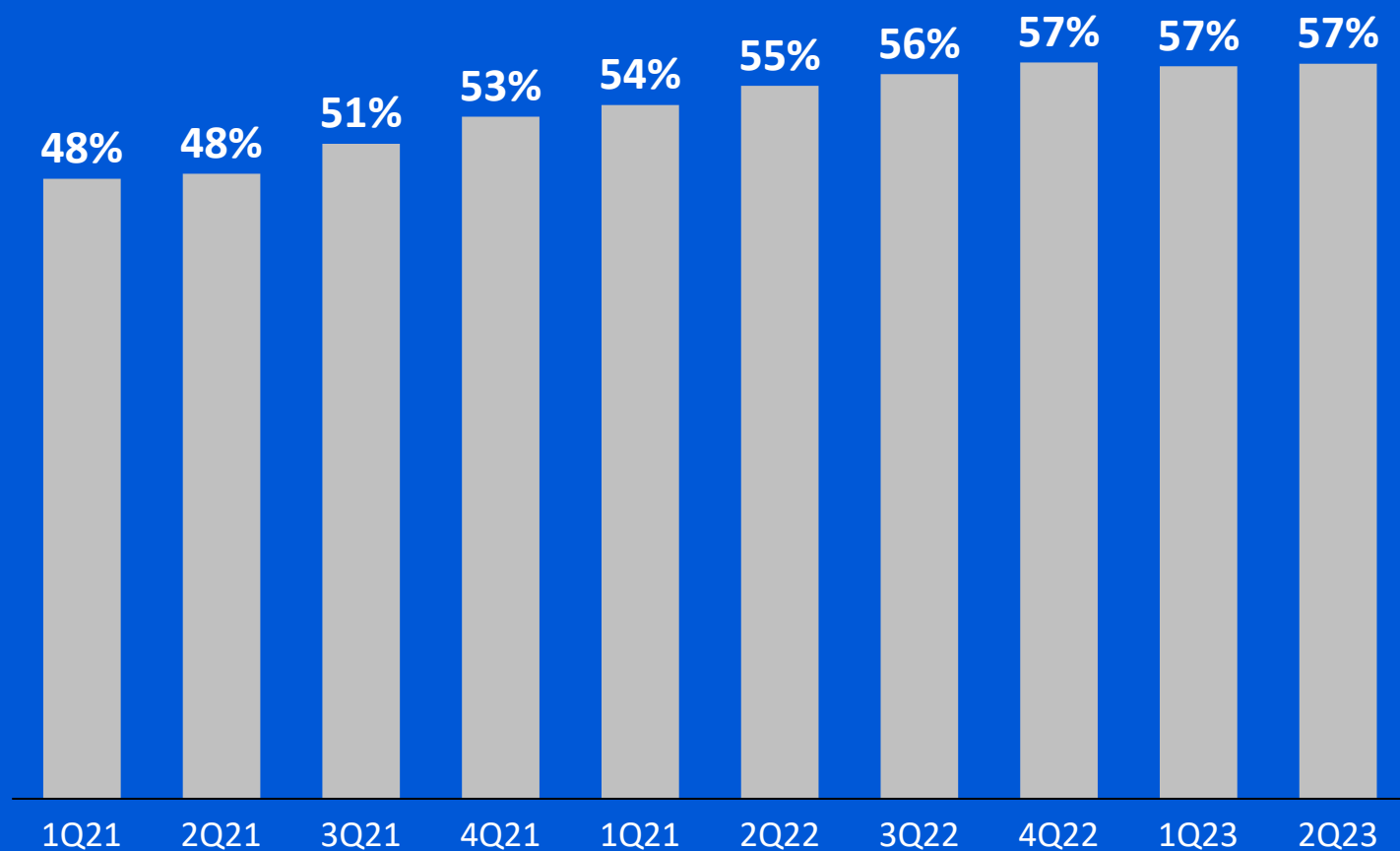


- The categories that concentrated the highest volume of requests in 2Q23 were:
 - Renovations and Repairs
 - Technical assistance
 - Domestic services
- These same categories have been the main ones in recent years.
- In addition to being the largest category, “Renovation & Repair” also features one of the highest “per-request monetizations”.



Clients recurrence

[% total clients]

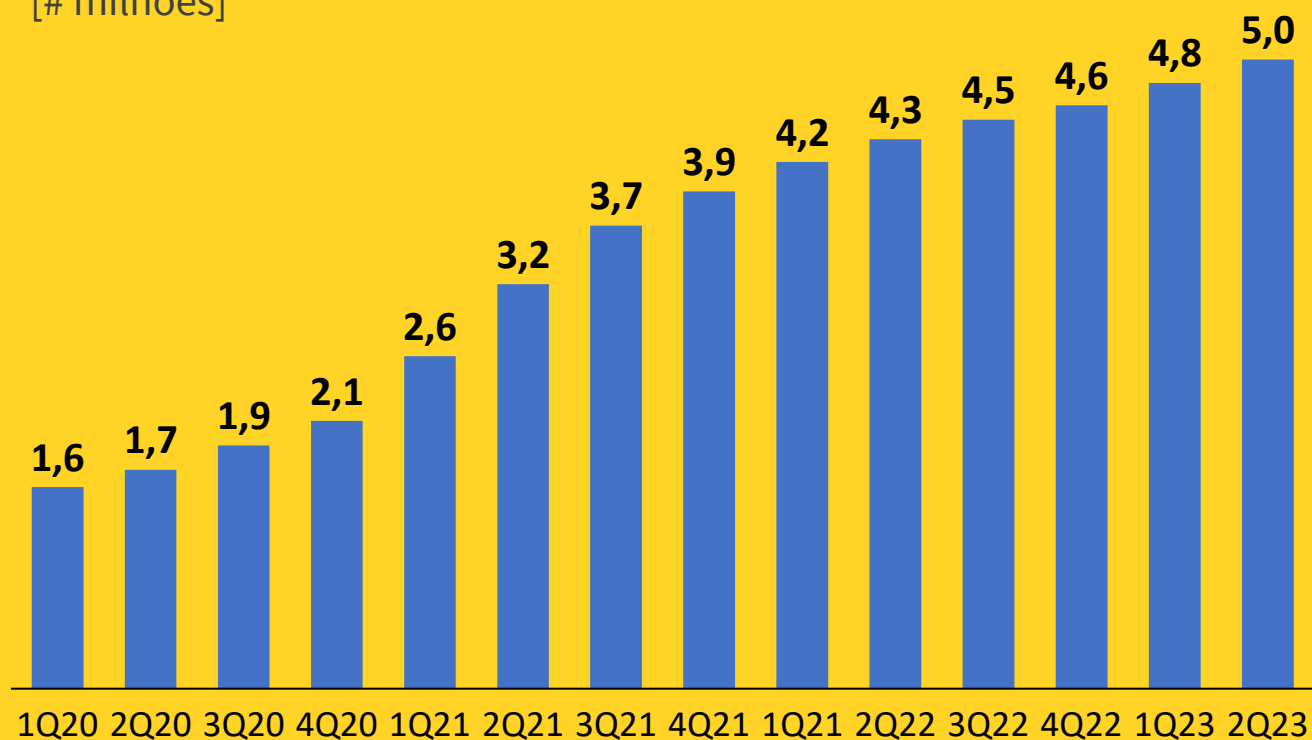


- **57% of customers were repeat customers in 2Q23**, that is, they had already made another service request on the platform before.
- It is important to highlight the continued recurrence of Customers, the result of various actions to improve the offer of services, matching between CLIs and PROs, segmentation of categories and other initiatives.
- **The new Customer App has been helping to increase recurrence**, increasing its relevance in the total orders month by month.



