

# Results

3Q24 | November, 2024



 **GetNinjas**



**Largest service Marketplace** in Brazil

Available on **more than 4 thousand cities**

More than **5 million Professionals**

More than **4 million Requests per year**



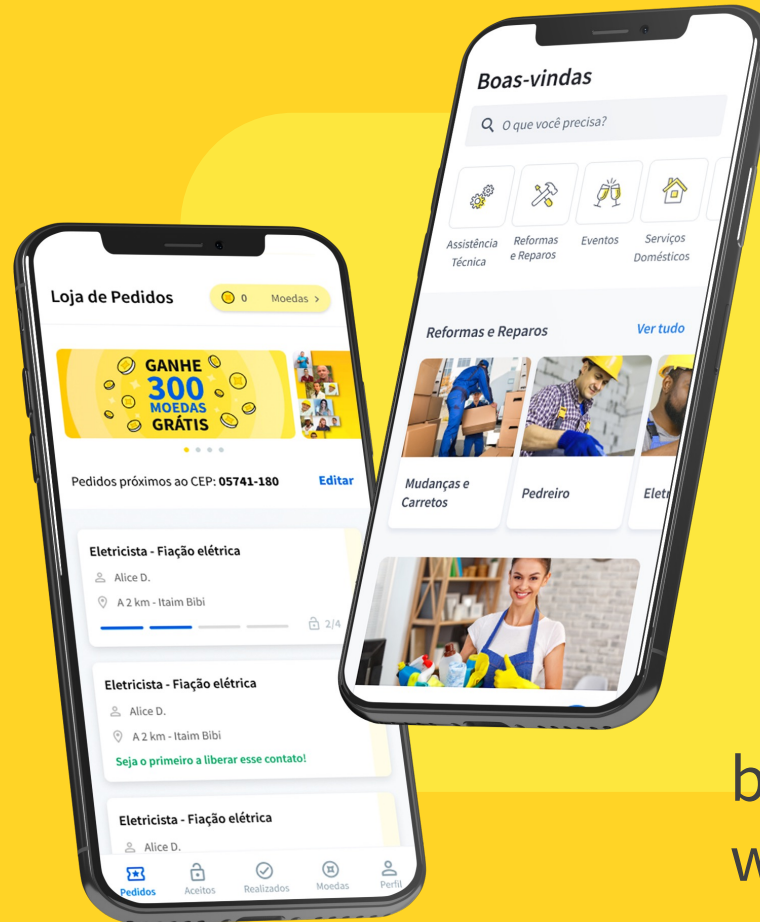


**01**  
The client  
requests a service

**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



# Executive Summary

- The company **reaffirms its commitment to sustainable growth centered on people**, highlighting the new organizational values introduced in the third quarter of 2024. These values represent a significant strategic shift, fostering **innovation** and the **development of new products**, which are essential to strengthening its position in the Brazilian service market. Additionally, the company completed a corporate restructuring involving the transfer of assets and liabilities to its wholly owned subsidiary, GetNinjas Ltda., with an effective date of September 30, 2024.
- Simultaneously, the company has been focusing efforts on qualifying its professional base to ensure greater quality and safety for its clients. **This initiative is part of an ongoing cultural and operational transformation** which, despite initial challenges, aims to build a more robust service environment aligned with the goal of excellence and security.
- **Gross Revenue totaled** BRL 16.7 million in the quarter, representing a 14% **decrease** compared to the same period in 2023 and a 9% **decline** compared to the second quarter of 2024. **Net Income was recorded** in the quarter, with a **positive** result of BRL 3.8 million in 3Q24, compared to a **profit** of BRL 4.2 million in 3Q23.

## 3Q24 HIGHLIGHTS



CLIENTS  
REQUESTS

**900  
k**

[-7% vs 2Q24]  
[-14% vs 3Q23]

PROFISSIONALS  
BASE

**5,6  
mm**

[+3% vs 2Q24]  
[+11% vs 3Q23]

ACTIVE  
PROFESSIONALS  
(LTM)

**144  
k**

[-6% vs 2Q24]  
[-14% vs 3Q23]

**ReclameAQUI**

**SCORE 8,9**



Google Play

**PRO 4,0 CLI 4,8**



Apple Store

**PRO 4,2 CLI 4,8**

NET REVENUE

**R\$14mm**

[-11% vs 2Q24]  
[-11% vs 3Q23]

GROSS PROFIT

**R\$11.8mm**

[-11% vs 2Q24]  
[-16% vs 3Q23]

NET PROFIT

**R\$3.8mm**

[-42% vs 2Q24]  
[-10% vs 3Q23]

CASH POSITION

**R\$293mm**

[vs R\$ 284 mm no 2Q24]  
[vs R\$ 278 mm no 3Q23]

