

20 Investment Community
20 Meeting | INNOVATION CONTINUED



Kath McLay

President & Chief Executive Officer,
Sam's Club

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Momentum continues in the Sam's Club business in FY20

Comp sales¹
(excl. fuel & tobacco)
+3.8%

Transaction growth
5%

Membership income
+2.5%

eCommerce growth
+32%

 Total member count
Renewal rates
Plus penetration

Operating income
+8.0%

¹Comp sales are presented on a 53 week basis

Club model basics

Great items

- Innovative products at the best quality
- Curated assortment that surprises and delights

+

Disruptive prices

- Lowest prices in the club channel
- Substantially lower prices than general retail

+

Great experience

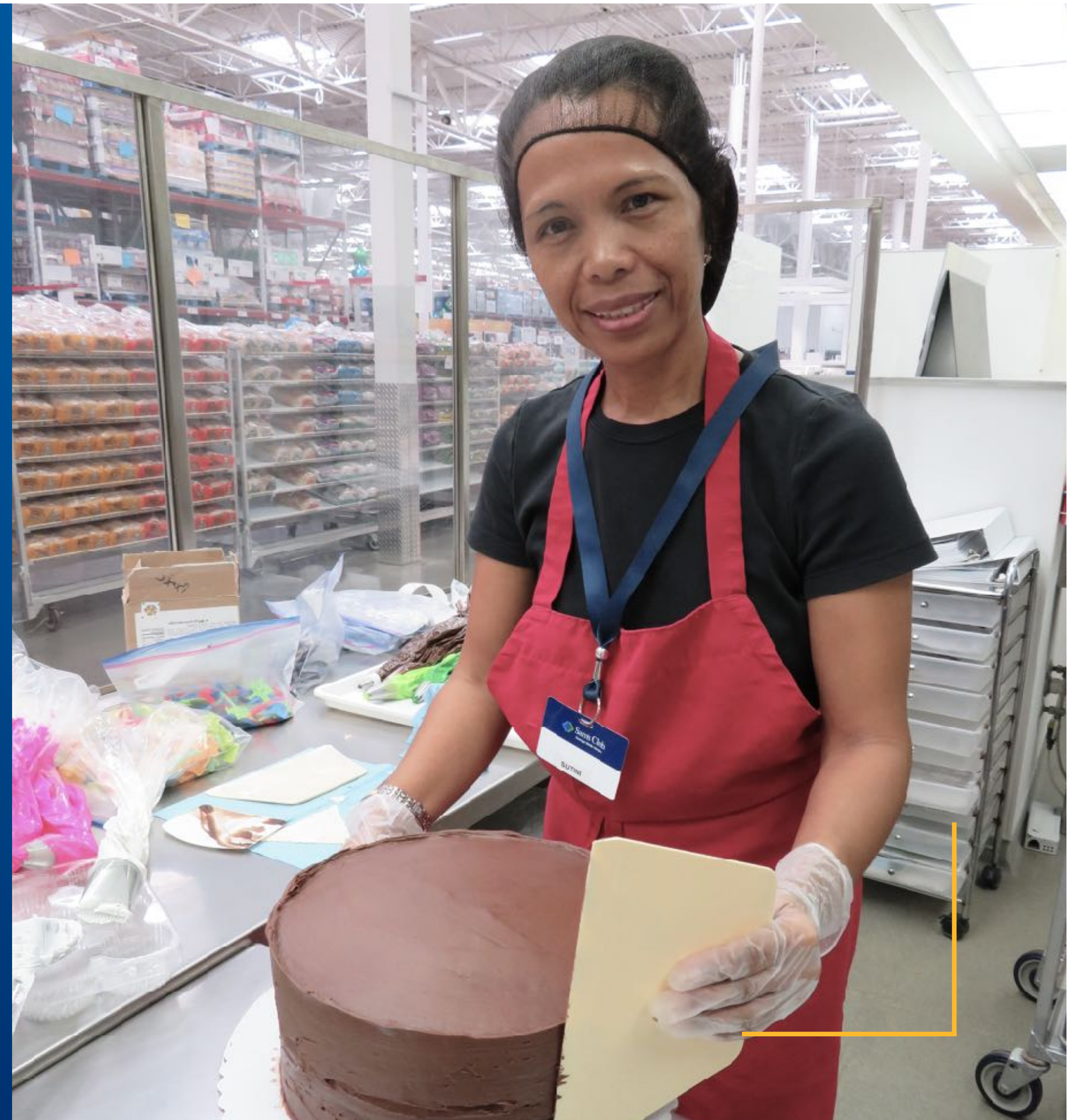
- Digitally enabled
- Seamless omnichannel offering
- Trained, engaged associates