PROs base

[# milhões]

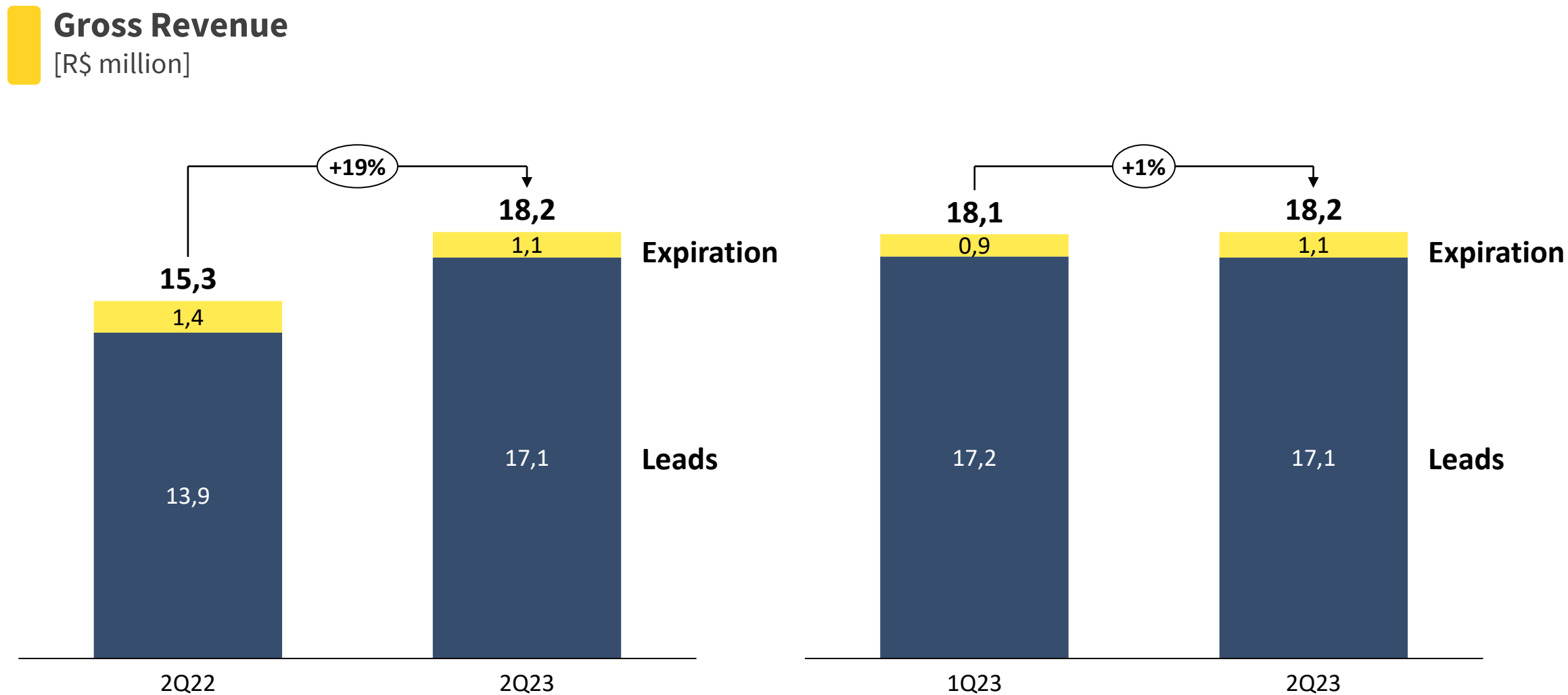


Active PROs [k, last twelve months]

96 101 108 112 141 179 205 215 207 188 175 172 173 173

- We made accelerated investments in Marketing in 2021 and doubled our base of Professionals.
- **Despite the 22% reduction in investments in Marketing (vs 2Q22), the Professionals base showed constant growth**
- We continue to focus on converting and retaining these professionals.

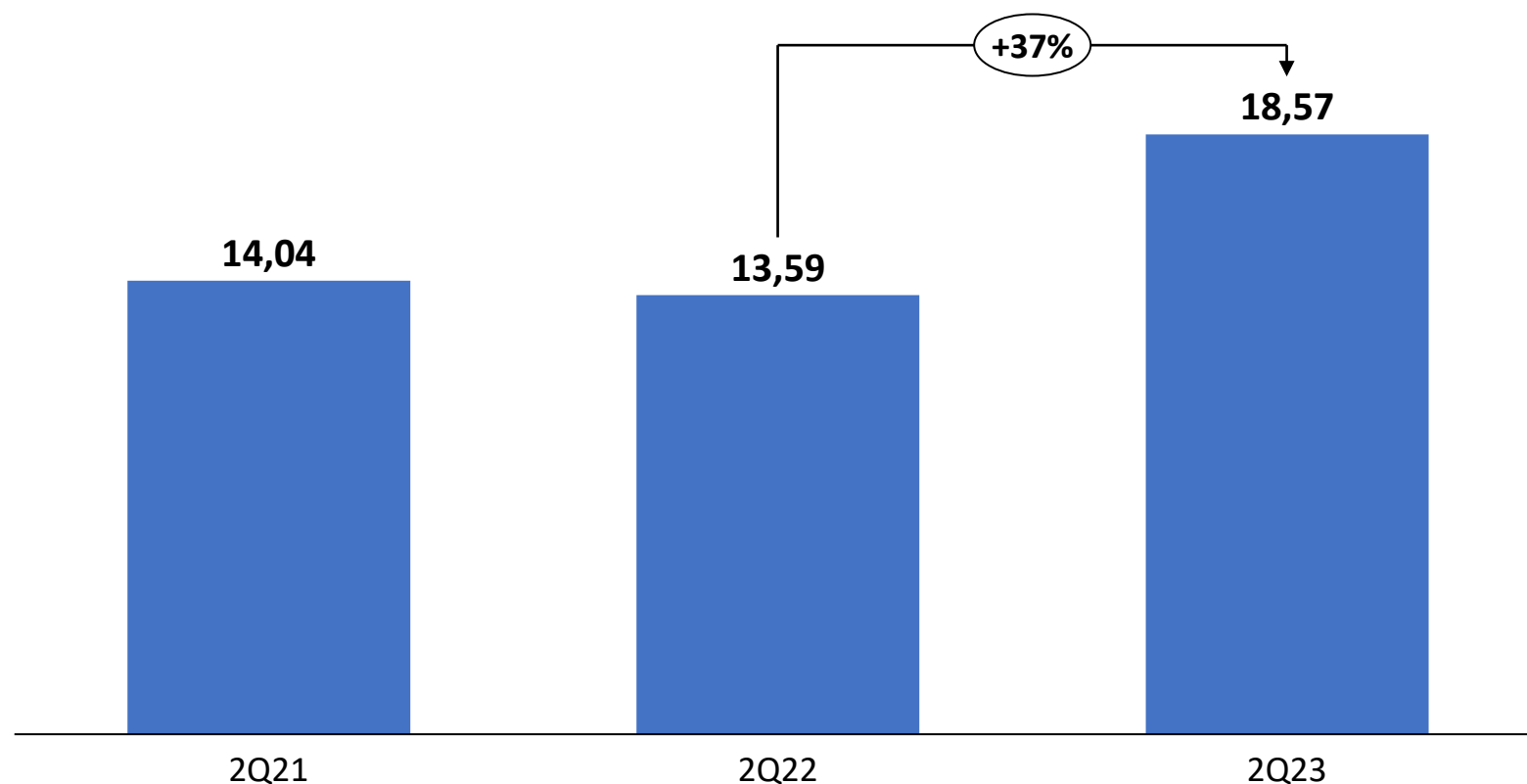
GROSS REVENUE





Revenue divided by amount of requests

[R\$ / request]