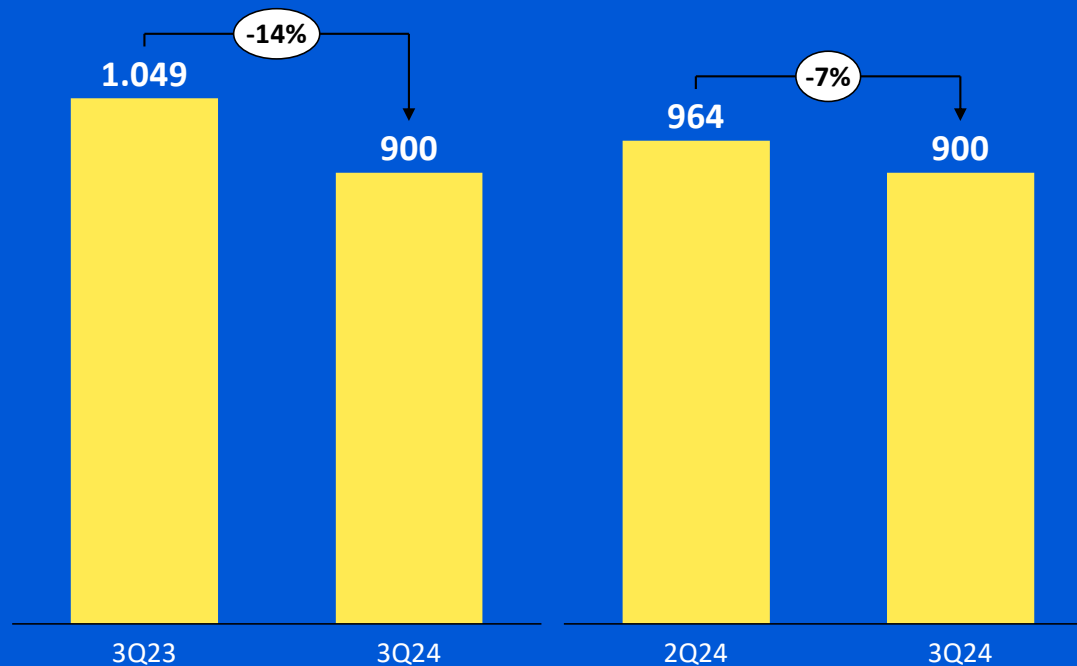


# CLIENTS



## Clients Requests

[# '000]



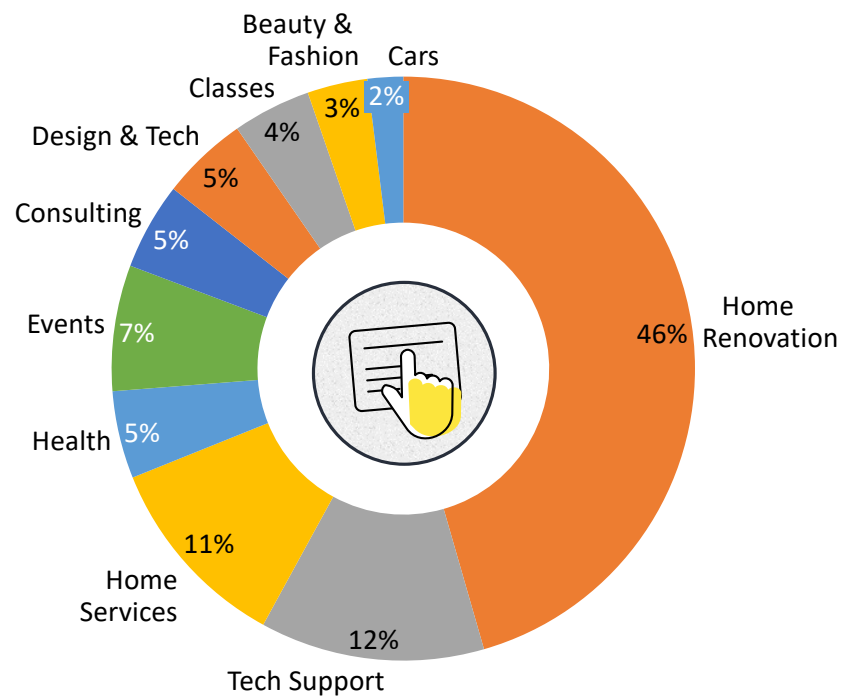
- In 3Q24, customers made approximately 900,000 service requests.
- As a result, the number of requests decreased by 6.7% in 3Q24 compared to 2Q24 and by 14% compared to 3Q23, reflecting adjustments made to the company's marketing investment strategy.
- It is noteworthy that there has been a significant improvement in the efficiency of these investments. We have substantially increased the Marketing Expenses to Revenue ratio.

# CLIENTS



## Requests by category

[3Q24 - % of total requests]



