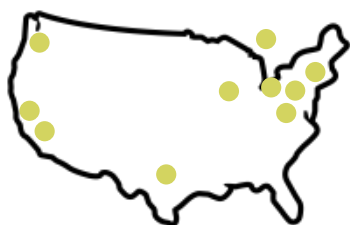


Our Growth Priorities

WIN IN OUR MOST IMPORTANT MARKETS



~200bps

higher topline growth in top 10 markets relative to other markets

BROADEN THE REACH OF NORDSTROM RACK



30%

of online orders were fulfilled from stores, including Racks

INCREASE VELOCITY OF DIGITAL BUSINESS

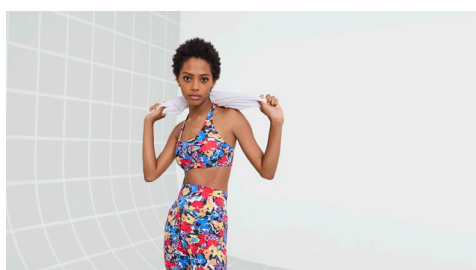


↑ 24%

increase in digital sales vs LY

BUSINESS HIGHLIGHTS

CATEGORY PERFORMANCE



CONTINUED STRENGTH in home, active, beauty, kids, and designer handbags and shoes

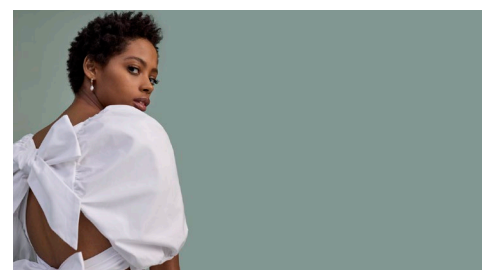
CUSTOMER ACQUISITION



1.8M

new online customers in Q4

NORDY CLUB



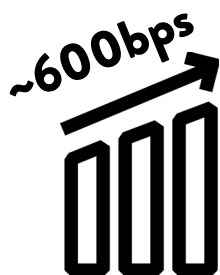
~40% of customers

are in our loyalty program, contributing ~2/3 of sales

FINANCIAL HIGHLIGHTS

Broad Based Improvement Across Nordstrom & Nordstrom Rack

STRONG FINANCIAL POSITION



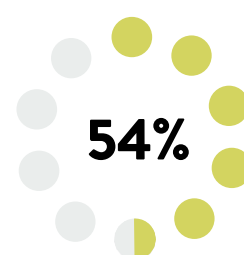
INCREASE IN TOPLINE TRENDS RELATIVE TO Q3*

POSITIVE OPERATING CASH FLOW



OPERATING CASH FLOW GENERATION OVER THE PAST THREE QUARTERS

SCALING DIGITAL PLATFORM



DIGITAL PENETRATION, UP FROM 35% IN Q4 FY19

*Normalizing for Anniversary event shift