

stone co.

MAY / 2020

1Q20 EARNINGS PRESENTATION



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Main Highlights

Strong Growth and Financial Position

- ✓ TPV growth of 42% y/y in 1Q20, with 2020 growth pre-COVID-19¹ of 52% y/y
- ✓ Active Client Base of 531,300² ex-micromerchants, 73.9% growth y/y
- ✓ Net Additions of 50,500² ex-micromerchants (Stone Mais / TON) q/q
- **✓** Take-rate of **1.81%**, **+1bp** q/q
- Adjusted Net Cash of R\$5.1 bn in 1Q20 and cash plus short-term investments of R\$3.9 bn, +43% y/y
- Current liquidity ratio improved to 1.70x in 1Q20, from 1.55x in 4Q19
- Adjusted Net Income of R\$162.3 mm in 1Q20
- ✓ Adjusted Net Margin of 22.6% in 1Q20, despite COVID-19 impact of R\$61.0 mm pre-tax, consisted of higher financial expenses³, incentives given to clients and lower revenue in our credit solution, mainly due to higher expected delinquencies

Integrated Financial Platform (ABC) and Software Update

- **√ 158,000** clients with the **Stone banking accounts** as of Apr-20
- Credit outstanding of R\$386 mm, with 34,500 clients as of Apr-20 and healthy ROA⁴ of 2.7% per month after COVID-19 provision impact
- ✓ Software solutions reached 237,000 subscribed clients in May-20, including approximately 53,000 clients brought by new investments listed below
- ✓ New investments to enhance our ecosystem of solutions and help SMBs manage and grow their businesses, include mLabs, Delivery Much, Vitta and MVarandas
- √51%⁵ of ecommerce volumes in Brazil went through Stone's platforms from mid Mar-20 to end of Apr-20
- (1) Pre-COVID-19 QTD growth considers TPV until 15-Mar-20.
- (2) Clients that have transacted with Stone at least once in the preceding 90 days. TON, our micromerchant business, reported 23,200 active clients in 1Q20 (clients that have transacted with TON / Stone Mais at least once in the preceding 12 months).
- (3) Pre-tax impact in financial expenses of R\$35.8 mm, including longer-duration funding, higher liquidity pool and mark-to-market losses from corporate bonds in short term investments.
- (4) Return on Assets (ROA) calculated as credit revenue net of expected losses / average credit portfolio

Support to Clients and Community

- √ °90% of our people are working from home; all have access to 24/7 health support
- R\$30 mm in financial relief through subscription exemptions and prepayment discounts to clients in hardest-hit sectors
- ✓ R\$100 mm in microlending to SMBs, at terms similar to pre-COVID-19
- ✓ Marketing and social commerce tools to help clients sell online
- ✓ R\$5 mm to finance the construction of a hospital in Rio de Janeiro, where Stone was founded, which is among hardest-hit locations in Brazil
- Buy Local campaign to support SMBs in Brazil reached 29 million views on Youtube

Recent Developments and Outlook

- ✓ TPV growth in 2Q20 QTD⁶ of +15% y/y, with +23% y/y in May MTD⁶
- ✓ Improvement in all main customer service KPIs in Apr-20 vs 1Q20⁷
- **✓** 59% of total TPV comes from hubs and 41% from digital and integrated partners
- Strong growth in online payments with TPV growth of 42% in Apr-20 vs Jan-20
- Online client base also growing fast, driven by SMBs, at 29% in Apr-20 vs Jan-20
- ✓ Diversified geographic footprint in the hubs, with only ~37% of TPV in the State capitals, with the rest widespread throughout thousands of cities
- 2Q20 outlook: Adjusted Pre-Tax Margin⁸ between 20% and 24%, factoring in one-off expenses related to COVID-19, including severance costs in connection to the reduction of 1,300 people in May-20
- (5) Please refer to slide 10 for more details
- (6) Up to 23-May-20.
- (7) Including NPS, first call resolution and number of calls rated as "excellent".
- (8) Adjusted Pre-Tax Margin equals Pre-Tax Income plus share-based compensation expenses and amortization of fair value adjustments, divided by Total Revenue and Income, in line with previous disclosures

1Q20 Results Key Topics

Continued investing ✓ Evolving fast to become ✓ Strong top-line growth **Strong Start to** the partner of choice of heavily in the operations **1Q20 Brazilian SMBs** ✓ Increased operational ✓ Focus on wise capital Focus on protecting team, **COVID-19 Impact** allocation and rapid clients and community efficiency through & Actions Taken redesign of processes reinforcement of balance and structure sheet Expand and consolidate ✓ Become the main ✓ Invest in great solutions to **Reinforce Strategic** financial platform for our help SMBs better manage our presence in the SMB payments market, and in clients their businesses, grow and **Priorities & Vision** sell online digital commerce as the main Brazilian player

Strong Start to 1Q20

2012 - 2015

COVID-19 crisis started amidst a new investment cycle for Stone



2016 - 2019

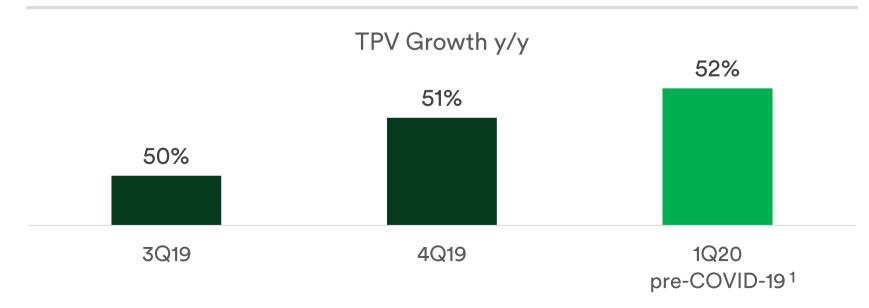
✓ Built our foundational assets: technology, distribution and client centric culture
 ✓ Scaled in payments with hub strategy
 ✓ Built banking infrastructure and credit product

- Started investments in software solutions
- ✓ Consolidate presence in SMB market and in digital commerce

2020 and beyond

- ✓ Become the main financial platform
- Invest in great solutions to help SMBs better manage their businesses, grow and sell online





- ...investing heavily in our operations until mid-Mar...
- Continued investments in expanding hub operations, including launch of first distribution center and further investments in logistics
- ✓ Evolution of the ABC platform and its features, including integrated payment link and revolving credit feature
- ✓ Record investment in technology team
- ✓ Building of TON business, including its marketing campaigns on launch

4 ...when COVID-19 changed the market dynamics

COVID-19 effects to top-line and bottom-line

- I. Demand shock in retail affected by lockdown of commerce
- II. Additional financial expenses incurred to prioritize liquidity and balance sheet strength
- II. Focus on balancing investments and revenue



Notes:

(3)

(1) Up to 15-Mar-20.



