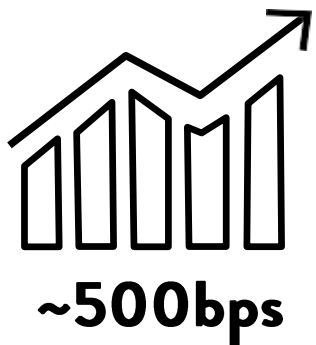


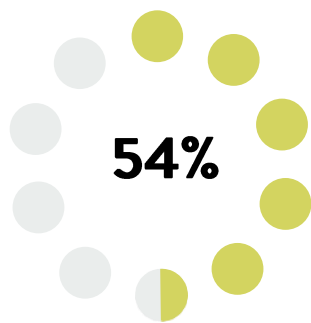
NORDSTROM

HOLIDAY 2020

“We’re encouraged by the increasing momentum throughout and following the holiday season as we continue to unlock new ways to better serve customers on their terms with greater convenience and connection” –Erik Nordstrom, CEO



- » Sequential improvement in sales trends compared to Q3*



- » Digital represented 54% of total sales and grew 23%



- » December sales across Nordstrom & Nordstrom Rack improved sequentially from November



- » % of online orders picked up in-store:
 - » Nordstrom.com: ~11%
 - » Nordstromrack.com: ~9%
- » +30% of online orders were fulfilled from Nordstrom & Nordstrom Rack stores



- » Gifting items made up 67% of sales, an increase of 600bps from LY

*Excluding the shift of the Anniversary Sale from Q2 to Q3