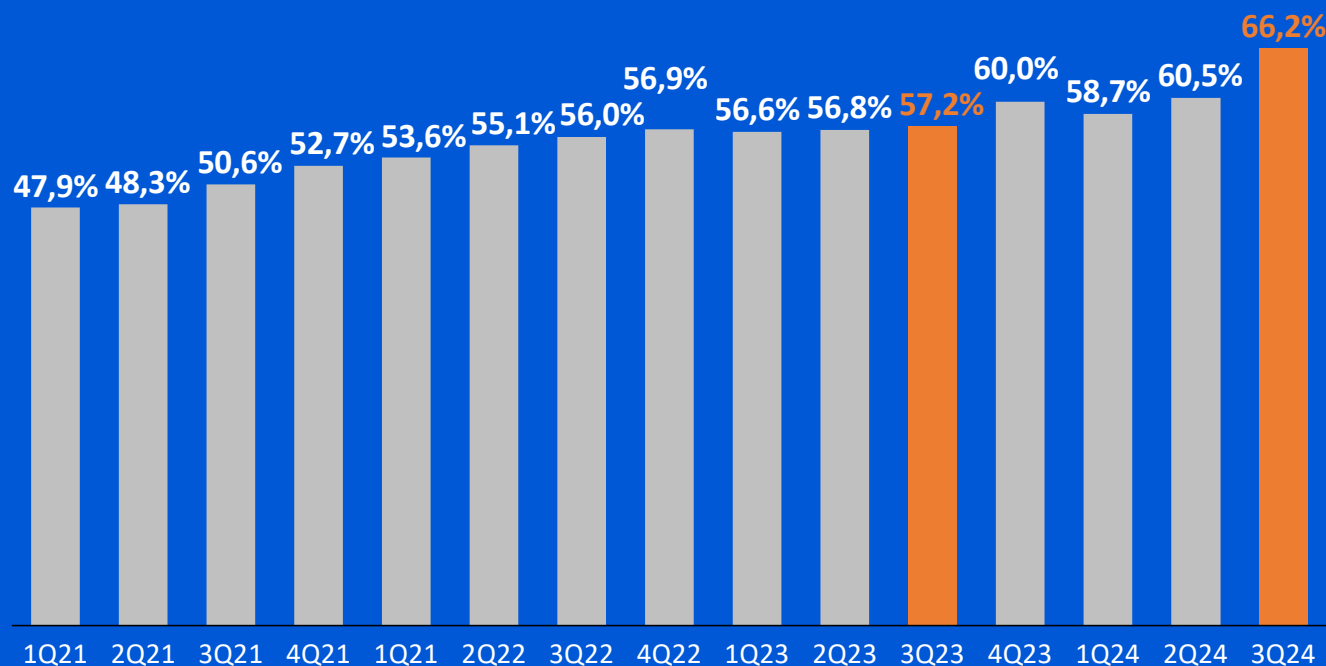
- The categories that concentrated the highest volume of requests in 3Q24 were:
  - Renovations and Repairs
  - Technical assistance
  - Domestic services
- These same categories have been the main ones in recent years.

# CLIENTS



## Clients Recurrence

[% total clients]



- **66% of customers were recurrent customers in 3Q24**, that is, they had previously made another service request on the platform.
- We have worked to enhance the attractiveness of requests for PROS, thereby increasing the ratio of leads per request. This approach has expanded options for clients, which has also improved the closure rate.

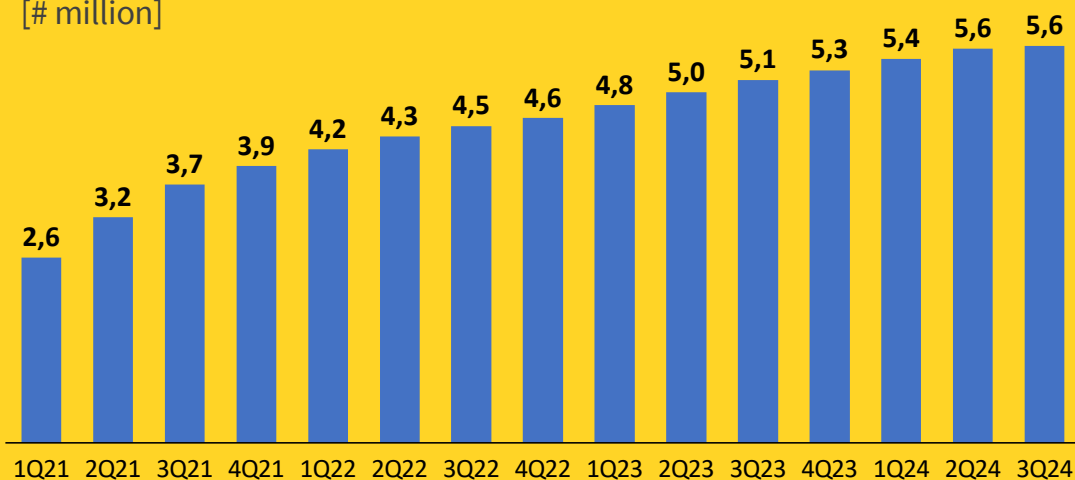


# PROFESSIONALS



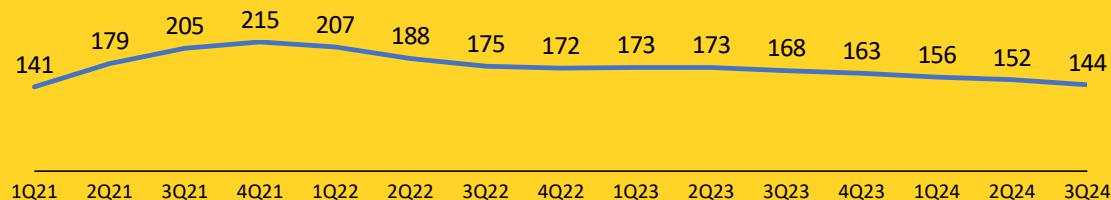
## PROs Base

[# million]