How We Are Helping Our Clients and Community

Providing healthcare, financial relief and tools to help clients sell online – aligned with our strategy

Protecting the health of our team and clients

- → ~90% of the team working from home
- ✓ Distributed protective equipment

24/7 telemedicine support to our team and clients

VITTA

Buy Local campaign and donations

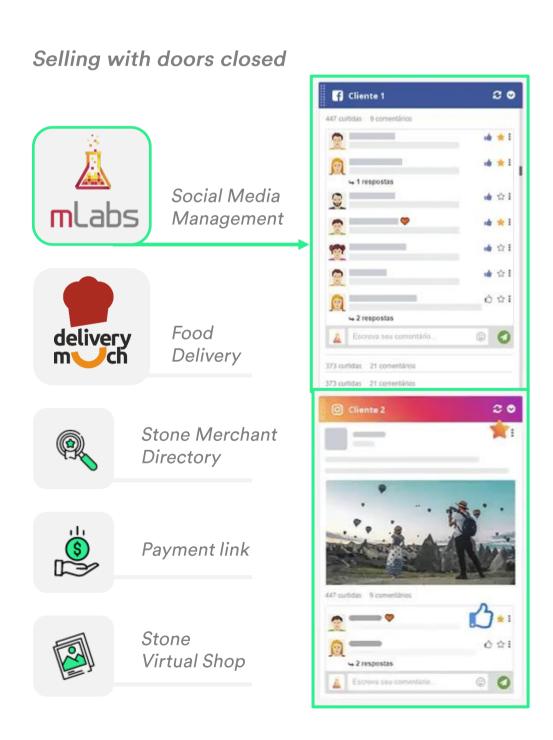
- ✓ Nationwide TV campaign¹ launched March 20 by Stone and TON, aimed at driving demand for micro and SMBs
- ✓ Buy Local reached 29 million views on Youtube
- ✓ Stone financed R\$5 million to the construction of a temporary hospital in Rio de Janeiro
- ✓ Stone donated **8,000 COVID-19 test kits** to a hospital in São Paulo

Financial relief to clients

- → R\$30 million in financial relief up to May-20 to clients in the hardest-hit sectors, including:
 - **✓** Lower prepayment rates
 - **✓** Subscription fee exemptions
- **✓ R\$100mm** in microlending



Tools and content to sell online



Notes:



Maintaining a Strong Financial Position

Well positioned to navigate through the crisis

Measures to Strengthen Our Financial Position

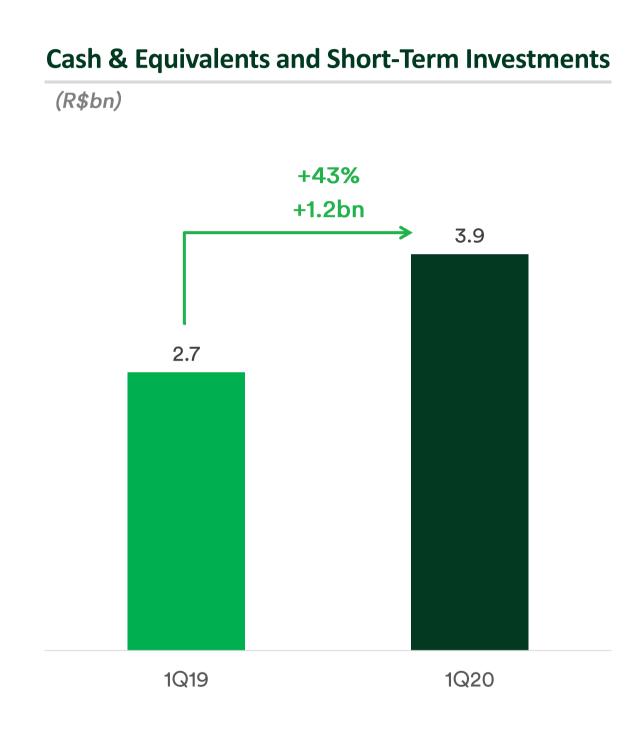
- Strengthened our short-term liquidity position and balance sheet given the uncertain scenario
- ✓ Focus on allocating capital wisely: managing costs, expenses and capital expenditures
- ✓ Intensified cost rationalization measures in 1Q20¹
- Resized our operation, reducing our workforce by 20%
- Increased operational efficiency through a redesign of processes

Solid Balance Sheet

Constant access to liquidity lines to fund almost R\$11bn in prepayment through Mar-20 and Apr-20

- ✓ Adjusted net cash position of R\$5.1bn, with R\$3.9bn of cash and short-term investments (all cash and debt are BRL denominated)
- ✓ Current liquidity ratio improved to 1.70x in 1Q20, from 1.55x in 4Q19

Adjusted Net Cash (R\$mm)	1Q20
Cash and cash equivalents	1,518.6
Short-term investments	2,407.0
Accounts receivable from card issuers ²	12,592.6
Loans held for sale ²	308.5
Derivative financial instrument ³	5.3
Adjusted Cash	16,831.9
Accounts payable to clients	(5,580.2)
Loans and financing ⁴	(2,918.3)
Obligations to FIDC senior quota holders	(3,239.3)
Derivative financial instrument ³	(41.0)
Adjusted Debt	(11,778.8)
Adjusted Net Cash (Debt)	5,053.1



Notes:

⁽¹⁾ Cost rationalization measures include renegotiation of third-party contracts, temporary leave for employees, reduction of office space, reduction in marketing expenses, negotiation of tax deferrals, non-strategic projects put on hold, streamlining of processes and reduction in workforce, among others.

⁽²⁾ Accounts receivable from card issuers and Loans Held for Sale are account for by their fair value, the value by which we estimate those assets would be sold for cash in the market

⁽³⁾ Refers to economic hedge of cash and cash equivalents and short-term investments denominated in U.S. dollars.

⁽⁴⁾ Loans and financing were reduced by the effects of leases liabilities recognized under IFRS 16.

COVID-19 Impact Update

TPV deceleration followed by partial recovery in April and first half of May

Despite COVID-19 impact, we continued to grow our TPV y/y

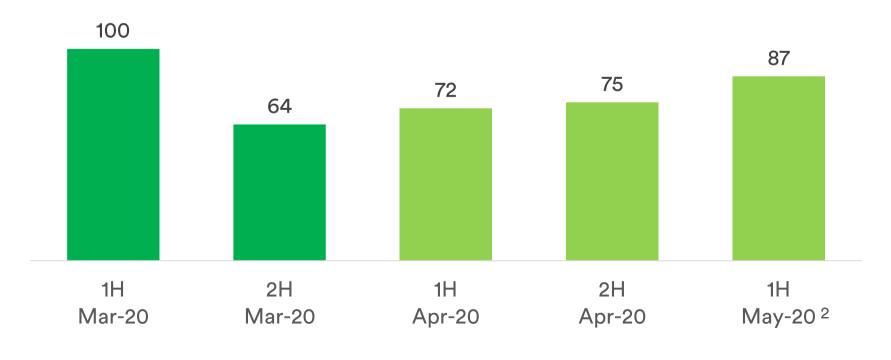
- ✓ March presented a significant impact of the COVID-19 lockdown measures, especially in the second half of the month
- ✓ Until the 1H Mar-20, TPV was growing 52% quarter-to-date, higher levels than 4Q19
- ✓ In May-20 month-to-date¹, we saw a 22.9% growth y/y, acceleration in comparison to the 9.1% growth in Apr-20

