

**magazineluiza**

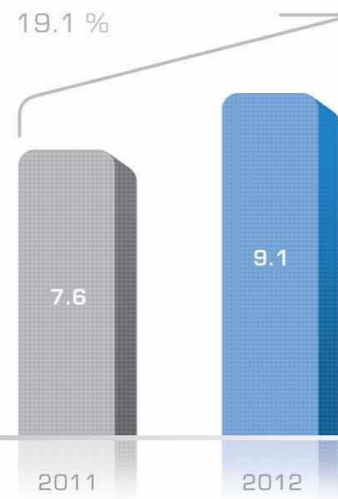
Annual Report  
**2012**

**magazineluiza**

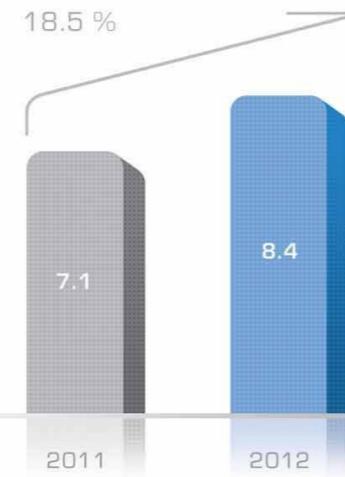


# Our Universe

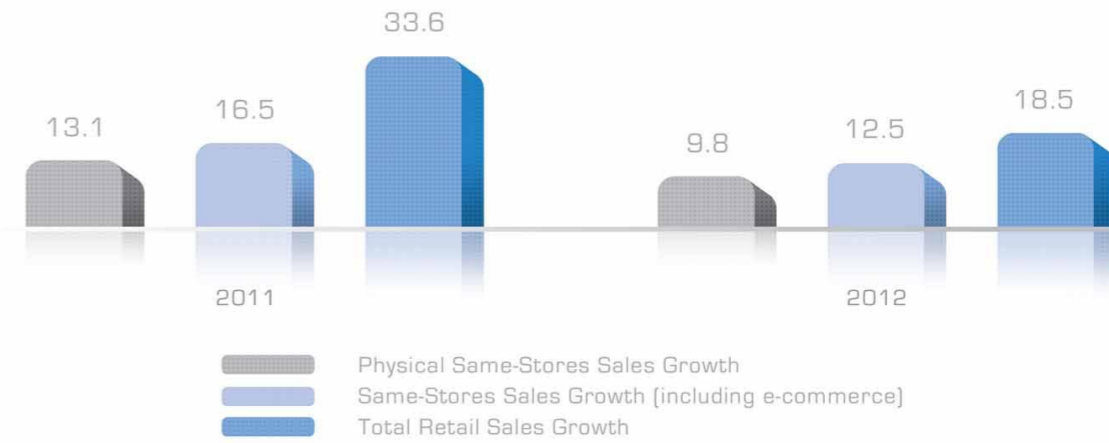
**Total Gross Revenue (R\$ billion)**



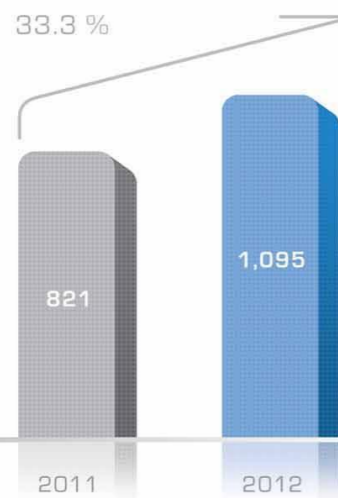
**Retail - Gross Revenue (R\$ billion)**



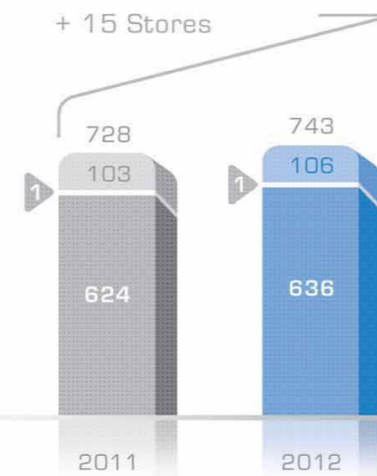
**Same-Stores Sales Growth (%)**



**Gross Internet Revenue (R\$ million)**

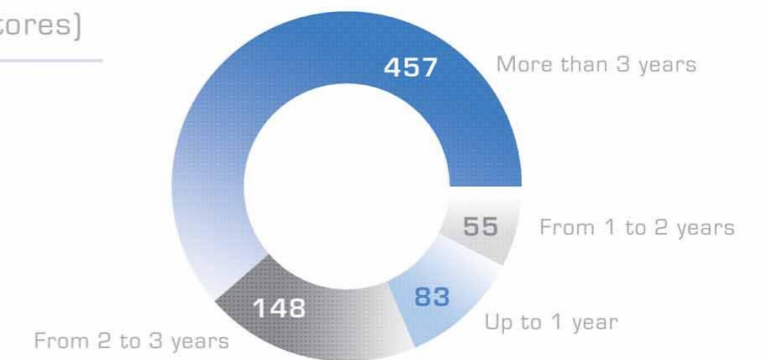


**Evolution in Number of Stores (in quantity)**

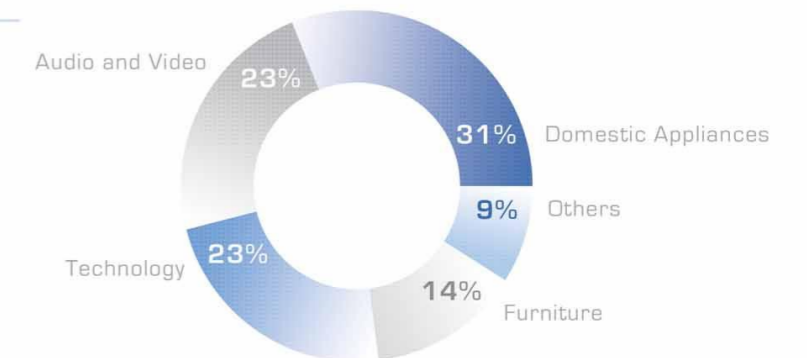


■ Virtual Stores  
■ Website  
■ Conventional Stores

**Average Stores Age (in quantity of stores)**



**Balanced Product Mix (% of sales in 2012)**



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### About Magazine Luiza

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# About us

We Offer Happiness to Brazilian People

We are committed to Brazil and our investors

Magazine Luiza is one of the largest retail chains in the country, focusing on durable goods and enjoying a strong geographic reach across Brazil's low-income class with 30% of our 30 million registered clients currently active.

Our objective is to sell products and services that generate personal satisfaction and happiness largely to Brazil's C class, which represents more than 100 million Brazilians. We offer a highly diversified products mix focused on household appliances, electronic products, technology, furniture and kitchen, domestic utilities, toys and others. The range covers all age groups within a family.

End 2012, the company, which had a market value of R\$2.3 billion, operated 743 stores and sold 22.3 million products, employing more than 24 thousand staff and running eight distribution centers. We are present in 16 Brazilian states, representing 75% of the world's seventh largest economy's GDP.

Today, Magazine Luiza is strategically inserted in a segment considered to be the engine behind national economic growth where the main driving element is consumption. The expectation is that this sector will continue to outpace GDP expansion over the next decade thanks to strong demand fuelled by rising revenue per capita, low unemployment, increasing access to affordable credit and class migration.

We are well positioned to capture this demand, give continuity to the company's growth and strengthen our value proposition to all of our stakeholders.

Nationally, we set ourselves apart thanks to our multichannel sales platform which allows our clients to choose where, when and how they buy their wares.

We are much more than a retail company. With our subsidiaries, we facilitate buying by offering credit services via Luizacred, insurance through Luizaseg, and major purchases of cars, properties and services through Consortium Luiza.

We also offer excellence in service to all four corners of the Country by being always attentive to our customers, their behavior and market trends. All of our staff are guided by a single philosophy, known as the **Jeito Luiza de Ser** – Luiza's Way of Being, which is based on one golden rule: Do to others what you would have them do to you. We value our special relationship with many stakeholders whether they be staff, service providers, suppliers or clients, putting them always in first place. For fifteen years, we are among the best companies to work for in Brazil.



Luiza Helena Trajano

## Letter from the president

Dear Shareholders,

The year represented a great achievement for Magazine Luiza: the accomplishment of a development cycle which was very important for the consolidation of the Company within Brazilian retail in 2012. We increased sales 19.1%, compared to 2011, reaching R\$9.1 billion in consolidated gross revenue. Same stores sales growth totaled 12.5%, driven by the maturation of new stores mainly in the Northeast and the rapid advancement of our e-commerce business. We have grown above the industry average and gained market share in all our product categories in a challenging economic environment amid stiff competition.

For the first time in the Company's history, e-commerce surpassed the R\$1 billion sales mark, closing last year with R\$1.1 billion in revenue, or 33.3% higher compared to 2011. This achievement was underpinned by an increasing number of visits on the website, expanded product assortment and the new B2B and market place partnerships, such as trips and food supplements. Magazine Luiza's e-commerce received e-bit's best home appliance store and most beloved store in Brazil awards thanks to its constant focus on innovation, with the launch of the new version of the website/mobile and a significant improvement in logistics and operations.

We believe our multichannel approach to be one of our competitive advantages. Providing excellent services to our customers, whether in bricks-and-mortar stores, on our website or through magazinevocê, is part of our mission. The profitability of all our channels proves that a multichannel approach generates infrastructure and operating expense synergies, ensuring the Company's sustainable growth. In addition to the solid sales performance of our traditional channels, magazinevocê is also growing at a fast pace, with more than 70,000 disseminators 10 months after its launch in February 2012, underlining the Company's innovative capacity to use the social media as a new national sales tool.

The integration of Lojas Maia and Baú da Felicidade stores was extremely successful, despite its complexity, requiring the direct involvement of more than 200 employees. We integrated 104 stores in the South and Southeast (Baú stores) and 150 stores in the Northeast (Maia stores) in February and October 2012, respectively. Today, all 743 stores, distribution centers and accounting and management systems are fully integrated.

Throughout 2012 we engaged in a programme to

rationalize costs and expenses, which was the first step of a cycle focused on productivity and profitability. This programme allowed for significant cost savings across all the Company's departments, but we still have a long path to follow in 2013, with opportunities both in the Northeast and in the other regions where we operate.

The conservative approach adopted in 2012 by Luizacred began to yield positive results in the last quarter of the year. Default indicators improved significantly, we managed to balance the mix between direct consumer credit and the co-branded credit card and to implement the project to rationalize costs and expenses and increase store productivity. As a result, Luizacred closed 4Q12 with an 11.6% EBITDA margin and a 6.0% net margin.

We began 2013 with two missions: to adopt a strategic people management model and to increase the Company's profitability. Our employees are Magazine Luiza's major asset; in order to ensure excellence in customer service we first need to care for our staff. Throughout 2013, our focus will be on training, retention, qualification and maintenance of the "Luiza way of being" in all our stores, offices and distribution centres.

We will strengthen our productivity and profitability-oriented cycle, which we began in 2012 with the cost and expense rationalization programme ("More with Less" programme). The Company plans to open between 20 and 25 new stores, after closing 14 stores in January 2013.

Our goal is to preserve our margins in a more competitive environment. The Company expects to reduce the difference in the gross margin between stores in the Northeast and those in the other regions where it operates. In order to ensure the maintenance of margins across all regions, the Company has developed a Price Management Project that is currently being implemented and is designed to increase pricing intelligence by channel, region and product family.

We will obtain the synergies expected from the acquisitions of Lojas Maia and Baú da Felicidade stores and will have no more non-recurring integration expenses in 2012. The "More with Less" programme has established stricter control policies for 2013, from redefining budget processes for each department to adopting "zero base" targets for each area and prioritizing cost reduction projects to be implemented throughout the year.

In addition to the "More with Less" programme, other initiatives will be implemented in 2013 focusing on cutting costs and expenses: (i) payroll tax exemption and reduced electricity costs, as announced by the Federal Government; (ii) the higher productivity of support teams and Luizacred in the stores; (iii) lower logistics costs with the multi-channel delivery project - e-commerce products will be delivered directly by the Company's eight distribution centres; and (iv) dilution of marketing expenses.

**We are optimistic about the year 2013 and believe that the consolidation and integration of stores will enable the success of a new sustainable growth cycle, with improved productivity and profitability levels in the medium.**

Luiza Helena Trajano  
President of Magazine Luiza



Marcelo Silva

# A word from the CEO

## Integration and Consolidation Embracing the Northeast

We started 2012 with great expectation and determination that we would succeed in integrating the Lojas Maia retail chain in the Northeast and Baú da Felicidade in the South and Southeast. The challenges were great involving systems, inventory, credit, purchasing management, capacity of distribution centres, logistics, employees, staff management and culture. How could we do that best?

The integration required planning, commitment and much dedication as the acquisition of both networks in 2010 and 2011 was bold. The new chains required investments and commitment from the whole Company to ensure best results and ultimately generate a positive return.

Baú da Felicidade's integration began in the third quarter of 2011 when 104 stores were incorporated. The project took into account the opening and closing of stores at the get-go, as well as refurbishment, systems and corporate integration.

The purchase of Baú da Felicidade had two strategic goals: boost our operations in the states of São Paulo and Paraná and expand our multimedia stores base better known as "Virtual" stores.

From the 104 outlets acquired, 35 were converted to the Virtual model. In turn, the integration of Lojas Maia began in the first quarter in 2011 and included 150 stores. We took into account the local culture and introduced the Magazine Luiza name gradually. We redecorated the stores, expanded the product mix, introduced consumer financing via Luizacred and trained all leaders and sales teams. Local acceptance of our brand could be seen in the doubling of revenue since the acquisition.

To overcome logistics challenges we set up a veritable war room after our geographic presence increased to 16 states from seven. We developed solutions for a new integrated, healthier and more efficient supply chain. In short, we redrew Magazine Luiza's regional map, expanding our presence across the country and introducing our unique sales campaigns culture including "The Fantastic Sale", "Gold Customer", "Only Tomorrow" and "Clearance Sale" in Northeast.

Luizacred was essential to our operation's success in the Northeast given the concentration of low-income Brazilians across the region and lack of access to credit. The unit is currently responsible for financing a large portion of sales in the region.

By February and October 2012, we successfully concluded the integration of Baú da Felicidade and Lojas Maia, respectively. Finally, the companies were speaking the same language, using Magazine Luiza's last generation systems, a single accounting platform and above all integrated management and vision. We have standardised our services, visual identity and implemented across our network "Luiza's Way of Being". The integration represents a milestone in Magazine Luiza's 55-year history.

In 2013, we began a new cycle for the company, we expect high single-digit same-store sales growth and to maintain margin. We will continue to capture synergies from our acquisitions and boost the frequency of consumption offering a singular service to our customers.

We expect to invest R\$ 150 million, slightly below 2012's level, focusing on the opening and refurbishing of stores,

redesigning key areas of our branches units, increasing the capacity of the distribution centers and improving the technology and logistics segments. We expect to open 20 to 25 stores in the Northeast, South and Southeast, and we will benefit from the continuity of the maturation process of a third of the stores.

In customer service, our focus will be the improvement of the supply chain with initiatives involving inventory management and pricing, review of commercial and store processes and better logistics efficiency to ensure an even more memorable shopping experience for our customers.

We undoubtedly believe in constant improvement so that we bring satisfaction to our customers and boost returns for our shareholders. Our philosophy and values are essential to the success of our business.

Marcelo Silva  
Magazine Luiza CEO

| Integration of over 250 stores in one year |                       |  |  |
|--|-----------------------|--|--|
| Acquisition Date                           | August, 2011          | August, 2010                                     |  |
| Project Start                              | August, 2011          | March, 2011                                      |  |
| Project Ends                               | February, 2012        | October, 2012                                    |  |
| Scope (Integration)                        | 104 Stores            | 150 Stores, 2 DCs, 3 cross docking               |  |
| National Coverage                          | 2 States (SP and PR)  | 9 States (PI, CE, PB, PE, SE, MA, RN, AL and BA) |  |
| Revenue in 2010                            | R\$ 415 million       | R\$ 652 million                                  |  |
| Average Store Size                         | 400 m <sup>2</sup>    | 620 m <sup>2</sup>                               |  |
| Increase in Magazine Luiza's Sales Area    | 39,000 m <sup>2</sup> | 96,000 m <sup>2</sup>                            |  |



Roberto Bellissimo Rodrigues

## A word from the CFO

### Financial Health and Productivity

An eye on profitability

The year 2012 began with expectations of favorable macroeconomic outlook. We expected 4% GDP growth thanks to an increase in the minimum wage, lower interest and unemployment rates.

Despite this positive outlook, we decided to develop a programme to reduce costs and increase productivity. We were aware that there would be one-off expenses related to the integration of Lojas Maia and Baú da Felicidade throughout the year. This way, we launched the programme "More with Less", aiming to improve operational efficiency and the Company's financial indicators.

This project began in January 2012. We observed Magazine Luiza in detail from the management of our procurement budget and inventory to the turnover of our goods. We renegotiated most of the contracts with our suppliers and contractors.

Savings were achieved across the Company and the programme gained strength during the year, particularly in the fourth quarter when recurring operational expenses, adjusted to one-offs, decreased 0.7 percentage points compared to the previous year.

The result of the programme helped to reduce the impact of a less favorable economy that failed to deliver expected gains during the year. Amid this challenging environment, it was necessary to stimulate the frequency of consumption to ensure double-digit revenue growth. In the last quarter of 2012, we launched several campaigns, such as Black Friday, which pressured gross margin and EBITDA and impacted the annual result.

Considering our one-off R\$ 39.9 million operating result, which was largely related to the integration of the retail chains, we closed the year with an R\$ 6.7 million loss. Excluding these expenses, adjusted net income totalled R\$ 14.1 million.

Conservatism adopted by Luizacred during 2012 also negatively impacted the Company's results. However, the continuous improvement of lagging indicators and operating margins thanks to the increased participation of Direct Consumer Credit (CDC) and a drop in Co-Branded Credit Cards, Luizacred generated sustainable return levels in the fourth quarter with EBITDA margin at 11.6%.

For 2013, economists predict 3% GDP growth. We will grow in a sustainable way, focusing on preserving operating margins, and using new processes to better control the management of prices and gradually reduce the gap between gross margin in the Northeast and other regions. We are convinced stores in the Northeast and Baú da Felicidade's old branches will bring positive results.

Luizacred will maintain its conservative stance when approving credit and provisioning, however, we believe provisions will fall in proportion to an improvement in its delayed payment indicators. Meanwhile, we will focus on increasing margin. Today, we are confident about Luizacred's performance following the transfer of credit cards processing to Itaú, in addition to the focus on

higher margin products, such as CDC. We will improve our results in a consistent, predictable and gradual way. We will continue to be focused on financial prudence with plans to reduce costs and expenses and increase store efficiency. In the medium term, we expect to reduce working capital through credit recovered from ICMS by tax substitution and better inventory management, now that the Northeast is integrated. We intend to improve our debt profile, extend the average maturity, reduce re-financing risk and decrease out net debt to EBITDA ratio.

The goals are ambitious but such measures will contribute to the operational efficiencies, resulting in better financial results. The entire Board is aligned in achieving these financial targets.

Roberto Bellissimo Rodrigues  
Magazine Luiza CFO



About Magazine Luiza  
Our History



How it all  
Began

Flagship store in Franca / São Paulo

Ethics and Values

M I S S I O N

People are the essence  
of the business

**To be a competitive,  
innovative, and bold  
company, which always  
seeks the common  
well-being.**

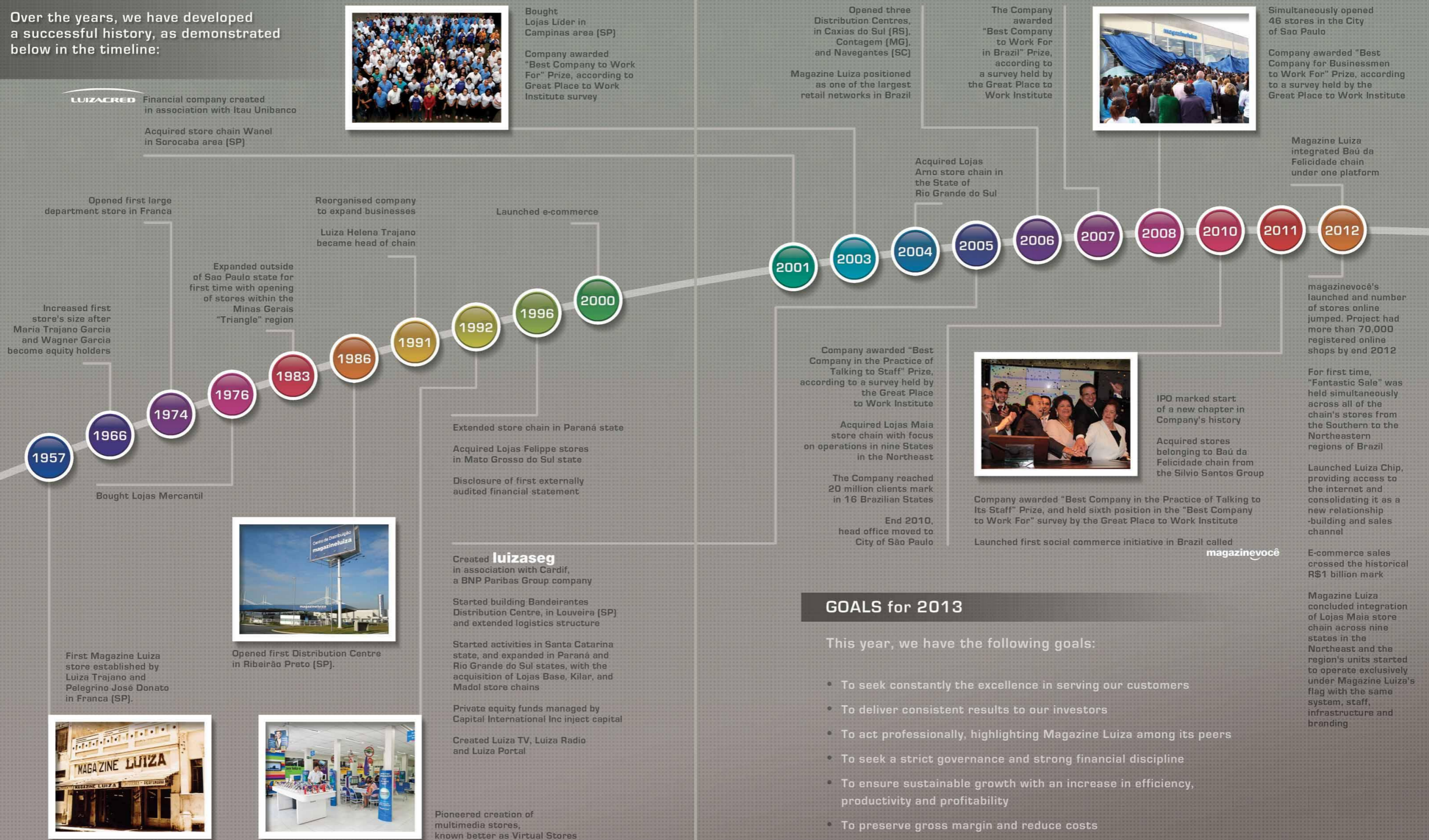
**Learn about Magazine Luiza's history**

The origins of one of Brazil's biggest retail companies can be traced back to a small shop in a little town known as Franca, deep within the state of São Paulo. Inaugurated on November 16 1957, the store was initially known as "A Cristaleira".



