

SHAREHOLDER SERVICES |FAQ

What are the markets of Saraiva?

Saraiva S/A Livreiros Editores has the largest bookstore chain in Brazil, both in terms of revenues and sales area. In addition to books, Saraiva's Bookstores sell CDs, DVDs, games, toys, stationery articles, multimedia, hardware, phones, movies rentals, and more. In December 1998, Saraiva started its on-line operations through web site saraiva.com.br which has a lot of products and partnerships to sell products that is not the Saraiva focus, named marketplace concept.

In 2010, opened the first APR (Apple Premium Reseller), today we have 8 stores at iTown model.

Saraiva's has 103 physical stores being 8 iTown, 36 Traditionals, 3 Airport and 60 Megastore model.

How many employees does Saraiva have?

In December 2017, **Saraiva S.A. Livreiros Editores** had 3,186 employees.

Where Saraivas shares are quoted?

Saraivas common shares (SLED3), preferred shares (SLED4) are quoted at BOVESPA (São Paulo Stock Exchange). Saraiva also has ADRs programs (American Depositary Receipt - level 1) for its common and preferred shares.

How does Saraivas tag along for its preferred work?

Shareholders of preferred shares (SLED4) have the right to dispose their shares upon the eventual occurrence of transfer of the controlling power of the company. This right consists of the obligation of the acquirer of the control power to make, within 60 days, a public offer for the acquisition of the totality of the preferred shares by price paid for the common shares that gave him the control, with a 10% discount.

Who audits Saraivas balance sheets?

Grant Thornton Auditores Independentes
Phone: 55 (11) 3886-5100 / 3886-4800
Av. Engenheiro Luís Carlos Berrini, 105 - 12º andar
Itaim Bibi - São Paulo/SP
ZIP Code: 04571-010

Where can I find the Corporate Events Calendar of Saraiva?

[Click here](#)

How can I contact Saraiva?

Forward your questions to Saraivas e-mail: falecomri@saraiva.com.br

Saraiva's corporate address is:

Rua Henrique Schaumann, 270
São Paulo - SP CEP 05413-909

What is Saraivas Capital Structure?

Saraivas capital is divided into 26,701,745 shares, distributed as follows:

Class/Type	Nº. of shares
Common	9,622,313
Preferred	17,079,432
Total Shares	26,701,745

Which is the custodian and depository bank for Saraiva?

Custodian Bank in Brazil

Banco Itaú Unibanco S.A.

Tel: 55 (11) 3003-9285

www.itaubase.com.br

investfone@itau.com.br

Service Agencies of the Banco Itaú Unibanco S.A. for the Saraiva shareholder

Service Centers

Belo Horizonte - MG

Av. João Pinheiro, 195 - Térreo

CEP 30130-180

Sra. Jussara F. Souza

+ 55 31 3249-3534

Brasília - DF

SCS Quadra 3 - Edifício Dona Angela - Sobreloja

CEP 70300-500

Sra. Constância M. S. Oliveira

+ 55 61 322-2075

Curitiba - PR

Rua João Negrão, 65 - Sobreloja

CEP 80010-200

Sra. Márcia N. Machado

+ 55 41 320-4128

Porto Alegre - RS

Rua Sete de Setembro, 746 - Térreo

CEP 90010-190

Sra. Sinara N. Souza

+ 55 51 3210-9150

Rio de Janeiro - RJ

Rua Sete de Setembro, 99 - Subsolo

CEP 20050-005

Sr. Paulo Jorge M. Tranchez

+ 55 21 2508-8086

Salvador - BA

Av. Estados Unidos, 50 - 2º andar - Edifício Sesquicentenário

CEP 40010-020

Sr. Watson P. Barreto
+ 55 71 319-8010

São Paulo - SP

Rua Boa Vista, 180 - 1.subsolo
+ 55 11 3247-3139

Who should I contact in case of changes such as the transfer of ownership of shares or a change of address?

The change of registration information can be executed in the Banco Itaú Unibanco S.A. agencies.

To execute it, the shareholder must present certified copies of his RG and CPF, and an original proof of residence

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