TPV Growth y/y 62.9% 51.4% 51.7% 47.5% 42.1% 22.9% 9.1% (4.0)%Feb-20 Mar-20 Mar-20 Apr-20 May-20 4Q19 1Q20 2H $(MTD)^1$

Ability to gain share driving TPV recovery

- ✓ After the initial hit in the 2H Mar-20, TPV is presenting a positive recovery trend
- ✓ April presented a consistent recovery when compared to the 2H Mar-20
- ✓ We are now seeing TPV at 87% compared to 1H Mar-20, driven mainly by addition of new clients

TPV Evolution (Indexed to 100 in 1H Mar-20)



Geo-Diversification and Strong Online Volumes

Volume deceleration partially offset by geographic diversification in the hubs and online volumes

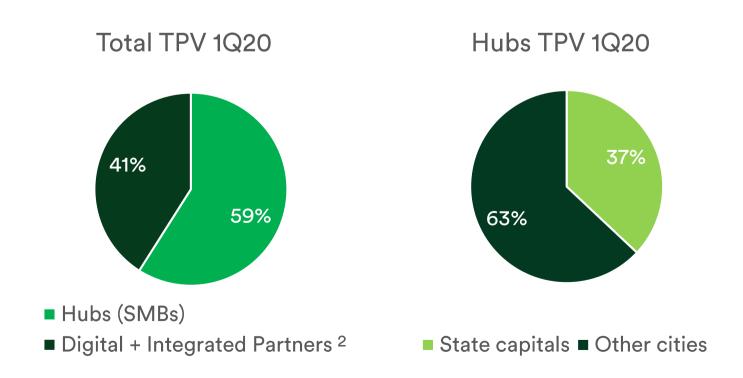
We have a diversified geographic footprint in the hubs...

- ✓ Low presence in sectors highly exposed to COVID-19

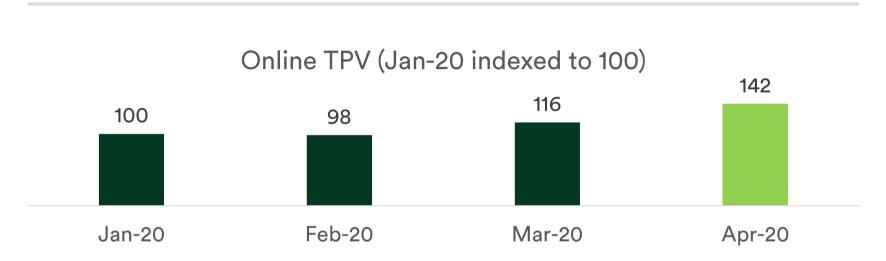
Mid single digit of hub TPV in Recurring Services (e.g. gyms, education)

Low single digit of hub TPV in Entertainment and Travel

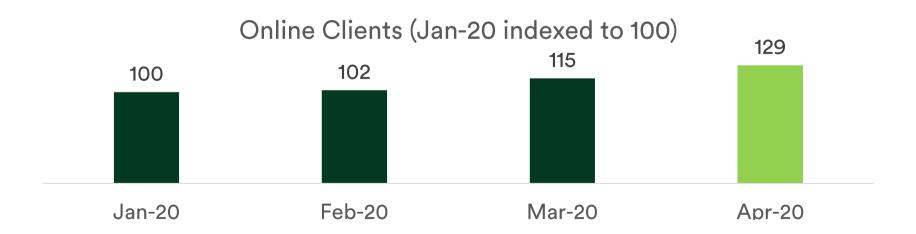
✓ Client growth y/y of at least ~50% in all 27 States of Brazil for 1Q20



...and online TPV¹ has grown 42% since January



Strong growth in online client base driven almost entirely by SMBs, which are the most profitable for the segment



Notes:

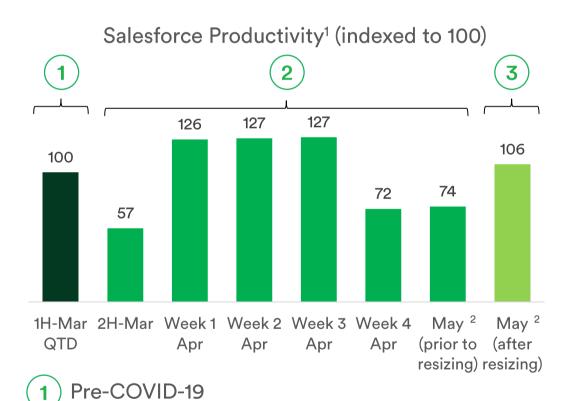
(2) Integrated partners include over 40,000 clients.

⁽¹⁾ Online TPV considers acquiring volumes only, PSP and gateway volumes not included, in line with our reported TPV figures.

Hubs SMB Operations Update

Increased operational efficiency, supporting future growth

Salesforce



- 2 Tested different new processes, mainly related to sales and logistics, and monitored results. In first 3 weeks of April, part of salesforce was on collective vacations
- Based on results, redesigned SMB operations and decided on reducing team size

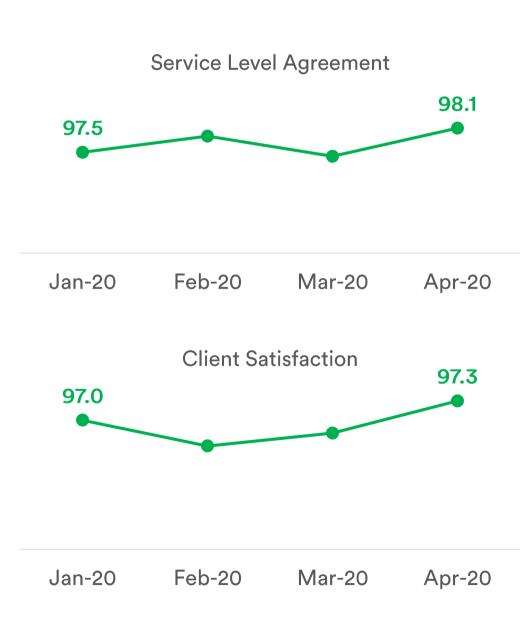
Customer Service Net Promoter Score (NPS)³ 72 Jan-20 Feb-20 Mar-20 Apr-20 First Call Resolution 89%

Feb-20

Mar-20

Apr-20

Logistics Operations



- (1) Number of clients onboarded per salesman per business day.
- (2) Prior to resizing relates to period between 1-May-20 and 12-May-20, after resizing refers to early indications in the period between 13-May-20 and 15-May-20.

Jan-20

(3) Based on internal surveys.