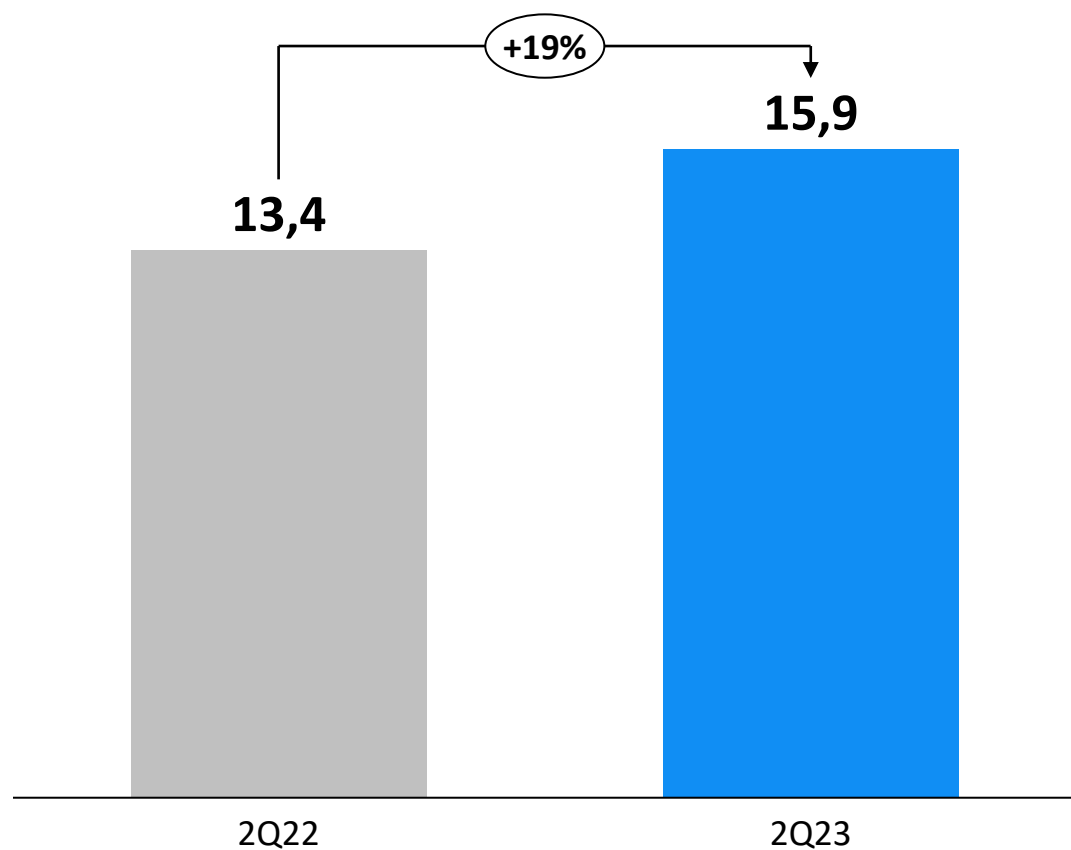
- There has been an increase in monetization of requests, which may be due to an increase in lead value and an increase in leads per request
- **The increase was 37% in the monetization of requests in 2Q23 compared to 2Q22.**
- This was mainly generated by the improvement in the quality of requests and better matching with Professionals.

