

Letter from the President

The year 2020 marked a turning point on a global scale. Because of the pandemic, we lived moments of uncertainty that are still present, with unexpected changes and great challenges for everyone. In this context, we became an essential service and had to ensure many important contributions to people's lives arrived through our services.

We assumed this unique and privileged position with great responsibility. We did this also with a focus on strengthening our purpose; democratizing commerce and financial services to transform the lives of millions of people in Latin America.

From the start, we focused on collaborating with communities throughout our entire ecosystem of products and services. We changed our historic logo to foster the elbow greeting and accompany the global change in habits. Bumping elbows became our platform for preventive actions, solidarity and responsible consumption. We credited 100% of the commissions for

sales of essential products, monitored the prices of the essential items and deferred loan maturity dates. We also trained thousands of entrepreneurs about the different tools of Mercado Libre's business ecosystem and allied with the Red Cross and Food Banks, financing their main campaigns to be close to those who need more help.

We were indispensable allies so that millions of SMEs could go on operating and obtaining incomes. During 2020, more than 719 million products were sold on our platform, representing sales of almost 21,000 million dollars. We continue to work for the democratization of payments and the inclusion of small and medium merchants in the financial system. 18.3 million new sellers joined our financial solution. More than 105 million payers completed 1915 million transactions, in a simple and safe way, making sure the economy continued moving and benefiting many families.

Mercado Crédito continued to grow, exceeding 1170 million dollars in loans in Mexico, Brazil and Argentina.

Mercado Envios allowed us to be even closer and arrive faster; our promise of delivering packages in 24 hours was accomplished thanks to the constant expansion of our logistic capabilities. During 2020, we added a fleet of planes in Brazil and Mexico. We opened eight new storage and distribution centers in Mexico, Brazil, Chile and Colombia that represent more than 421,000 m2, generating more than 3500 new jobs, for many their first employment.

Today more than ever, we know that the world needs transformation. That is why we want to get better every day, taking into account the growth of our business and its environmental impact and social role.

As part of that process, we hastened the growth of our fleet of electric cars in Brazil, Mexico, Chile and Uruguay, making it one of the largest fleets of Latin America. We moved forward with our

commitment to migrate our operations to renewable energies, thus adding another milestone: Melicidade, our largest corporate offices in São Paulo, Brazil, is 100% supplied by renewable energies.

We also supported organizations that promote training and job inclusion for young people and women in technology, reaching more than 6000 youngsters in the region.

Undoubtedly, it was an unprecedented year full of challenges, growth and expansion for Mercado Libre. A year in which we tested our capacity to adapt, be resilient and to be able to work as a team.

In this report, we share the progress of our commitments during this historic year, being aware that we are going to continue to take risks and bet on the future, along with a team of more than 15,000 people who choose to join our purpose throughout the region. After a very special year, I express my gratitude to everyone who makes it possible to bring #OrgulloMELI to all of Latin America.



Marcos Galperín