The Strength of Our Digital Business

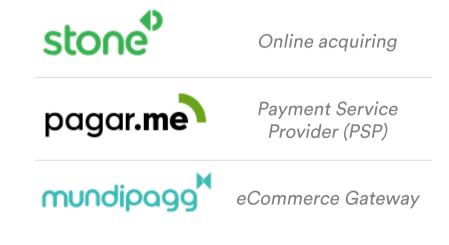
Uniquely positioned to navigate digital commerce growth

One Single Platform, End-to-End



- 99.997% platform availability YTD
- ✓ High conversion rates
- ✓ No exposure to airlines in processing & acquiring
- ✓ Well managed risks, with no additional losses from chargeback rates

✓ Complete online offering



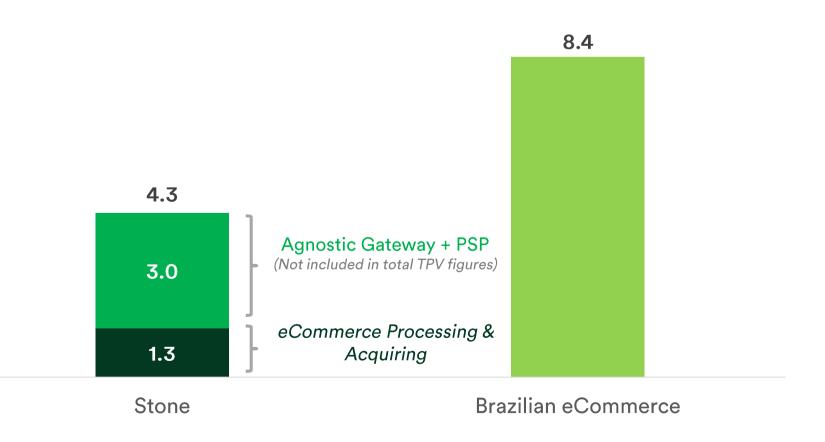
✓ Clients from all sizes



Stone Presence in eCommerce

~51% of ecommerce volume transacted in Brazil went through Stone's platform

TPV eCommerce (R\$ billions) Mid Mar-20 to Apr-201



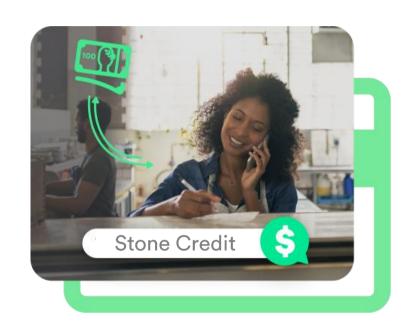
Notes:

Credit Solution Update

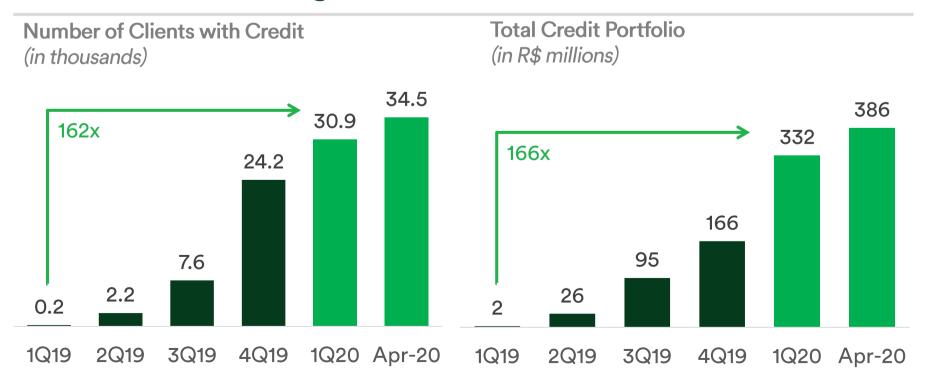
Client and portfolio growth, with an even more conservative approach

Support to our clients during the crisis

- ✓ Disbursed R\$78mm from mid Mar-20 to Apr-20 to support SMB clients impacted by lockdown of commerce¹
- ✓ Launched revolving credit feature
- Even more conservative approach taken related to disbursements and provisioning model
- Diversified geographic footprint



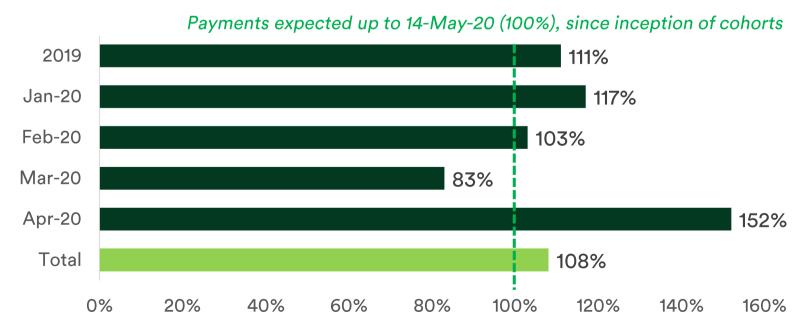
Strong evolution of credit solution



Strong returns on credit portfolio despite COVID-19

- Important elements of our credit business:
 - Avoid high-risk sectors
 - Advanced proprietary scoring system
 - Payments due directly deducted from client sales
 - Returns protected by pricing policy
- ✓ Expected ROA² of credit portfolio of 2.7% per month as of Apr-20, despite conservative higher delinquency levels already factored in our results
- ✓ Up to 14-May-20 we have received 108% of the expected amounts within our consolidated portfolio

Accumulated Payments Received from Credit Clients vs. Expected by Cohort of Clients³ (%)



⁽¹⁾ Maintained similar conditions as pre-COVID-19; expected to reach R\$100mm by the end of May-20

⁽²⁾ Return on Assets (ROA) calculated as credit revenue net of expected losses / average credit portfolio

⁽³⁾ Payments received from interest plus principal from clients of each cohort up to May 14th, 2020, compared to the levels we expected to receive by the origination of the credit solution



Integrated Financial Platform (ABC) Update

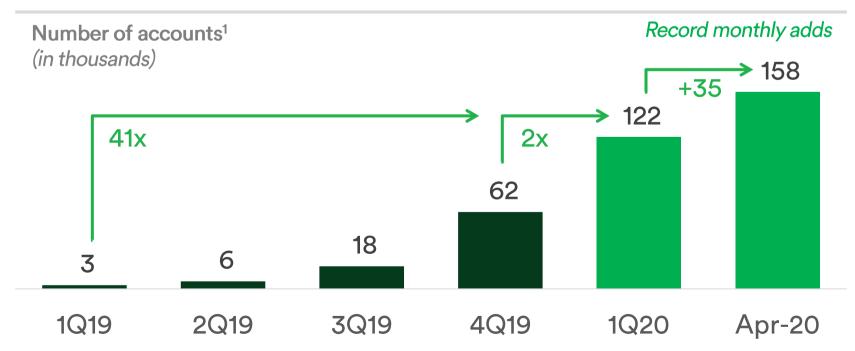
We continue investing heavily in our banking product development