NET REVENUE AND GROSS PROFIT



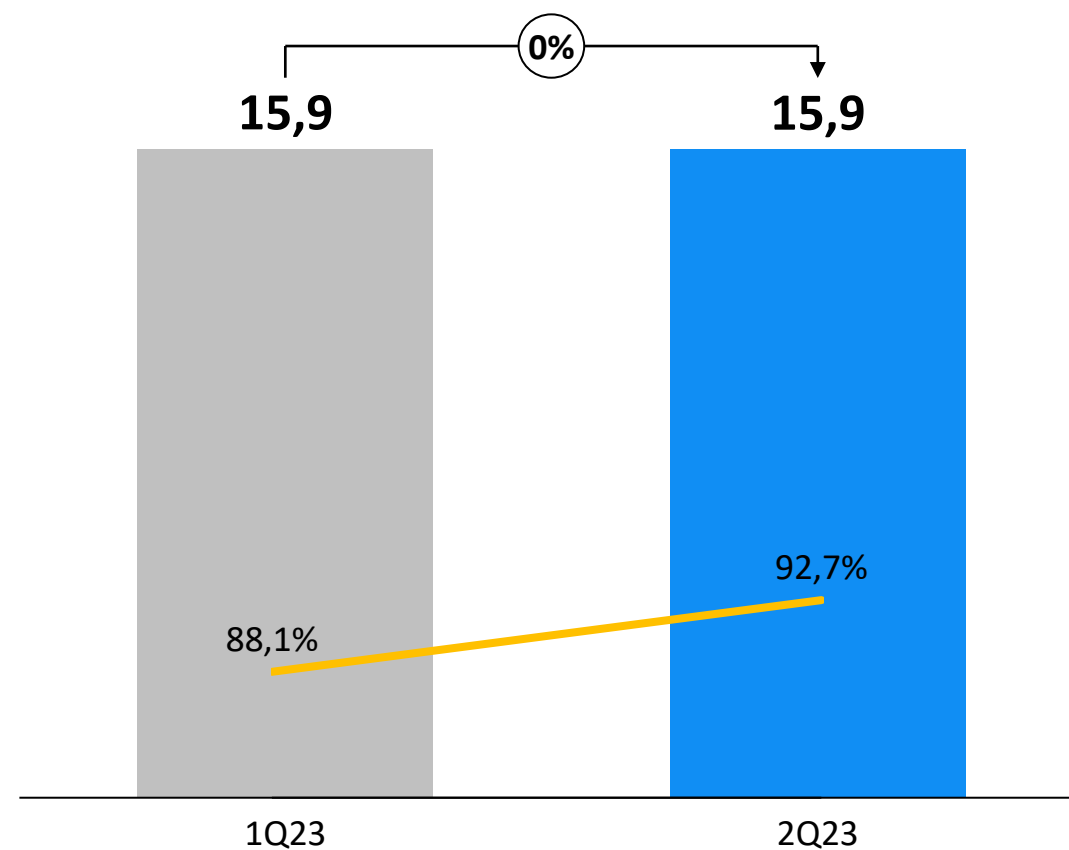
Net Revenue

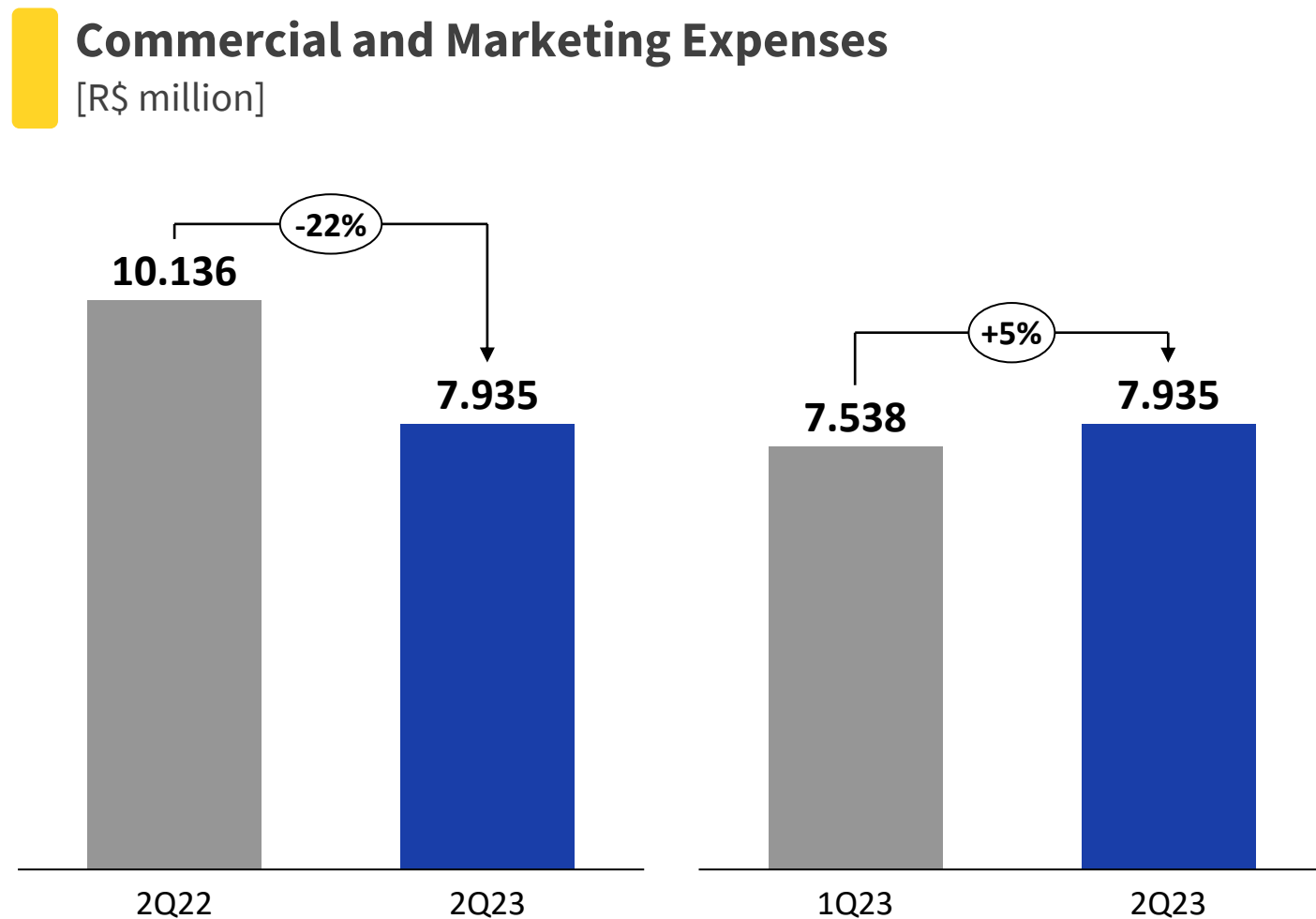
[R\$ million]



Gross Profit

[R\$ million and % of Net Revenue]

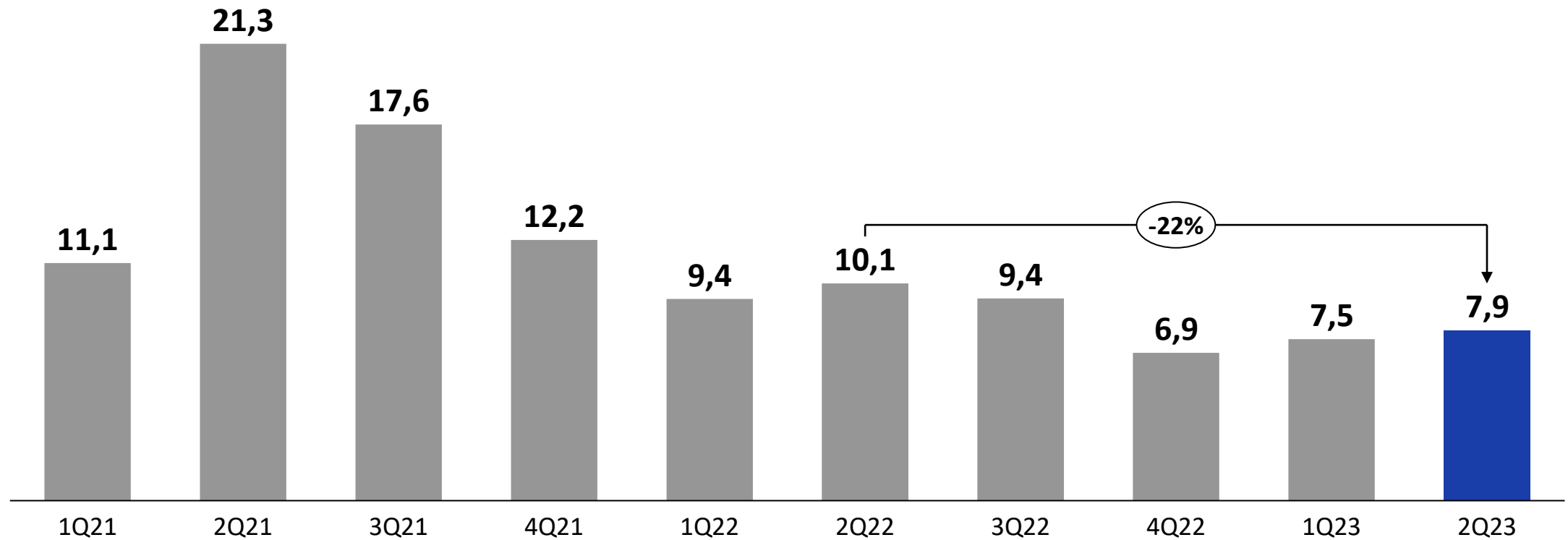




- **Investments in Marketing in 2Q23 decreased by 22% compared to 2Q22 and increased by 5% compared to 1Q23.**
- **We continue to refine our Marketing strategy and investments with a greater focus on the best category and region combinations.**
- **We believe that investment levels compared to current revenues are healthier for the development of our business.**



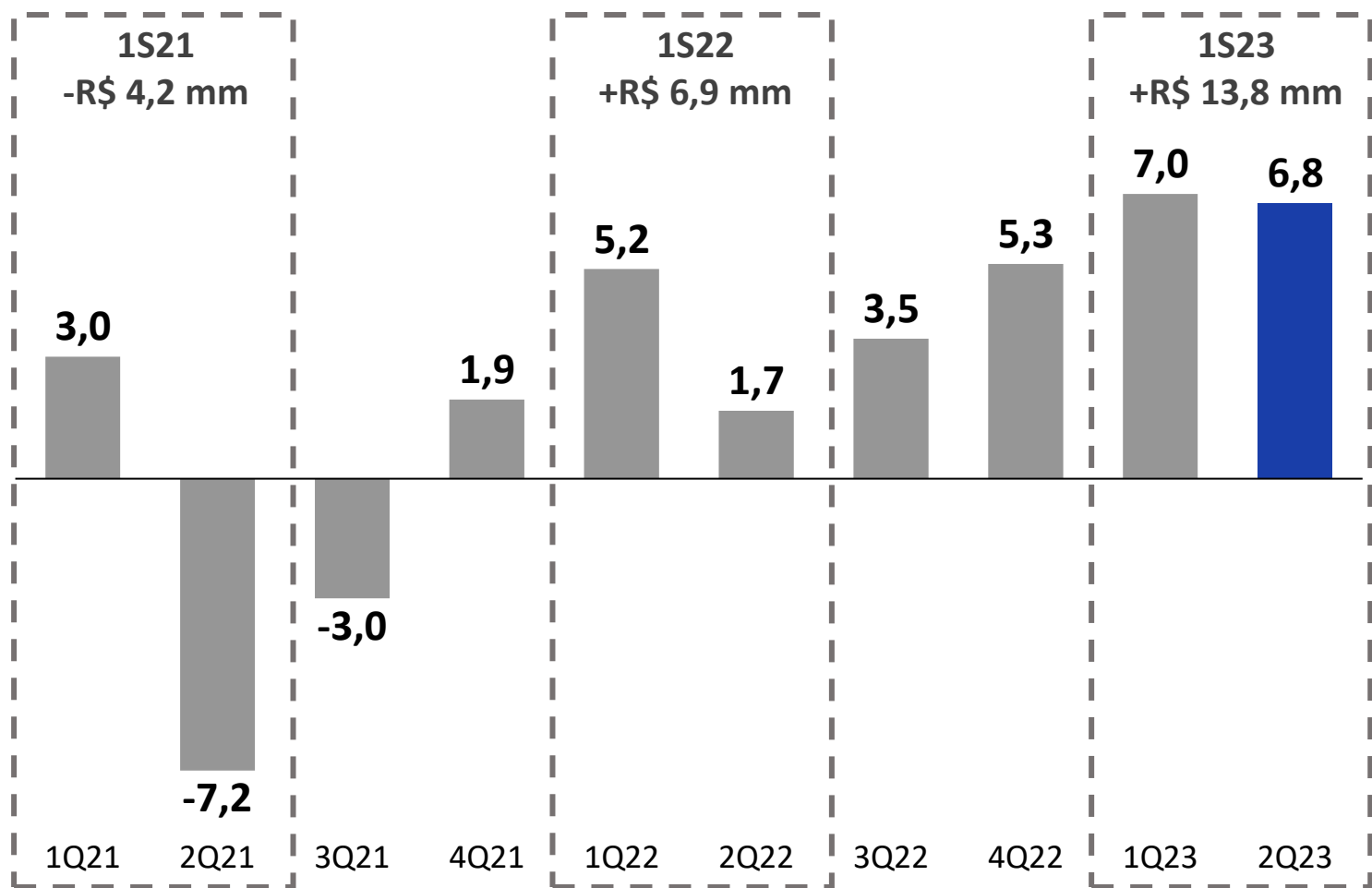
Commercial and Marketing Expenses [R\$ million]