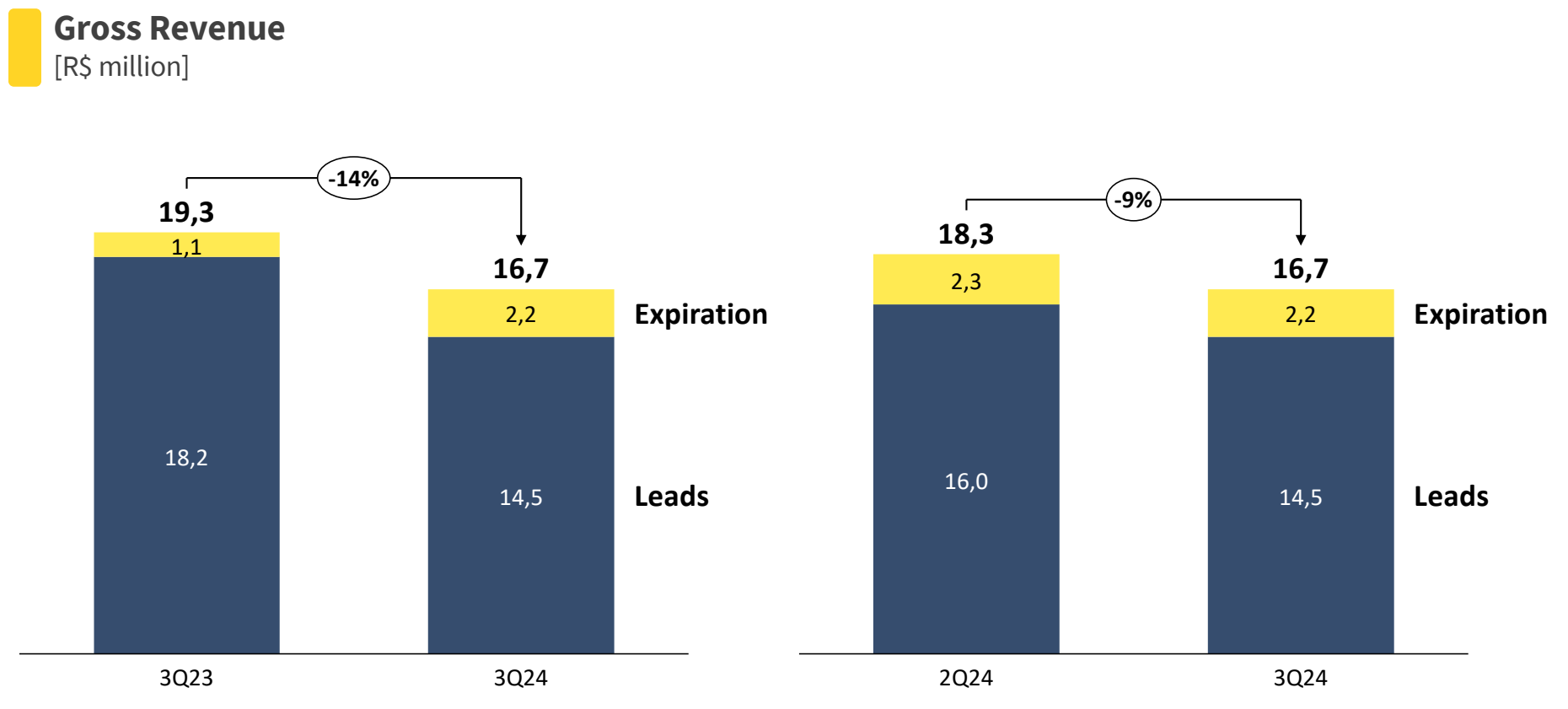
The base of registered PROs continues to grow. However, with the changes implemented to optimize resources in the marketing and performance area, the number of Active PROs fell slightly in the last quarter.

## Active PROs ['000, LTM]



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

# GROSS REVENUE



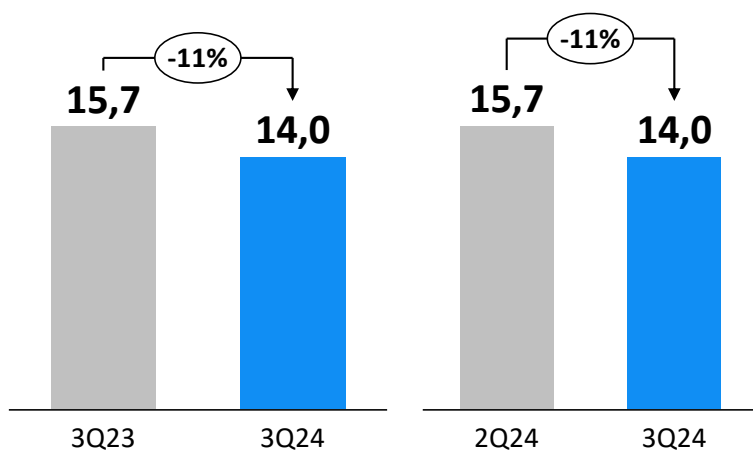
# NET REVENUE AND GROSS PROFIT



The variation was impacted by a 15% reduction in marketing investments, aimed at optimizing resources by allocating them to categories with greater scale and profitability.