## The Company

Over the years, we have developed a successful history, as demonstrated below in the timeline:



## GOALS for 2013

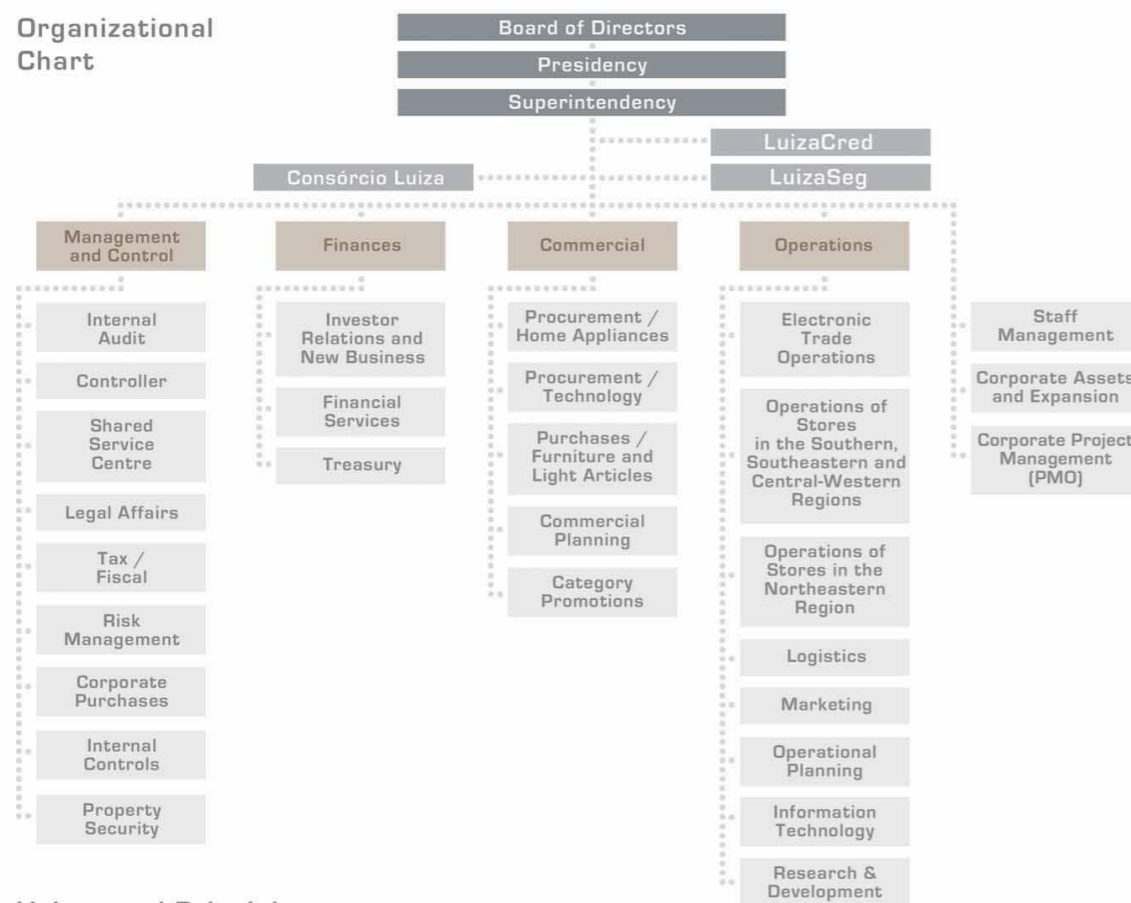
This year, we have the following goals:

- To seek constantly the excellence in serving our customers
- To deliver consistent results to our investors
- To act professionally, highlighting Magazine Luiza among its peers
- To seek a strict governance and strong financial discipline
- To ensure sustainable growth with an increase in efficiency, productivity and profitability
- To preserve gross margin and reduce costs

Vision

To be the most innovative group in national retail, offering various product lines and services to the Brazilian family. To be present where, when and how the client desires, albeit in physical, virtual or via online stores, and always ensure that we enchant our clients with the best retail team, differentiated services and competitive prices.

Organizational Chart



Values and Principles

|                                      |  |
|--------------------------------------|--|
| Respect, Improvement and Recognition | We put people first because they are the strength and vitality of our organization.  |
| Ethics                               | Our actions and relationships are based on truth, integrity, honesty, transparency, justice and the common good.   |
| Simplicity and Freedom of Expression | We seek simplicity in our relations and processes, respecting everyone's opinions, and we are open to listen to them, regardless of their position in the Company. |
| Innovation and Boldness              | We cultivate entrepreneurship in the pursuit of doing things differently, with innovative and bold attitudes.  |
| Golden Rule                          | Do unto others as you would have them do unto you.   |

Culture in Focus – Jeito Luiza de Ser (Luiza's Way of Being)

**Meritocracy:**  
this is the practice of public recognition and rewarding of employees who stand in terms of their talent and performance.

**We count on important pillars that give us support and vitality to disseminate the pioneering and innovative culture of Luiza's Way of Being:**

**Communication:**  
we use Luiza Portal, Luiza Radio and Luiza TV to stimulate, inspire and inform our employees about the Company's moves and sales strategies.

**Self-development:**  
we encourage the employees to set goals, career plans and/or seek their own personal and professional growth.

**Open Doors Policy:**  
in 1991, Luiza Helena Trajano broke down the barriers when she took over the Chair of the Company, which allowed staff to contribute to the improvement of operational and strategic processes.

**Entrepreneurial Culture:**  
Magazine Luiza is focused on pioneering, innovation and ensuring things get done fast, always putting the clients first.

**People First:**  
our Human Resources policy is based on valuing people, development and quality of life.

**Monitored Freedom:**  
Magazine Luiza store managers have the autonomy to run their outlets as though they were the owner.

**Morning Meeting:**  
the team gathers to guide, align and mobilise the group for the day's challenges.

**Leadership:**  
we motivate and incentivise all leaders to act as servers and educators.

**Staff Board:**  
those elected act directly with management and work as managers regarding administrative decisions at each outlet where they work.

**Celebration and Gratitude:**  
the staff's achievements are commemorated and celebrated during collective moments promoted by the company.

**Dial-presidency:**  
a communication channel is open to all staff and allows them to denounce secretly practices that go against Magazine Luiza's values.

**Simplifique Já**  
Simplificar é perceber a essência das coisas é ver a vida sem complicações, com simplicidade e humildade.

**Participatory Management:**  
our strategic information is transparent and accessible so that each staff member becomes responsible for the company's global results.

**Communion Rite:**  
meeting in which the company reinforces its values, shares the results for the week, celebrates birthdays, conquests and commemorative dates, recognizes the highlights and announces new staff.

**Strategic Positioning Seminar:**  
this event counts on the participation of all store, distribution centre and office leaders, preparing Magazine Luiza for the year's challenges.

The Company

## Our Multichannel Approach Sets Us Apart

We retain customers thanks to synergies across our sales channels

We believe our multichannel approach represents a fundamental way toward achieving leadership in all of our markets. It provides competitive advantages and sets us apart because we focus on the development of each channel as part of a broader interaction strategy that builds a unique relationship with our clients.

Our model benefits clients and speeds up the operations through diverse sales channels. Our multichannel strategy consists of:

- Offering clients a sales platform in five distinct formats – physical stores, virtual stores, telesales, e-commerce and magazinevocê.
- Making our products available throughout the country, including the states where the company has no physical presence.
- Facilitating the purchase of products, when and how the clients desire.
- Expanding the portfolio with the further integration of our channels and product mix.
- Deepening client loyalty.
- Using unified marketing tools.
- Reducing fixed expenses, especially administrative, marketing and logistics.

In 2013, we will interconnect our e-commerce with our eight distribution centres and the entire logistics chain. This change will improve the quality of customer service and reduce delivery times.



Conventional Stores

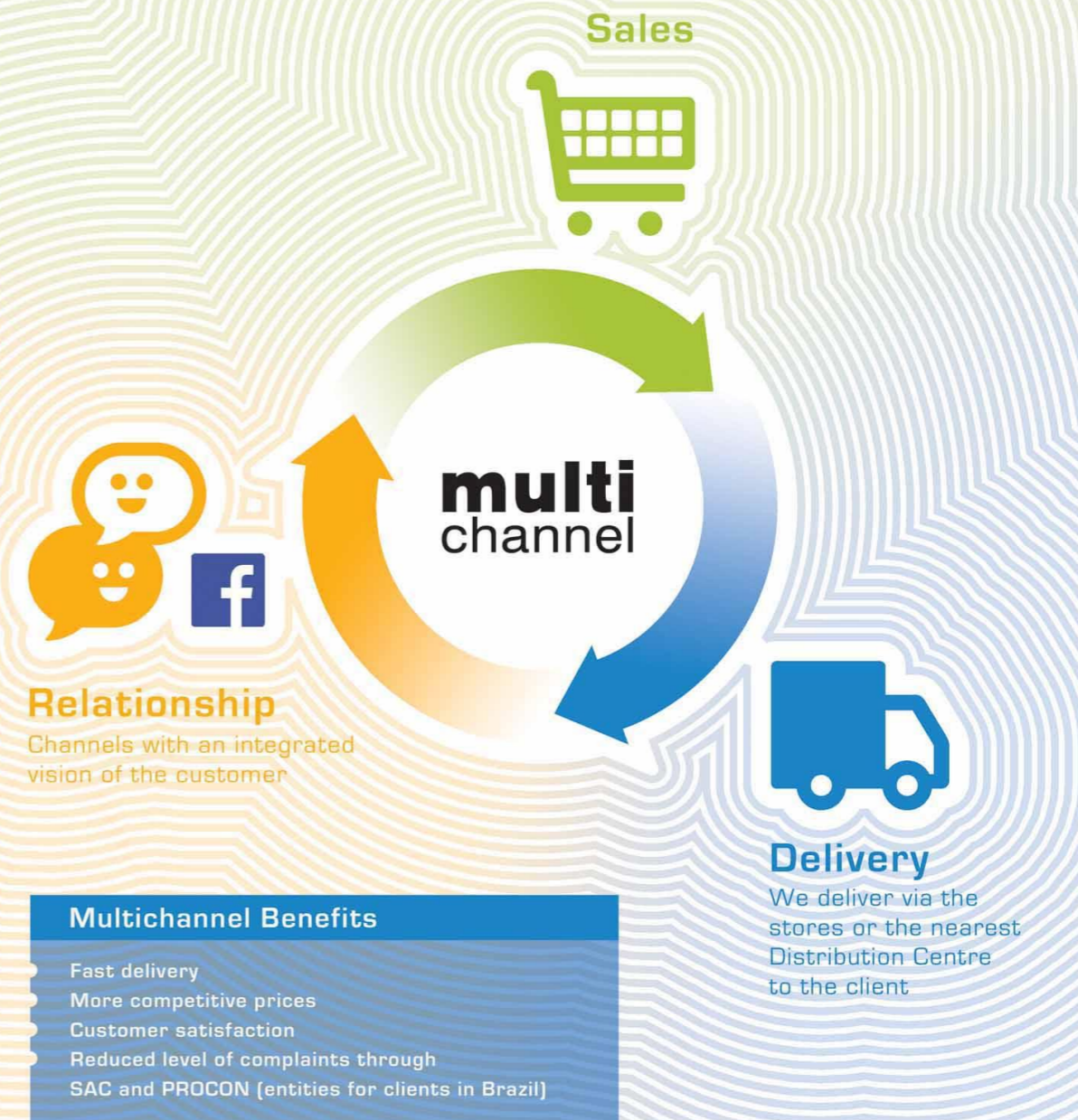
Virtual Stores

E-commerce

Telesales

Mobile

magazinevocê



Our Stores

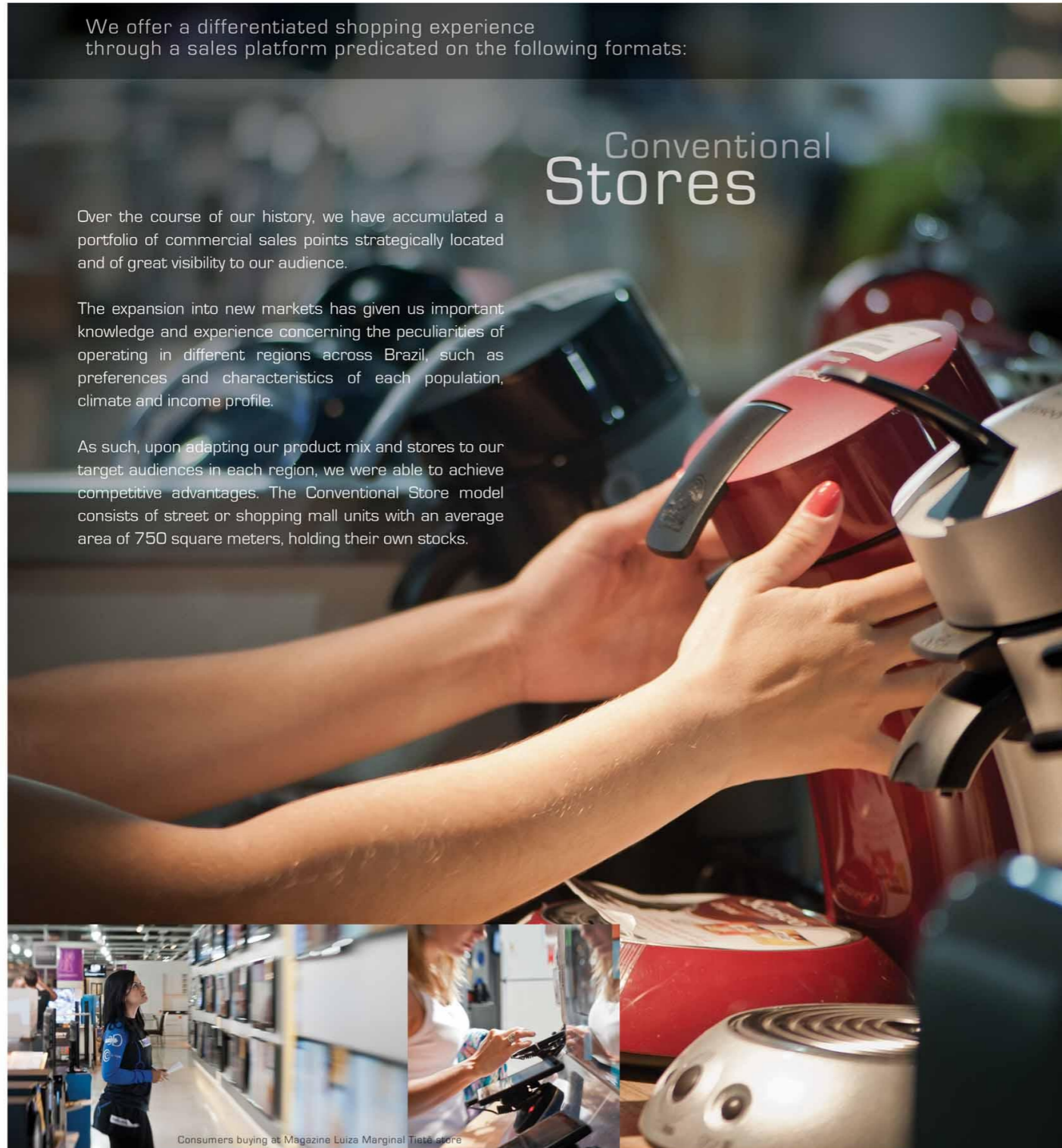
We offer a differentiated shopping experience through a sales platform predicated on the following formats:

## Conventional Stores

Over the course of our history, we have accumulated a portfolio of commercial sales points strategically located and of great visibility to our audience.

The expansion into new markets has given us important knowledge and experience concerning the peculiarities of operating in different regions across Brazil, such as preferences and characteristics of each population, climate and income profile.

As such, upon adapting our product mix and stores to our target audiences in each region, we were able to achieve competitive advantages. The Conventional Store model consists of street or shopping mall units with an average area of 750 square meters, holding their own stocks.



Consumers buying at Magazine Luiza Marginal Tietê store

## Virtual Stores

Created in 1992 during a challenging economic environment, the multimedia Virtual Stores represented an innovative response toward our expansion. The difference here is that we operate with smaller units without physical stocks save mobile phones. The product mix is the same as a conventional store, however, goods are showcased by salespeople using multimedia.



Porto Ferreira virtual store



Porto Ferreira virtual store

Magazine Luiza was the pioneer in introducing this sales model during a period when companies did not work with the concept of electronic commerce in Brazil. We were able to expand our physical presence in the country and cater for repressed demand within a population that depended on large centres for their purchases.

Today, the company has 106 virtual stores that operate at a much lower cost than the conventional ones, boosting return on investment. The success of this model reflects upon our corporate culture, which is geared toward valuing our staff and focused on providing a differentiated service to our clients. The establishments, located in smaller cities, have a sales area of circa 150 square meters.

## Telesales

The Telesales system benefits customers who do not have internet access. According to IBOPE Media, less than 50% of the national population - or 94.2 million Brazilians - are online. Only 50.7 million users regularly access the internet.



The service is also a way to address questions regarding the products and provide further information about sales conditions. The channel reinforces our commitment to the public and ensures the flexibility of our operation.

Our Retail Online

# E-commerce

The e-commerce division is one of fastest growing in Brazil. We offer clients highly relevant content, differentiated services and exclusive offers.

Unlike competitors, our e-commerce is fully integrated with Magazine Luiza through a single brand, which enables us to streamline costs such as marketing, logistics and systems.

The clients navigate on one of the fastest e-commerce sites in the country and have access to a larger range of products in comparison to the physical stores with approximately 40 thousand items. Our online services cover 100% of the national territory.



We provide online support through virtual salesperson Lu, a technological tool used to humanise the service and share relevant information with our customers. Those who use our e-commerce channel can have a post-sales relationship with conventional stores selected for these operations such as exchange of products.

Through online commerce, we also work with new B2B and marketplace partnerships, which allow for agreements for the sale of third-party items with the goal of expanding our range of products, services, areas of operations and consequently our reach to customers.



In 2012, our efforts led us to win, for the ninth time, the award for "Excellence in Quality - B2C E-commerce", and the position of the fastest retail website. The practicality and flexibility in navigation are attractive to our audience.

# magazine você

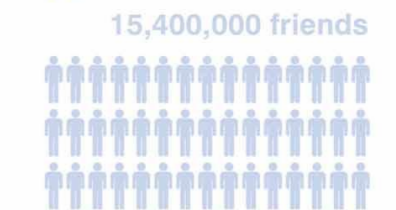
sua loja para seus amigos

## A New World of Social Commerce Online

The magazinevocê business underscores our ability to innovate after we developed a differentiated social media commerce platform that is mirrored on the success of the door-to-door sales model.

Thanks to the world online, people are able to set up a store on Facebook and/or Orkut. The so-called shop "curators", as we like to call them, select up to 60 products from our e-commerce portfolio and sell to their circle of friends, acquaintances or relatives. The business represents an enterprising alternative for Brazilians.

The project's success and the potential of social media commerce are unquestionable. Brazil is the second largest Facebook market, with more than 66.5 million registered users. On average, each member has 220 friends on the social network.



Between February and December 2012, more than

# 70 thousand Brazilians

became curators of **magazinevocê**,

a number that more than surpassed our expectations.

Our Financial Universe

# Multiple Businesses in One

## Magazine Luiza goes beyond a department store

We play a fundamental role in helping the economic and social development of Brazil, especially for the low-income C class. Since 2001, the Company has offered affordable credit to customers thanks to our partnership with Itaú Unibanco, which is one of the leading banks in the country. Today, Luizacred is one of the largest financing companies in the country.

Thanks to Luizacred's success we opened Luizaseg in 2005, a leading insurance company that offers extended warranties on products. Aside from Luizacred and Luizaseg, Magazine Luiza has worked with Luiza Consórcio since 1992 and today it is the largest consortium in Brazil.



Luizacred is a fundamental instrument toward building loyalty with our clients, boosting sales and facilitating access to credit. The agility in granting credit and the simplification in the processes position the company ahead of its competitors.

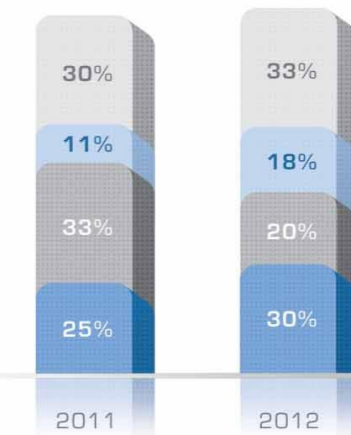
The financing company offers products such as Co-Branded Credit Cards, named Cartão Luiza, Direct Credit to the Consumer (CDC), personal loans, consigned credit, among other services.

During 2012, Luizacred financed 38% of Magazine Luiza's retail sales and was able to balance the mix between CDC and Co-Branded Credit Cards, implant a cost and expenses savings project and increase operations productivity at stores.



## Operational Efficiency

### Financed sales mix



- Third-Party Card
- CDC
- Luiza Card
- Cash Sale / Deposit

In February 2013, Magazine Luiza signed an addendum to its Luizacred joint venture agreement and transferred the management and issue of its Co-Branded Credit Cards to its business partner Itaú Unibanco. The move's core goal is to increase operational efficiency by reducing costs and expenses related to the products and financial services.

Thanks to the agreement, Magazine Luiza and Itaú Unibanco have strengthened their partnership and preserved the economic balance within Luizacred with the maximisation of synergies for each partner.

Magazine Luiza continues to hold its 50% stake in its joint venture and remains focused on the management of staff and customer services, whilst Itaú Unibanco is responsible for the financing, credit and billing policies as well as support activities such as accounting and treasury.

### Luizacred credit portfolio, including credit card, CDC and personal loans, totaled R\$ 3.7 billion, at the end of 2012

In December 2012, Luizacred had a total 3.9 million cards issued

Luiza Card sales reached R\$ 7 billion, 13.9% growth over 2011

In 2007, Luiza Card was launched under the Mastercard flag. It can be used in our stores with special conditions in relation to other cards and at other outlets.

### Portfolio Composition

( R\$ Million )



The balance of the total overdue portfolio fell to R\$ 420.9 million in December 2012 from R\$ 560.4 million in December 2011

The balance of the 90-day overdue portfolio came to R\$ 298.8 million in December 2012 from R\$ 413.3 million in December 2011

- Personal Loans Portfolio
- CDC Portfolio
- Credit Card Portfolio

Our Financial Universe

# luizaseg

uma empresa magazine luiza e cardif

Luizaseg is a leading national insurance company offering extended warranties on products and brings the Company competitive advantages in this segment. It sells annually more than two million extended warranty certificates among other kinds of insurance.

Unlike other retailers, we have full control of the insured portfolio and maintain a post-sales relationship with our customers.

Our subsidiary, established in 2005 through an association with Cardif, a BNP Paribas Group company, has a complete service structure with representatives in stores, call centres, and an exclusive team for incidents, as well as a comprehensive network with more than three thousand accredited technical assistance centres.

Luizaseg's diverse product portfolio also includes Troca Certa, which allows for the swapping of a defective product for another for up to the limit of its insured value, Seguro Prestamista, which ensures the payment of a product that is financed via installments, and there is also Life Insurance, Hospital, and Medical Care, among others.



garantiaestendida

CARDIF  
GRUPO BNP PARIBAS

trocacerta comprasegura

segurosluiza segurosluiza hospitalar segurosluiza  
segurosluiza segurosluiza vida segurosluiza celular



## consórcio luiza

YOUR HAPPIEST ACHIEVEMENT

Consórcio Luiza is one of the largest consortium in Brazil and since 1992 has already delivered more than 220 thousand units.



ELECTRONICS



CARS

The company counts on approximately 55 thousand active clients and works via a credit system, allowing consumers to buy products within groups. The business represents a form of savings, by means of self-financing, for the purchase of goods and hiring of services.

Over the course of the years, the operation has gained other dimensions and currently covers segments such as vehicles (automobiles, motorcycles, boats, tractors, etc.), services (plastic surgery, dental care, travel, building material, post-graduation courses) and real-estate.

Headquartered in Franca in the interior of São Paulo, Consórcio Luiza provides customers access to its so-called "letters of credit" at all of its stores. The unit operates with its own staff and 77 authorised commercial representatives, besides the site [www.consorcioluiza.com.br](http://www.consorcioluiza.com.br), which offers quotas.



## Our Innovation



Frederico Trajano Inácio

# e-commerce Trajectory

Magazine Luiza is one of the most innovative retail groups

I remember it vividly, it was late afternoon in Sao Paulo, and I was reviewing proposals and business plans for start-ups, thinking about the next big internet opportunity in Brazil. I had just graduated in Corporate Administration at university. The year was 2000. The US and UK were enjoying the internet boom. Valuations were fantastic and the possibilities seemed endless for those willing to pick up the baton and join this internet race.

As I studied these proposals, I realised retailers were making a critical mistake – they were separating their online business from their existing traditional operations, creating new brands, new systems, new teams, new addresses and new costs whilst pouring countless millions into their new units. Consultancies and investment banks were advising companies to create separate tax IDs to ensure the protection of their businesses should shoppers aggressively migrate to online purchasing in the future.

Instead of joining the race and spending millions in the business since the first day, I submitted a proposal to the Executive Board of Magazine Luiza and adopted a more gradual approach. In the beginning, we saw e-commerce as a complement to the traditional retail operation and were aware that its creation could affect sales of conventional stores but a new online channel would also ensure we maintained our market share. Since then we have achieved a good balance between conventional and online sales without an unfavorable impact on traditional operations. The strategy of e-commerce has always been independent, giving us

the freedom to create a start-up in a company that had been operating for more than 40 years. We did not need to discuss priorities between e-commerce and conventional stores. We insisted on maintaining a distinct team with exclusive buyers, marketing and logistics teams and we developed all the know-how and in-house systems.

While we have always kept our strategy separate, we sought to capture synergies between the structures of the two operations and take advantage of resources and existing infrastructure at Magazine Luiza. Today, we have our own staff and budget but we share office and back office infrastructure, supporting the offline operation. We save on marketing costs, considering that e-commerce sales increase when products and stores are advertised on TV by Magazine Luiza. In the end, we did not create a new brand – Magazine Luiza had already built an excellent reputation and this was the greatest asset of all, allowing us to win over customers and their loyalty quickly.

Since the creation of e-commerce, we have kept to four goals: always hit the target; provide the best online information to our customers; be profitable; and provide the human touch toward our clients concerning online services.

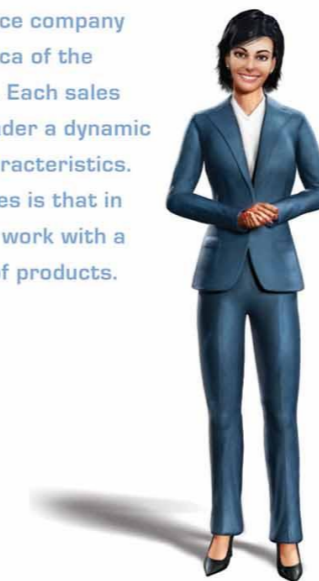
In order to do it right, we took a step back and worked during the first five years to develop the online operations using little CAPEX and connecting them to the traditional retail business. At soon as e-commerce

began to grow in Brazil in 2007, we were ready. We started the e-commerce with synergies in mind and a clear focus on developing competitive advantages. The strategic timing was perfect. We were relevant and competitive.