Gross Margin minus Marketing Expenses

[R\$ million]

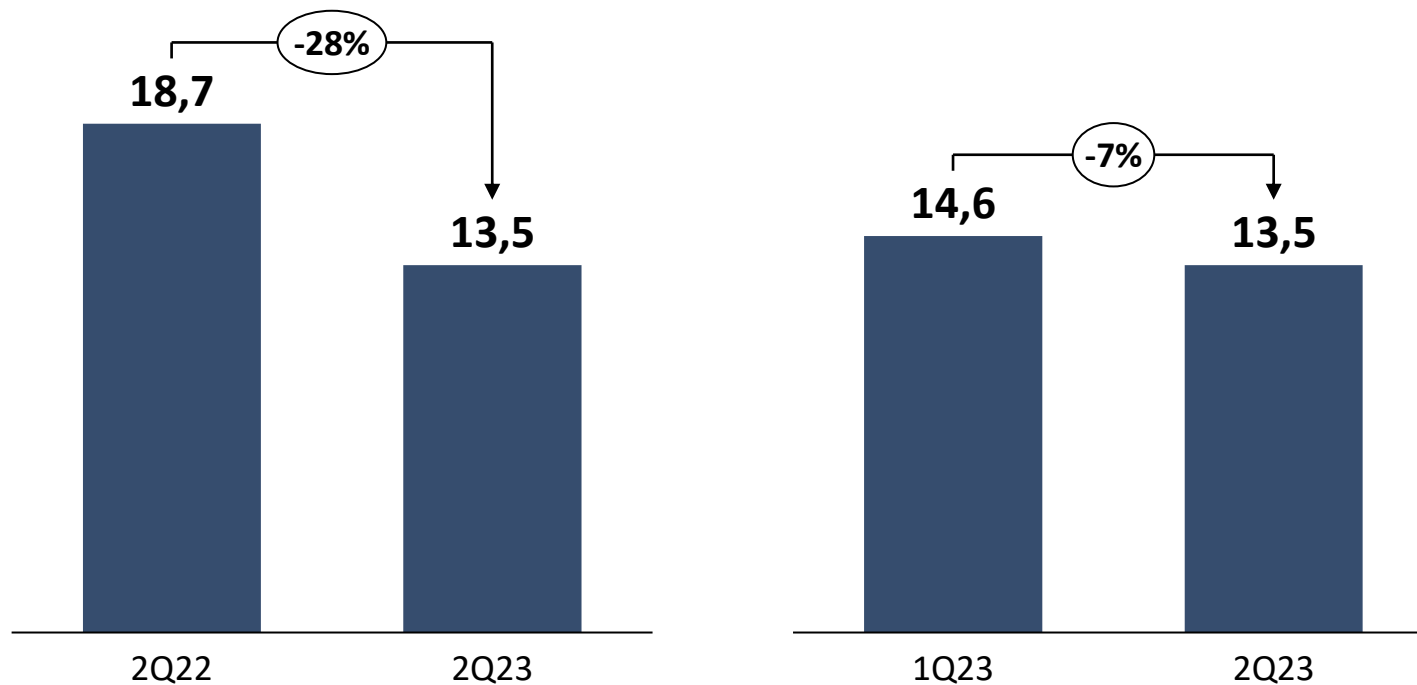


- The high investments in Marketing in 2021 boosted that year's revenue growth, but this resulted in a negative balance (amount spent on Marketing was greater than Gross Profit).
- Since the end of 2021 we have been calibrating (and reducing) investments in Marketing; 4Q21 and 1Q22 were still favored by investments in 2021 (mainly in PROs).
- The accumulated balance in 1H23 was R\$ 13.8 million, twice as much the accumulated balance in the same period of 2022 (which was R\$ 6.9 million).



General and Administrative Expenses

[R\$ million]

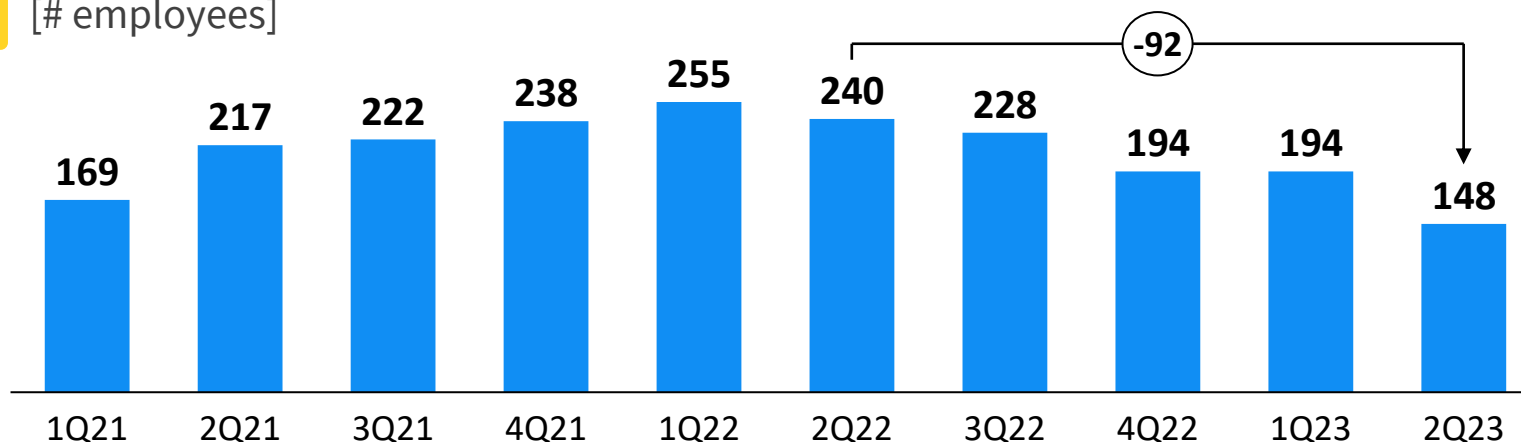


- **General and Administrative expenses were R\$13.5 million in 2Q23, representing a 28% decrease compared to 2Q22 and a 7% reduction compared to 1Q23.**
- The main variations in 2Q23 compared to 2Q22 were in the team structure (a 38% reduction in the number of employees) and non-recurring effects (consulting project that affected 2Q22 expenses and which has already been closed).