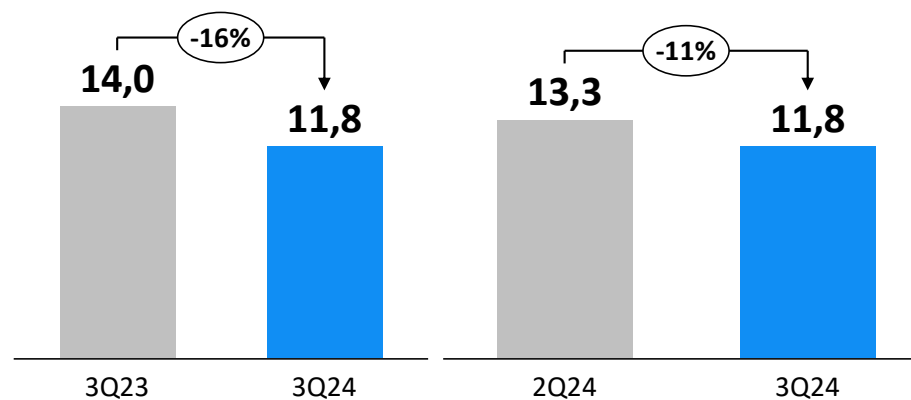
## Net Revenue

[R\$ million]



## Gross Profit

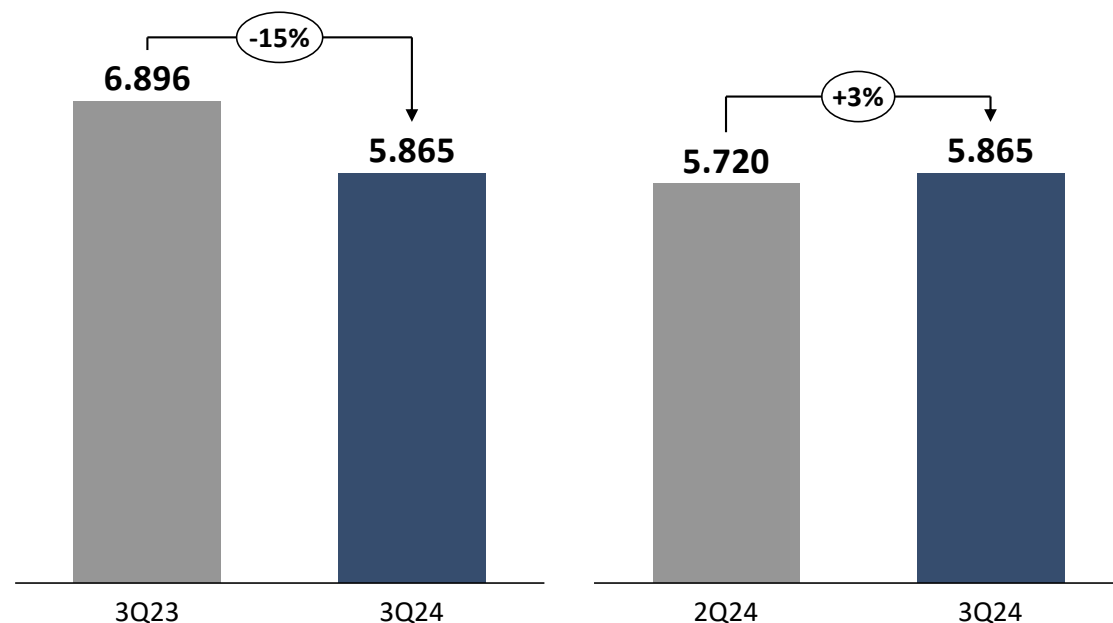
[R\$ million and % of Net Revenue]