By December 2012, we surpassed the R\$1 billion mark in sales for the first time, 12 years after our first R\$1 million in 2000. In addition to great revenue growth, e-commerce has always been profitable, fulfilling one of our goals. We needed to prove to the parent company that we could do it on our own and that our model would be different from the rest of the market.

Our other challenge was the culture. How could we pass Magazine Luiza's values and high quality services to the online environment? Sales teams in the stores are well trained and highly stimulated. How would it be possible to have a consistent philosophy in all sales channels? This was how the idea of creating "Lu" emerged, the first virtual salesperson, providing the human touch in the relationship between customers and e-commerce. We created a feature in order to provide relevant information to consumers - "Lu" talks about products and lifestyles and helps them make the right choice.

**"Lu" is part of our goal to be innovative. We did not want to create an e-commerce company that was just a replica of the conventional stores. Each sales channel operates under a dynamic and has distinct characteristics. One of the differences is that in e-commerce we can work with a much larger range of products. We can be bold.**



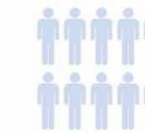
Gross revenue  
R\$ 1.1 billion  
in 2012



9 million visitors  
- monthly average  
in 2012



83 million  
page views a  
month in 2012



1.30 million  
customers in 2012

We have done this by selling perfumes and beauty products online but not in the conventional stores, for example.

We have future plans to increase our current product base from approximately 40,000 to 150,000 items. To achieve this goal, we intend to make our eight distribution centres available the e-commerce business before the end of 2013. Only the Louveira Distribution Centre in the state of São Paulo is currently available to e-commerce.

In late 2012, we conducted a successful pilot project in the Distribution Centre of Caxias do Sul – Rio Grande do Sul. After this project, we will maximise the use of our infrastructure, reduce logistics costs and accelerate deliveries. We will have a competitive advantage over the competition and put into practice our cost-savings project. We aim to continue to grow faster than the market with the delivery of a differentiated service to our customers.



Our Innovation



# Boldness and Creativity



We have always talked about how we could create a door-to-door sales platform. We had seen how successfully it had worked with consultants selling products to their social circles. Personal contact and memorable retail experiences are two ingredients that have helped Magazine Luiza grow significantly and sustainably.

To successfully achieve the dream of recreating this model we clearly needed to innovate. Where and how could we establish the same close relationship that cosmetics salespeople had with their target customer base? The consultant is usually someone with whom consumers have a relationship: a co-worker, a neighbour, someone who attends the same church or hairstylist, for example.

And so the Facebook came about – a "place" where people have a close and private relationship. The social network has more than 66.5 million Brazilians, who have an average of 220 friends online. We felt we had an opportunity to develop a national sales force online. Representatives would create their own shops, select up to 60 products from the Magazine Luiza website, and they would receive commissions for social media sales.

We decided it would be nothing more than direct sales and that each representative of magazinevocê would become a "curator", making the best selection, writing their own opinions about the products and adding value to available content via Facebook.



The idea was bold and, in August 2011, we had our first test-run, and by February 2012, we were ready – we could guarantee that our future salespeople would create stores and receive commissions promptly. It was time to open our small network for our customers and so we launched magazinevocê.

The forecast was for 10,000 direct sellers on Facebook until the end of 2012. However, we reached 70,000, far more than what we had expected with revenue rising exponentially albeit from a small base of comparison.

We want to encourage and help each individual to become an expert and enjoy what they do. We share the best practices of the 20 best sellers on the network, showing how far they can get with magazinevocê, it is a way to stimulate entrepreneurship in Brazil.

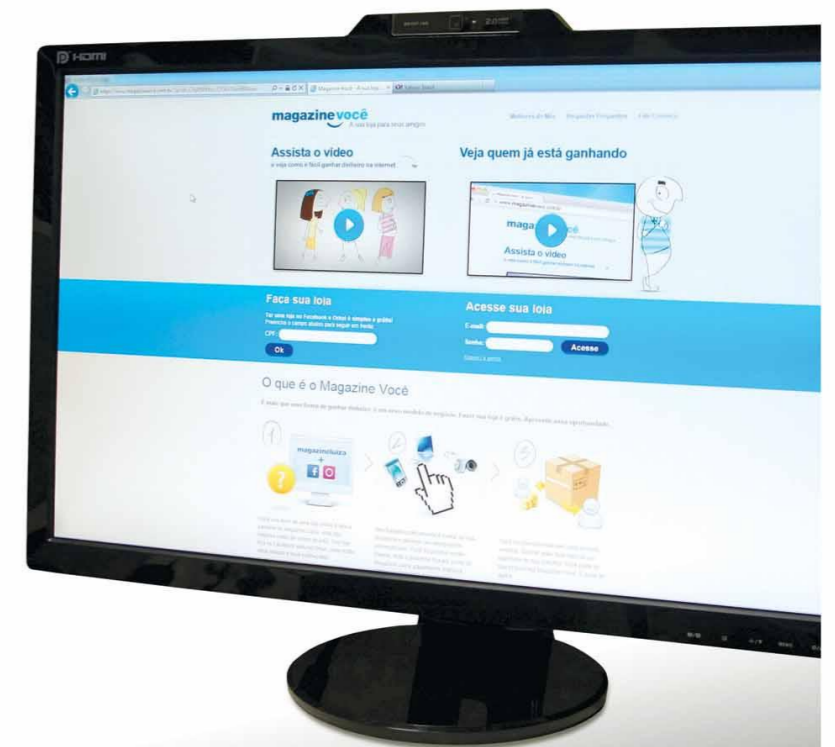


Frederico Trajano Inácio  
Magazine Luiza Sales and Marketing Director

Since the beginning, we have been amazed with the seriousness of Brazilians about magazinevocê. This channel is rapidly improving and we will take it to Google+ after learning much from Facebook. It is difficult to quantify the future of magazinevocê and also too early to tell, considering that there is no reference in the market to help us predict the potential. However we believe that



in the future it will be a growth engine for Magazine Luiza.



Our Innovation



Luiza Chip represents an opportunity to leverage and retain our client base through the mobile segment.

Our innovative mobile chip is similar to a conventional one but with many advantages. Luiza Chip brings a unique menu of Magazine Luiza content and special offers, free internet and double recharge.

The launch of the chip in 2012 was conducted in partnership with Claro, one of the largest mobile operators in Brazil. Our customer base has already reached 400,000.

The partnership establishes a new customer relationship channel, strengthens and rejuvenates our brand, as well as representing an opportunity to increase sales.



Our Technology

# Our Technology Makes A Difference

We reduce costs, increase efficiency and make integration possible

As one of the strategic pillars to the success of our business, we use technology to help reduce costs, increase operational efficiency, strengthen financial controls and compete aggressively in conventional and online stores.

We have a long historic focus on innovation with technology at the heart of a number of key initiatives. We pioneered the creation of a system by which our stores salespeople are paid variable compensations. The system sums up their daily sales results as well as the margin and awards, contributing to the management of results, strategies implementation and achieving goals.

IT also plays a key role in harnessing synergies for the Company. We have developed a customised technology model for implementing multichannel formats and we have integrated various sales channels with the distribution centres. The process reduces delivery times as well as freight costs for both consumers and the company.

In order to integrate retail chains Lojas Maia and Baú da Felicidade, we worked meticulously by bringing all data onto the same platform. We also managed to unify all processes and systems between the stores and distribution centres.

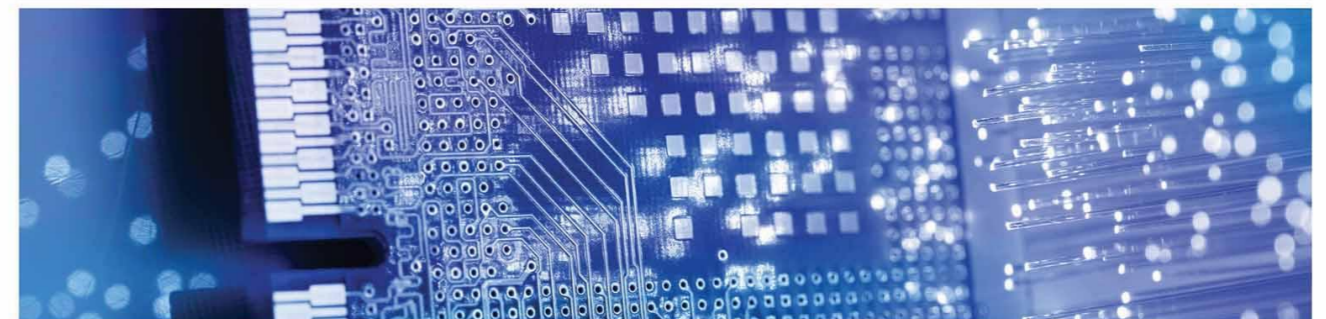
The migration happened with minimal impact to customers, suppliers, partners and employees.

The acquisition of Lojas Maia and Baú da Felicidade brought a new dimension in terms of the Company's size and challenges. We needed to transfer the data centre to Sao Paulo from Franca to meet demand coming from the new retail chains. The database brings together all of Company's major systems from e-commerce to the tools used at outlets. The old data centre continues to operate as a back-up.

The Company also implemented the cloud computing concept to ensure secure data transfer during sales peaks, optimising investments and reducing costs on IT infrastructure.

These changes were not just limited to operations. We also developed Information Technology Strategic Planning (PETI), which focused on developing an IT Governance structure, reviewing applications architecture, preparing systems and improving infrastructure.

We are increasingly improving our IT universe, aiming to ensure excellence, safety and agility in our processes to suppliers, employees, and customers.





Advertising Campaigns and Actions

Our sales campaigns and advertising platforms underscore the essence, identity, credibility, and popularity of Magazine Luiza with Brazil's low-income C class, the largest consumer segment in Brazil.

Sales such as "Fantastic Sale", "Gold Customer Day", "Clearance Sale" and "Only Tomorrow" are synonymous with our brand, which is considered to be one of the 25 most valuable in the country, according to leading business magazine EXAME.

Within these initiatives, the "Fantastic Sale" is a national and pioneering event. It is a rage with consumers who wait in line for up to a week to buy showroom products with discounts of up to 70%. The sale also generates spontaneous media that is worth 10s of millions of dollars in advertising costs on television. The "Fantastic Sale's" breadth and success is such that competitors have also tried to reproduce the same event, though we regularly find that



professionals from other retail chains end up coming to our brand.

We are certain that our special annual sale stands as the most traditional event in Brazilian retail. The campaign has changed our seasonal calendar, transforming January, a traditionally weak sales month into a strong one. This event, as well as the "Clearance Sale", which comes after Christmas, serves as a way of selling stock rapidly and replacing it with new wares.

We also highlight our Gold Customer Programme, which aims to recognise, value and retain our most loyal customers. The result of the programme is reflected in the behaviour of these customers, who are more active and frequent buyers than our other clientele.

Our "Gold Customer Day" is the main initiative that we take to build loyalty with our customers. We open our stores three times a year exclusively for our Gold Customers on Sundays. Red carpet, breakfast, and exclusive offers are part of this special day's programme.

We currently have more than one million customers, who account for 20% of the company's total revenue.

"Only Tomorrow" is another campaign that reinforces the brand's image with our customers and brings real sales results. Usually on Sundays, we announce a product offer, which is only due the following day. We have done this for more than 15 years and it is a key part of Magazine Luiza's Events Calendar. We negotiate special terms with our suppliers on a given product, which enables us to offer prices lower than those in the market. The campaign's success is reinforced by the strength of sales generated.

Moreover, we have excellent relationship management with customers through innovative CRM tools such as "Operation Boomerang", which stimulates telemarketing at the stores.



Our Operations

## Magazine Luiza's Operational Processes

### Purchasing – products range definition and demand planning

I. We have the best product mix and right quantity for each store, taking into account suppliers' views, market trends, and competition.

### Suppliers deliver products to distribution centers

II. The management of our product's categories and purchasing begins with a strategic relationship with our suppliers. Since 2002, the Company has signed partnership letters with its suppliers where all negotiated aspects are specified, ensuring tranquility to carry out our plans throughout the year thanks to our crystal-clear relationship.

### Stocking of conventional and Virtual stores

III. We put the right product in the right store at the right time; we adjust the pace of supplies to balance the coverage in stores with a minimum of mistakes; we maintain a differentiated flow for our discounted products, we equalise our distribution in case of shortage and rapidly interact with the stores.

### Management of around 50,000 products and prices

IV. We adjust product prices according to their life cycle to ensure the flow of stocks and weekly evaluate every product to maintain margin and ensure sales growth.

### 10-Star Service

V. We implemented the "10 Star Service" programme six years ago, aiming to ensure service excellence in the industry, guiding all teams and retaining consumers. Our focus on people can be seen by the frequency in consumption. In 2012, about 2.4 million customers purchased goods more than once across our stores.

### Logistics – Magazine Luiza's own fleet, large carriers and a charter fleet serving customers in Brazil

VI. We provide better customer service at a competitive cost. In 2012, we strengthened our logistics with an increase in distribution centre capacity and we opened a new unit in João Pessoa with 25,000 square meters. We invested in the layout and reorganised product distribution to facilitate and speed up truck loading.

### CRM with more than 30 million registered customers – retention and customer loyalty building

VIII. We develop bespoke communications campaigns directed at bringing a return on investments made in winning over customers. We work with channels such as telemarketing, SMS, direct mail, and e-mail. Luiza Chip, launched in 2012, is another way of sending product offers and news as well as being closer to customers.

We assist our salespeople in the stores with information such as personal data, credit limits and purchasing history.

For our most loyal customers, Magazine Luiza has its Gold Customer Programme.

### Post-sales services

VII. We offer a furniture assembly service across 16 States where we have stores. In 2013, we will offer technical assistance to quickly fix items too.

## Supply Chain Overview

### Main achievements until 2012

Reduction of damaged or lost stock

Reduction of AA product breakages

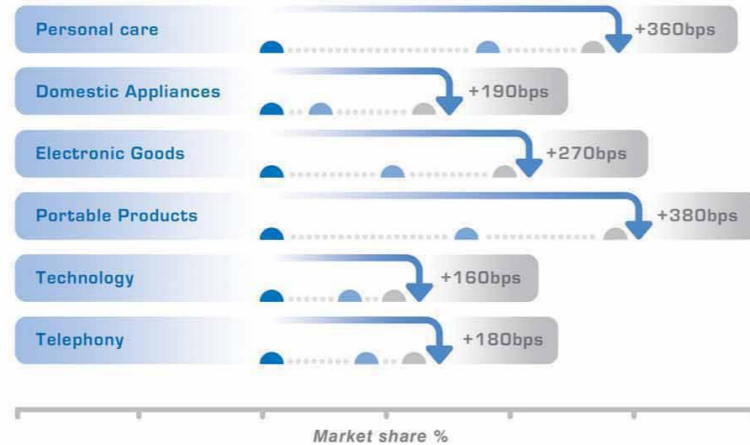
Greater consistency in operations and balance among the stores

Better general availability and the right products per store

## Significant market share gains in all categories

### Evolution of ML's market share by product category

Market share gains by preserving returns



Source: GfK

2011 ML 2012 ML 2012 ML + Meia



# Economic Backdrop

Retail sales grow and unemployment rate keeps falling

**We demonstrated in 2012 our ability to face a challenging economic environment and make much progress with gross revenue growth jumping 19.1% over 2011.**

The year was another example of our resilience and power to overcome adverse situations during the 55-year history of the Company. Our strength protected us from hyperinflation in the 1990s, depreciation of the real currency in 1999 and the global economic crisis in 2008 and 2009 when our annual revenue grew respectively 24.8% and 21.0%

In 2012, the economic scenario was less robust, however, Magazine Luiza is positioned in an industry that has benefited from favourable domestic economic conditions such as low unemployment, rising incomes, affordable credit, low product penetration and the evolution of Brazil's low-income C Class.

Our growth is directly linked to expanding domestic consumption, which outpaces national economic performance. In 2012, retail commerce increased 8.4% on the previous year. Furniture and home appliances sales increased 12.2% over 2011 and had the second largest impact on the indicator.

## Strategy and Opportunity Business sector

This trend is expected to continue since many economists believe that Brazil has the potential to move up two ranking spots and become the fifth largest economy in the world. The stable political and economic environment, investments in infrastructure and education, and better income distribution are factors that will contribute toward helping Brazil reach that position.

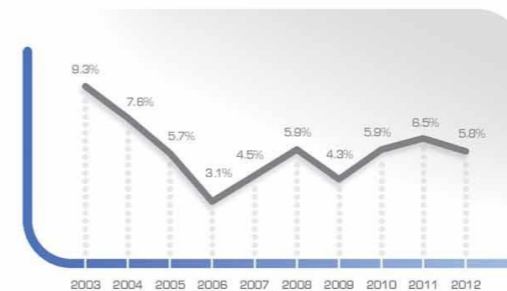
This positive scenario will be achieved in the long term. In contrast, Gross Domestic Product (GDP) grew just 0.9% in 2012 amid a European crisis, slowdown in China and a weak US recovery.

In an uncertain moment, the government has committed to executing a number of plans to help stimulate the economy such as the reduction of spreads, costs

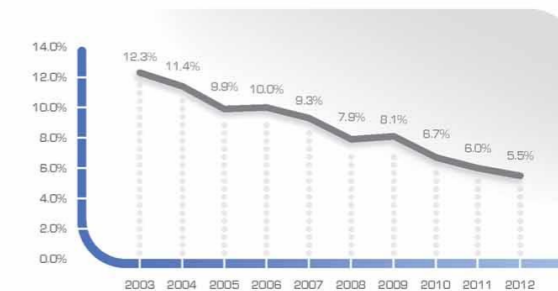
containment, increase in investments, tax relief – such as the Tax on Industrialized Products (IPI) for domestic appliances and furniture – and a reduction in costs. Independent of these moves, the Central Bank (BC) reduced interest rates to a record low of 7.25% a year compared to 11.0% at the start of 2012.

On top of these measures, retailers benefited from rising credit availability. The amount of credit in the financial system reached R\$2.36 trillion in 2012, representing an increase of 16.4% compared to the previous year, according to the central bank. Loans volume reached 53.5% of GDP versus 49.0% in 2011. On the other hand, delinquencies decreased 0.1 percentage points to 5.6%

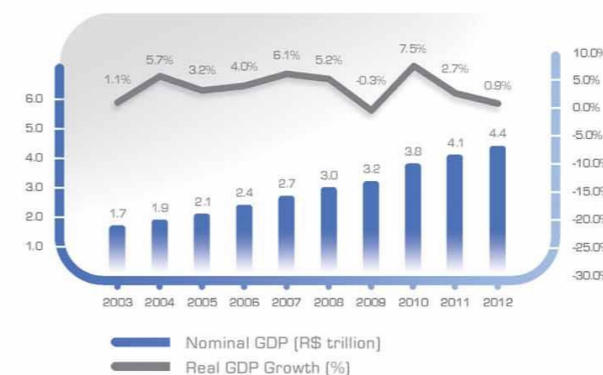
CPI - % YoY



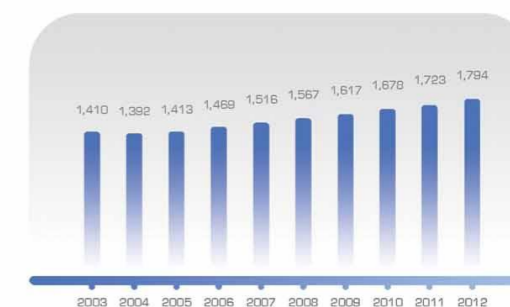
Unemployment Rate [% of EAP]



GDP (R\$ trillion)



Average Salary (R\$ month)



Source: IBGE

Business Strategy

# We are one of the Largest Retail Companies in Brazil

## We have a sustainable growth potential

We are one of the largest retail companies in Brazil in the durable goods sector following organic growth and acquisitions. We are already working to become the leader or number two in the 16 states where we operate and are interested in expanding our geographic coverage.

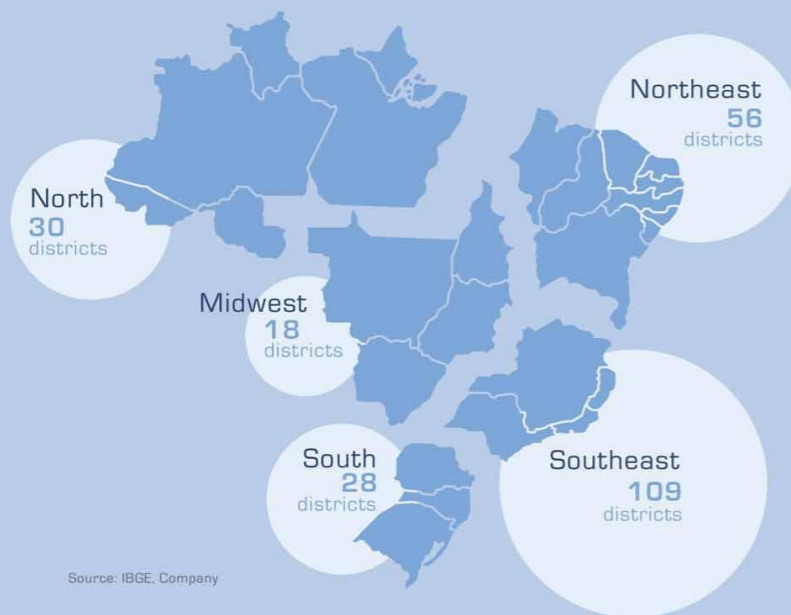
Consolidation is fundamental to the success of our business in the long run. According to Harvard Business School's\* Professor Aldo Mussachio, companies that achieve leadership until 2020 should remain in front of their competition in the following decades.

We are well positioned to take this opportunity and we

see an enormous potential for sustainable growth. In principle, the plan to lead the retail market sounds ambitious, but the company has already demonstrated its capacity for rapid transformation with excellence. We reported R\$3.4 billion in gross revenue in 2008 and closed 2012 at R\$9.1 billion.

To make this grand plan feasible, once a year, the company selects the regions and States where it plans to expand its operations. The process takes into account demographic elements, revenue and competition in order to identify the potential and obstacles at each location. The evaluation also takes into consideration the city's GDP, consumption standards, Internal Rate of

## Differentiated potential for organic growth



Source: IBGE, Company

Multichannel model with significant geographic reach hands Magazine Luiza an advantage when identifying opportunities for new stores

About 240 districts in Brazil are priorities for Magazine Luiza store openings

Priority municipalities are good to receive more than 400 Magazine Luiza stores

30% will be opened as Virtual stores

Return (IRR), traffic and proximity to our distribution centres.

We also believe in the possibility of growth by acquisition. We have expertise in the execution of such transactions and profound knowledge about the risks and opportunities. We study with intelligence and care not only about the immediate opportunity of an acquisition, but also the gains, feasibility and profitability in the long run.

Today, Brazil's fragmented retail industry provides many opportunities for Magazine Luiza with more than 50% of the retail sector in the hands of small companies. The areas of future interest include the states of Rio de Janeiro and Espírito Santo as well as the North of the country. However in 2013, the company will focus on organic growth and consolidation of the markets where it is already physically present, seeking improvement in its financial indicators, Corporate Governance and internal processes.

We believe that our growth is sustainable and that e-commerce will continue to outpace the industry. We will remain focused on increasing our product mix, operational excellence, innovation, B2B partnerships and deeper integration with our physical stores. Our multichannel strategy is one of our most significant differentials.

\*EXAME Magazine, published on August 22 2012.

## ... and multiple opportunities for growth throughout Brazil

### Significant Growth of the Virtual Channel

Number of Virtual stores and online sales above market growth

### Increasing Participation of Financial Products

Nearly four million customers have Luiza Card - loyalty potential  
Penetration of Luiza Cards through Lojas Maia sales

### Industry Consolidation

M&A potential in a highly fragmented industry - more than 50% of the sector is in the hands of small companies

### Organic Growth

Consolidate our presence in markets where we operate, especially the Northeast and São Paulo City  
38.5% of the stores are yet to mature  
Refurbish stores to boost sales at existing branches



# Growth Opportunity

## Economic scenario promotes Brazilian retail

We represent an investment opportunity in the long term for investors who are betting on Brazil and its highly promising future.

By 2020, Brazilians will have spent R\$ 3.5 trillion, transforming the Country into the fifth largest consumer market in the world, according to McKinsey. Domestic consumption is expected to gain another dimension, reaching 65%, of an R\$ 5 trillion GDP\*.

We are positioned to enjoy the fruits of this strong consumer wave, growing significantly and entering new markets before decade's end. Such a strategy combined with a focus on improving the financial performance of indicators such as EBITDA, cash flow, working capital, and net debt will add value to our investors. We are also working to deliver a more predictable and consistent returns in the medium and long term.

Other factors that will benefit the Company and our valuation include management's commitment, attractive market growth dynamics, a widely recognised brand in a fragmented market, as well as a simple and fast growing multichannel model that maximises sales and supports customers.

In addition, the Federal government will have built 23 million houses by 2022 through the programme "Minha Casa Minha Vida", or "My Home, My Life". The housing project will generate additional demand for appliances, furniture, and other items from our product mix. Almost R\$ 200 billion is being invested

in roads, railways, airports and port infrastructure. The expectation is that these programmes will make the Country more competitive.

We will also benefit from a structural change in Brazil's economy. Lower interest rates over the coming years will facilitate companies' access to credit and encourage investment, creating jobs and improving income distribution among all social classes, especially the C Class.

According to a study made by the Strategic Affairs Secretariat (SAE) of the Republic's Presidency, Brazil's low-income C Class is composed of more than 100 million Brazilians, accounting for 52% of the population. Over the last decade, more than 40 million people migrated to the C Class in Brazil.