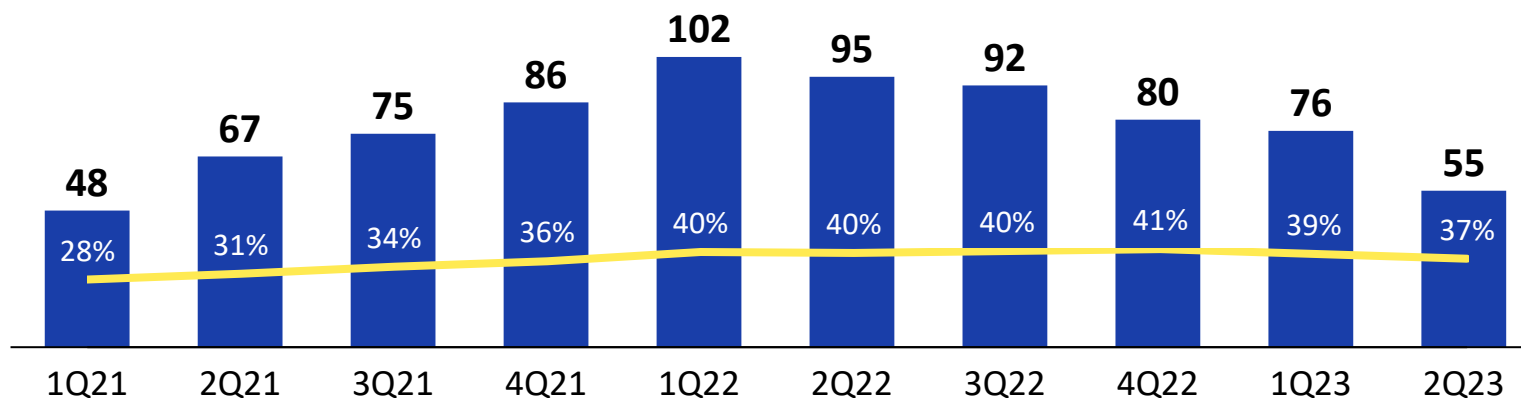
Employees (Total)

[# employees]



Tech e Produto Employees

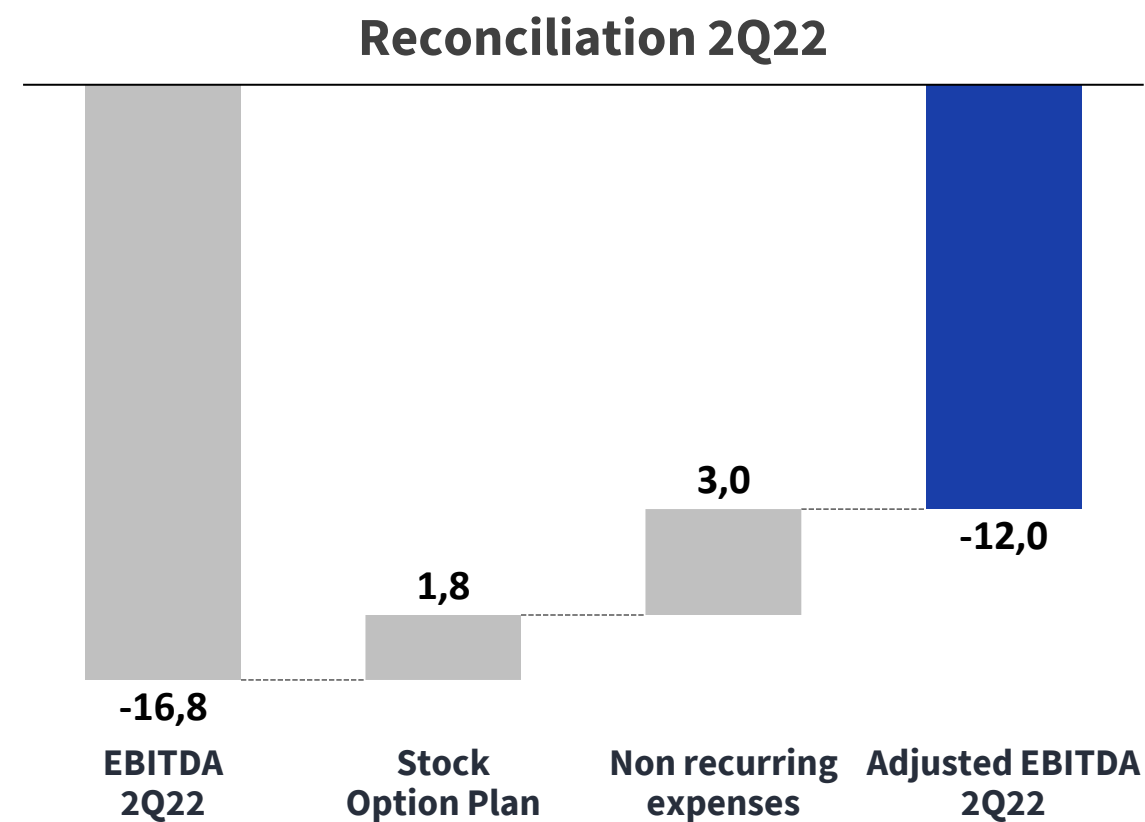
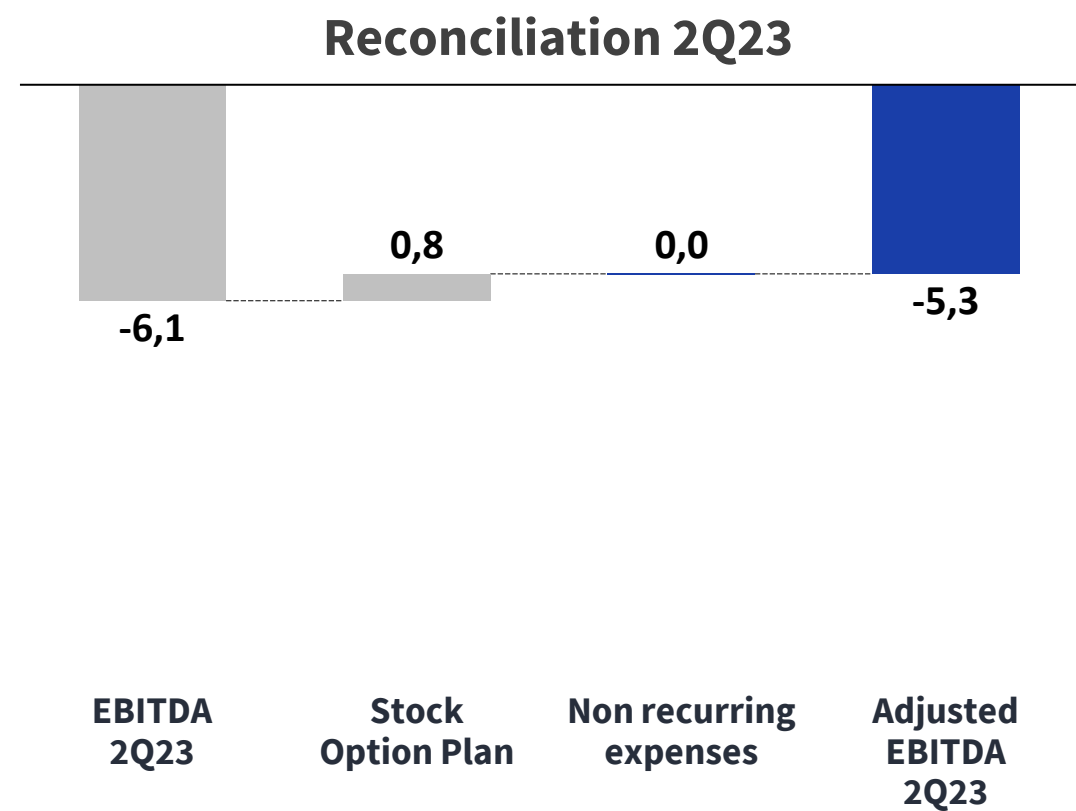
[# employees e % of total employees]



- In 2Q23 we had a reduction of 92 employees vs. 2Q22 and a reduction of 46 employees compared to 1Q23.
- Tech and Product represent close to 40% of total employees, a percentage in line with previous quarters.
- We remain strict with hiring and replacing vacancies, controlling costs without jeopardizing the company's operations.