# COMMERCIAL AND MARKETING EXPENSES



**Commercial and Marketing Expenses**  
[R\$ million]



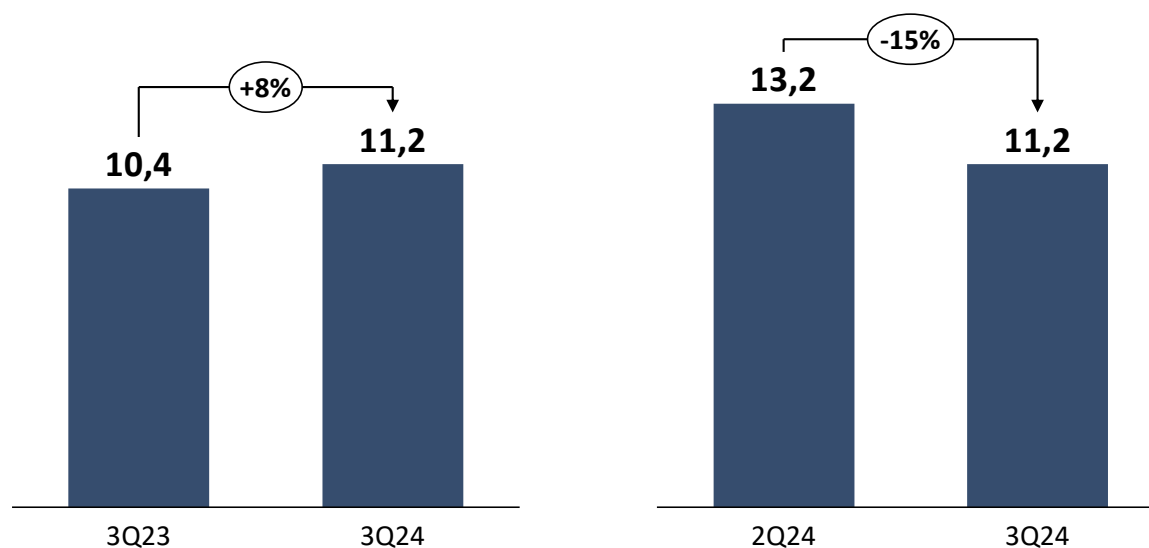
- **Marketing investments** in 3Q24 **decreased** by 15% compared to 3Q23. Compared to 2Q24, we recorded a 3% increase; however, excluding non-recurring expenses, the reduction for the same period would be 10%.
- **We continue to refine our marketing strategy and investments**, focusing on the best combinations of categories and regions to generate requests at a lower cost and achieve higher revenue per customer acquisition.
- Additionally, we **improved the quality of service requests** by revising forms to include more relevant questions, thereby increasing the appeal of requests to Professionals.

## GENERAL & ADMINISTRATIVE EXPENSES



### General & Administrative Expenses

[R\$ million]



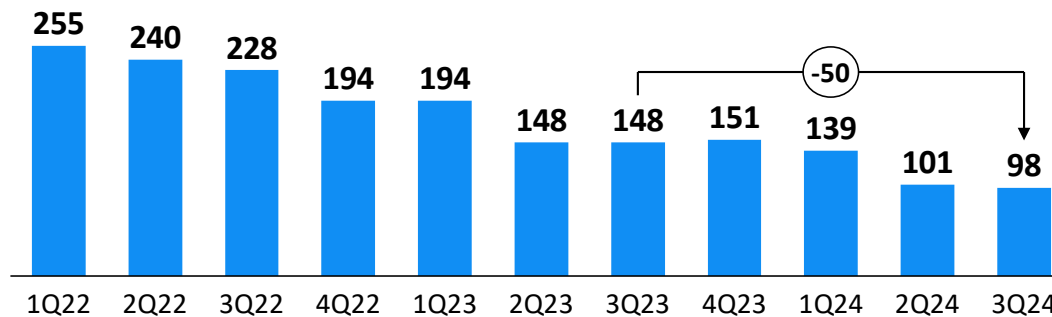
- **General and Administrative Expenses** totaled BRL 11.2 million in 3Q24, representing a **15% reduction** compared to 2Q24.
- Throughout the year, we implemented adjustments, and this more streamlined workforce structure reflects a more prudent approach to cost management without compromising future development and growth opportunities.

# PEOPLE



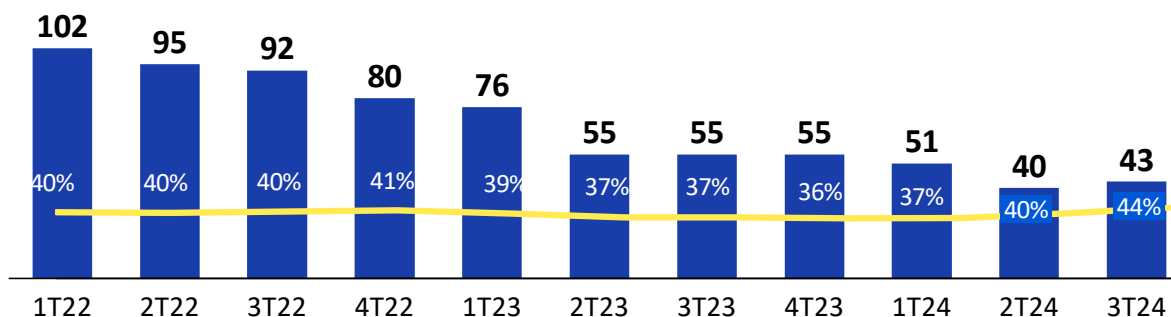
## Employees (total)

[# of people]



## Tech and Product Employees (total)

[# of people and % of total employees]