ABC Platform update

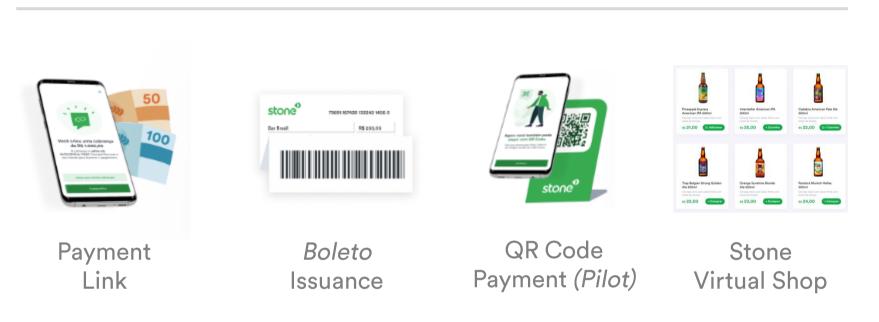
- ◆ 158,000 opened accounts as of Apr-20
 - ✓ Of which 45,000 clients in ABC platform pilot mode
- ✓ All clients with access to unlimited no-fee wire transfers up to Sep-20
- ✓ Continued client feedback related to
 - ✓ Design, transparency in rates, better financial control



Continued traction in banking accounts



New features launched



Increasing client use in 1Q20

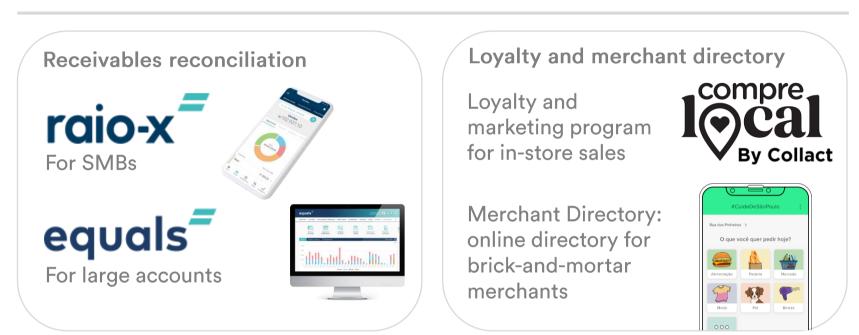
Wire Transfers	+2.7 x
Boletos Paid	+2.0 x
Average Balance per Account	+33%



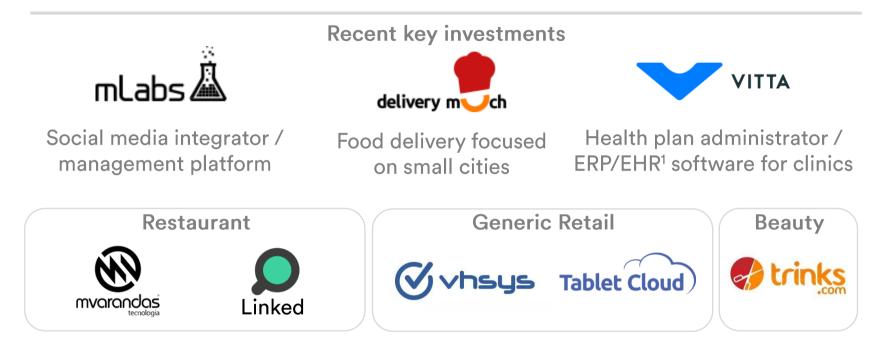
Software and New Services for SMBs

Evolving new solutions fast for SMBs to manage their business, grow and sell more

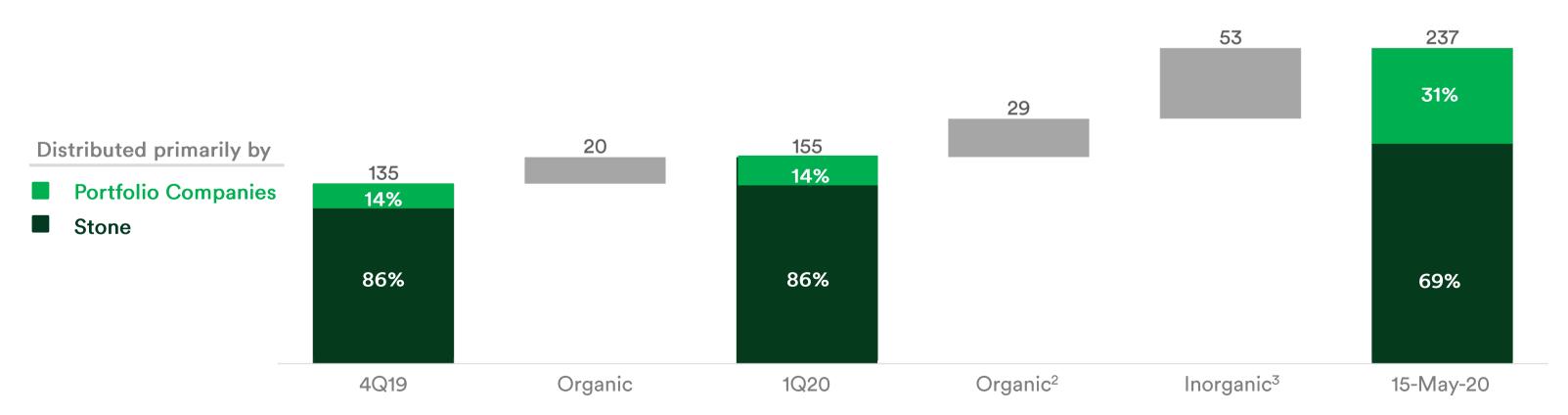
Solutions Distributed by Stone



Solutions Distributed by Portfolio Companies



Software Client Base ('000)



- (1) Electronic health records (EHR), billing and scheduling solution, one of the largest in Brazil.
- 2) Compre Local (merchant directory) clients included.
- (3) Considers mLabs, Delivery Much, Vitta and MVarandas.



Rapidly Scaling the Business

Substantial growth across financial and operating metrics

Active Clients¹

(Thousands)