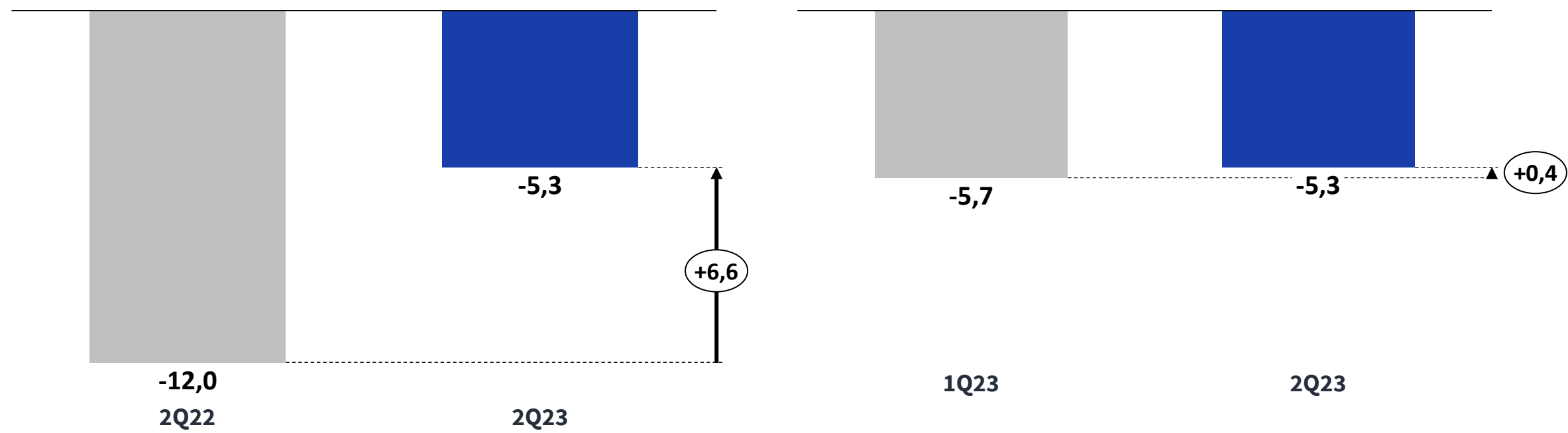
Adjusted EBITDA
[R\$ million]



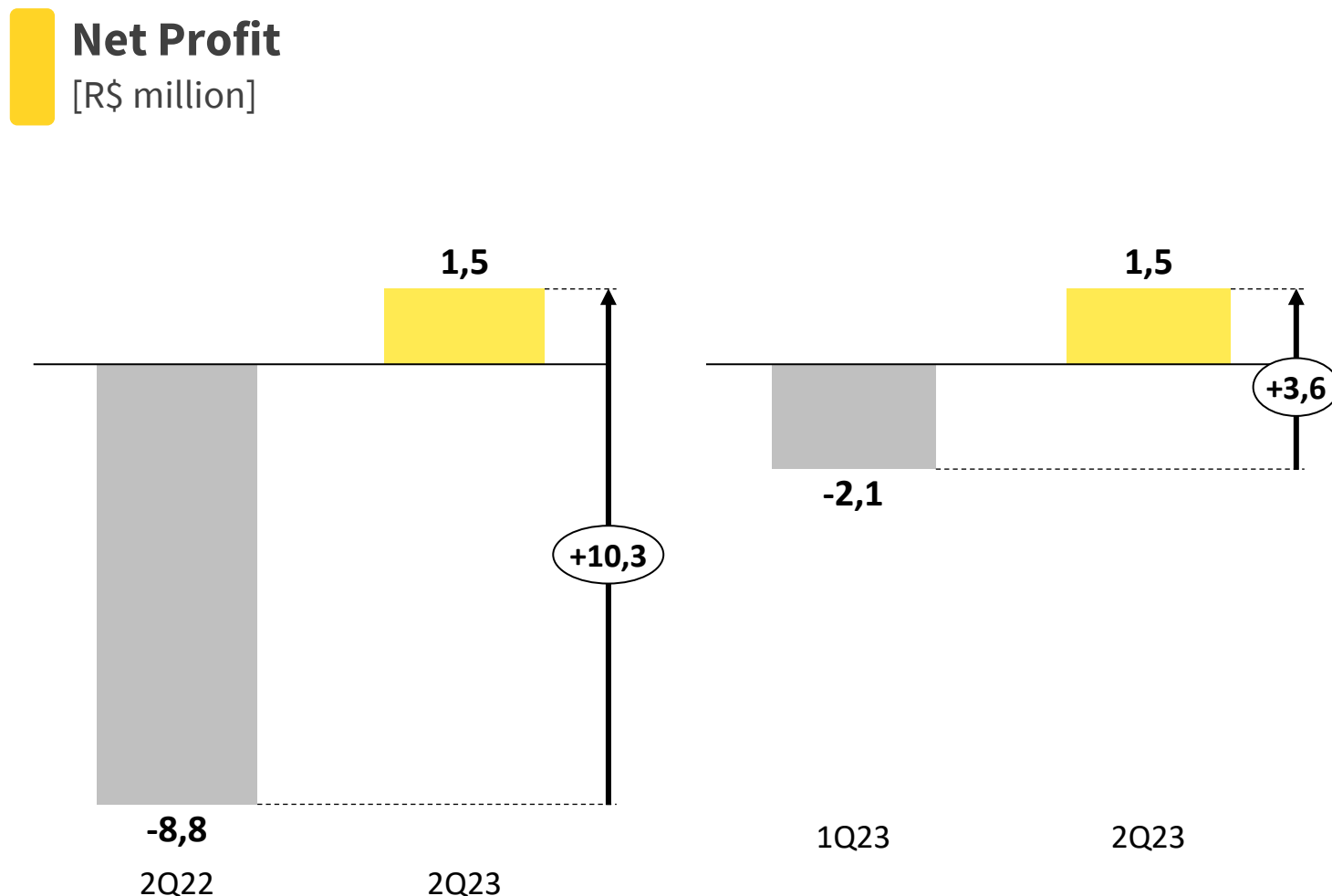
ADJUSTED EBITDA



Adjusted EBITDA
[R\$ million]