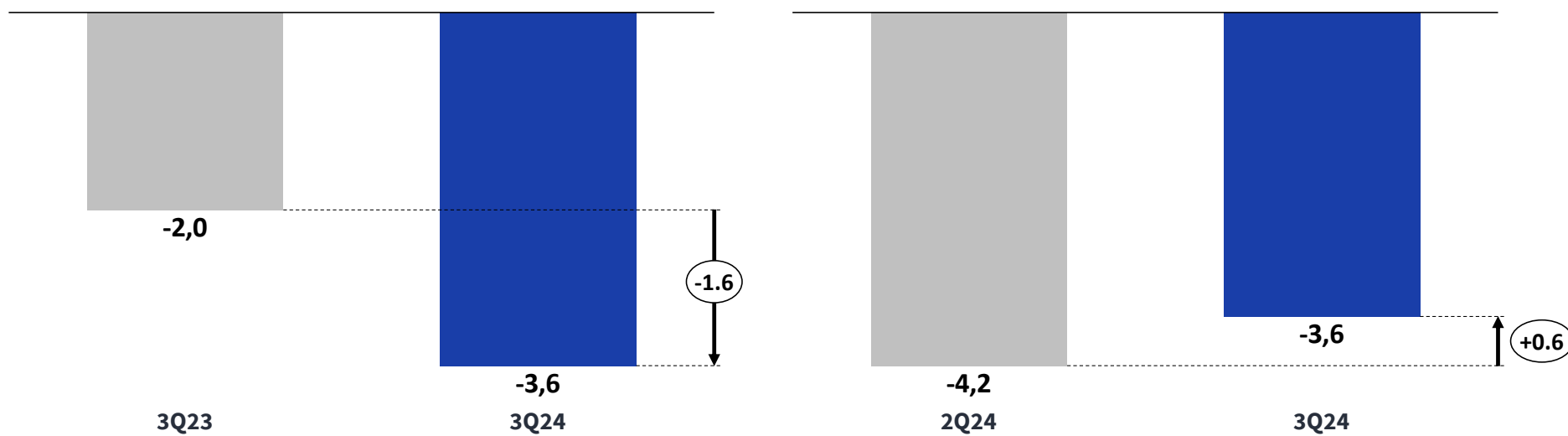
- We ended the quarter with 98 employees, 50 fewer than in the same quarter last year.
- **Tech and Product represent close to 44% of total employees.**
- **We remain rigorous with hiring and replacing vacancies,** controlling costs without compromising the company's operations.

## ADJUSTED EBITDA



### Adjusted EBITDA

[R\$ million]