+72% (+74% ex-TON / Stone Mais) 531 495

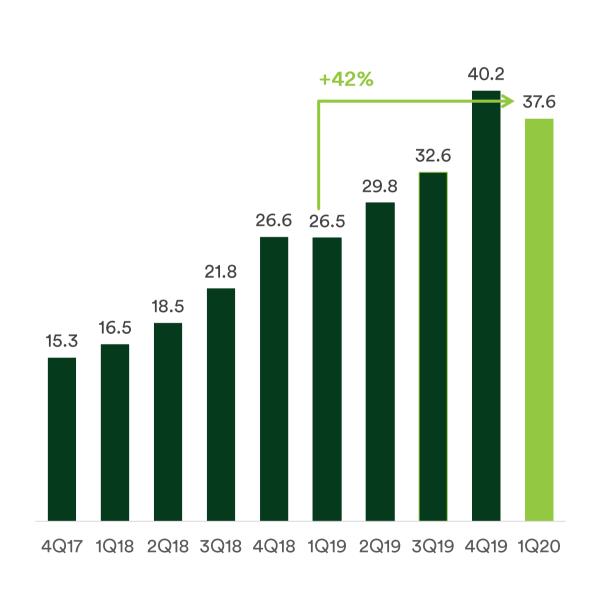
360

269 235 201 161 131

4Q17 1Q18 2Q18 3Q18 4Q18 1Q19 2Q19 3Q19 4Q19 1Q20

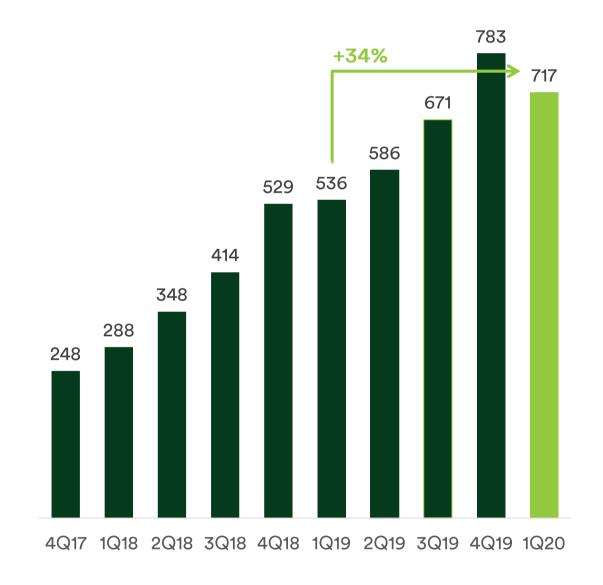
Total Payment Volume

(R\$ in billions)



Total Revenue and Income

(R\$ in millions)



Notes:

Summary Statement of Profit and Loss

R\$ in millions	1Q19	% Rev.	1Q20	% Rev.	Δ%	Δ p.p.
Transaction activities and other services	168.8	31.5%	227.3	31.7%	34.7%	0.2 p.p.
Subscription services and equipment rental	71.2	13.3%	93.1	13.0%	30.8%	(0.3 p.p.)
Financial income	251.4	46.9%	359.3	50.1%	42.9%	3.2 p.p.
Other financial income	44.4	8.3%	37.0	5.2%	(16.7%)	(3.1 p.p.)
Total revenue and income	535.8	100.0%	716.8	100.0%	33.8%	0.0 p.p.
Cost of services	(85.4)	(15.9%)	(149.9)	(20.9%)	75.6%	(5.0 p.p.)
Administrative expenses	(64.8)	(12.1%)	(73.9)	(10.3%)	14.2%	1.8 p.p.
Selling expenses	(62.7)	(11.7%)	(111.8)	(15.6%)	78.4%	(3.9 p.p.)
Financial expenses, net	(66.6)	(12.4%)	(148.4)	(20.7%)	122.6%	(8.3 p.p.)
Other operating income (expense), net	(11.5)	(2.1%)	(3.5)	(0.5%)	(69.6%)	1.7 p.p.
(Loss) income from investment in associates	0.0	0.0%	(1.3)	(0.2%)	n.a.	(0.2 p.p.)
Profit (loss) before income taxes	244.8	45.7%	227.9	31.8%	(6.9%)	(13.9 p.p.)
Income tax and social contribution	(67.8)	(12.7%)	(69.3)	(9.7%)	2.2%	3.0 p.p.
Net income (loss) for the period	177.0	33.0%	158.6	22.1%	(10.4%)	(10.9 p.p.)
Adjusted Net Income ¹	186.3	34.8%	162.3	22.6%	(12.9%)	(12.1 p.p.)

⁽¹⁾ Adjusted Net Income is a non-IFRS financial measure. Please see the appendix for the reconciliation of this non-IFRS financial measure to the most directly comparable IFRS financial measure.

Operating Leverage and Profitability

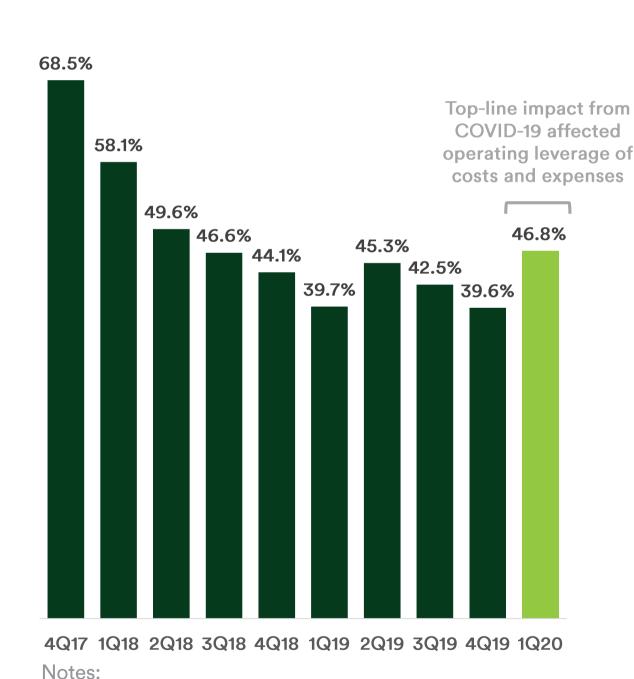
Total Costs and Expenses¹

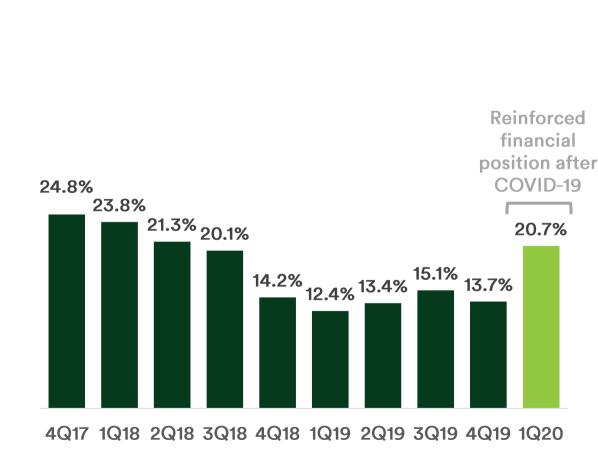
(as % of Total Revenue and Income)

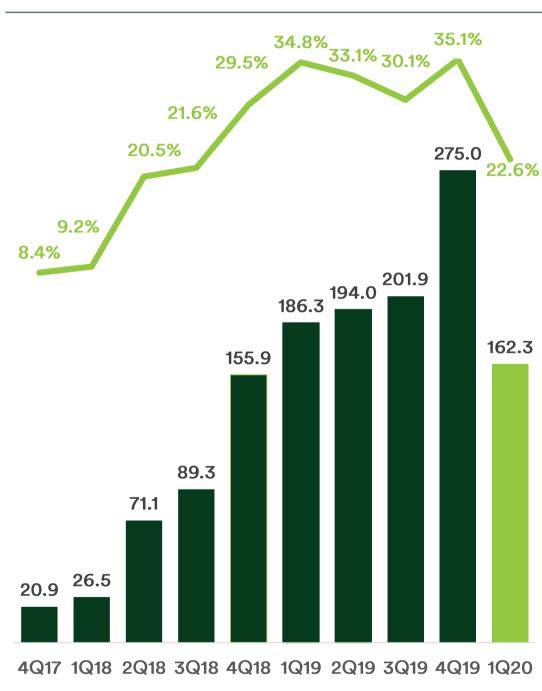
Financial Expenses

(as % of Total Revenue and Income)

Adjusted Net Income and Margin² (R\$ in millions)







(1) Total Costs and Expenses as % of Total Revenue and Income. Includes Cost of Services, Administrative Expenses and Selling Expenses.