Another factor involves the increasing popularity of credit cards. In the last few years, the more solid economic scenario and development in financial services have increased the population's purchasing power, boosting family's expenditures.

We believe in the huge potential of the Brazilian market over the coming years and the growth opportunities that will come to the Company. Unlike other countries, low penetration of products in Brazil such as smartphones, flat-screen TVs, laptops, automatic washing machines, air-conditioning, among others, will enable growth in the short, medium and long term.

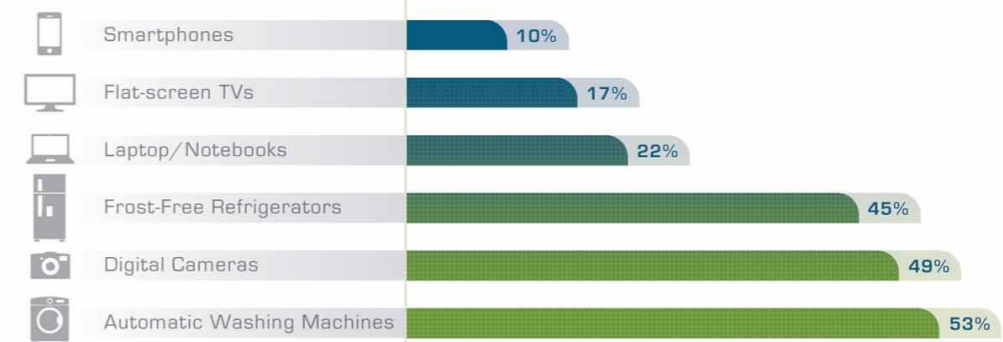
\*EXAME Magazine, printed on August 22nd, 2012.

## Potential

### Growth opportunities in 2013

#### Increase in Penetration ...

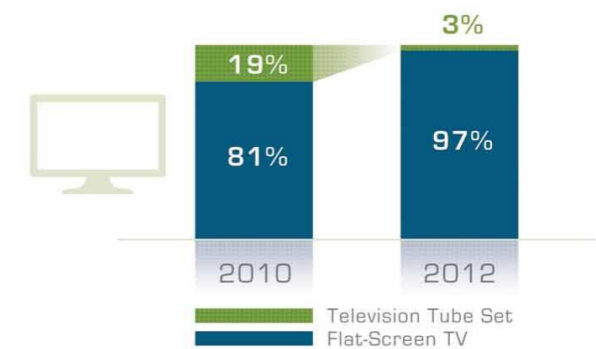
Penetration (% domicile Brazil)



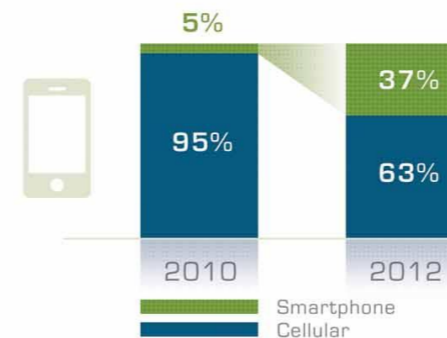
#### ... and consumption upgrade reflected in Magazine Luiza's sales

Source:  
TGI Ibope 2011 Nilsen -  
2012 Durables Special Study

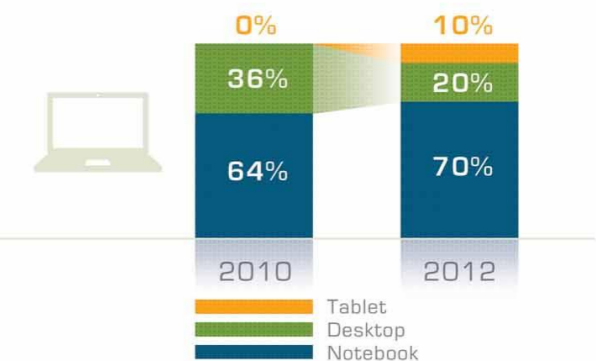
#### Television Financial Volume (%)



#### Cellular Phone Financial Volume (%)



#### Computing Financial Volume (%)



Shares



The year was marked by Magazine Luiza's shares advancing forward despite a challenging environment. The stock increased 27.4%, while the IBovespa, the main Brazilian stock index, rose 7.4%. We closed the year with a market share of R\$ 2.26 billion.

The policy adopted by the Brazilian government throughout 2012 positively influenced investors' eagerness for Magazine Luiza's shares. The government engaged in an expansionary monetary policy when the Selic rate reached a record low of 7.25% per annum.

The gain could have been higher but investors were worried about the economic slowdown and the impact of Lojas Maia's and Baú da Felicidade's integration costs.

For the first time, we took part in the IBrX-100 index which measures the return of a theoretical portfolio composed of 100 stocks selected from Bovespa's most traded shares in terms of number of trades and volume. These stocks are weighted in the index portfolio by the respective number of shares available in the market.

Common Company shares are available for trading on the BM&FBovespa New Market under the code MGLU3. According to the BM&FBovespa, the New Market has the highest level of Corporate Governance and the company is allowed to issue ordinary shares only.



Follow the stock's performance below in 2012:

MGLU3 - Performance in 2012 (R\$/share)



In 2012, average trading volume totalled R\$5.9 million

Composition of Social Capital

| 31/12/2012 |             |
|------------|-------------|
| Ordinary   | 186,494,467 |
| Preferred  | 0           |
| Total      | 186,494,467 |

Our social capital is divided as follows:

| Shareholders       | Number of Shares | Percentage |
|--------------------|------------------|------------|
| Controllers        | 126,688,581      | 67.93%     |
| Outstanding Shares | 59,805,886       | 32.07%     |
| Total Shares       | 186,494,467      | 100.00%    |



### Magazine Luiza and The Society Commitment to the Society

# Luiza's Way of Being values human relationships

We reinforce our commitment to society by respecting people, promoting actions in the community and investing in relationships with our customers, employees and suppliers.

We believe people are the strength and vitality of our business. Treating them well is what makes Magazine Luiza one of the best companies to work for as well as one of the most recognised brands by Brazilians when it comes to reliability and quality of service.

We have constantly focused our efforts on the special preparation of all employees to ensure we deliver quality services. Internally, we have a democratic management style and also Luiza's Way of Being allows for greater team integration without hierarchical barriers in the communication chain. All employees have free access to the Boardroom.

We value diversity, regardless of age, gender or social background, besides having specific programmes, such as the inclusion of disabled people and the hiring of interns and trainees.

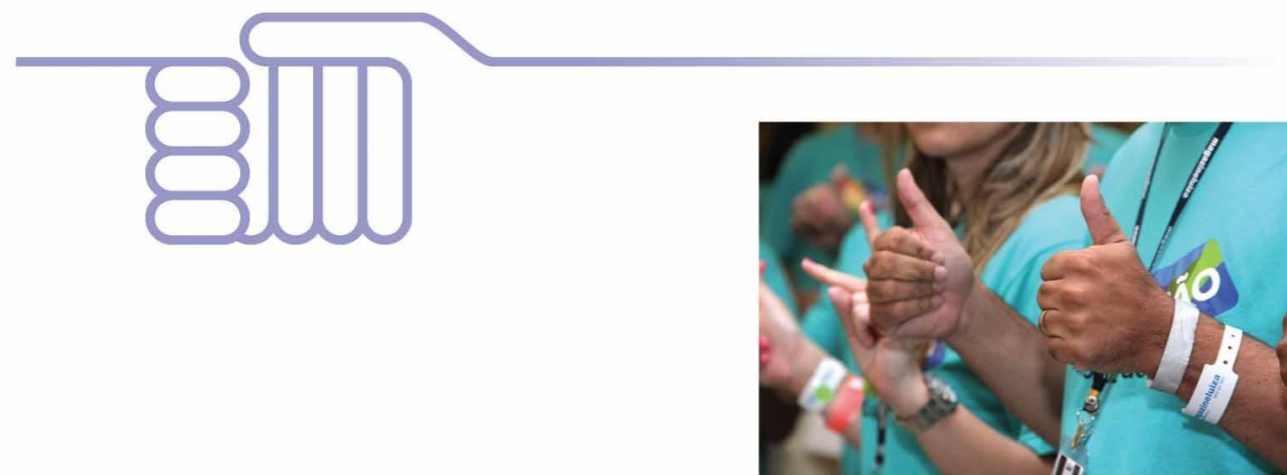
We have also developed a social programme known as the "Network of Good Project", which gathers, publishes

and values social actions developed by employees or units of Magazine Luiza. The programme encourages volunteerism and citizenship.

We have support units that maintain several social and cultural projects within the communities where we operate. Our store managers, for example, obtain resources intended for community events, campaigns, and gatherings, furthermore our Promotional Marketing often sponsors regional events that strengthen culture.

Regarding the environment, Magazine Luiza has developed policies, conservation practices and awareness of the use of natural resources without being aggressive. For many years, we have adopted recycling bins in our offices and distribution centres, and developed awareness campaigns such as the "Caring for the Environment Project".

Magazine Luiza believes that it owes much to society for what it has built over the years. Our commitment with society is one of our core pillars. We believe our success is the success of people who are part of our history.



Awards and Recognition

# Employees in First Place

We are one of the best companies to work for



Magazine Luiza has figured among the 25 best companies to work for in Brazil every year since 1998. The ranking is published by leading business magazine EXAME and by the Great Place to Work Institute, which takes into consideration the opinion of the employees of such companies.

In 2003, the Company was considered to be the best in Brazil and became the first in the world in the retail sector to receive such recognition. Such accolades include "Best company for women to work in" in 2007; "Best company to communicate with staff" in 2010; and "Best company to listen to employees" in 2011.



The wins show that our employees are pleased to be part of a group that daily praises and invests in people. The slogan "Come and be happy" is part of our communication campaign with all stakeholders and does not refer only to customers but also employees, suppliers and partners.

In order to achieve success and ensure the best service, communication with employees at all our units is essential. Official communication channels are Luiza Radio, Luiza TV and Luiza Portal. All of them are approved by 90% of the employees as an efficient tool to keep everyone aware of the campaigns, promotions and news about the Company.



Below, we list recognition of our work in 2012:

2012 (Magazine Luiza)

We came in at 23rd place in the "50 most valuable brands in Brazil in 2012". This was ranked by IstoÉ Dinheiro Magazine in partnership with Brand Analytics/Millward Brown.

2012 (Magazine Luiza)

Elected the "Dearest Brazilian E-commerce Store" and the best in home appliances category by popular election in the 9th Excellence Award for Quality on E-commerce B2C. We received for the ninth time the Diamond Trophy.

2012 (Magazine Luiza)

We joined the list of "100 Best Companies to Work for in Latin America", representing a survey by the Great Place to Work.

2012 (Magazine Luiza)

Elected as one of the 130 best companies to work for Brazil for the 15th consecutive year, according to the Great Place to Work and Época Magazine of Globo publishing.

2012 (Magazine Luiza)

Elected for the second time as one of the "20 Most Admired Companies in the Country" by HR professionals, as part of the study "Most Admired HRs in Brazil in 2012". This was conducted by Gestão & RH Publishing.

2012 (Luiza Helena)

Receives for the third time the Executive of Value Award for her management skills in a study by leading business newspaper Valor Econômico.



Corporate Governance  
Philosophy



Magazine Luiza is listed on BM&FBovespa's New Market

Our quest to improve our best practices in Corporate Governance is constant. The principles of transparency, equity, accountability and corporate responsibility guide Magazine Luiza's decisions and actions with the purpose of aligning the interests of our stakeholders.

The implementation and formalisation process of these practices started, in 1992 with the elaboration of our first Code of Ethics and Conduct.

During the following decade, our Corporate Governance reached a new level with the arrival of minority shareholders, by means of private equity funds administered by Capital Group, contributing to the company's preparation for its IPO.

We advanced our policies significantly and by way of our public share offering we floated on BM&FBovespa's New Market, attaining its highest level of governance in 2011. Companies listed at this level are willingly committed to adopting practices that exceed the demands of legislative and shareholder rights.

Between 2011 and 2012, the company took its Corporate Governance to the next level. Main highlights include the improvement of work done at our Audit and Risk Committee and Administration Committee. Besides this, we set up a Finance Committee in March 2012, and established a Fiscal Council by General Assembly in April of the same year.

Practices

- ETHICS
- TRANSPARENCY
- HONESTY
- RESPECT
- RECOGNITION
- TRUTH

In addition to the duties established in the Corporation Law, the General Board of shareholders has the power to elect or dismiss, at any time, board members and tax officials; fix the total annual compensation of the board members and the Executive Board; discuss the allocation of net income for the period and dividend distribution; and amend bylaws.

The collegiate also has the authority to decide upon other subjects that involve, directly or indirectly Magazine Luiza, such as the increase or reduction in equity capital beyond the authorised capital limit, any financial restructuring, merger, demerger, transformation, incorporation, or share incorporation, as well as the transfer of a substantial part of the assets that generate the discontinuity of its activities, redemption, amortisation, breakdown or grouping of actions or any securities issued by the company as well as the distribution of dividends above the obligatory minimum.



Structure

The Corporate Governance structure of Magazine Luiza is composed of the following departments and agencies:



Board of Directors and Executive Board

The Executive Board decides on strategic issues, aiming to promote and observe the basic objectives of the Company as the adoption of an agile administrative structure composed of experienced professionals including the preparation of strategic guidelines.

The decision-making body is made up of at least six members, having two independent ones, elected at the General Meeting for a period of one year.

Our Management has a Board of Directors and an Executive Board, which observe the provisions of Law no. 6404 of the December 15th 1976 Corporations Law and our Bylaws.

| Board of Directors                    | Title          | Election Date |
|---------------------------------------|----------------|---------------|
| Joaquim Francisco de Castro Neto*     | President      | 29/04/2013    |
| Luiza Helena Trajano Inácio Rodrigues | Vice-president | 29/04/2013    |
| Onofre de Paula Trajano**             | Board Member   | 29/04/2013    |
| José Antônio Palamoni**               | Board Member   | 29/04/2013    |
| Carlos Renato Donzelli**              | Board Member   | 29/04/2013    |
| Inês Corrêa de Souza*                 | Board Member   | 29/04/2013    |

\*Independent Member of the Board  
 \*\*External Member of the Board

| Executive Board Members               | Title                             | Election Date |
|---------------------------------------|-----------------------------------|---------------|
| Luiza Helena Trajano Inácio Rodrigues | President                         | 30/04/2013    |
| Marcelo José Ferreira e Silva         | CEO                               | 30/04/2013    |
| Roberto Bellissimo Rodrigues          | CFO and IRO                       | 30/04/2013    |
| Maria Isabel Bonfim de Oliveira       | Chief Controller Officer          | 30/04/2013    |
| Frederico Trajano Inácio              | Chief Sales and Marketing Officer | 30/04/2013    |
| Fabrcio Bittar Garcia                 | Chief Commercial Officer          | 30/04/2013    |

Supervisory Board and Committees

**Fiscal Committee**

The Fiscal Committee is a non-permanent corporate body, which works independently of our management and our independent auditors.

The board member is responsible for supervising executive activities, legal and statutory duties; analyse every quarter and state an opinion on the financial statements and management's report for the period; comment on the proposals to be submitted in the General Meeting, concerning the changes in the equity capital, issue of debentures or subscription warrants, investment plans or capital budgets, dividend distribution, transformation, merger or demerger.

The committee consists of three effective members and an equal number of alternates elected at the Company General Meeting. The term refers to the period of investiture in the position until the next Ordinary General Meeting.

The committee was established in 2012 at the Ordinary General Meeting, according to legal provisions by the Company's minority shareholders.

**Audit and Risk Committee**

The Audit and Risks Committee's primary goal is to advise the board on the supervision of the quality, accuracy and integrity of the Company's financial statements and other financial reports; (ii) vet, oversee and ensure the independence of the independent auditors; (iii) monitor Magazine Luiza's compliance with laws and regulations; and (iv) keep a close eye on management activities regarding key corporate risks and respective internal controls to help mitigate them.

The committee is composed of three members appointed by the Board of Directors (one-year mandate) with the mandatory presence of an expert in accounting and independent auditing.

**Finance Committee**

The Finance Advisory Committee is a joint decision-making body consisting of three financial specialists who are appointed by the Company's board and handed a one-year mandate. The committee's core function is to advise the Board, defining the Company's financial planning policy, establishing policies and adequate debt levels for the Company, monitoring contractual covenants and guarantees, defining the

**Ethics Committee**

policy on financial investments and investments, monitoring Magazine Luiza's financial risks and the activities of subsidiaries Luizacred and Luizaseg.

The committee was established by the Board of Directors and is composed of three financial expert members with a one-year mandate.

**Code of Conduct**

The Code of Conduct represents the Company's commitment to the highest standards of ethics. It sets out guidelines that govern relationships between professionals, clients, suppliers, shareholders and employees to strengthen and preserve the business.

The code is extended to all Magazine Luiza's employees including affiliated companies.

The main topics covered by the Code of Conduct are: conflict of interest; information security and intellectual property, assets, resources, business records, gifts, favors, and other benefits; community activities, product donations, support on projects and sponsorships; matters of public interest; environment; and family members.

The Ethics Committee was created in 2010 and represents an updated version of the Code of Conduct, and was intended to handle a new stream of internal complaints from employees to SAC, sanctions, policy reviews and store procedures.

In 2012, we trained employees under the Code of Conduct. Eleven operational meetings were held and two with the Executive Committee. A framework for handing out penalties was also created and used in cases of non-compliance with the Code of Conduct.

The process is handled by the Internal Audit area, Organisational Environment, Legal, Store Operations, among other operational departments within the Company, and the penalties include formal warnings and dismissal with or without just cause, according to pre-established rules.

The Operational Committee consists of 12 employees and it is coordinated by the Department of Culture.



# Vulnerability and Challenges

Magazine Luiza has active and efficient risk management

The challenge to our organisational culture is constant. The essence of our company is unique and key to our development, identity and credibility. Our growth ability depends on a number of elements.

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## Operational Risks

The operational risk elements that permeate our operations include: possible loss of members of our senior management and/or the inability to attract and retain qualified directors; seasonality of sales; losses not covered by our insurance company; death or temporary absence of controlling shareholders and members of the Company; financing and loans to our customers; high competitiveness in the Brazilian retail sector; unfavourable economic periods, possible decrease in purchasing power and issues regarding the IT system.

## Financial Risks

The financial risks of our business include conflict of interest among controlling shareholders and others; raising additional funds through the issuance of securities; absence of dividends distribution; and an increase in customer default.

## Market Risks

Our business is also exposed to market risks, within a political economic backdrop, that are directly related to the Federal government, which regularly implements changes on taxes that may increase the tax burden. Consequently, the Union's measures may imply higher prices to consumers, harming financial conditions and operating results.

As we have no control over the measures and policies the Federal government could adopt in the future, nor predict them, our business could be impacted in a relevant way by changes in policies or regulations involving or affecting elements such as exchange controls and restrictions on export; monetary policy; exchange rate fluctuations; changes in labor standards; inflation; liquidity of financial markets and domestic capital; expansion or contraction of the Brazilian economy; tax policy and changes in tax laws, including those ones which our stores benefit from; control over imports and exports; social and political instability; and other political, diplomatic, social and economic hurdles that may occur or affect the Brazilian market.

## Audit

### Independence in Auditing Processes

Ernst & Young Brazil was appointed by the Board of Directors

We contracted Ernst & Young Terco Independent Auditors (Ernst & Young Brazil) in April 2012.

The independent audit has the main goal of verifying whether the Company's financial statements are in compliance with their reality. A study is made and an opinion is given on individual financial statements and consolidated ones, which includes the balance sheet, income statements and changes in net equity and cash flow - besides the summary of main accounting practices and explanatory notes. It is also the role of the independent audit to evaluate and issue recommendations on internal controls.

The independent audit reports directly to the Audit and Risk Committee, declaring its independence and presenting its assessment of major accounts, risks, and relevant weaknesses on internal controls.

The report states its opinion on the financial statements in accordance with Brazilian auditing and international standards and in compliance with ethical requirements for planning and safety.

Previously, the audit was done by Deloitte Touche Tohmatsu Independent Auditors (Deloitte) - also among the largest in the Country in this area.

The change meets our rotation of independent auditors, according to CVM Instruction no. 308/99, which determine that the independent auditor may not provide services for the same client for more than five years consecutively, requiring therefore a minimum of a three-year interval.

 **ERNST & YOUNG TERCO**  
Quality In Everything We Do



## Financial Analysis

### Consolidated Financial Performance

#### Main Consolidated Numbers

The table below shows the key financial and operating numbers for the periods 2012 and 2011:

| R\$ million (except when indicated)          | 2012    | 2011    | Chg(%)  |
|--|---------|---------|---------|
| Total Gross Revenue                          | 9,054.4 | 7,601.3 | 19.1%   |
| Total Net Revenue                            | 7,665.1 | 6,419.4 | 19.4%   |
| EBITDA                                       | 241.8   | 300.6   | -19.6%  |
| EBITDA Margin                                | 3.2%    | 4.7%    | -1.5 pp |
| Adjusted EBITDA                              | 281.7   | 346.3   | -18.7%  |
| Adjusted EBITDA Margin                       | 3.7%    | 5.4%    | -1.7 pp |
| Net Profit                                   | (6.7)   | 11.7    | -157.8% |
| Net Margin                                   | -0.1%   | 0.2%    | -0.3 pp |
| Adjusted Net Profit                          | 14.1    | 55.5    | -74.6%  |
| Adjusted Net Margin                          | 0.2%    | 0.9%    | -0.7 pp |
| Same-Store Sales Growth                      | 12.5%   | 16.5%   | -       |
| Conventional Same-Stores Sales Growth        | 9.8%    | 13.1%   | -       |
| On-line Sales Growth                         | 33.3%   | 44.4%   | -       |
| Number of Stores - End of Period             | 743     | 728     | 2.1%    |
| Sales Area - End of Period (M <sup>2</sup> ) | 469,061 | 454,045 | 3.3%    |
| Total Number of Luizacred Cards (Thousands)  | 3,924   | 4,426   | -11.3%  |

#### Consolidated Gross Revenue

The table below shows the distribution of gross revenue among the business segments:

| (em R\$ milhões)                          | 2012           | 2011           | Chg(%)       |
|---|----------------|----------------|--------------|
| Gross Revenue - Retail - Resale of Goods  | 8,114.0        | 6,848.1        | 18.5%        |
| Gross Revenue - Retail - Services         | 314.3          | 264.7          | 18.7%        |
| <b>Total Retail</b>                       | <b>8,428.3</b> | <b>7,112.8</b> | <b>18.5%</b> |
| Gross Revenue - Consumer Financing        | 667.2          | 528.9          | 26.2%        |
| Gross Revenue - Insurance Operations      | 86.3           | 68.8           | 25.6%        |
| Gross Revenue - Consortium Administration | 33.7           | 27.7           | 21.5%        |
| Intercompany Eliminations                 | (161.1)        | (136.8)        | 17.8%        |
| <b>Total Gross Revenue</b>                | <b>9,054.4</b> | <b>7,601.3</b> | <b>19.1%</b> |

In 2012, consolidated gross revenue increased 19.1%, reaching R\$ 9.05 billion. The significant increase obtained during the year was mainly owed to the following elements: i) improvement in the retail segment driven by growth in same-stores sales, strong advances by e-commerce and the Company's expansion in the number of stores; and ii) 26.2 % growth in revenue from the consumer financing segment, mainly influenced by an increase in consumer credit and services revenue.

Also in 2012, in the retail segment, gross revenue increased 18.5%, totalling R\$ 8.43 billion. This significant percentage was influenced by the Company's expansion in number of stores, and, in particular, by higher same-stores sales volume, which represented 12.5%, driven by the maturation process of new stores mainly in the Northeast and rapid e-commerce growth at 33.3%, which surpassed R\$ 1 billion in sales last year.

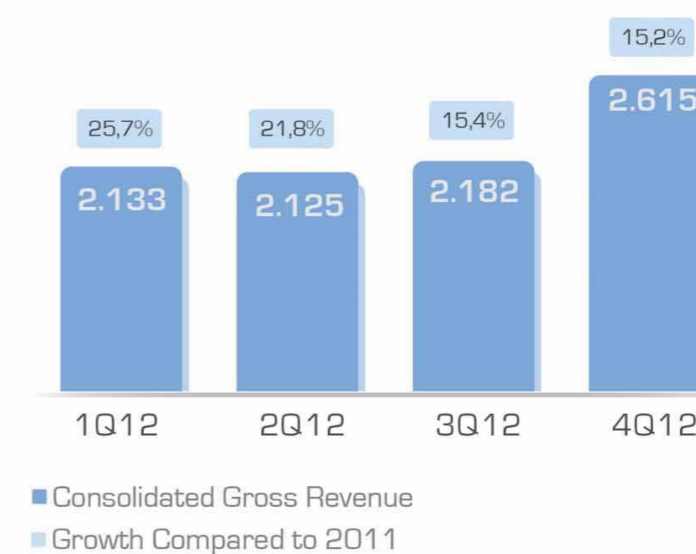
Throughout the year, we gained market share in almost all product categories. The first quarter was marked by the success of "Liquidação Fantástica" ("Fantastic Sale") and positively influenced by an increase in stores productivity following remodeling, fast growth in the Northeast and Mother's Day.

Despite Father's Day contributing, the third quarter grew in a less pronounced way, given the strong performance during the same period the year before. That said, fourth quarter campaigns such as "Cliente Ouro" ("Gold Customer") and Black Friday partially counterbalanced Christmas sales, which were below expectations.