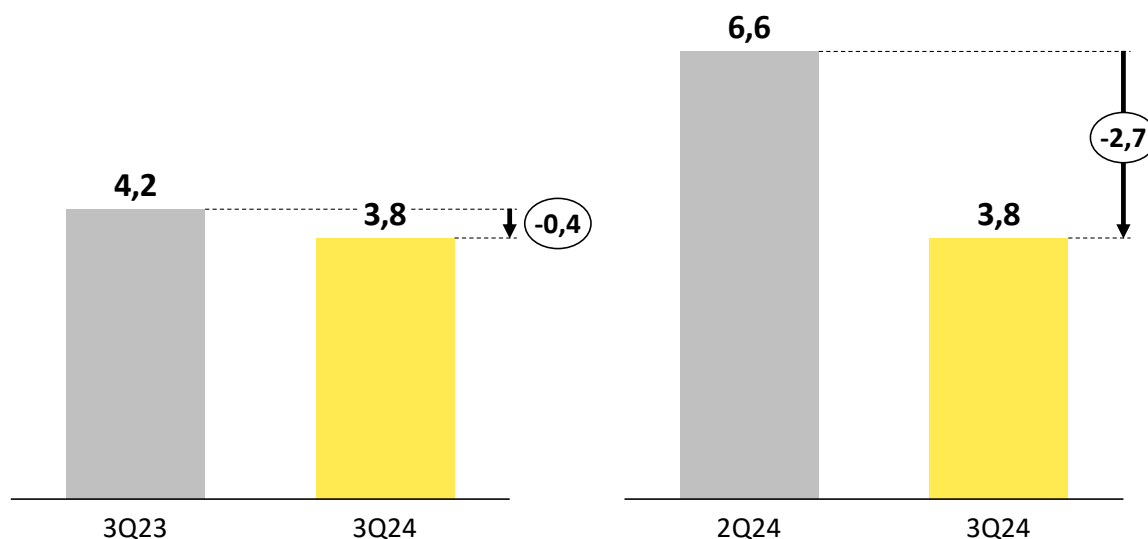




## NET PROFIT



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

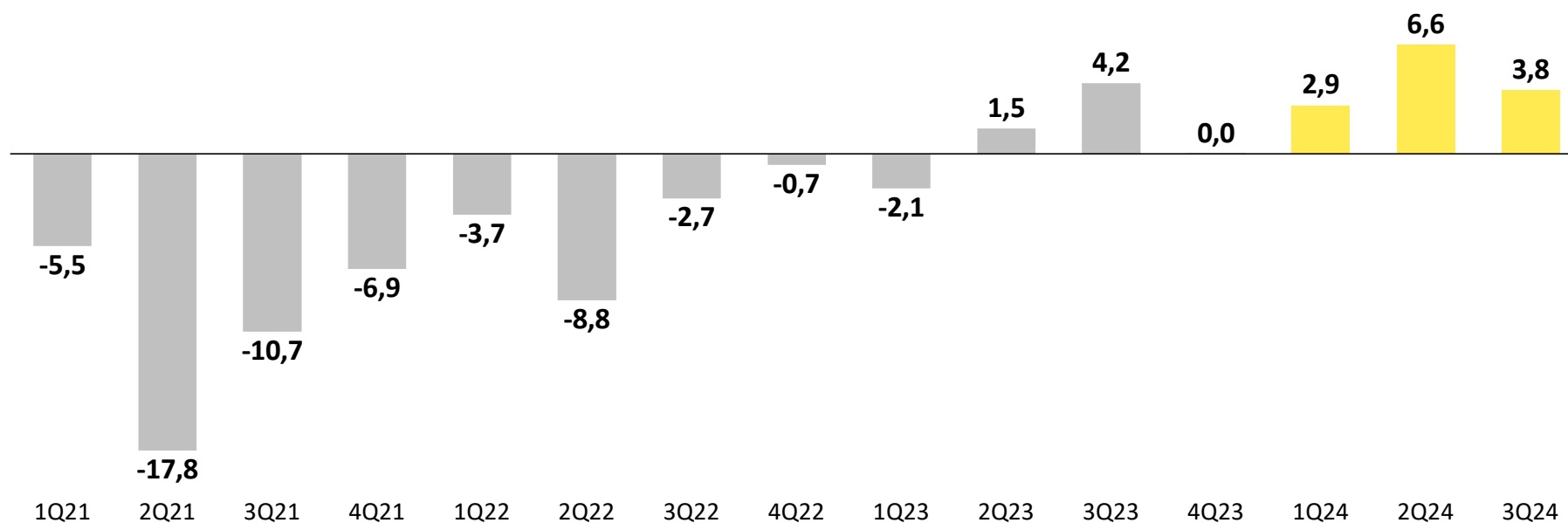


- We recorded **Net Income** for the quarter, with a **positive result** of BRL 3.8 million in 3Q24, compared to a **profit** of BRL 4.2 million in 3Q23.
- **Net Financial Results** amounted to BRL 11.8 million in 3Q24, 27% higher than the BRL 9.3 million recorded in 3Q23.

# NET PROFIT



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

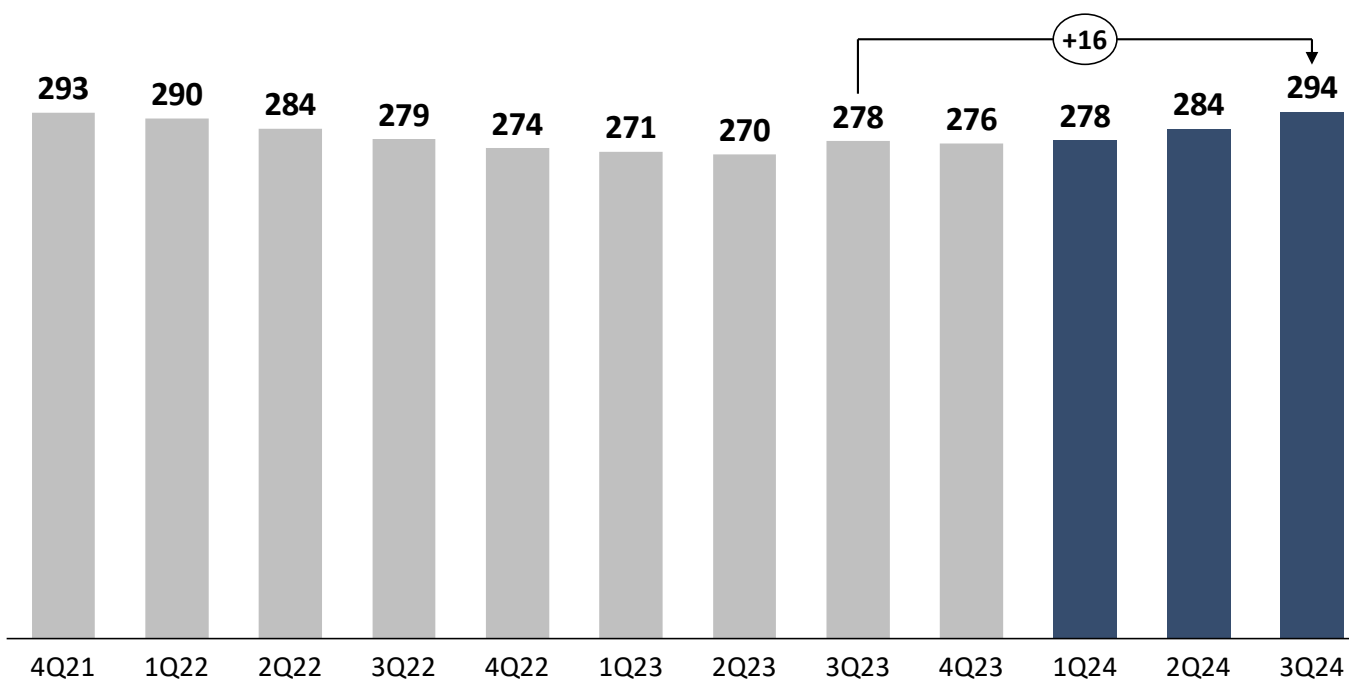


# CASH POSITION



## Cash and investments

[R\$ million]



- From 3Q23 to 3Q24, we increase by R\$16 million our net cash position.
- We do not have debts or any other liabilities that compromise our cash flow.