=

Memberships

expect something special™

Wage investment,
simplified structure
working



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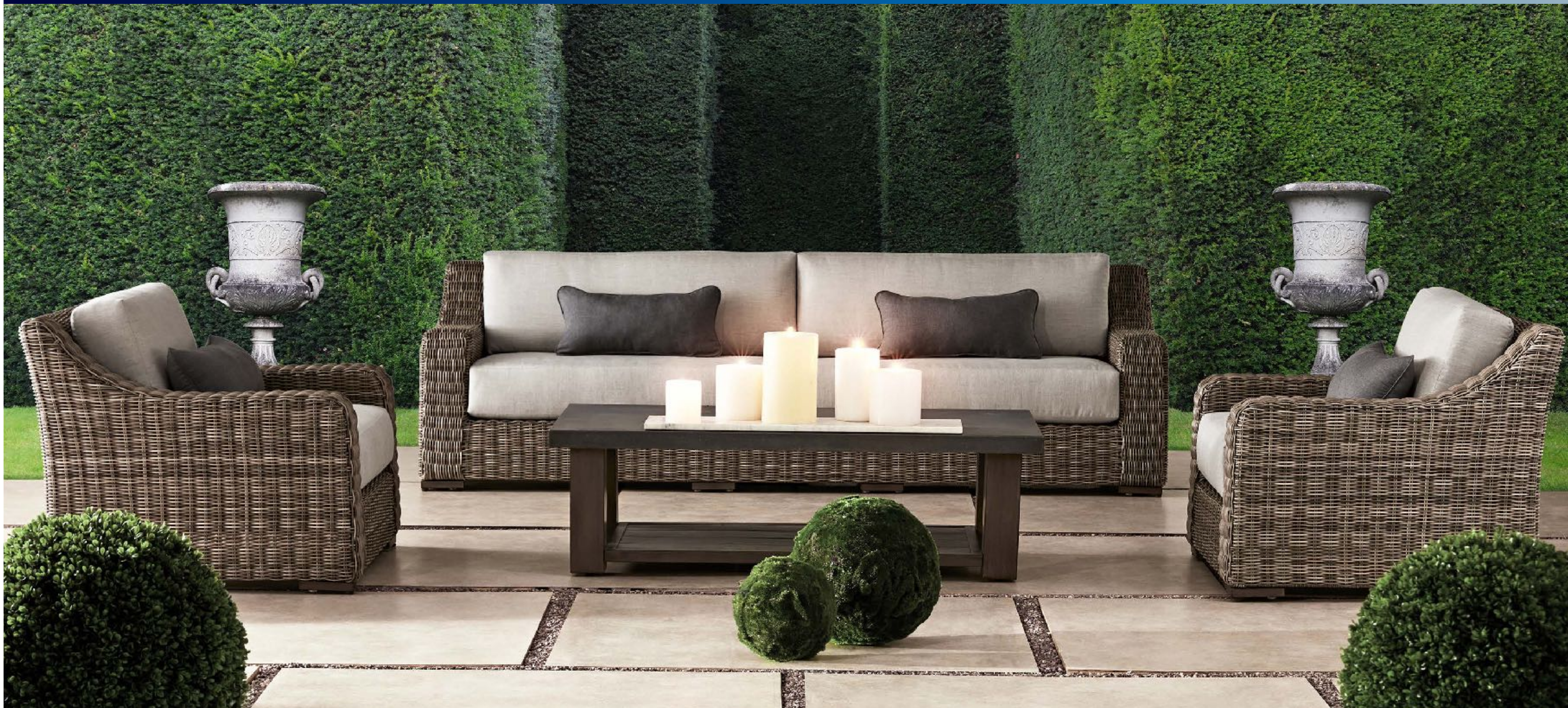
Item obsession
powers club
channel