For consumer financing – Luizacred revenue grew 26.2% to R\$ 667.2 million in 2012 thanks to a balance in the mix of CDC and Co-Branded Credit Cards as well as services revenue.

Following is the evolution of consolidated gross revenue throughout 2012:

Evolution of Consolidated Gross Revenue (R\$ million)





**Consolidated Gross Profit**

The table below shows the distribution of gross profit among business segments:

| (in R\$ million)                        | 2012           | 2011           | Chg(%)       |
|---|----------------|----------------|--------------|
| Gross Profit - Retail - Resale of Goods | 1,716.1        | 1,539.6        | 11.5%        |
| Gross Profit - Retail - Resale of Goods | 273.8          | 229.7          | 19.2%        |
| <b>Total Retail</b>                     | <b>1,990.0</b> | <b>1,769.3</b> | <b>12.5%</b> |
| Gross Profit - Consumer Financing       | 584.8          | 431.3          | 35.6%        |
| Gross Profit - Insurance Operations     | 80.0           | 63.8           | 25.3%        |
| Gross Profit - Consortium Management    | 19.0           | 11.7           | 62.6%        |
| Intercompany Eliminations               | (155.2)        | (131.8)        | 17.7%        |
| <b>Total Gross Profit</b>               | <b>2,518.5</b> | <b>2,144.3</b> | <b>17.5%</b> |

| (in % of Net Revenue)                   | 2012         | 2011         | Chg(%)          |
|---|--------------|--------------|-----------------|
| Gross Margin - Retail - Resale of Goods | 25.4%        | 27.0%        | - 1.6 pp        |
| Gross Margin - Retail - Services        | 100.0%       | 100.0%       | 0.0 pp          |
| <b>Total Retail</b>                     | <b>28.3%</b> | <b>29.8%</b> | <b>- 1.5 pp</b> |
| Gross Margin - Consumer Financing       | 87.6%        | 81.5%        | 6.1 pp          |
| Gross Margin - Insurance Operations     | 92.6%        | 92.8%        | - 0.2 pp        |
| Gross Margin - Consortium Management    | 61.8%        | 45.3%        | 16.5 pp         |
| Intercompany eliminations               | 96.3%        | 96.4%        | - 0.1 pp        |
| <b>Total Gross Margin</b>               | <b>32.9%</b> | <b>33.4%</b> | <b>- 0.5 pp</b> |

In 2012, consolidated gross profit totalled R\$ 2.52 billion, an increase of 17.5% in the period with gross margin at 32.9% of net revenue, representing a decrease of 0.5 percentage points compared to 2011, largely owing to the retail segment's impact on the fourth quarter last year.

The retail segment closed the year with a gross margin of 28.3% of net revenue, showing a reduction of 1.5 percentage points, driven by greater online sales, integration of Northeast Stores and the need to stimulate consumption with sales discounts amid a scenario of strong competition in the last quarter of last year.

In contrast, gross margin at Luizacred grew 6.1 percentage points in 2012 to 87.6% of net revenue, especially because of the reduction of CDI, consumer direct credit (CDC) growth and increase in service revenues.

In 2013, we expect growth in Northeast gross margin, as well as enhanced product pricing intelligence in all regions thanks to the Pricing Management Project (Pricing).

Following is the evolution of consolidated gross profit throughout 2012:



Operational Expenses

The table below lists the distribution of consolidated Expenses among the different groups

| (in R\$ million)                    | 2012             | %NR           | 2011             | %NR           | Chg(%)       |
|-------------------------------------|------------------|---------------|------------------|---------------|--------------|
| Sales Expenses                      | (1,581.0)        | -20.6%        | (1,343.3)        | -20.9%        | 17.7%        |
| General and Administrative Expenses | (388.4)          | -5.1%         | (354.6)          | -5.5%         | 9.5%         |
| Provisions for Loan Losses          | (338.5)          | -4.4%         | (244.9)          | -3.8%         | 38.2%        |
| Other Net Operating Income          | 31.3             | 0.4%          | 99.2             | 1.5%          | -68.5%       |
| <b>Total Expenses</b>               | <b>(2,276.7)</b> | <b>-29.7%</b> | <b>(1,843.7)</b> | <b>-28.7%</b> | <b>23.5%</b> |
| [+/-] Extra Expenses                | 24.8             | 0.3%          | 45.7             | 0.7%          | -45.7%       |
| <b>Total Recurring Costs</b>        | <b>(2,251.9)</b> | <b>-29.4%</b> | <b>(1,798.0)</b> | <b>-28.0%</b> | <b>25.2%</b> |

Sales Expenses

In 2012, sales expenses reached R\$ 1.58 billion, representing 20.6% of net revenue, decreasing 30 basis points compared to 2011. We observed a decrease in our expenses from the second quarter onwards when our costs savings programme and increase in productivity "More with Less" gained strength.

General and Administrative Expenses

General and administrative expenses totaled R\$ 388.4 million, representing 5.1% of net revenue in 2012, decreasing 40 basis points compared to 2011 thanks to cost cutting as proposed in our strategic plan.

Provisions for Loan Losses

In 2012, provisions for loan losses reached R\$ 338.5 million, increasing from 3.8%, in 2011, to 4.4% of net revenue. For the full year, such an increase was owed to conservatism adopted by Luizacred on maintaining robust provisions for loan losses.

Other Operating Costs and Expenses

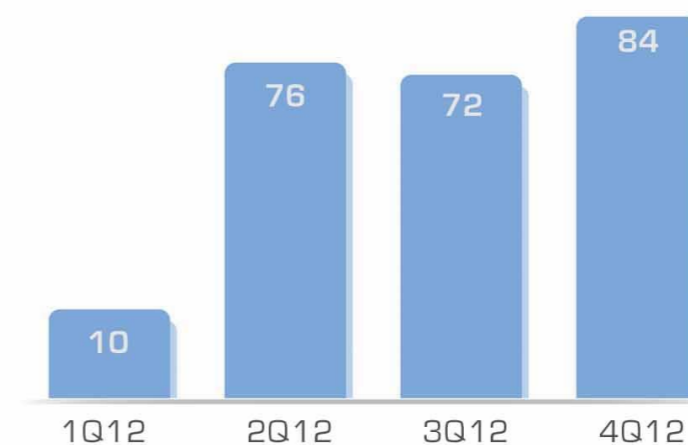
In 2012, other net operating revenue totalled R\$ 31.3 million, accounting only for 0.4% of net revenue, composed mainly of the appropriation of deferred income from joint ventures, profit-sharing income from consigned loans and costs concerning Luiza Cards chips and also the integration of the retail chains, as shown below:

| (in R\$ million)                 | 2012        | %NR         | 2011        | %NR         | Chg(%)        |
|----------------------------------|-------------|-------------|-------------|-------------|---------------|
| Appropriation of Deferred Income | 44.9        | 0.6%        | 27.7        | 0.4%        | 62.5%         |
| Network Integration Costs        | (25.6)      | -0.3%       | (39.4)      | -0.6%       | -34.9%        |
| Personal Credit Operations       | 17.4        | 0.2%        | 50.2        | 0.8%        | -65.2%        |
| Chip Costs                       | (7.8)       | -0.1%       | -           | 0.0%        | -             |
| Other                            | 2.4         | 0.0%        | 60.8        | 0.9%        | -96.1%        |
| <b>Total</b>                     | <b>31.3</b> | <b>0.4%</b> | <b>99.2</b> | <b>1.5%</b> | <b>-68.5%</b> |

EBITDA

In 2012, earnings before interest, taxes, depreciation and amortization (Consolidated EBITDA) came to R\$ 241.8 million, with a margin of 3.2%. Consolidated profit was positively impacted by sales growth and costs savings and negatively by the integration of retail chains Baú da Felicidade and Lojas Maia, high provisions for loan losses at Luizacred, costs related to the maintenance of Luiza Card and the ongoing maturation process of the new stores, as well as below-than-expected sales, preventing a further reduction of operating expenses.

Evolution of consolidated EBITDA (R\$ million)



## Financial Results

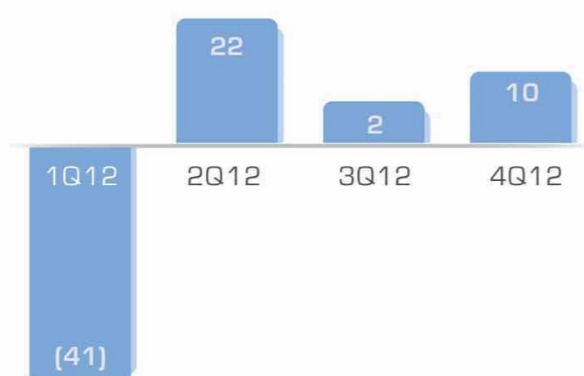
| Consolidated Financial Result (R\$ million)                 | 2012    | %NR   | 2011    | Chg[%] |
|---|---------|-------|---------|--------|
| <b>Financial Expenses</b>                                   | (228.0) | -3.0% | (217.4) | -3.4%  |
| Interest on Loans and Financing                             | (114.3) | -1.5% | (136.8) | -2.1%  |
| Interest on Brought-Forward Receivables of Third-Party Card | (58.5)  | -0.8% | (28.3)  | -0.4%  |
| Interests on Brought-Forward Receivables of Luiza Card      | (23.6)  | -0.3% | (24.6)  | -0.4%  |
| Other Expenses  | (31.7)  | -0.4% | (27.7)  | -0.4%  |
| <b>Financial Revenue</b>                                    | 55.7    | 0.7%  | 51.7    | 0.8%   |
| Return on Financial Investments and Securities              | 13.9    | 0.2%  | 32.2    | 0.5%   |
| Other Financial Results                                     | 41.8    | 0.5%  | 19.5    | 0.3%   |
| <b>Total Financial Result</b>                               | (172.3) | -2.2% | (165.7) | -2.6%  |

Net financial expenses totalled R\$ 172.3 million to 2.2% of net revenue in 2012 from 2.6% of net revenue in 2011. Throughout the year, the financial result was positively influenced by the reduction of CDI.

## Consolidated Net Profit

Magazine Luiza posted a loss of R\$ 6.7 million in 2012, with a margin of -0.1%, as before it was owed to the integration of networks Baú da Felicidade and Lojas Maia, an increase in provisions for loan losses, costs related to the maintenance of Luiza Card and the ongoing maturation process of new stores as well as lower-than-expected sales volume, preventing a further reduction in expenses.

## Improvement of Consolidated net Income (R\$ million)



## Working Capital

| Consolidated (in R\$ million)        | DEC - 12       | DEC - 11       |
|--------------------------------------|----------------|----------------|
| Accounts Receivable <sup>1</sup>     | 2,104.5        | 1,927.8        |
| Inventory                            | 1,068.8        | 1,264.7        |
| Related Parties                      | 35.5           | 42.6           |
| Recoverable Taxes                    | 214.8          | 24.6           |
| Other Assets                         | 48.1           | 59.4           |
| <b>Current Operating Assets</b>      | <b>3,471.6</b> | <b>3,319.1</b> |
| Suppliers                            | 1,328.2        | 1,267.8        |
| Interbank Deposits                   | 990.0          | 981.5          |
| Operations with Credit Cards         | 566.7          | 436.1          |
| Wages, Vacations and Social Charges  | 139.5          | 121.6          |
| Collectable Taxes                    | 80.2           | 49.3           |
| Related Parties                      | 26.0           | 25.5           |
| Taxes in Installments                | 9.1            | 2.9            |
| Technical Provisions for Insurance   | 34.1           | 32.5           |
| Other Accounts Payable               | 84.4           | 94.6           |
| <b>Current Operating Liabilities</b> | <b>3,258.3</b> | <b>3,011.7</b> |
| <b>Working Capital</b>               | <b>213.4</b>   | <b>307.3</b>   |

Note [1]: The accounts receivable balance is reported net of receivables of brought-forward credit cards in the amount of R\$ 791.4 million on Dec./12, and R\$ 441 million on Dec./11.

In December 2012, net working capital totalled R\$ 213.4 million, representing 2.4% of gross revenue of the previous 12 months and below the 5.7% seen in the third quarter of the same year and 4.0% in December 2011. This reduction was mainly owed to an improvement in inventory turnover for the period and the accounting of part of receivable taxes in the long run.

At the end of 2012, the Company had accumulated credits over ICMS by tax substitution to recover totalling of R\$ 281.2 million, R\$ 152 million was accounted for as current assets and R\$ 129.2 million in non-current assets. Such credits will be made through the reimbursement and compensation of debts to the State where the credit was originated.

We are committed to freeing up working capital over the years by working with smaller inventories and a faster turnover in products. The goal is to increase efficiency in the management of product categories and reduce the impact of taxes with the recovery of credits accumulated over ICMS on tax substitution.

## CAPEX

| Investment (in R\$ million) | 2012         | 2011         |
|-----------------------------|--------------|--------------|
| New Stores                  | 23.1         | 46.1         |
| Remodelling                 | 62.6         | 82.2         |
| Technology                  | 25.3         | 35.3         |
| Other                       | 63.8         | 46.5         |
| <b>Total</b>                | <b>174.9</b> | <b>210.2</b> |

In 2012, we reduced investments by 16.8% (new stores, remodelling and logistics), to R\$ 174.9 million. Such investments included the refurbishment of existing stores, technology and the opening of 22 stores, as well as the expansion of storage and operating capacity of our Distribution Centre in Louveira and the construction of a new one in the Northeast.

## Net Debt and Cash Flow

| Consolidated Debt (in R\$ million)      | 2012           | 2011         |
|---|----------------|--------------|
| (+) Current Loans and Financing         | 317.2          | 129.7        |
| (+) Non-Current Loans and Financing     | 918.8          | 581.7        |
| <b>(=) Gross Debt</b>                   | <b>1,236.0</b> | <b>711.3</b> |
| (-) Cash and Cash equivalents           | 423.1          | 173.1        |
| (-) Current Securities                  | 175.2          | 75.0         |
| (-) Non-Current Securities              | 59.3           | 43.3         |
| <b>(-) Cash and Equivalents (Total)</b> | <b>657.6</b>   | <b>291.3</b> |
| <b>(=) Net Debt</b>                     | <b>578.4</b>   | <b>420.0</b> |
| Short-Term Debt / Total                 | 26%            | 18%          |
| Long-Term Debt / Total                  | 74%            | 82%          |
| Adjusted EBITDA (past 12 months)        | 281.7          | 346.3        |
| <b>Net Debt / Adjusted EBITDA</b>       | <b>2.1x</b>    | <b>1.2x</b>  |

In December 2012, Magazine Luiza had loans and financing at R\$ 1.24 billion, cash and financial investments totaling R\$ 657.6 million, resulting in net debt of R\$ 578.4 million, equivalent to 2.1 times adjusted EBITDA for the past 12 months. The increase in net debt reflects the growth of the operation in that period.

In the coming years, we will improve our debt profile, extending the medium term and reducing refinancing risk. In addition, we plan to reduce our net debt to EBITDA ratio.

We also aim to generate free cash flow in the medium term with a constant review of our goals to gradually increase liquidity.

## Dividend Policy

Magazine Luiza's bylaws expect the company will distribute the minimum required by corporate law. However, at the Annual General Meeting held on April 30 2012, the distribution of R\$ 2.8 million in dividends was approved, representing R\$ 1.1 million more than the required amount. This total, which was paid in the second quarter of 2012, represented 24% of net income in 2011.



Magazine Luiza - Franca SP

Loja Matriz - Franca SP

The Sustainability Report was prepared in accordance to the guidelines of the Global Reporting Initiative (GRI), the main international benchmark for performance reporting on environmental, economic and social aspects. The document will be published annually. The data refer to the period from January 1st to December 31st, 2012.

The set of principles, protocols and GRI numbers value aspects of relevance, comprehensiveness, transparency, reliability and comparability. In its first report, Magazine Luiza claims to have reached level C+ of GRI implementation, G3 Version, audited by Ernst & Young Terco Independent Auditors.

The publication covers the operations in Brazil focusing on conventional and virtual stores and e-commerce in its eight distribution centres, besides the business office, in São Paulo capital. The document does not include the results of the subsidiaries Luizaseg, Luizacred and Luiza Consortium.



Inspiration    Diversity    Appreciation    Responsibility  
 Innovation    Creativity    Partnership    Collaboration

magazineluiza

- PROFILE ITEMS
- PERFORMANCE INDICATORS
- LIMITED ASSURANCE LETTER BY INDEPENDENT AUDITORS
- MASTHEAD

## PROFILE ITEMS

### STRATEGY AND ANALYSIS

**1.1**    5/7    Declaration by the person holding the higher decision authority position in the organization (president director, president of the administration board or other equivalent position) about the relevance of sustainability for the organization and its strategy

### ORGANIZATIONAL PROFILE

- 2.1**    16    Name of the organization
- 2.2**    11/12/30    Main brands, products and/or services
- 2.3**    16    Operational structure of the organization, including main divisions, operational units, subsidiaries and joint ventures
- 2.4**    16    Location of the organization headquarters
- 2.5**    2    Number of countries where the organization operates and name of the countries where its main operations take place or are especially relevant for the sustainability issues covered by the Report
- 2.6**    16    Juridical type and nature of property rights
- 2.7**    16    Markets served by the organization (including geographic details, sectors served and kind of customers/beneficiaries)
- 2.8**    16    Size of the organization, including:
  - number of employees;
  - net sales (for private sector organizations) ou netearnings (for public sector organizations);
  - full capitalization discriminated as to debts and net patrimony (for private sector organizations);
  - amount of products or services offered
- 2.9**    20/25/26    Main changes during the period covered by the report regarding size, structure or shareholding interests
- 2.10**    22    Prizes awarded during the period covered in the report

Sustainability

REPORT PARAMETERS

|      |    |   |
|------|----|---|
| 3.1  | 2  | Period covered in the report (such as fiscal/ calendar year) for the information presented  |
| 3.2  | 2  | Date of the most recent report (if any)   |
| 3.3  | 2  | Report periodicity (annual, biennial etc.)  |
| 3.4  | 2  | Data for contact to answer questions about the report or its contents   |
| 3.5  | 2  | Process for defining contents of the report, including:<br>• contents determination;<br>• prioritization of issues in the report;<br>• identification of stakeholders expected to use thereport   |
| 3.6  | 2  | Report wideness of range (such as countries, subsidiaries, rented premises, joint ventures, suppliers)  |
| 3.7  | 2  | Declaration about any specific limitations as to the Report scope or limits   |
| 3.8  | 2  | Bases for the production of the report regarding joint ventures, subsidiaries, rented premises, outsource operations and other organizations that may significantly affect comparability between periods and/or organizations   |
| 3.10 | -  | Explanation of consequences of any changes to information included in previous reports, and reasons for performing such changes (such as merges or acquisitions, changes in period or tax-base year, business nature, measurement methods)<br><b>This is the first report in line with GRI G3 guidelines.</b> |
| 3.11 | -  | Significant changes as compared to previous years regarding scope, limits or measurement methods employed in the report<br><b>This is the first report in line with GRI G3 guidelines.</b>  |
| 3.12 | 59 | Table identifying the where to find information in thereport. Identification of page numbers or links for internet sites  |
| 3.13 | 2  | Current policy and practice on the quest for external verification for the report. If verification is not included in the Sustainability Report, both the scope and the basis of any external verification must be explained, as well as the relationship between the reporting organization and auditor(s)   |



GOVERNANCE, COMMITMENT AND ENGAGEMENT

|      |         |  |
|------|---------|--|
| 4.1  | 17      | Governance structure of the organization, including committees ruled by the highest governance organ responsible for specific tasks, such as strategy planning or organization supervision   |
| 4.2  | 17/18   | Should the president of the highest governance organ also hold an executive director position, this condition must be indicated (and if so, his/ her functions within the organization management and reasons for this arrangement)  |
| 4.3  | 18      | For organizations with unitary management structure, declaration on number of independent or non executive members of the highest governance organ. Declare how the organization defines "independent" and "nonexecutive". This item only applies to organizations with unitary management structure |
| 4.4  | 20/49   | Mechanisms for stakeholders and employees to present recommendations or suggestions to the highest governance organ  |
| 4.8  | 9/14    | Declaration on mission and values, codes of conduct and internal principles  |
| 4.13 | 21      | Participation in associations (such as industry federations) and/or national/ international defense organisms  |
| 4.14 | 9/51/56 | List of stakeholder groups engaged by the organization   |
| 4.15 | 19      | Grounds for identification and selection of stakeholders to engage with. This item includes the organization process to define its stakeholders and to identify groups to engage with or not   |



## PERFORMANCE INDICATORS

### ECONOMIC PERFORMANCE

|            |    |  |
|------------|----|--|
| <b>EC1</b> | 28 | Direct economic value produced and distributed, including earnings, operational costs, compensation to employees, donations and other investments in the community, accumulated profits and payments to capital contributors and governments |
| <b>EC5</b> | 44 | Variation of the lowest wage proportion as compared to local minimum salary in important operational units   |

### ENVIRONMENTAL PERFORMANCE

|            |    |  |
|------------|----|--|
| <b>EN4</b> | 55 | Indirect electric power consumption, discriminated according to primary source |
|------------|----|--|

### SOCIAL PERFORMANCE

#### Labor Practices

|             |       |  |
|-------------|-------|--|
| <b>LA1</b>  | 37    | Total number of workers, per job type, labor agreement and region                              |
| <b>LA2</b>  | 37    | Total number of jobs and turnover rates, per age range, gender and region                      |
| <b>LA10</b> | 46    | Average number of training hours per year  |
| <b>LA12</b> | 47    | Percentage of employees receiving performance analyses   |
| <b>LA13</b> | 38/39 | Composition of high administration and consulting boards, and proportion per groups and gender |

#### Society

|            |    |  |
|------------|----|--|
| <b>S02</b> | 41 | Percentage and total number of transactions subject to risk evaluations related to corruption        |
| <b>S03</b> | 41 | Percentage of employees trained in anti-corruption policies and procedures of the organization       |
| <b>S04</b> | 41 | Measures adopted in response to corruption events  |
| <b>S07</b> | 15 | Total number of lawsuits due to disloyal competition, trust and monopoly practices and their results |

#### Accountability as to Products

|            |       |  |
|------------|-------|--|
| <b>PR5</b> | 31/35 | Practices related to customer satisfaction, including research results |
|------------|-------|--|

Check out the Sustainability Report in full:

[ri.magazineluiza.com.br / corporate governance / sustainability report](http://ri.magazineluiza.com.br/corporate-governance/sustainability-report)





## Limited Assurance Letter by Independent Auditors



## Limited Assurance Report of Independent Auditors on Sustainability Report - Base Year 2012

To  
The Board of Directors and Shareholders of  
**Magazine Luiza S/A**  
São Paulo - SP

**Introduction**

We have been engaged by Magazine Luiza S/A to provide limited assurance report on the information disclosed in the Sustainability Report, in accordance with the sustainability reporting guidelines of the Global Reporting Initiative (GRI 3), Level C, for the 12-month period ended December 31, 2012, not including the results of its subsidiaries Luizaseg, Luizacred and Consórcio Luiza.

**Management's responsibility**

Magazine Luiza S/A management is responsible for the preparation and fair presentation of the information disclosed in the Sustainability Report for the 12-month period ended December 31, 2012, in accordance with their own criteria, assumptions and methodologies, and for such internal control as management determines is necessary to enable the preparation of such information that is free from material misstatement, whether due to fraud or error.

**Independent auditor's responsibility**

Our responsibility is to express a limited assurance conclusion on the information disclosed in the Sustainability Report of Magazine Luiza S/A for the 12-month period ended December 31, 2012, based on our limited assurance procedures performed in accordance with Technical Communication (CT) No. 07/2012, approved by Brazil's National Association of State Boards of Accountancy (CFC) and prepared based on standard NBC TD 3000 (Assurance Engagements Other than Audit and Review), issued by the CFC, which is the equivalent to International Standard on Assurance Engagements ISAE 3000, issued by the International Auditing and Assurance Standards Board (IAASB), applicable to non-historical information. These standards require that we comply with applicable ethical requirements, including independence requirements, and perform the engagement to obtain limited assurance about whether the Sustainability Report of Magazine Luiza S/A, for the 12-month period ended December 31, 2012, is free from material misstatement.

A limited assurance engagement performed in accordance with NBC TD 3000 (ISAE 3000) consists mainly of making inquiries of management and other Company professionals responsible for the preparation of the information presented in the Sustainability Report, and applying additional procedures, as considered necessary, to obtain sufficient evidence for us to express our conclusion, with limited assurance, on the Sustainability Report. A limited assurance engagement also requires application of additional procedures, whenever the independent auditor becomes aware of matters that would cause them to believe that the information disclosed in the Sustainability Report may not be free from material misstatement.

The procedures selected depend on the auditor's understanding of aspects involved in the preparation and presentation of the Sustainability Report information and other engagement circumstances, as well as on the auditor's consideration of those areas in which material misstatements are more likely to occur. The procedures comprised:

- (a) the planning of our work, taking into consideration the materiality and volume of qualitative and quantitative information and the operational and internal control systems that served as a basis for the preparation of the information disclosed in the Sustainability Report of Magazine Luiza;
- (b) interviews with managers responsible for preparing the information presented in the Sustainability Report to gain an understanding of the calculation methodology and procedures used to prepare and compile the indicators;
- (c) the application of analytical procedures to quantitative data and inquiries as to qualitative data, and correlation with the indicators in the Sustainability Report;
- (d) the comparison of the financial indicators with the financial statements and/or accounting records.