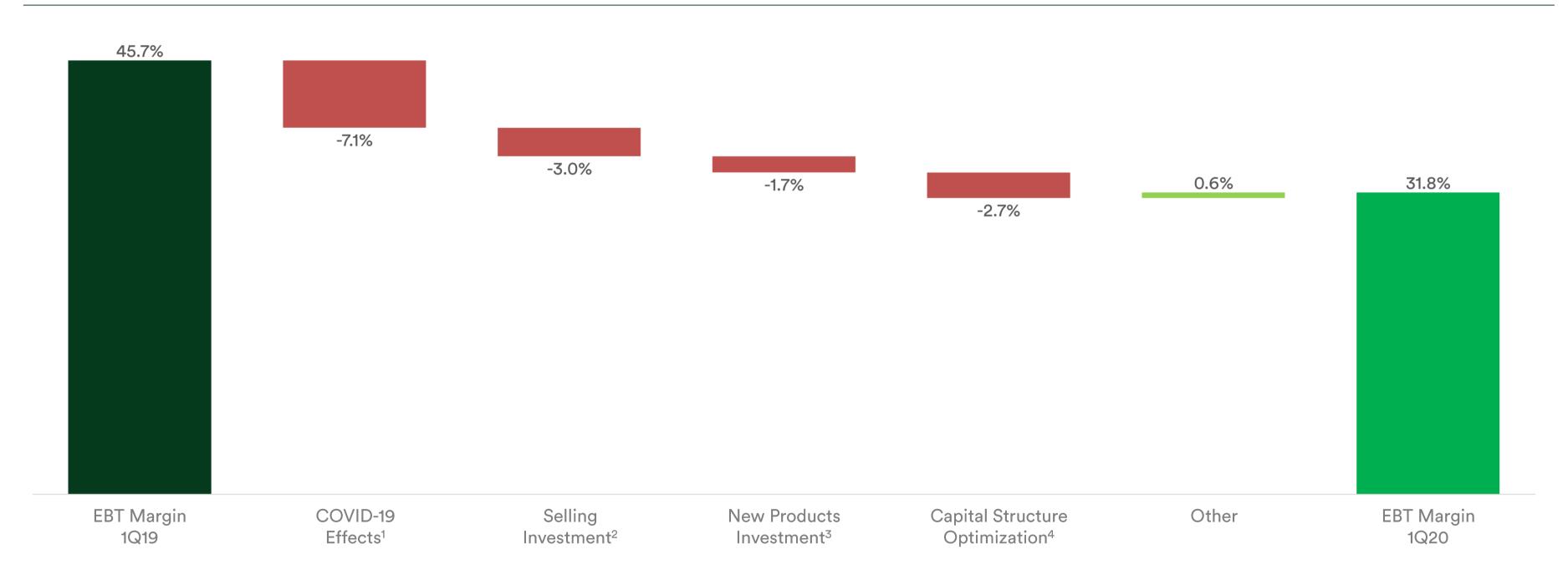
(2) Adjusted Net Income and Adjusted Net Margin are non-IFRS financial measures. Please see the appendix for a reconciliation of this non-IFRS financial measure to the most directly comparable IFRS financial measures.



Pre-tax Margin Evolution

COVID-19 has impacted our margins

Pre-tax Margin Bridge y/y



⁽¹⁾ Consists of incentives given to clients, lower revenue in our credit solution, mainly due to higher expected delinquency, and higher financial expenses related to reinforcement of balance sheet and mark-to-market of corporate bonds in short-term investments; does not include COVID-19 impact on TPV.

⁽²⁾ Investments in the hiring of new salespeople as well as marketing and commissions.

⁽³⁾ Investments in TON, banking and software solutions.

⁽⁴⁾ This is the result of an increased proportion of our prepayment operations being funded by third-party capital (e.g. debt, FIDC quotas plus sale of Accounts Receivables from Card Issuers) as opposed to own capital, when compared to 1Q19. This is a natural consequence of the fast growth of our prepaid TPV, which has been growing faster than our pool of own capital, providing us better ROE.



Adjusted Free Cash Flow and Reconciliation (non-IFRS)

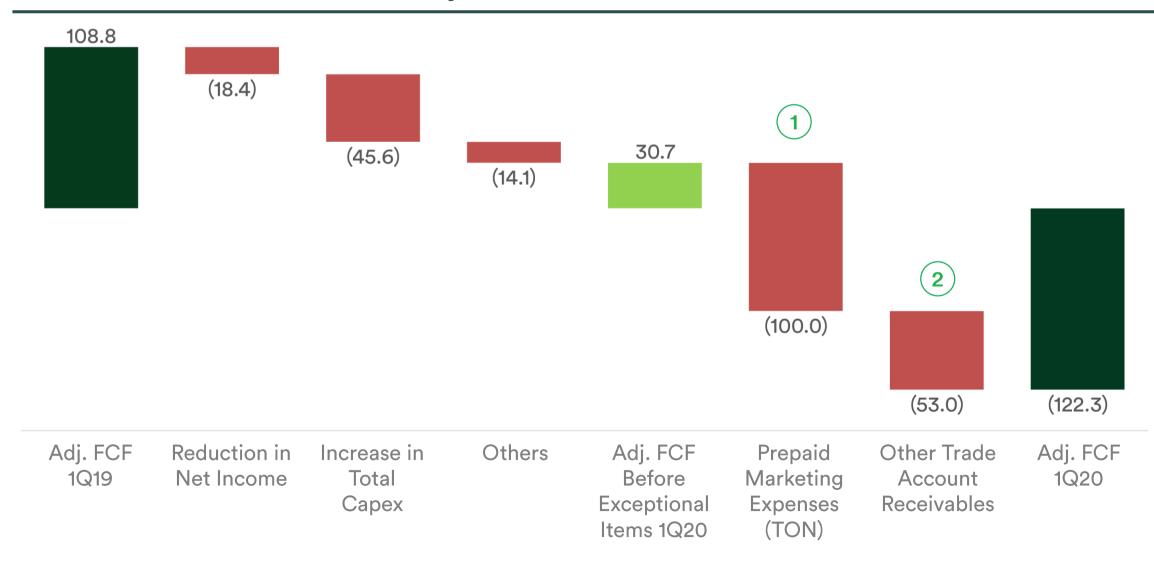
(R\$ in millions)

Adjusted FCF 1Q20 of R\$(122)mm in 1Q20, mainly explained by:

- Refers to R\$100mm that was prepaid by TON to Globo, in connection with a specific attractive media negotiation before COVID-19. That amount was fully funded by Grupo Globo's upfront cash contribution to TON, which is not accounted for in the Adjusted Free Cash Flow
- (2) calculation.