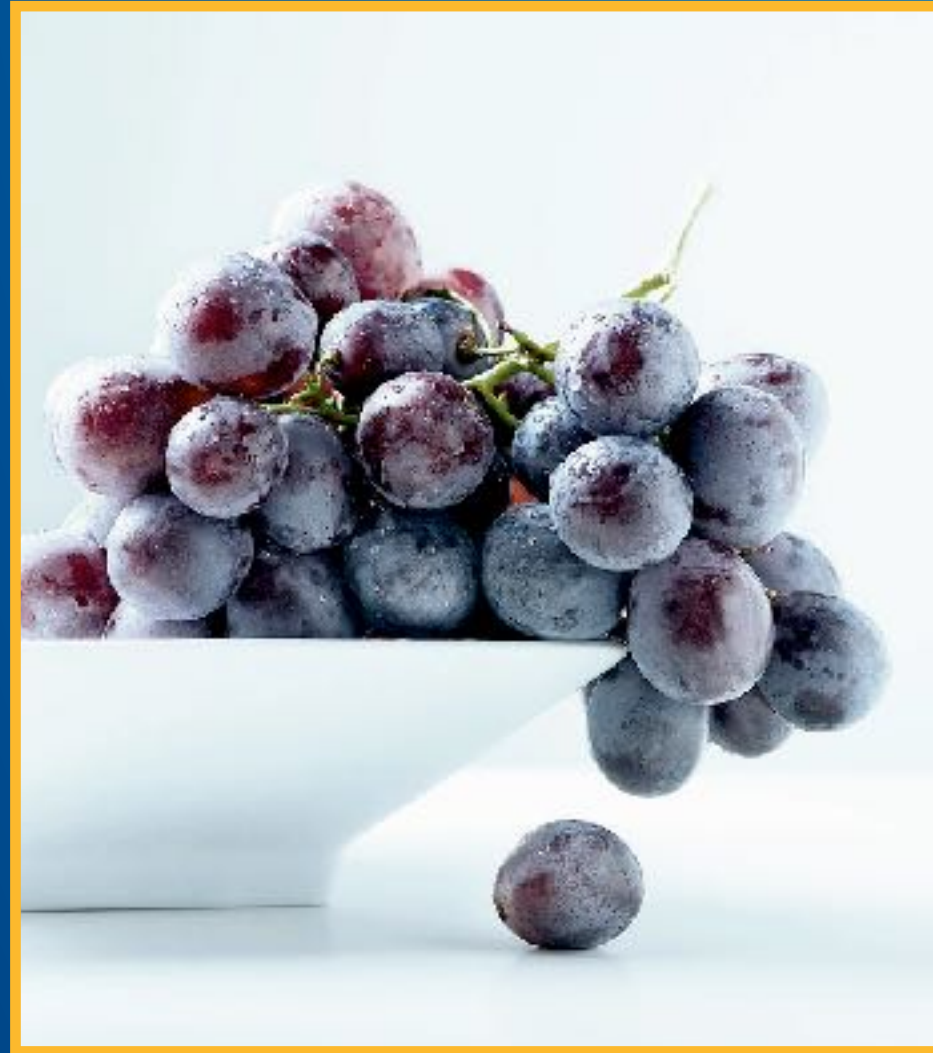
Item obsession
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Member's Mark continues to improve quality and value



Winning fresh
drives traffic



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Digital focus
creates seamless
experience