NET PROFIT

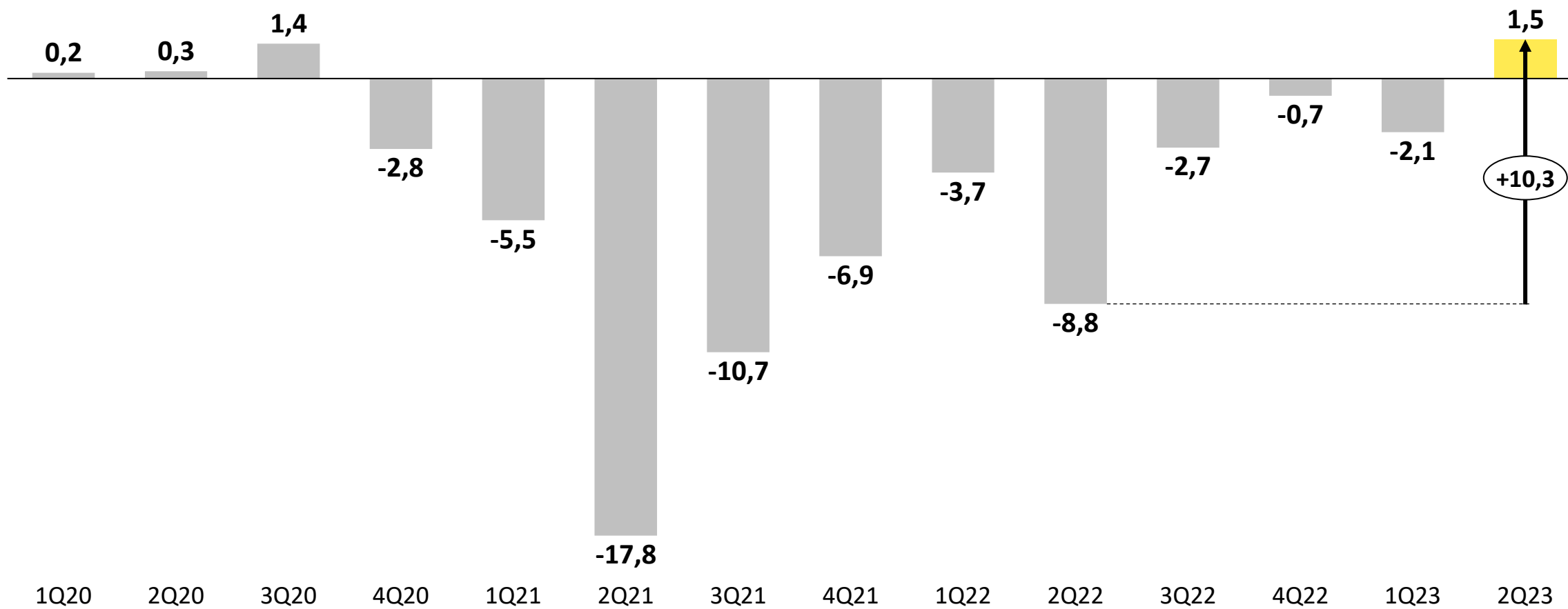


- We report net income for the first time after the IPO
- The 2Q23 result brings an improvement of R\$ 10.3 million in relation to the 2Q22 result and of R\$ 3.6 million in relation to 1Q23
- The net financial result was R\$8.3 million in 2Q23, 2% above the result for 2Q22 (which was R\$8.2 million) – which demonstrates the operational improvement in this year's result.

NET PROFIT



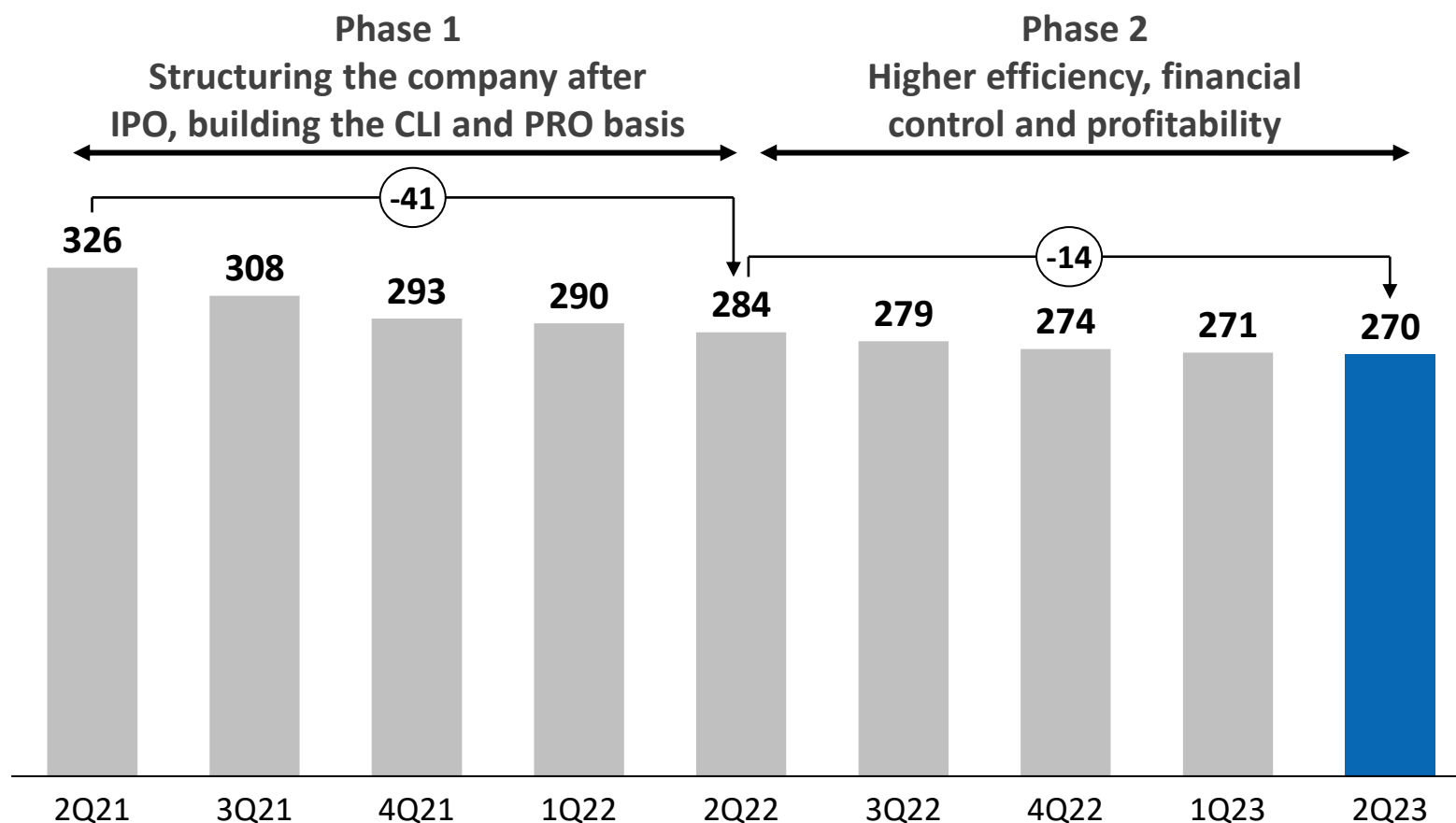
Net Profit
[R\$ million]



CASH BURN



Cash and equivalents [R\$ million]



- We reduced cash burn by 66% (from -R\$41 million between 2Q 2021 and 2022 to -R\$14 million between 2Q 2022 and 2023).
- We have no debts or any other liabilities that compromise our cash position.
- The operating model that generates positive cash flow as Professionals pay before using coins to buy leads.

CAPITAL REDUCTION | August, 2023

 **GetNinjas**





- In 2Q23, GetNinjas presented for the **first time after IPO a net profit of R\$1.5 million.**
- On August 2, 2023, the **GetNinjas Board of Directors approved:**
 - **Proposal to reduce the Company's capital to absorb accumulated losses in the amount of R\$ 97.3 million,** to be submitted to the Shareholders Meeting.
 - **Convocation of the Shareholders Meeting, to be held on first call on August 23, 2023, at 9 a.m.,** to resolve on the following agenda: **reduction of the Company's capital stock, without cancellation of shares,** to absorb the accumulated losses recorded in the quarterly financial information for June 30, 2023, with the consequent **amendment and consolidation of the Company's bylaws ("Bylaws"), contemplating adjustment in article 5 of the Bylaws.**



	Capital social (R\$)	# de ações ordinárias
Atual	R\$ 395.503.585,60	50.797.017
(-) Redução do capital social proposta	R\$ 97.285.669,92	—
Após aprovação da presente proposta de redução	R\$ 298.217.915,68	50.797.017



- **Financial waivers:** *Not applicable, given that the Company has no indebtedness.*
- **Trading of shares:** *No change (there will be no refund of values to shareholders).*
- **Shares:** *No cancellation of shares or change in the number of shares issued by the Company (there will be no change in shareholding).*
- **Tax benefits:** *Accounting operation, without alteration of tax benefits.*
- **Equity Value of Shares:** *No change in the equity value per share, the transaction is a deduction of accumulated losses from the capital account and the effects are already reflected in the Company's Equity.*