The limited assurance procedures also included checking for compliance with GRI 3(c) guidelines and criteria applicable to the preparation of the Sustainability Report information.

We believe that the evidence we have obtained during our work is sufficient and appropriate to provide a basis for our limited assurance conclusion.

**Scope and limitations**

In a limited assurance engagement, the practitioner performs a set of procedures whose nature is different from, and their extent less than, that necessary in a reasonable assurance engagement conducted to express an opinion on the information disclosed in the Sustainability Report, and consequently, they do not enable us to obtain the necessary assurance that we would become aware of all significant matters that might be identified in a reasonable assurance engagement. Had we performed an engagement to express an opinion on the information presented in the Sustainability Report, other significant matters or misstatements, if any, might have come to our attention. Accordingly, we do not express an opinion on such information.

Non-financial data are subject to more inherent limitations than financial data, given both their nature and diversity of the methods used for determining, calculating or estimating such data. Qualitative interpretations of materiality, relevance and accuracy of the data are subject to individual assumptions and judgments. Additionally, we have not performed any work on data informed for prior periods, or on future forecasts and goals.

**Conclusion**

Based on the limited assurance procedures performed, as described in this report, nothing has come to our attention that causes us to believe that the information disclosed in the Sustainability Report of Magazine Luiza S/A have not been prepared, in all material aspects, in accordance with the GRI 3 - Level C guidelines and the corporate sustainability reporting criteria, assumptions and methodologies of Magazine Luiza.

São Paulo, April 1st, 2013

**ERNST & YOUNG TERCO**  
Auditores Independentes S.S.  
CRC-2SPO15199/0-6  
Fernando A. S. Magalhães  
Accountant CRC 1SP 133169/0-0

## Financial Statements

Magazine Luiza S.A.

Statement of financial position

December 31, 2012 and 2011

(All amounts in thousands of Brazilian reais - R\$)

|   | Note | Company - BR GAAP |                  | Consolidated - IFRS and BR GAAP |                  |
|---|------|-------------------|------------------|---------------------------------|------------------|
|   |      | 12/31/2012        | 12/31/2011       | 12/31/2012                      | 12/31/2011       |
| <b>Assets</b>                               |      |                   |                  |                                 |                  |
| <b>Current assets</b>                       |      |                   |                  |                                 |                  |
| Cash and cash equivalents                   | 3.1  | 404,143           | 150,980          | 423,128                         | 173,117          |
| Securities                                  | 3.2  | 126,385           | 26,876           | 175,227                         | 74,957           |
| Receivables                                 | 4    | 486,474           | 436,326          | 2,104,479                       | 1,927,828        |
| Inventories                                 | 5    | 1,068,762         | 1,092,081        | 1,068,762                       | 1,264,657        |
| Related parties                             | 6    | 74,342            | 130,165          | 35,541                          | 42,601           |
| Taxes recoverable                           | 7    | 208,490           | 18,749           | 214,771                         | 24,608           |
| Other assets                                | 8    | 37,130            | 21,819           | 48,062                          | 59,359           |
| <b>Total current assets</b>                 |      | <b>2,405,726</b>  | <b>1,876,996</b> | <b>4,069,970</b>                | <b>3,567,127</b> |
| <b>Noncurrent assets</b>                    |      |                   |                  |                                 |                  |
| Securities                                  | 3.2  | -                 | -                | 59,255                          | 43,267           |
| Receivables                                 | 4    | 398               | 5,858            | 1,771                           | 9,407            |
| Deferred income tax and social contribution | 9    | 147,758           | 122,333          | 201,730                         | 178,907          |
| Taxes recoverable                           | 7    | 137,365           | 15,182           | 138,409                         | 31,042           |
| Escrow deposits                             |      | 129,348           | 53,534           | 137,792                         | 88,969           |
| Other assets                                | 8    | 38,943            | 15,782           | 39,905                          | 19,789           |
| Investments in subsidiaries                 | 10   | 12,272            | 72,877           | -                               | -                |
| Investments in joint ventures               | 11   | 222,894           | 161,256          | -                               | -                |
| Property and equipment                      | 12   | 573,223           | 417,295          | 575,185                         | 489,938          |
| Intangible assets                           | 13   | 435,049           | 175,716          | 440,738                         | 448,908          |
| <b>Total noncurrent assets</b>              |      | <b>1,697,250</b>  | <b>1,039,833</b> | <b>1,594,785</b>                | <b>1,310,227</b> |
| <b>Total assets</b>                         |      | <b>4,102,976</b>  | <b>2,916,829</b> | <b>5,664,755</b>                | <b>4,877,354</b> |

|  | Note | Company - BR GAAP |                  | Consolidated - IFRS and BR GAAP |                  |
|--|------|-------------------|------------------|---------------------------------|------------------|
|  |      | 12/31/2012        | 12/31/2011       | 12/31/2012                      | 12/31/2011       |
| <b>Liabilities and equity</b>                    |      |                   |                  |                                 |                  |
| <b>Current liabilities</b>                       |      |                   |                  |                                 |                  |
| Trade payables                                   | 14   | 1,325,992         | 1,091,013        | 1,328,155                       | 1,267,774        |
| Loans and financing                              | 15   | 317,198           | 94,979           | 317,198                         | 129,671          |
| Interbank deposits                               | 16   | -                 | -                | 990,021                         | 981,478          |
| Credit card operations                           | 17   | -                 | -                | 566,664                         | 436,130          |
| Payroll, vacation pay and social charges         |      | 136,586           | 109,726          | 139,537                         | 121,596          |
| Taxes payable                                    |      | 47,401            | 33,289           | 80,174                          | 49,324           |
| Related parties                                  | 7    | 51,291            | 45,737           | 25,989                          | 25,492           |
| Taxes paid in installments                       | 21   | 9,128             | 2,854            | 9,128                           | 2,854            |
| Deferred revenue                                 | 18   | 37,104            | 19,217           | 31,560                          | 24,092           |
| Dividends payable                                |      | -                 | 1,662            | -                               | 1,662            |
| Insurance reserves                               | 19   | -                 | -                | 34,140                          | 32,464           |
| Other payables                                   |      | 80,541            | 78,715           | 84,448                          | 94,598           |
| <b>Total current liabilities</b>                 |      | <b>2,005,241</b>  | <b>1,477,192</b> | <b>3,607,014</b>                | <b>3,167,135</b> |
| <b>Noncurrent liabilities</b>                    |      |                   |                  |                                 |                  |
| Loans and financing                              | 15   | 918,766           | 496,278          | 918,766                         | 581,664          |
| Taxes paid in installments                       | 21   | 1,783             | 4,398            | 1,783                           | 4,398            |
| Provision for tax, civil and labor contingencies | 20   | 186,027           | 84,176           | 199,202                         | 173,404          |
| Insurance reserves                               | 19   | -                 | -                | 27,353                          | 17,853           |
| Deferred revenue                                 | 18   | 375,167           | 230,490          | 294,023                         | 294,261          |
| Deferred income tax and social contribution      | 9    | -                 | -                | -                               | 10,765           |
| Other payables                                   |      | -                 | 3,350            | 622                             | 6,929            |
| <b>Total noncurrent liabilities</b>              |      | <b>1,481,743</b>  | <b>818,692</b>   | <b>1,441,749</b>                | <b>1,089,274</b> |
| <b>Total liabilities</b>                         |      | <b>3,486,984</b>  | <b>2,295,884</b> | <b>5,048,763</b>                | <b>4,256,409</b> |
| <b>Equity</b>                                    |      |                   |                  |                                 |                  |
| Capital stock                                    | 22   | 606,505           | 606,505          | 606,505                         | 606,505          |
| Capital reserve                                  | 22   | 2,820             | -                | 2,820                           | -                |
| Legal reserve                                    | 22   | 4,025             | 4,025            | 4,025                           | 4,025            |
| Profit retention reserve                         | 22   | 2,561             | 10,415           | 2,561                           | 10,415           |
| Other comprehensive income                       | 22   | 81                | -                | 81                              | -                |
| <b>Total equity</b>                              |      | <b>615,992</b>    | <b>620,945</b>   | <b>615,992</b>                  | <b>620,945</b>   |
| <b>Total liabilities and equity</b>              |      | <b>4,102,976</b>  | <b>2,916,829</b> | <b>5,664,755</b>                | <b>4,877,354</b> |

The accompanying notes are an integral part of these financial statements.

Magazine Luiza S.A.  
Statement of operations  
For the years ended December 31, 2012 and 2011  
[All amounts in thousands of Brazilian reais - R\$]

| Note  | Company - BR GAAP |             | Consolidated - IFRS and BR GAAP |                     |             |
|---|-------------------|-------------|---------------------------------|---------------------|-------------|
|   | 2012              | 2011        | 2012                            | 2011 (reclassified) |             |
| Net sales   | 23                | 6,719,425   | 5,135,586                       | 7,665,112           | 6,419,371   |
| Costs of resales, services and fund raised for financial operations | 24                | (4,810,471) | (3,589,901)                     | (5,146,597)         | (4,275,084) |
| Gross profit  |                   | 1,908,954   | 1,545,685                       | 2,518,515           | 2,144,287   |
| Operating income (expenses)   |                   |             |                                 |                     |             |
| Selling   | 25                | (1,344,320) | (1,038,760)                     | (1,581,049)         | (1,343,327) |
| General and administrative  | 25                | (330,723)   | (264,749)                       | (388,429)           | (354,629)   |
| Doubtful accounts losses  |                   | (21,774)    | (13,279)                        | (338,519)           | (244,931)   |
| Depreciation and amortization                                       |                   | (86,442)    | (71,061)                        | (93,536)            | (86,937)    |
| Equity in the earnings (losses) of subsidiaries                     | 9 and 10          | (7,031)     | 13,119                          | -                   | -           |
| Other operating income, net   | 25 and 26         | 29,900      | 18,533                          | 31,283              | 99,197      |
|   |                   | (1,760,390) | (1,356,197)                     | (2,370,250)         | (1,930,627) |
| Operating income before financial expenses, net                     |                   | 148,564     | 189,488                         | 148,265             | 213,660     |
| Financial expenses, net   |                   |             |                                 |                     |             |
| Financial income  | 27                | 57,081      | 38,573                          | 55,695              | 51,686      |
| Financial expenses  | 27                | (242,318)   | (213,395)                       | (227,992)           | (217,409)   |
|   |                   | (185,237)   | (174,822)                       | (172,297)           | (165,723)   |
| Operating income (loss) before income tax and social contribution   |                   | (36,673)    | 14,666                          | (24,032)            | 47,937      |
| Current and deferred income tax and social contribution             | 9                 | 29,928      | (3,000)                         | 17,287              | (36,271)    |
| Net income (loss) for the year                                      |                   | (6,745)     | 11,666                          | (6,745)             | 11,666      |
| Net income (loss) attributable to:                                  |                   |             |                                 |                     |             |
| Owners of the company   |                   | (6,745)     | 11,666                          | (6,745)             | 11,666      |
| Earnings (loss) per share   |                   |             |                                 |                     |             |
| Basic and diluted (R\$ per share)                                   |                   | (0.04)      | 0.07                            | (0.04)              | 0.07        |

The accompanying notes are an integral part of these financial statements.

Magazine Luiza S.A.  
Statement of changes in equity - Company and consolidated  
For the years ended December 31, 2012 and 2011  
[All amounts in thousands of Brazilian reais - R\$]

| Note   | Capital stock | Capital reserve | Legal reserve | Profit retention reserve | Retained earnings (accumulated losses) | Other comprehensive income | Total   |
|--|---------------|-----------------|---------------|--------------------------|--|----------------------------|---------|
| Balances at December 31, 2010  | 43,000        | -               | 3,442         | 994                      | -                                      | -                          | 47,436  |
| Capital increase, net of expenditures with issue of shares and related tax effects | 563,505       | -               | -             | -                        | -                                      | -                          | 563,505 |
| Net income for the year  | -             | -               | -             | -                        | 11,666                                 | -                          | 11,666  |
| Allocations:   | -             | -               | -             | -                        | -                                      | -                          | -       |
| Legal reserve  | -             | -               | 583           | -                        | (583)                                  | -                          | -       |
| Profit retention reserve   | -             | -               | -             | 9,421                    | (9,421)                                | -                          | -       |
| Dividend distribution  | -             | -               | -             | -                        | (1,662)                                | -                          | (1,662) |
| Balances at December 31, 2011  | 606,505       | -               | 4,025         | 10,415                   | -                                      | -                          | 620,945 |
| Stock option plan  | 22            | 2,820           | -             | -                        | -                                      | -                          | 2,820   |
| Loss for the year  | 22            | -               | -             | -                        | (6,745)                                | -                          | (6,745) |
| Dividend distribution  | -             | -               | -             | (1,109)                  | -                                      | -                          | (1,109) |
| Absorption of accumulated losses   | -             | -               | -             | (6,745)                  | 6,745                                  | -                          | -       |
|  | 606,505       | 2,820           | 4,025         | 2,561                    | -                                      | -                          | 615,911 |
| Other comprehensive income:  |               |                 |               |                          |  |                            |         |
| Financial instruments adjustments  | -             | -               | -             | -                        | -                                      | 81                         | 81      |
| Balances at December 31, 2012  | 606,505       | 2,820           | 4,025         | 2,561                    | -                                      | 81                         | 615,992 |

Magazine Luiza S.A.  
Statement of cash flows  
For the years ended December 31, 2012 and 2011  
[All amounts in thousands of Brazilian reais - R\$]

| Note   | Company - BR GAAP |           | IFRS and BR GAAP |           |           |
|--|-------------------|-----------|------------------|-----------|-----------|
|  | 2012              | 2011      | 2012             | 2011      |           |
| Cash flow from operating activities  |                   |           |                  |           |           |
| Net income (loss) for the year   |                   | (6,745)   | 11,666           | (6,745)   | 11,666    |
| Adjustments to reconcile net income for the year to cash provided by operating activities: |                   |           |                  |           |           |
| Deferred income tax and social contribution expenses recognized in P&L                     | 9                 | (29,928)  | 3,000            | (17,287)  | 36,271    |
| Depreciation and amortization  |                   | 86,442    | 71,061           | 93,536    | 86,937    |
| Interest on loans and financing  |                   | 93,445    | 89,489           | 97,889    | 106,380   |
| Return on boutique investment fund   |                   | (10,884)  | (17,537)         | (10,884)  | (17,537)  |
| Equity in the earnings (losses) of subsidiaries  | 10                | 7,031     | (13,119)         | -         | -         |
| Changes in impairment provision  |                   | 43,399    | 19,359           | 360,144   | 248,511   |
| Provision for tax, civil and labor contingencies   | 20                | 30,624    | 28,735           | 47,821    | 16,840    |
| Write-off of property and equipment, net of gains from sale                                |                   | 3,801     | (10,342)         | 4,269     | (10,133)  |
| Appropriation of deferred revenue  | 26                | (39,388)  | (26,447)         | (44,947)  | (27,665)  |
| Stock option plan expenses   |                   | 2,820     | -                | 2,820     | -         |
| (Increase) decrease in operating assets:   |                   |           |                  |           |           |
| Receivables  |                   | 10,700    | (27,742)         | (507,534) | (638,781) |
| Securities   |                   | -         | -                | (105,227) | (12,665)  |
| Inventories  |                   | 158,936   | (326,766)        | 174,270   | (418,438) |
| Related parties  |                   | 67,975    | (92,829)         | 7,060     | (23,003)  |
| Taxes recoverable  |                   | (291,114) | 15,591           | (291,533) | 1,120     |
| Other assets   |                   | (61,724)  | (32,926)         | (57,642)  | (35,541)  |
| Increase (decrease) in operating liabilities:  |                   |           |                  |           |           |
| Trade payables   |                   | 54,803    | 78,086           | 60,381    | 132,951   |
| Interbank deposits   |                   | -         | -                | 8,543     | 124,753   |
| Credit card operations   |                   | -         | -                | 130,534   | 215,900   |
| Insurance reserves   |                   | -         | -                | 11,176    | 6,622     |
| Payroll, vacation pay and social charges   |                   | 14,283    | (2,277)          | 17,941    | 5,071     |
| Taxes recoverable  |                   | 13,764    | 463              | 22,978    | 7,164     |
| Related parties  |                   | (47,178)  | (32,408)         | 497       | 3,826     |
| Taxes paid in installments   |                   | 3,659     | (7,648)          | 3,659     | (42,428)  |
| Other payables   |                   | (46,336)  | 28,499           | (51,303)  | (5,063)   |
| Cash provided by (used in) operating activities  |                   | 58,385    | (244,092)        | (49,584)  | (227,242) |
| Income tax and social contribution paid  |                   | (346)     | (3,596)          | (14,493)  | (36,340)  |
| Dividends received from subsidiaries   |                   | 10,172    | 13,028           | -         | -         |
| Net cash provided by (used in) operating activities  |                   | 68,211    | (234,660)        | (64,077)  | (263,582) |

The accompanying notes are an integral part of these financial statements.

Magazine Luiza S.A.

Statement of cash flows (Continued)

For the years ended December 31, 2012 and 2011

[All amounts in thousands of Brazilian reais - R\$]

| Note   | Company - BR GAAP |           | Consolidated -<br>IFRS and BR GAAP |           |             |
|--|-------------------|-----------|------------------------------------|-----------|-------------|
|  | 2012              | 2011      | 2012                               | 2011      |             |
| <b>Cash flow from investing activities</b>               |                   |           |                                    |           |             |
| Acquisition of property and equipment                    | 12                | (136,638) | (129,727)                          | (150,699) | (179,980)   |
| Acquisition of intangible assets                         | 13                | (19,775)  | (24,477)                           | (24,182)  | (30,237)    |
| Sale of exclusive dealing and exploration right contract | 18                | 50,000    | 48,000                             | 65,000    | 24,000      |
| Investments in boutique investment fund                  |                   | (869,995) | (1,379,687)                        | -         | (1,379,687) |
| Redemption in boutique investment fund                   |                   | 781,370   | 1,370,348                          | -         | 1,370,348   |
| Investment in subsidiary                                 |                   | (49,465)  | (12,000)                           | -         | -           |
| Cash generated from merger of company                    |                   | 5,459     | -                                  | -         | -           |
| Acquisitions of subsidiaries                             |                   | -         | (106,955)                          | -         | (106,955)   |
| Gains from sale of property and equipment                |                   | -         | 15,568                             | -         | 32,125      |
| Cash used in investing activities                        |                   | (239,044) | (218,930)                          | (109,881) | (270,386)   |
| <b>Cash flow from financing activities</b>               |                   |           |                                    |           |             |
| Capital increase through public offering                 |                   | -         | 552,993                            | -         | 552,993     |
| New loans and financing                                  |                   | 745,717   | 182,691                            | 745,717   | 182,758     |
| Payment of loans and financing                           |                   | (227,690) | (247,714)                          | (227,717) | (273,076)   |
| Payment of interest on loans and financing               |                   | (91,260)  | (71,808)                           | (91,260)  | (84,455)    |
| Payment of dividends                                     |                   | (2,771)   | -                                  | (2,771)   | -           |
| Cash provided by financing activities                    |                   | 423,996   | 416,162                            | 423,969   | 378,220     |
| Increase (decrease) in cash and cash equivalents         |                   | 253,163   | (37,428)                           | 250,011   | (155,748)   |
| Cash and cash equivalents at the beginning of the year   |                   | 150,980   | 181,263                            | 173,117   | 328,865     |
| Cash received due to merger of subsidiary                |                   |           | 7,145                              |           |             |
| Cash and cash equivalents at the end of the year         |                   | 404,143   | 150,980                            | 423,128   | 173,117     |
| Increase (decrease) in cash and cash equivalents         |                   | 253,163   | (37,428)                           | 250,011   | (155,748)   |

The accompanying notes are an integral part of these financial statements.

Magazine Luiza S.A.

Statement of value added

For the years ended December 31, 2012 and 2011

[All amounts in thousands of Brazilian reais - R\$]

|  | Company - BR GAAP |             | Consolidated -<br>IFRS and BR GAAP |             |
|--|-------------------|-------------|------------------------------------|-------------|
|  | 2012              | 2011        | 2012                               | 2011        |
| <b>Revenue</b>   |                   |             |                                    |             |
| Goods and products sold and services rendered            | 7,602,221         | 5,787,070   | 8,616,819                          | 7,266,423   |
| Allowance for doubtful accounts, net of reversals        | (21,774)          | (13,279)    | (338,519)                          | (244,931)   |
| Other operating revenues                                 | 62,112            | 34,276      | 107,816                            | 119,602     |
|  | 7,642,559         | 5,808,067   | 8,386,116                          | 7,141,094   |
| <b>Inputs acquired from third parties</b>                |                   |             |                                    |             |
| Cost of products and goods sold and services rendered    | (5,287,085)       | (3,951,735) | (5,591,150)                        | (4,636,916) |
| Material, electricity, outsourced services and other     | (597,512)         | (464,413)   | (819,799)                          | (669,210)   |
| Impairment of assets                                     | (17,988)          | (9,193)     | (17,988)                           | (9,193)     |
|  | (5,902,585)       | (4,425,341) | (6,428,937)                        | (5,315,319) |
| Gross value added  | 1,739,974         | 1,382,726   | 1,957,179                          | 1,825,775   |
| Depreciation and amortization                            | (86,442)          | (71,061)    | (93,536)                           | (86,937)    |
| Net value added generated by the entity                  | 1,653,532         | 1,311,665   | 1,863,643                          | 1,738,838   |
| <b>Value added received through transfer</b>             |                   |             |                                    |             |
| Equity in the earnings (losses) of subsidiaries          | (7,031)           | 13,119      | -                                  | -           |
| Financial income   | 57,081            | 37,720      | 55,695                             | 50,848      |
|  | 50,050            | 50,839      | 55,695                             | 50,848      |
| Total value added to distribute                          | 1,703,582         | 1,362,504   | 1,919,338                          | 1,789,686   |
| <b>Distribution of value added</b>                       |                   |             |                                    |             |
| <b>Personnel and charges:</b>                            |                   |             |                                    |             |
| Direct compensation                                      | 592,354           | 478,747     | 626,501                            | 557,942     |
| Benefits   | 110,452           | 86,869      | 118,599                            | 104,903     |
| Government Severance Indemnity Fund for Employees (FGTS) | 54,091            | 40,410      | 57,165                             | 47,247      |
|  | 756,897           | 606,026     | 802,265                            | 710,092     |
| <b>Taxes, fees and contributions:</b>                    |                   |             |                                    |             |
| Federal  | 252,034           | 234,882     | 379,928                            | 401,635     |
| State  | 249,302           | 156,654     | 286,550                            | 267,468     |
| Municipal  | 23,350            | 20,232      | 30,424                             | 26,554      |
|  | 524,686           | 411,768     | 696,902                            | 695,657     |
| <b>Value distributed to providers of capital:</b>        |                   |             |                                    |             |
| Interest   | 211,144           | 187,229     | 196,317                            | 189,682     |
| Rentals  | 186,425           | 121,210     | 198,778                            | 154,964     |
| Other  | 31,175            | 24,605      | 31,821                             | 27,625      |
|  | 428,744           | 333,044     | 426,916                            | 372,271     |
| <b>Value distributed to shareholders:</b>                |                   |             |                                    |             |
| Dividends  | -                 | 1,662       | -                                  | 1,662       |
| Retained earnings (accumulated losses)                   | (6,745)           | 10,004      | (6,745)                            | 10,004      |
|  | 1,703,582         | 1,362,504   | 1,919,338                          | 1,789,686   |

The accompanying notes are an integral part of these financial statements.

## 1. Operations

Magazine Luiza S.A. (the "Company") is primarily engaged in the retail sale of consumer goods (mainly home appliances, personal electronics and furniture), through physical and virtual stores or through e-commerce, with headquarters in the city of Franca, state of São Paulo, Brazil. Its parent and holding company is LTD Administração e Participação S.A. On December 31, 2012, the Company and its subsidiaries owned 743 stores (728 stores in 2011) and eight distribution centers (eight distribution centers in 2011), located in the South, Southeast, Mid-west and Northeast regions of Brazil. The Company holds ownership interest in other companies, as described below: (a) Luizacred S.A. - Sociedade de Crédito, Financiamento e Investimento ("Luizacred") - Subsidiary jointly controlled with Banco Itaúcard S.A., engaged in the offer, distribution and sale of financial products and services to the customers of Magazine Luiza's store chain; (b) Luizaseg Seguros S.A. ("Luizaseg") - Subsidiary jointly controlled with NCVF Participações Societárias S.A., a subsidiary of Cardif do Brasil Seguros e Previdência S.A., engaged in the development, sale and management of extended warranties for any kind of product sold in Brazil, to the customers of Magazine Luiza's store chain; (c) Luiza Administradora de Consórcios Ltda. ("LAC") - Wholly-owned subsidiary engaged in the management of consortium groups created to purchase vehicles, motorcycles, home appliances and furniture; Magazine Luiza S.A. and its subsidiaries and joint ventures are hereinafter referred to as "Group" for purposes of this report, unless otherwise stated. **Merger of subsidiary F.S. Vasconcelos & Cia. Ltda. ("Lojas Maia")** On April 30, 2012, the Company merged with F.S. Vasconcelos & Cia. Ltda. ("Lojas Maia"), its wholly-owned subsidiary, represented by a store chain, operating in the same business segment as Magazine Luiza S.A. in the Northeast region of Brazil, acquired in July 2010. The merger was approved by the Special Shareholders' Meeting held on the same date. See Note 10 for further details on the merger.