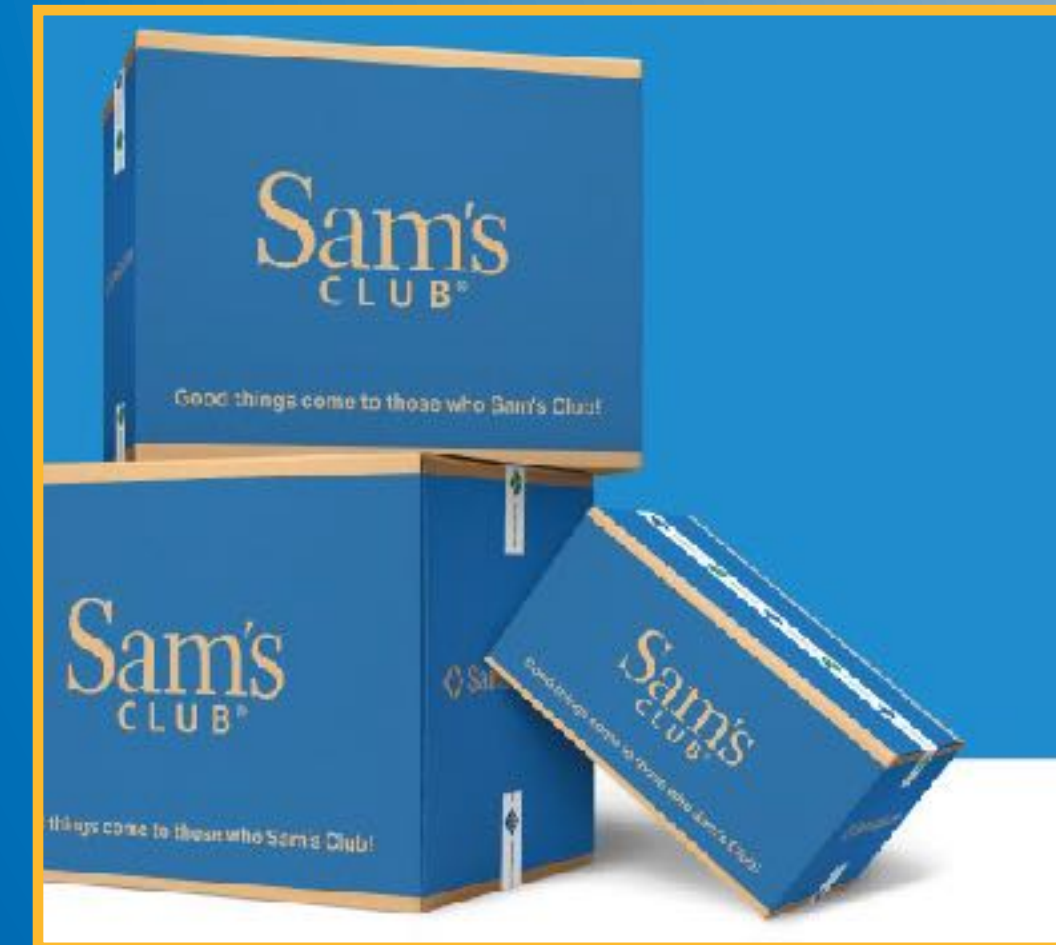
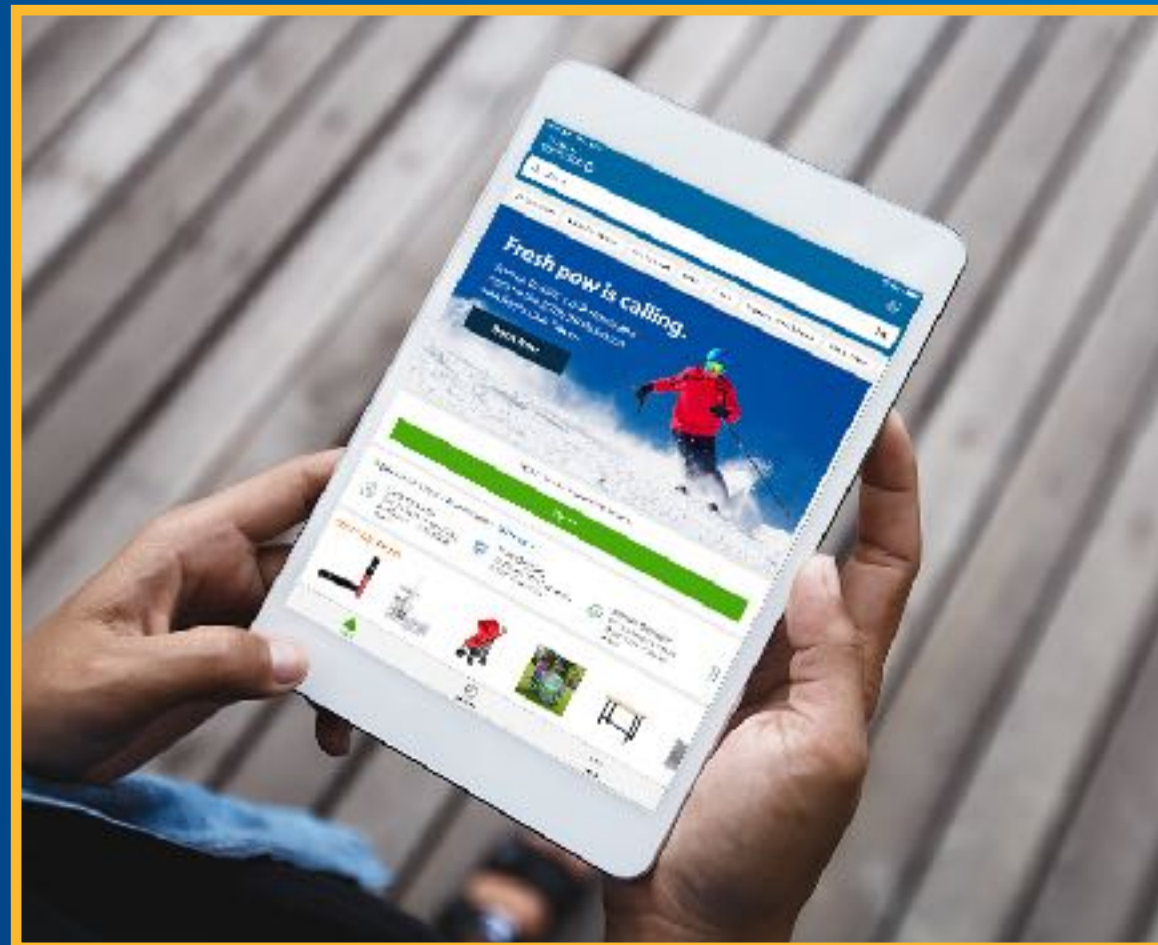
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Sam's Club
continues to serve
as innovation hub



Seamless,
omnichannel
experience for
our members



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Members continue to see value in Sam's Club



Total member count
Renewal rates
Plus penetration
Traffic



Key takeaways

Simplified, stronger business

Item business focused on innovation, quality and value

Associates and technology drive member experience

Continuing to win with omnichannel

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