Trade accounts receivable generated in connection with temporary 8 days tax withholding. Amount was released in the first week of Apr-20

Adjusted Free Cash Flow



Reconciliation of Adjusted Free Cash Flow	1Q19	1Q20
Net cash used in operating activities	(294.8)	362.5
(-) Adjustments in operating activities:		
Accounts receivable from card issuers	1,174.6	(1,534.7)
Accounts payable to clients	(469.8)	1,327.8
Interest income received, net of costs	(234.6)	(349.5)
Loans held for sale	-	183.8
Purchases of property and equipment	(54.6)	(90.2)
Purchases/development of intangibles	(12.0)	(22.0)
Adjusted free cash flow	108.8	(122.3)



Appendix – Details on New Investments

Enhancing our ecosystem of solutions to help SMBs manage and grow their businesses

Bom dia, Maria Fernando



- ✓ Leading social media software platform for SMBs in Brazil with big potential to become a main social commerce platform
- ✓ Large and rapidly growing TAM as Brazilian SMBs embrace social media as channel for growth
- → Harnessing artificial intelligence to reduce content production costs and optimize investment in social media
- ✓ Simple, user-friendly platform that brings large efficiencies to managing social media platforms

99% Growth

y/y in Number of Social Media Profiles as of Apr-20

10mm+ TAM

Brazilian Micro & SMBs in Social Media





- → Healthtech company, offering health plans tailored for SMBs as a broker and plan administrator, with an asset light model not bearing insurance risks
- ✔ Proprietary insurance-over-software model, creating more affordable health plans for SMBs
- ✓ ClinicWeb: ERP and clinic management software, one of the largest in Brazil
- ✔ Pioneer of 24/7 telemedicine model in Brazil
- ✓ Large and underpenetrated TAM in Brazil
- ✓ Investment very synergistic with our client base

15,000 Vitta's Network of Doctors

100,000+





- ✔ Pioneer in the business of food-delivery in Brazil
- Focused expansion on small-and-midsize cities, which is the focus of activity in our hubs
- ✔ Proven growth playbook of expanding geographic footprint across Brazil generating GMV for restaurants
- ✓ Hyper-local presence for sales, marketing and customer satisfaction

145% Growth

y/y in GMV as of Apr-20

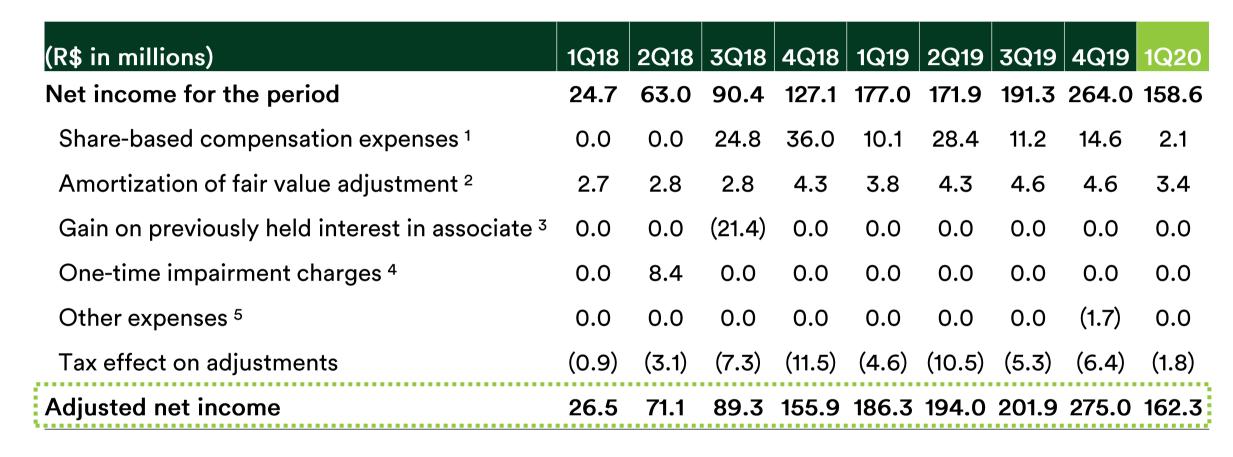
230+ Cities

Presence in Brazil



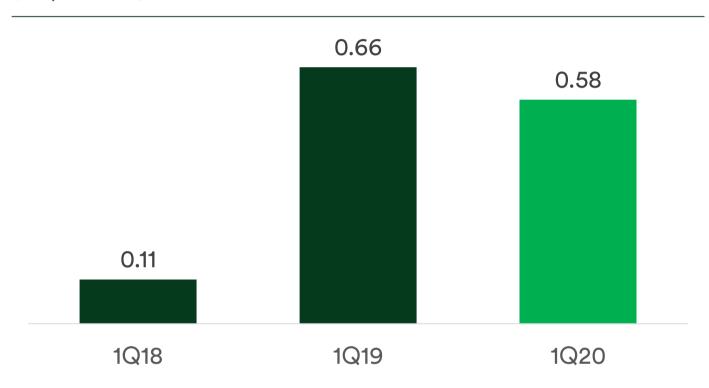


Appendix – Adjusted Net Income Reconciliation and EPS (Non-IFRS)





(R\$ per share)



- (1) Consists of expenses related to the grant of share-based compensation, as well as fair value (mark-to-market) adjustments for share-based compensation expense classified as a liability in our consolidated financial statements. For 4Q18 and 1Q19 represents a one-time share-based expense related to our IPO.
- (2) On intangibles related to acquisitions. Consists of expenses resulting from the amortization of the fair value adjustment on intangible assets and property and equipment as a result of the application of the acquisition method, a significant portion of which relates to the Elavon do Brasil ("EdB") and Equals acquisitions.
- (3) Consists of the gain on re-measurement of our previously held equity interest in Equals to fair value upon the date control was acquired.
- (4) Consists of (i) impairment charges associated with certain processing system intangible assets acquired in the EdB acquisition that we no longer use, in an amount of R\$6.4 million in 2Q18 and (ii) impairment associated with improvements made to certain leased office space upon the termination of the lease, in an amount of R\$2.0 million for 2Q18.
- (5) In 4Q19, consists of the fair value adjustment related to associates call option.
- (6) Calculated as Adjusted Net income attributable to owners of the parent (Adjusted Net Income reduced by Net Income attributable to Non-Controlling interest) divided by diluted number of shares. Adjustments consider share-based compensation expenses and amortization of fair value adjustments, in line with previous disclosures

stone^{co.}