## 2. Presentation and preparation of the financial statements

**2.1. Statement of compliance** The Group's financial statements comprise: • The consolidated financial statements prepared in accordance with the International Financial Reporting Standards ("IFRS"), issued by the International Accounting Standards Board ("IASB"), and the accounting practices adopted in Brazil, identified as "Consolidated - IFRS and BR GAAP;" and • The parent company financial statements prepared in accordance with accounting practices adopted in Brazil, identified as "Company - BR GAAP." The accounting practices adopted in Brazil comprise those established in the Brazilian Corporate Law as well as the Pronouncements, Guidelines and Interpretations issued by the Brazilian Accounting Pronouncements Committee (CPC), approved by the Brazilian Securities and Exchange Commission (CVM). The parent company financial statements present the valuation of investments in subsidiaries and joint ventures under the equity method. Therefore, these parent company financial statements are not considered fully compliant with IFRS, which require these investments to be stated at fair value or cost in the parent company's financial statements. As there is no difference between the consolidated equity and the consolidated net income or loss attributable to the shareholders of the Company, disclosed in the consolidated financial statements prepared in accordance with IFRS and accounting practices adopted in Brazil, and the Company's equity and net income or loss, disclosed in the parent company's financial statements prepared in accordance with accounting practices adopted in Brazil, the Company opted for presenting these parent company and consolidated financial statements in a single document. **2.2. Basis of preparation** The financial statements have been prepared based on the historical cost, except for certain financial instruments measured at their fair values, as described in the following accounting practices. The historical cost is generally based on the fair value of the consideration paid in exchange for assets. Non-financial data included in these financial statements, such as number of stores and distribution centers, were not audited by our independent auditors. A summary of main accounting practices applied to the financial statements for the years ended December 31, 2012 and 2011 is as follows: **2.3. Basis of consolidation and investments in subsidiaries and joint ventures** The Company fully consolidated its financial statements into all subsidiaries financial statements. The Company controls an entity when it directly or indirectly has the majority of voting rights in the Shareholders Meeting or the power to determine the financial and operating policies, with a view to obtaining benefits from the entity's activities. The financial statements of a joint venture were consolidated in proportion to the ownership interest the Company holds. Shared control occurs when the strategic, financial and operating decisions concerning the activities are taken only by unanimous agreement of the parties that hold the control. In the parent company's financial statements, the financial information of subsidiaries and joint ventures is recognized under the equity method. The result from operations of the subsidiary F.S. Vasconcelos & Cia. Ltda. ("Lojas Maia"), merged on April 30, 2012, was included, after the merger, in the Company's statement of operations, statement of cash flows and statement of value added; therefore, these statements report 12 months of the Company's results from operations and eight months of result provided by merged F.S. Vasconcelos & Cia. Ltda.'s net assets. Whenever necessary, the subsidiaries' and joint ventures' financial statements are adjusted to conform their accounting policies to those of the Group. All transactions, balances, revenue and expenses with subsidiaries are fully eliminated in consolidation. In the case of joint ventures, the elimination is in proportion to the ownership interest the Company holds. **2.4. Business combination** In the consolidated financial statements, business acquisitions are accounted for under the acquisition method, consisting of the sum of the fair values of assets transferred and liabilities assumed when the control of the acquiree is transferred (acquisition date). Acquisition-related costs (due diligence and attorneys' fees, etc.) are recognized in profit or loss for the year, when incurred. Goodwill on acquisitions is stated as the cost of business combinations exceeding the buyer's interest in the fair value of the acquiree's identifiable assets, liabilities and contingent liabilities. Goodwill and other intangible assets with indefinite useful lives are not amortized. Goodwill on acquisitions of companies is based on expected future profitability. Up to December 2008, goodwill was amortized at the term, extension and proportion of projected results, not higher than ten years. As of January 2009, goodwill was no longer amortized, but was submitted to annual impairment test considering the corresponding cash generating unit, as described in Note 2.5. Any goodwill impairment loss is immediately recognized in profit or loss for the year and is not subject to future reversal. When a subsidiary or joint venture is sold, the goodwill is included in the calculation of the gains or losses from the sale. If the acquirer's interest in the fair value of the acquiree's identifiable assets, liabilities and contingent liabilities is higher than the acquisition cost, the excess amount (previously known as negative goodwill) is recorded as immediate gain in the statement of operations in the year of acquisition. Goodwill on acquisition will be adjusted during the measurement period (within 12 months after the acquisition date), if adjustments attributable to the acquisition date are identified during such period. After the measurement period, the acquirer must revise the business combinations accounting records solely to correct errors, in compliance with Technical Pronouncement CPC 23 - Accounting Policies, Changes in Estimates and Errors. In the parent company's financial statements, the Company complies with Technical Interpretation ICPC - 09, according to which the amounts exceeding the acquisition cost on the Company's interest in the fair value of the acquiree's identifiable assets, liabilities and contingent liabilities on the acquisition date are recognized as goodwill, which is added to the carrying amount of the investment. The fair value of the identifiable assets, liabilities and contingent liabilities which exceeds the acquisition cost must be immediately recognized in profit or loss. Consideration transferred and the net fair value of assets and liabilities are measured using the same criteria applicable to the consolidated financial statements described above. **2.5. Allocation of goodwill balances** The goodwill arising from a business combination is stated at cost on the date of the business combination (see item 2.4 above), net of the accumulated impairment loss, if any. To determine the recoverable amount of assets, they are grouped at their lowest levels for which there are separately identifiable cash flows (Cash-Generating Units - CGUs), as described in Note 12. The cash-generating units to which goodwill was allocated are annually tested for impairment or more frequently when there are indications that the CGU will show a below-the-expected performance. If the recoverable amount of a cash-generating unit is lower than its carrying amount plus the goodwill attributable to such cash-generating unit, impairment losses are firstly allocated to reduce the goodwill allocated to the CGU and subsequently to the other assets of the CGU, in proportion to the carrying amount of each of its assets. Impairment losses on goodwill are directly recorded in the statement of operations for the year in which it was identified, which is not reversed in subsequent periods, even if the factors requiring its recording no longer exist. **2.6. Interests in joint ventures** A joint venture is a contractual agreement through which the Group and other parties exercise an economic activity subject to joint control, where the decisions on financial, operating and strategic policies relating to the joint venture activities require the approval of all parties sharing control. Existing joint venture agreements, in the case of the Company, comprise the organization of a separate entity where each investor holds an interest therein (hereinafter referred to as "joint ventures"). The Group recognizes its interests in joint ventures in its consolidated financial statements under the proportionate consolidation method. The Group's interests in assets, liabilities and income and loss of joint ventures are combined, in proportion to the Company's interest, with the corresponding items in the Group's consolidated financial statements, on a line by line basis, excluding intercompany transactions and balances, and revenues and expenses, in proportion to the Company's interest. In the parent company's financial statements, interests in joint ventures are recognized under the equity method. When a Group company carries out transactions with its joint ventures, the related gains or losses are recognized in the consolidated financial statements only to the extent of the portion attributable to the interest of other

investors. **2.7. Revenue calculation** **2.7.1. Revenue recognition** Revenue is measured at the fair value of the consideration received or receivable, less any expected returns, discounts and taxes on sales. a) Resale of products Revenues from resale are recognized when products are delivered and title to them is transferred, also taking into account the fulfillment of the following conditions: - Transfer to the buyer of significant risks and rewards related to title to product; • The Company retains neither continuing managerial involvement to the degree usually associated with ownership nor effective control over the resold products; • Revenue can be reliably measured; • It is probable that the economic benefits associated with the transaction will flow to the Company or the Group; and • Incurred or unincurred costs related to the transaction can be reliably measured. b) Loans Loans are recorded over the duration of the agreements on a pro rata die basis, in accordance with the corresponding agreed interest rates. c) Insurance Insurance premiums and their acquisition costs are recorded in income (loss) when the policies or invoices are issued, adjusted using the variation in unearned premiums reserves and deferred acquisition costs, in accordance with the term elapsed of policies and invoices. d) Management of consortium groups Revenue from management fee of consortium groups is recorded on a monthly basis after the installments from consortium members are effectively received which, for the consortium management activities, represents the effective service rendering period. **2.7.2. Costs of resales and services** These include costs with the acquisition of goods and services rendered, less adjustments of costs received from suppliers and recoverable ICMS-ST. Freight expenses related to the transportation of goods from suppliers to the distribution centers are included in cost of resale of goods. In the consolidated financial statements, it includes income from financial intermediation on funding transactions.

**2.7.3. Adjustment to present value** Relevant long- and short-term assets and liabilities are adjusted to present value based on the discount rate that better reflects market evaluations of the time value of money and liability risks and asset expectations on their original dates. **Retail activities** The main transactions resulting in adjustments to present value refer to the purchase of goods for resale in installments and resale of goods, whose balances are paid in installments by customers, at fixed interest rates, and discounted to present value on transaction dates, due to their installment terms. The discount rate is based on financing rates paid by the final consumer, weighed by the default risk percentage evaluated and already considered in the allowance for doubtful accounts. The adjustment to present value relating to the purchase of goods for resale is recorded under line item "Trade payables" (with a corresponding entry to line item "Inventories"). Its reversal is recorded under line item "Cost of resales, services and fund raising for financial operations," according to maturity. The adjustment to present value of installment resale of goods is recorded under "Receivables." Its realization is recorded under "Revenue from resale of goods," according to maturity. **Loans** Loans in the joint venture Luizacred are stated at present value, based on agreed interest rates and variations in operation indexes. No significant adjustments to the calculation at present value of long-term liabilities, such as taxes paid in installments and provision for tax, civil and labor contingencies, were identified, considering mainly that the balances of these line items correspond to the Company's Management best estimate of disbursement as at December 31, 2012 and 2011, and are adjusted for inflation, when applicable. **2.7.4. Advertising expenses** are recognized in profit (loss) in the period advertisements are placed, less suppliers' interest, which is reimbursable to the Group. **2.7.5. Freight expenses** related to the transportation of goods between distribution centers and physical stores and delivery of products resold to consumers are recognized as selling expenses. **2.8. Functional currency and translation of foreign currency-denominated balances** a) Functional and reporting currency of financial statements The Group's functional currency is the Brazilian real. The subsidiaries' and joint ventures' financial statements consolidated by the Company and those used as basis for accounting for investments under the equity method are also prepared in Brazilian reais (R\$). b) Transactions denominated in foreign currency Monetary assets and liabilities indexed to foreign currencies, if any, are translated into Brazilian reais at the exchange rate in effect at the reporting dates. Currency translation differences are recorded as financial income or expenses in the statement of operations. **2.9. Financial instruments** Financial assets and financial liabilities are recognized when a Group entity is a party to the contractual provisions of the instrument. Financial assets and liabilities are originally measured at fair value. The fair value of financial assets and financial liabilities is added to or deducted from the transaction costs directly attributable to the purchase or issue of such financial assets and financial liabilities (except for financial assets and financial liabilities recognized at fair value through profit or loss) after initial recognition, when applicable. The transaction costs directly attributable to the acquisition of financial assets and financial liabilities at fair value through profit or loss are recognized immediately in profit or loss. **Financial assets** Financial assets are classified in the following specific categories: (1) financial assets measured at fair value through profit or loss; (2) held-to-maturity financial assets; (3) available-for-sale financial assets; and (4) loans and receivables. Such classification depends on the nature and purpose of the financial assets and is determined upon initial recognition. All regular way purchases or sales of financial assets are recognized or derecognized on the trade date. Regular way purchases or sales of financial assets correspond to those requiring the delivery of assets within a period established by standard or market practices. **Effective interest method** The effective interest method is a method for calculating the amortized cost of a financial asset and allocating interest income over the period such asset is held by the Group. The effective interest rate is the rate that exactly discounts estimated future cash receipts (including all fees paid or received that are an integral part of the effective interest rate, transaction costs, and other premiums or discounts) through the expected financial asset life, or, when appropriate, for a shorter period. **Financial assets at fair value through profit or loss** Gains or losses on financial assets at fair value through profit or loss are directly recognized in income (loss). Net gains or losses recognized in income (loss) include dividends or interest income on the financial asset. Fair value is determined as described in Note 30. Financial assets are classified at fair value through profit or loss when they are held for trading, based on the following assumptions: • Purchased principally for the purpose of selling them in the near term; • Part of a portfolio of identified financial instruments that are jointly managed and for which there is evidence of a recent actual pattern of short-term profit-taking; or • A derivative not designated and maintained as an effective hedge instrument. A financial asset that is not held for trading can be designated at fair value through profit or loss upon initial recognition when: • This designation eliminates or significantly reduces an inconsistency that might arise upon measurement or recognition; • The financial asset is part of a group of financial assets or liabilities, or both, whose performance is evaluated based on its fair value in accordance with the risk management policy and investment strategies set by the Group's management; or • If the financial asset is part of a contract containing one or more embedded derivatives and IFRS permits that the combined contract as a whole (assets or liabilities) be designated at fair value through profit or loss. **Held-to-maturity investments** Held-to-maturity investments refer to non-derivative financial assets with fixed or determinable payments and fixed maturity dates that the Group has a positive intention or ability to hold to maturity. Held-to-maturity investments are stated at amortized cost using the effective interest method, less the provision for impairment, when applicable, whose reverses are recognized based on the effective return rate. **Available-for-sale financial instruments** These are listed redeemable securities, when held by the Group, traded on an active market, to be classified as available for sale and measured at fair value. Fair value is determined as described in Note 30. Gains and losses on changes in the fair value are directly recognized in shareholders' equity, when applicable, except for impairment losses, interest calculated using the effective interest method and exchange gains and losses on monetary assets, which are directly recognized in profit (loss). Other changes in the carrying amount of available-for-sale financial assets are recognized as "other comprehensive income (loss)." When the investment is sold or impaired, cumulative gains or losses, previously recognized under "other comprehensive income (loss)," are included in profit (loss) for the respective year or period. The fair value of available-for-sale monetary assets denominated in foreign currency, if any, is translated into the functional currency at the exchange rate at the end of the year. Changes in the fair value attributable to exchange differences resulting from the change in the amortized cost of the asset are directly recognized in profit (loss). Other changes are recognized in equity under "other comprehensive income (loss)." **Loans and receivables** Loans and receivables are represented by non-derivative financial assets with fixed or determinable payments that are not quoted in an active market. Loans and receivables (including cash and banks, trade receivables, and other) are measured at amortized cost using the effective interest method, less impairment losses. **Impairment of financial assets** Financial assets, except those designated at fair value through profit or loss, are valued using impairment indicators at the end of each reporting period. Impairment losses are recognized if, and only if, there is objective evidence of impairment as a result of one or more events that occurred after the initial recognition of the asset, with an impact on the estimated future cash flows. For all other financial assets objective evidence can include: • Significant financial difficulty of the issuer or obligor; or • Breach of contract, in the form of default or delinquency in interest or principal payments; or • It is probable that the borrower will enter bankruptcy or financial reorganization; or • Dissolution of the active market for that financial asset due to financial problems. Certain categories of financial assets, e.g. trade receivables, which in the individual assessment are not impaired, can subsequently present impairment loss when considered together. Objective evidence of impairment of a loan portfolio may include the Group's past experience in the collection of receivables, the increase in the number of past-due receivables and observable changes in economic conditions related to the non-payment of receivables. For financial assets recognized at amortizable cost, impairment is the difference between the asset's carrying amount and the present value of the estimated future cash flows, discounted at the original effective interest rate of the financial asset. For financial assets recognized at cost, impairment loss is the difference between the asset's carrying amount and the present value of the estimated future cash flows, discounted at the current return rate of a similar financial asset. The carrying amount of the financial asset is reduced directly by any impairment loss, except for receivables, whose carrying amount is reduced through use of an allowance account. Subsequent recoveries of previously provisioned amounts are added to the allowance. Changes in the carrying amount of the allowance account are recognized in profit (loss). When a financial asset classified as available for sale is considered uncollectible, the accumulated balance recognized in "other comprehensive income (loss)" (separate line item under equity) must be reclassified to profit or loss, jointly with the write-off of the amount recorded in asset accounts. For financial assets recognized at amortized cost, if impairment is reduced in a subsequent period and such decrease can be objectively related to an event occurred after its recognition, such impairment should be reversed and recorded in profit (loss) for the year the reversal was made, limited to the net carrying amount of the accumulated amortization. The reversals of impairment losses on available-for-sale equity securities originally recognized in profit (loss) are recognized under "other comprehensive income (loss)" and accumulated under "Investment revaluation reserve." On the other hand, the reversals of impairment losses on available-for-sale debt securities are reversed through profit or loss if an increase in the fair value of the investment can be objectively related to an event occurred after the impairment loss is recognized. **Derecognition of financial assets** A financial asset is only derecognized when the contractual rights on the asset cash flow are realized or when the Group transfers the financial asset and substantially all its risks and rewards to third-parties. In transactions in which these financial assets are transferred to third-parties, but without the effective transfer of respective risks and returns, the asset is not derecognized. In these cases, the derecognition will occur only upon the extinction or transfer of respective risks and returns, or when said financial asset is realized. **Financial liabilities** Financial liabilities are classified at fair value through profit or loss or as other financial liabilities. **Financial liabilities at fair value through profit or loss** Financial liabilities are classified as at fair value through profit or loss when they are held for trading or designated at fair value through profit or loss. A financial liability is classified as held for trading if it is: • Incurred principally for the purpose of repurchasing it in the short term; • Part of a portfolio of identified financial instruments that are managed together and for which there is evidence of a recent actual pattern of short-term profit-taking; or • A derivative that is not designated as an effective hedging instrument. Financial liabilities that are not held for trading can be designated at fair value through profit or loss upon initial recognition when: • This designation eliminates or significantly reduces an inconsistency that might arise upon measurement or recognition; or • Comprise part of a group of financial assets or liabilities, or both, managed and stated at fair value, in accordance with the risk management policy and investment strategies documented by the Group; or • It is part of a contract containing one or more embedded derivatives, and IAS 39 (CPC 38) - Financial Instruments: Recognition and Measurement permits that the combined contract as a whole (assets or liabilities) be designated at fair value through profit or loss. The recognition of gains or losses on financial liabilities at fair value through profit or loss includes any interest paid on the financial liability. Fair value is determined as described in Note 30. **Other financial liabilities** Other financial liabilities, including borrowings, are initially measured at fair value, net of transaction costs and, subsequently, at amortized cost using the effective interest method to calculate interest expense. The effective interest method is a method for calculating the amortized cost of a liability and allocating interest expense over the relevant period. The effective interest rate is the rate that exactly discounts estimated future cash payments through the expected life of the financial liability or, where appropriate, a shorter period. **Liabilities on contractual financial guarantees** Liabilities on contractual financial guarantees are measured and initially recognized as liability at fair value, adjusted at transaction costs directly related to the pledge of guarantee. Subsequently, the liability is measured at the higher of the best expense estimate required to settle the obligation on the reporting date or the amount recognized less amortization.

**2.12. Securities** Securities are classified in the following categories: held-to-maturity securities, available-for-sale securities and trading securities at fair value through profit or loss (trading securities). The classification depends on the purpose for which the investment was acquired. • When the purpose is to invest funds for short-term gains, they are classified as trading securities; when the funds are invested to be held to maturity, they are classified as held-to-maturity securities, provided that the Management has the intention and financial conditions to hold these investments until their maturity dates. • When the funds are invested for none of the purposes mentioned above, the financial investments are classified as available-for-sale securities. • When applicable, incremental costs directly attributable to the acquisition of a financial asset are added to the originally recognized amount, except for trading securities, which are recorded at fair value through profit or loss. Held-to-maturity securities are measured at amortized cost plus interest and adjustment for inflation or exchange rate variation, less impairment losses, when applicable, incurred up to the reporting date. Trading securities are measured at fair value. Interest and adjustment for inflation or exchange rate variation, when applicable, as well as variations arising from valuation at fair value, are recognized in profit (loss), when incurred. Available-for-sale securities are measured at fair value. Interest and adjustment for inflation or exchange rate variation, when applicable, are recognized in profit (loss), when incurred. Variations arising from valuation at fair value, except for impairment losses, are recognized in other comprehensive income (loss) when incurred. Accumulated gains and losses recorded in equity are reclassified to income (loss) for the year at the moment these investments are realized in cash or cannot be recovered. **2.13. Trade receivables and allowance for doubtful accounts** These are recorded and maintained in the statement of financial position at their original amounts, adjusted: **a)** To present value, when applicable, mainly represented by trade receivables from resale in installments and through credit cards, as disclosed in Note 2.7.3, and **b)** By the allowance for doubtful accounts defined based on the guidelines stated in Note 2.9 - Financial Assets, in item "Impairment of financial assets." The advances of credit card receivables is written off against trade receivables since the Group substantially transfers all risks and rewards on the ownership of such receivables to the bank and/or credit card companies. Financial charges incurred by the Group are recognized in profit (loss) as financial expenses, upon derecognition of the asset. Receivables from joint advertising, bonuses and other transactions with suppliers, arising from sales contracts and other agreements, are only recognized if there are documents supporting such agreement and are mainly calculated on the volume of purchases and specific advertising activities. Loans included in receivables are recorded at present value, calculated on a pro rata die basis, considering the variation of index and agreed interest rate, adjusted up to the sixty day the loan is overdue. After this period, charges are recognized in profit (loss) when the installments are effectively received. The funds relating to these amounts are included in credit card operations under current liabilities. **2.14. Inventories** Inventories are stated at the lower of average acquisition cost and net realizable value. Average acquisition cost includes the purchase price, taxes and duties not recoverable, such as ICMS-ST, and other costs directly attributable to acquisition and sales discounts and deductions. Net realizable value is the estimated selling price of inventories less the estimated costs necessary to make the sale. **2.15. Property and equipment** These are stated at acquisition or construction cost, less accumulated depreciation, except for land and construction in progress, plus interest incurred and capitalized during the construction of assets, when applicable. Depreciation is recognized based on the estimated useful life of each asset or group of assets under the straight-line method so that its residual value after its useful life is fully written off. The estimated useful lives, the residual values, and the depreciation methods are reviewed on an annual basis, and the effects from any change in estimates are recorded prospectively. Subsequent costs are added to the residual value of property and equipment or recognized as a specific item, as appropriate, only if the economic benefits associated to these items are probable and the amounts can be reliably measured. The residual balance of the replaced item is written off. Other repairs and maintenance are recognized directly in profit or loss for the year when incurred. The carrying amount of an item of property and equipment is written off when no future economic benefits are expected from its continuing use. The gain or loss arising from the sale or write-off of property and equipment item corresponds to the difference between the amounts received and the carrying amount of the asset, and is recognized in profit or loss for the year or period of sale or write-off. **2.16. Leases** Leased assets are initially recognized as property and equipment at fair values at the commencement of the lease or, if lower, the present value of the minimum lease payments. The liability corresponding to the lessor is presented in the financial statements as a lease obligation. Assets acquired through finance leases are depreciated over their estimated useful lives as own assets or over a shorter period, when applicable, according to the terms of the underlying lease agreements. Finance lease payments are apportioned between the finance charge and the reduction of the outstanding liability, so it produces a constant periodic rate of interest on the remaining balance of the liability. Operating lease payments are recognized as an expense on a straight-line basis over the lease term, except where another systematic basis is more representative of the time pattern in which economic benefits from the leased assets are determined. Contingent operating lease payments are recognized as an expense in the year or period in which they are incurred. **2.17. Intangible assets** **2.17.1. Intangible assets acquired separately** Intangible assets with finite useful lives, represented by amounts paid on the acquisition of new points of sale (goodwill), are amortized over 10 years, a period that reflects Management's best estimate on the minimum time of stay in the leased property and are subject to impairment tests, if there is indication of impairment. Software refers to the cost of licenses on the corporate management system and is amortized over 5 years. Some modules of such system are not yet in operation and, therefore, are recorded under "projects in progress." Indefinite-lived intangibles are not amortized and are annually tested for impairment. **2.17.2. Intangible assets acquired in a business combination** Intangible assets acquired in a business combination mainly refer to goodwill on the acquisition of investments represented by store chains. Through December 31, 2008, goodwill based on expected future profitability was amortized on a straight-line basis over a period from 5 to 10 years. Beginning January 1, 2009 (transition date), the balances of goodwill are not amortized in the accounting records and are annually subject to impairment tests. In the consolidated financial statements, the intangible assets acquired in a business combination and recognized separately from the goodwill are recorded at fair value, which corresponds to its cost on the acquisition date. **2.17.3. Write-off of intangible assets** An intangible asset is written off upon sale or when no future economic benefits may arise from its continuing use. Gains or losses on the write-off of an intangible asset are represented by the difference between the net revenue from sale and its carrying amount and are recognized in the statement of operations when the asset is written off. **2.18. Impairment of tangible and intangible assets, excluding goodwill** The Group's management reviews the carrying amount of its tangible and intangible assets at the end of each year to determine if there is any indication that these assets might be impaired based on transactions or when they are sold. If there is any indication that an asset may be impaired, the recoverable amount of the asset is estimated to measure the impairment loss, if any. When it is not possible to estimate the recoverable amount of an asset, the Group calculates the recoverable amount of the cash-generating unit of the asset. When a reasonable and consistent allocation basis can be identified, corporate assets are also allocated to the individual cash-generating unit or the smallest group of cash-generating units for which a reasonable and consistent allocation basis can be identified. Intangible assets with indefinite useful lives or not yet ready for use are tested for impairment at least annually or when there is any indication that such assets may be impaired. The recoverable amount of an asset is the higher of its fair value less costs to sell or its value in use. Estimated future cash flows are discounted to present value to determine the value-in-use at the pretax discount rate that reflects a current market assessment rate of the time value of money and the specific risks for the asset. If the carrying amount of an asset (or cash-generating unit) exceeds its recoverable amount, the carrying amount is reduced to its recoverable amount. Impairment losses are immediately recognized in profit (loss). A subsequent reversal of an impairment loss reflects an increase in the carrying amount of an asset (or cash-generating unit) to the revised estimate of its recoverable amount, provided it does not exceed the carrying amount that would have been determined had no impairment loss been recognized for the asset (or cash-generating unit) in prior years. The reversal of an impairment loss is immediately recognized in profit (loss). **2.19. Other assets and liabilities** A liability is recognized when the Group has a legal obligation as a result of a past event and it is probable that an outflow of resources will be required to settle the obligation. Provisions are recognized based on the best estimates of the risk involved. An asset is recognized in the statement of financial position when it is probable that its future economic benefits will flow to the Group and its cost or amount can be reliably measured. Assets and liabilities are classified as current when their realization or settlement is likely to occur within the next twelve months, otherwise, they are classified as non-current assets and liabilities. **2.20. Inflation adjustment of receivables and payables** Monetary assets and liabilities subject to contractual adjustments or inflation adjustment and exchange rate changes are adjusted through to the reporting dates. These adjustments and changes are recorded in profit or loss for the year to which they refer. **2.21. Provisions** Provisions are recognized based on present obligations or risks as a result of past events, when the amount of the obligation can be reliably estimated, and its settlement is probable. The amount recognized as a provision is the best estimate of the expenditure required to settle the obligation at the end of the year or period, considering the risks and uncertainties inherent to such obligation. When a provision is measured based on the cash flows estimated to settle an obligation, its carrying amount corresponds to the present value of such cash flows. When some or all the economic benefits required for the settlement of a provision are expected to be recovered from a third party, an asset is recognized if, and only if, reimbursement is certain and the amount may be reliably measured. **2.21.1. Provision for tax, civil and labor contingencies** The provision for contingencies is recorded based on legal opinions and Management's assessment on lawsuits known at the reporting dates for probable losses. **2.21.2. Insurance reserves (applicable to Luizaseg)** **a)** Unearned premium reserve (PPNG) Represents the portion of premiums to be recognized in profit (loss) over the term of policies or invoices, calculated on a pro rata temporis basis. **b)** Current but not issued risk reserve (PPNG-RVNE) Represents the PPNG adjustment due to the existence of current risks whose policy was not yet issued, calculated based on specific actuarial assumptions of insurance companies. **c)** Premium deficiency reserve (PIP) This reserve is recognized if the PPNG should be supplemented to cover estimated losses and administrative expenses incurred until the end of the term of the insured risk. There was no premium deficiency reserve in any of the reporting years. **d)** Reserve for unsettled claims (PSL) This represents the reserve for payment of probable indemnities, whether judicial or not, determined based on the claim notices received through the reporting date. **e)** Reserve for incurred but not reported losses (IBNR) This is recognized to secure the payment of losses incurred but not reported to the Group through the reporting date. **2.21.3. Reserves for contingent liabilities acquired in a business combination** Known contingent liabilities acquired in a business combination are initially measured at fair value on the acquisition date. At the end of the year, these contingent liabilities are measured at the greater of the amount to be recognized in accordance with IAS 37 - Provisions, Contingent Liabilities and Contingent Assets (equivalent to CPC 25) and the amount initially recognized, less accumulated amortization, recognized in accordance with IAS 18 - Revenue (equivalent to CPC 30). **2.22. Taxation** **a)** Current taxes Provisions for income tax and social contribution are based on the taxable base. Taxable income differs from profit recorded in the statement of operations because it excludes income or expenses taxable or deductible in other years, as well as the permanently nontaxable or nondeductible items. The provisions for income tax and social contribution are calculated individually (per Group company)

**b) Deferred taxes** Deferred income tax and social contribution ("deferred taxes") are recognized on temporary differences between the balances of assets and liabilities recognized in the financial statements at the end of each year or period and the related tax bases adopted to calculate taxable income, including tax losses, when applicable, and are calculated per each Group company based on the rates prevailing at the end of the years. Deferred tax liabilities are usually recognized on all the temporary taxable differences and deferred tax assets are recognized on all the temporary deductible differences only when it is probable that the future taxable income will be in a sufficient amount to absorb temporary deductible differences. Deferred tax assets or liabilities are not recognized on temporary differences arising from goodwill or initial recognition (except for business combinations) of other assets and liabilities in a transaction that does not affect taxable or book income. The likelihood of recovery of deferred tax assets is reviewed at the end of each year or period and, when it is not probable that future taxable bases are available and allow the total or partial recovery of these taxes, the asset balance is reduced to the expected recoverable amount. Deferred tax assets and liabilities are measured using the tax rates applicable for the year or period in which the liability is expected to be settled or the asset is expected to be realized, based on the tax rates set forth in the tax law prevailing at the end of each year or period, or when new legislation has been substantially approved. The measurement of deferred tax assets and liabilities reflects the tax consequences that would follow from the manner in which the Group expects, at the end of the year or period, to recover or settle the carrying amount of these assets and liabilities. Deferred tax assets and liabilities are mutually offset only when there is a legal right of offset, and when they are related to taxes managed by the same tax authority and the Group has the intention to settle the net amount of its current tax assets and liabilities. **c)** Current and deferred income tax Current and deferred income tax is recognized in profit (loss) for the year or period, except when they are related to items directly recorded in other comprehensive income (loss) or equity or arise from the initial recognition of a business combination, when they are accounted for in line with the accounting for these transactions. **2.23. Employee benefits** The Group offers benefit plans to employees, including private pension plan, health care and profit sharing. The main benefit plans offered to employees are described in Note 28. The private pension plan is a defined contribution plan over which the Group has no legal obligation if the plan does not have sufficient assets to pay benefits to employees as a result of past services. **2.24. Statement of Value Added** The purpose of this statement is to present the wealth produced by the Group and its distribution during a given period. It is presented, as required by the Brazilian Corporate Law, as part of the parent company's financial statements and as supplemental information to the consolidated financial statements, since it is not required by the IFRS. The statement of value added was prepared using information obtained in the same accounting records used to prepare the financial statements and pursuant to the provisions of CPC 09 - Statement of Value Added. In its first part, the statement of value added presents the wealth produced by the Group, represented by the revenues (gross revenue from sales, including taxes levied thereon, other revenues and the effects of the allowance for doubtful accounts), the inputs acquired from third parties (cost of sales and purchase of materials, electric power and outsourced services, including taxes levied at the time of purchase, the effects of losses, recovery of assets amounts, and depreciation and amortization) and the value added received from third parties (equity in the earnings (losses) of subsidiaries, financial income and other similar revenues). The second part of the statement of value added presents the distribution of wealth among personnel, taxes, fees and contributions, value distributed to providers of capital, and value distributed to shareholders. **2.25. Main accounting judgments and sources of uncertainties on estimates** In applying the Group's accounting policies, Management makes judgments and estimates regarding the reported amounts of assets and liabilities for which objective information is not easily obtained from other sources. Estimates and respective assumptions are based on past experience and other factors deemed relevant. Actual results may differ from those estimates. Underlying estimates and assumptions are constantly reviewed. The effects from the review of accounting estimates are recognized in the year or period in which estimates are reviewed, if the review affects only that year or period, or also in subsequent years or periods, if the review affects future periods. In order to understand how the Group makes judgments on future events, including variables and assumptions used to make estimates, below are the comments on some issues: **a)** Deferred income tax and social contribution Future earnings projections prepared by Management and approved by the Board of Directors are used, containing several assumptions and judgments, in order to measure the potential generation of future taxable income that supports the realization of taxable bases generating deferred income tax and social contribution to be recorded in the financial statements. Actual future taxable income can be higher or lower than estimates when the need to account for deferred income tax and social contribution is defined. **b)** Useful lives of long-lived assets The Group recognizes the depreciation of its long-lived assets based on their estimated useful lives, which are based on the Group's practices and past experience and reflect the economic lives of these assets. However, the actual useful lives can vary as a result of several factors. The useful lives of long-lived assets also affect impairment tests. **c)** Impairment of assets At each year-end, the Group reviews the intangible assets and property and equipment balances to check whether there are indications that these assets may be impaired (value in use). If so, Management conducts a detailed test for impairment on each asset through the individual future cash flow calculation discounted at present value and, when necessary, adjusts the asset balance and its market value. **d)** Provision for inventory losses The provision for inventory losses is estimated based on the history of losses identified in the physical inventory taking of stores and distribution centers, and is considered sufficient by Management to cover probable related losses. **e)** Allowance for inventory realization The allowance for inventory realization is based on analysis of current sales prices, less taxes and overhead incurred for the sales effort, plus historical percentage of margin recovery with suppliers, compared to the cost of purchase of the products. **f)** Allowance for doubtful accounts Recorded in an amount considered sufficient by Management to cover potential losses on the loan portfolio and other receivables. The criterion for recording the allowance, for retail activities, takes into account the historical recovery percentage for past-due receivables and the default rate for amounts not yet overdue. The allowance relating to financial activities, applicable to Luizacard, is recorded based on default payments of principal or interest, financial difficulties of the debtor and other objective evidence that deteriorates the financial position of the debtor, such as equity ratio, percentage of net revenue from sales or other indicators captured by systems used to monitor credits, infringement of clauses or terms of personal loans. **g)** Provision for tax, civil and labor contingencies The Group is a party to several lawsuits and administrative proceedings, as described in Note 20. Provisions are recognized for all risks arising from lawsuits that represent probable losses that can be reliably estimated. The likelihood of loss is assessed based on available evidence, the hierarchy of laws, available court precedents, most recent court decisions, and their relevance within the legal system, and the assessment made by our external legal counsel. Management believes that these provisions for tax, civil, and labor contingent liabilities are accurately presented in the financial statements. **Change in discount rate used in the adjustment to present value and appropriation of interest on discounts of receivables** Long or short-term asset and liability items, if relevant, are adjusted to present value based on the discount rate that reflects the best market valuations regarding the time value of money and the liability risks and expected assets on their original dates. The Company's Management changed the estimates to calculate the discount rate used in the adjustment to present value, considering financing rates paid by the final consumer, weighed by the default risk percentage evaluated and already considered in the allowance for doubtful accounts. This change was due to Management's longer experience and understanding that this is the best valuation regarding the time value of money. It generated a total additional expense of R\$10,948 in the estimated discount rate used in the adjustment to present value. Additionally, the Company changed the criterion to recognize interest on discounts of credit card receivables, which is now recognized in the profit or loss for the year upon the discount, since the Company no longer has the risk of not realizing such receivables. This change generated an additional expense of R\$23,357 in 2012. **Other matters** For a better presentation, the value R\$72,356, related to expenses with implementation of new credit cards and with marketing initiatives, among others, in the statement of operations for 2011 was reclassified from "Other operating revenues, net" to "Selling expenses." **2.26. Standards and interpretations of standards not yet effective** Below are the standards issued but not yet effective up to the date of issue of the financial statements and not early adopted by the Company. This list includes standards and interpretations that the Company reasonably expects to have an impact on its disclosures, financial position or performance after future adoption. The Company intends to adopt such standards when they become effective. **IFRS 7 - Disclosures - Offsetting Financial Assets and Financial Liabilities** - the revision requires additional disclosure on financial assets transferred but not derecognized, so as to allow the users of the financial statements to understand the relation between assets that were not derecognized and corresponding liabilities. The revision also requires additional disclosure on the continuous involvement of the entity with derecognized assets, in order to enable users to evaluate the nature of the involvement and related risks. This standard will be effective for fiscal years beginning on or after January 1, 2013. **IFRS 9 - Financial Instruments** - concludes the first part of the project to replace "IAS 39 Financial Instruments: Recognition and Measurement." IFRS 9 uses a simple approach to define if a financial asset is measured at the amortized cost or fair value, based on how an entity manages its financial instruments (its business model) and the financial assets' contractual cash flows. The standard also requires the adoption of only one impairment test method. This standard will become effective for the fiscal years beginning on or after January 1, 2013. The Company does not expect any significant effect as a result of its adoption. **IFRS 10 - Consolidated financial statements** - IFRS 10 replaces SIC 12 and IAS 27 and is applied to the consolidated financial statements when an entity controls one or more entities. The standard establishes a three-element-based control: **a)** power over an investee; **b)** exposure, or rights, to variable returns on its interest in the investee; and **c)** capacity of using its power over the investee to affect the returns to investors. The standard will become effective for the fiscal years beginning on or after January 1, 2013, and the Company does not expect any significant effect as a result of its adoption. **IFRS 11 - Joint Arrangements** - replaces SIC 13 and IAS 31 and is applied to jointly-owned entities. According to this standard, joint arrangements are classified as jointly operations or joint ventures, according to the rights and obligations of the parties to the arrangement. The joint ventures must be accounted for using the equity method, whereas the jointly-owned entities can be recorded either using the equity method or the proportional accounting method. The standard will become effective for the fiscal years beginning on or after January 1, 2013. **IFRS 12 - Disclosure of interests in other entities** - addresses the disclosure of interests in other entities, whose purpose is to allow the users to know the risks, the nature and effects of these interests on the financial statements. The standard will become effective for the fiscal years beginning as of January 1, 2013, and the Company does not expect any significant effect as a result of its adoption. **IFRS 13 - Fair Value Measurement** - applied when other IFRS pronouncements require or allow fair value measurements or disclosures (and measurements, such as fair value less cost of sales, based on the fair value or disclosures of said measurements). The standard will become effective for the fiscal years beginning on or after January 1, 2013, and the Company does not expect any significant effect as a result of its adoption. IASB issued clarifications for IFRS standards and amendments. Below are the main amendments: • IAS 1 - The revisions of IAS 1 changed the group of "Other Comprehensive Income" items, whose amendment will become effective for the fiscal years beginning on or after January 1, 2013. • IAS 27 - Parent Company and Consolidated Financial Statements (CPC 36): As a result of the future application of IFRS 10 and 12, this standard only establishes that the subsidiaries, jointly-owned entities and affiliates must be recorded in separate lines in the financial statements. The amendment will become effective for fiscal years beginning on or after January 1, 2013, and the Company does not expect any significant effect as a result of its adoption.















31. Commitments

**Operating lease - lease agreements** The Company has several property lease agreements with related parties (MTG Administração e Participações S.A.) and third parties, whose average terms are five years, renewable for another 5-year period, which management analyzed and concluded to be classified as operating lease. These contracts provide for fixed or variable rental amounts, based on the percentage of net sales, according to contractual provisions. As of December 31, 2012, the Company had 743 leased stores. For these lease agreements, including nine distribution centers, lease expenses totaled R\$172,046 for the year ended December 31, 2012 (R\$111,596 in 2011). Future commitments arising from these contracts over the next five years amount to:

| Year         | Amount         |
|--------------|----------------|
| 2013         | 180,683        |
| 2014         | 190,113        |
| 2015         | 199,060        |
| 2016         | 208,180        |
| 2017         | 217,717        |
| <b>Total</b> | <b>995,753</b> |

Finance lease agreements

|                                     | Minimum payments |               |               |               |
|-------------------------------------|------------------|---------------|---------------|---------------|
|                                     | Company          |               | Company       |               |
|                                     | 2012             | 2011          | 2012          | 2011          |
| Up to one year                      | 9,834            | 10,555        | 9,834         | 10,586        |
| Two to five years                   | 10,072           | 15,405        | 10,072        | 15,405        |
| More than five years                | 250              | 44            | 250           | 44            |
|                                     | <b>20,156</b>    | <b>26,004</b> | <b>20,156</b> | <b>26,035</b> |
| Less: non-incurred financial result | (2,124)          | (5,638)       | (2,124)       | (5,643)       |
| Present value of minimum payments   | <b>18,032</b>    | <b>20,366</b> | <b>18,032</b> | <b>20,392</b> |

In the year ended December 31, 2006, the Company purchased an aircraft using a finance lease maturing in 2016, subject to foreign exchange fluctuation and LIBOR. (See Note 15-c for further information.) No financial instruments were contracted to hedge against the risk of fluctuations in the foreign exchange rate agreed under said agreements. The Company also entered into finance lease agreements for IT equipment and software, with maturity in 2019, as described in Note 15-b. The amounts of assets, less accumulated depreciation, acquired through finance lease are shown below, in compliance with item 31 of CVM pronouncement 645/2009:

| Category of assets        | 2012          | 2011          |
|---------------------------|---------------|---------------|
| Computers and peripherals | 9,147         | 12,831        |
| Vehicles                  | 9,884         | 8,774         |
| Software                  | 8,595         | -             |
| <b>Total</b>              | <b>27,426</b> | <b>21,605</b> |

32.2.2. Statements of cash flows by business segment

|   | 2012           |                      |                      |                       |                |                |
|---|----------------|----------------------|----------------------|-----------------------|----------------|----------------|
|   | Retail         | Financial operations | Insurance operations | Consortium management | Exclusions     | Consolidated   |
| Net cash provided by (used in) operating activities     | 54,040         | (20,472)             | 27                   | 3,958                 | (101,630)      | (64,077)       |
| Net cash used in investing activities                   | (256,597)      | (80)                 | (22)                 | (333)                 | 147,151        | (109,881)      |
| Net cash provided by (used in) financing activities     | 453,970        | 20,979               | -                    | -                     | (50,980)       | 423,969        |
| <b>Increase (decrease) in cash and cash equivalents</b> | <b>251,413</b> | <b>427</b>           | <b>5</b>             | <b>3,625</b>          | <b>(5,459)</b> | <b>250,011</b> |

|   | 2011             |                      |                      |                       |            |                  |
|---|------------------|----------------------|----------------------|-----------------------|------------|------------------|
|   | Retail           | Financial operations | Insurance operations | Consortium management | Exclusions | Consolidated     |
| Net cash provided by (used in) operating activities     | (214,842)        | (44,372)             | 5,957                | 2,263                 | (21,850)   | (272,844)        |
| Net cash used in investing activities                   | (340,017)        | (25,003)             | -                    | (378)                 | 100,822    | (264,576)        |
| Net cash provided by (used in) financing activities     | 393,671          | 72,943               | (5,970)              | -                     | (78,972)   | 381,672          |
| <b>Increase (decrease) in cash and cash equivalents</b> | <b>(161,188)</b> | <b>3,568</b>         | <b>(13)</b>          | <b>1,885</b>          | <b>-</b>   | <b>(155,748)</b> |

33. Insurance

The Company has insurance contracts with coverage determined following the advice of experts, taking into account the nature and degree of risk, in amounts considered sufficient to cover significant losses on its assets and/or liabilities. As of December 31, 2012 and 2011, insurance coverage is as follows:

|   | 2012           | 2011           |
|---|----------------|----------------|
| Civil liability                                       | 500            | 500            |
| Sundry risks - inventories and property and equipment | 723,533        | 474,770        |
| Vehicles  | 12,759         | 10,207         |
| <b>Total</b>  | <b>736,792</b> | <b>485,477</b> |

Additionally, there were no contingent payments recognized as expenses and subleases during the reporting periods. As of the reporting years, there were no events indicating the need for calculations to assess whether these assets had been impaired.

32. Statements of cash flows

**32.1. Transactions not affecting cash** The Company's management defines as "cash and cash equivalents" amounts maintained for the purpose of meeting short-term commitments and not for investment or any other purposes. Short-term investments can be immediately converted into a known cash amount and are not subject to significant changes in value. As of December 31, 2012 and 2011, this line account is broken down as described in Note 3. Changes in equity not impacting the Company's cash flows are as follows:

|  | Company (BR GAAP) |       | Consolidated (IFRS and BR GAAP) |       |
|--|-------------------|-------|---------------------------------|-------|
|  | 2012              | 2011  | 2012                            | 2011  |
| Amounts payable on acquisition of property and equipment | -                 | 7,389 | -                               | 7,389 |
| Dividends paid by joint ventures and not received        | 3,702             | 8,647 | -                               | -     |
| Dividends declared and not paid in the year              | -                 | 1,662 | -                               | 1,662 |
| Other comprehensive income                               | 81                | -     | 81                              | -     |

**32.2. Additional information to the statements of cash flows** whose disclosures are supported by CPC 03 (R2) - statements of cash flows 32.2.1. Statements of cash flows of investments in joint ventures The cash flows from operating, investing and financing activities, relating to the interests in joint ventures recognized under the proportionate consolidation method, are as follows:

|   | Luizacred  |              | Luizaseg   |             |
|---|------------|--------------|------------|-------------|
|   | 2012       | 2011         | 2012       | 2011        |
| Net cash provided by (used in) operating activities     | (20,472)   | (44,372)     | 27         | 5,957       |
| Net cash used in investing activities                   | (80)       | (25,003)     | -          | -           |
| Net cash provided by (used in) financing activities     | 20,979     | 72,943       | (22)       | (5,970)     |
| <b>Increase (decrease) in cash and cash equivalents</b> | <b>427</b> | <b>3,568</b> | <b>(5)</b> | <b>(13)</b> |

34. Subsequent events

**34.1. Association Agreement** On February 22, 2013, an amendment to the alliance agreement between Luizacred S.A. Sociedade de Crédito, Financiamento e Investimento ("Luizacred") and Itaú Unibanco Holding S.A. and Banco Itaúcard S.A. ("Itaú") was signed, aiming at transferring Luizacred's ("Luiza Card") credit card issuance activities and the corresponding assets and liabilities to Itaú or Itaú's affiliate ("Transfer"). After the transfer, Magazine Luiza will continue to receive 50% of the results of Luiza Card through profit sharing, maintaining its economic interest. The direct consumer credit ("CDC") and personal loans will remain in Luizacred. This Amendment also maintains Luizacred and Luiza Card's general governance principles, as well as its exclusivity rights up to 2029. **34.2. Issue of debenture** On March 07, 2013, the Company's Board of Directors approved the second issue of unsecured simple debentures, not convertible into Company shares, in two series ("Issue" and "Debentures", respectively), for public distribution with restricted placement efforts. There will be issue of 200 debentures, with nominal unit value of R\$1,000, totaling R\$200,000. For legal purposes, debenture issue date will be March 22, 2013 in two series; namely: (a) 1st series in the amount of R\$ 100,000, with term of 2 years, with unit value not subject to restatement and earning interest of 112.00% of accumulated variation of average DI rates; and 2nd series in the amount of R\$ 100,000, with term of 3 years, with unit value not subject to restatement and earning interest of 114.50% of DI. The funds raised will be destined to extend the Company's debt repayment profile.

35. Approval of the financial statements

The disclosure of the financial statements was approved and authorized by the Board of Directors on March 26, 2013.

Independent auditor's report on financial statements

To the Management and Shareholders

Magazine Luiza S.A.

Franca - SP

Introduction

We have audited the accompanying parent company and consolidated financial statements of Magazine Luiza S.A. ("Company"), identified as Company and Consolidated, respectively, which comprise the statement of financial position as at December 31, 2012 and the statements of operations, comprehensive income, changes in equity and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

Management's responsibility for the financial statements

Management is responsible for the preparation and fair presentation of the parent company's financial statements in accordance with accounting practices adopted in Brazil, and the consolidated financial statements in accordance with the International Financial Reporting Standards (IFRS) issued by the International Accounting Standards Board (IASB) and accounting practices adopted in Brazil, and for such internal control as Management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Independent auditor's responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Brazilian and International Standards on Auditing. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the Company's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by Management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion on the parent company's financial statements

In our opinion, the abovementioned parent company financial statements present fairly, in all material respects, the financial position of Magazine Luiza S.A. as at December 31, 2012, and its financial performance and cash flows for the year then ended, in accordance with accounting practices adopted in Brazil.

Opinion on the consolidated financial statements

In our opinion, the abovementioned consolidated financial statements present fairly, in all material respects, the consolidated financial position of Magazine Luiza S.A. as at December 31, 2012, and the consolidated financial performance and consolidated cash flows for the year then ended, in accordance with the International Financial Reporting Standards (IFRS) issued by the International Accounting Standards Board (IASB) and accounting practices adopted in Brazil.

Emphasis of matter

As discussed in Note 2.1 to these financial statements, the parent company financial statements have been prepared in accordance with accounting practices adopted in Brazil. In the case of Magazine Luiza S.A., these practices differ from IFRS applicable to separate financial statements only in relation to the measurement of investments in subsidiaries, associates and joint ventures based on equity accounting, while IFRS requires measurement based on cost or fair value. We issued an unqualified opinion on this matter.

Other matters

Statements of value added

We also have audited the parent company and consolidated statements of value added for the year ended December 31, 2012, the presentation of which is required by the Brazilian corporate legislation for listed companies, but is considered supplementary information for IFRS purposes. These statements were subject to the same audit procedures described above and, in our opinion, are fairly presented, in all material respects, in relation to the financial statements taken as a whole.

Prior-year amounts

The parent company and consolidated financial statements of Magazine Luiza S.A. for the year ended December 31, 2011 and the corresponding statements of operations, comprehensive income, changes in equity and cash flows for the year then ended, presented for comparison purposes, were audited by other independent auditors, who issued an unqualified audit report thereon dated March 22, 2012.

São Paulo, March 26, 2013.

ERNST & YOUNG TERCO

Auditores Independentes S.S.

CRC-2SP015199/O-6

Luiz Carlos Nannini

Alexandre Rubio

Accountant CRC-1SP171638/O-7

Accountant CRC-1SP223361/O-2

**magazineluiza**

Annual Report  
**2012**

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