Earnings Release – 4Q18 and 2018

São Paulo, March 12, 2019: Liq Participações S.A. ("Company", "Liq") (B3: LIQO3) announces today the results for the fourth quarter of 2018 (4Q18) and fiscal year 2018. The financial information in this report was prepared in accordance with the International Financial Reporting Standards ("IFRS") and the accounting practices adopted in Brazil, including the Brazilian Corporate Law and the pronouncements, guidelines and interpretations issued by the accounting Pronouncements Committee ("CPC") and approved by the Brazilian Securities and Exchange Commission ("CVM"), applicable to the Company's operations.

Investor Relations

André Tavares Paradizi
CFO & DRI

André Secchin
Finance, IR and M&A Manager

Investor Relations
+55 (11) 3131-5136
+55 (11) 3131-5131

ri@liq.com.br
ri.liq.com.br

Conference Call in Portuguese
March 13, 2019

Schedule:
10AM (Brasília) / 09AM (US EST)
Connection Number:
+55 (11) 3127.4971 or 3728.5971
Code: Liq
Webcast: click here

HIGHLIGHTS

✓ Expressive growth of Trade & Live Marketing, with Net Operating Revenue (NOR) 63.4% higher than in 2017.

✓ **Diversification** of the operations in the increase in the share of **Industrial** (+6 p.p.) and **Services** (+5 p.p.) sectors clients in NOR in the last twelve months.

✓ **Adjusted EBITDA** already shows the results of the Company's turnaround. Adjusted EBITDA in 4Q18 of R$ 0.5 million, with Adjusted EBITDA Margin of 0.2%, positive and the best result in the last twelve months.

✓ The **decrease** in **Cost of Services** (-19%) and in **SG&A Expenses** (-21%) is a result of the efforts made during 2018 aiming at improving operating efficiency.

- Saving of R$ 33M, or 22%, in SG&A Expenses, from the initiatives to adequate the operating structure, in order to improve efficiency;
- Decrease of 20% in operating headcount, resulting in a R$ 232M, or 18%, drop in personnel costs;
- Drop of R$ 13M, or 18%, in costs with Rent, from the renegotiation of contracts.

✓ Liq was **acknowledged** with the second and third places at the Incentive Program category, of the **2018 Caio Award**, the trade marketing "Oscar" in Brazil.

Message from the Management

A period of transformation, progress and development, that is how we define 2018 at Liq. We continue searching for solutions that will place the Company as the main customer experience all-line player in Brazil, closely following the perspectives and characteristics of the new shopper. Therefore, we invest in a "figital" approach, adding physical and digital environments to deliver services with greater quality and efficiency to our clients. The growth recorded at Revenue Related Services and Trade & Live Marketing confirms the strategic positioning in services that generate revenue to our clients.

In addition to persistent focus on innovative solutions and resources, 2018 was also a year of changes in the Company's management. Marcelo Chianello assumed the position as CEO in August, in a cycle marked by initiatives that reinforced a change of management to a new model, more agile and focused on innovation, highlighting Liq's corporate values, operating excellence and strategic repositioning. With the purpose of making the Company increasingly fluid and prepared to serve the companies and their consumers, we work on four main pillars: (i) optimization of expenses; (ii) diversification to change the business; (iii) innovation in services and solutions; and (iv) operational reputation.

In the issue of optimization of expenses, Liq prioritized actions focused on improving the organizational structure and physical space, through actions of adequacy (capacity) to the new level of the Company. Another important action was the revision of all contracts with suppliers, a move that allowed us to achieve a broad reduction in all cost lines throughout the year. Persistent resource optimization has helped us expand our investments in technology, solutions and business.

We reinforce our customer portfolio diversification initiatives for business growth. To this end, Liq sought to enter into a new market, which includes retail and regional brands (middle market), as well as internal actions aimed at accelerating sales. The entry into new markets has been presenting strong results for NOR growth, especially in Trade & Live Marketing. Compared to 2017, revenue growth for this service unit was 63%.

In relation to innovation initiatives in services and solutions, fundamental for the expansion in the market of operations, we highlight the performance of the of Innovation, Transformation of Culture and Startups Committees. The initiatives of these Committees are aimed at generating insight into Liq's next steps, from studying market trends to diversifying the Company's business, and bringing Liq closer to startups that add value to innovative solutions by partnering with OasisLab, an innovation center focused on retail innovation. It is worth mentioning that during the CONAREC 2018 event, Liq presented its product portfolio in CRM, Trade & Live Marketing and BPO (Business Process Outsourcing). On this last front, Liq presented new features by offering solutions in HR, IT and BackOffice for companies to increase productivity, reduce operating costs, and focus on their core business.

Liq has once again stood out for its all-line performance, following the path of transformation and digital evolution, focusing on consumer and brand satisfaction, coupled with a commitment to operational efficiency. The Company seeks to be recognized as the best alternative for companies that want to evolve their way of relating to their consumers. The goal is to offer a seamless experience, making shoppers' consumption journey increasingly integrated. This fact can already be seen with the growth and integration of the physical and digital channels, reinforcing Liq's "fígital" future.

The Company recorded an annualized savings of R $ 168 million in 2018, already reflecting the turnaround actions implemented since 1Q18. Adjusted EBITDA amounted to R $ 0.5 million, with Adjusted EBITDA Margin of 0.2%.

All these initiatives have been widely recognized in the market. We have won several prizes, such as: CONAREC 2018 Award; the Great Place to Work Certifications; the 19th position among 'The 100 + Innovative in IT Use', certified by the group IT Media; the Caio 2018 Award, considered the Oscar of Trade Marketing in Brazil.

Finally, we would like to emphasize that 2018 was a year marked by initiatives that provided gains in competitiveness and the differentiated delivery of services and experiences, preserving the Company's strategy and reputation. We are optimistic about the future: we believe that the measures taken should lead Liq to a new level of growth and market positioning.

1. Operating and Financial Indicators

In the charts below we present the numbers without depreciation, for EBITDA purposes. In Attachment II, we present the consolidated Income Statement, considering depreciation.

Financial Indicators (R$ million)	4Q18	4Q17	3Q18	4Q18 vs. 4Q17	4Q18 vs. 3Q18	2018	2017	2018 vs. 2017
Net Operating Revenue	306.7	393.0	334.2	-22.0%	-8.2%	1,360.4	1,700.8	-20.0%
Gross Income	(3.3)	(25.5)	1.5	-86.9%	-329.0%	4.6	24.2	-81.1%
Gross Margin	-1.1%	-6.5%	0.4%	5.4 p.p.	-3.5 p.p.	0.3%	1.4%	-1.1 p.p.
EBITDA	2.3	(107.8)	65.6	n.m.	-96.4%	12.8	(144.0)	n.m.
EBITDA Margin	0.8%	-27.4%	19.6%	28.2 p.p.	-18.9 p.p.	0.9%	-8.5%	9.4 p.p.
EBIT	(13.4)	(112.5)	48.7	-88.1%	-127.5%	(53.8)	(232.2)	-76.8%
EBIT Margin	-4.4%	-28.6%	14.6%	24.3 p.p.	-18.9 p.p.	-4.0%	-13.7%	9.7 p.p.
Net Income (Loss)	(28.9)	(100.3)	(20.2)	-71.2%	42.7%	(223.4)	(386.4)	-42.2%
Net Margin	-9.4%	-25.5%	-6.1%	16.1 p.p.	-3.4 p.p.	-16.4%	-22.7%	6.3 p.p.
Net Debt*	54.3	1.012.6	30.6	-94.6%	77.6%	54.3	1,012.6	-94.6%
Capex	0.6	7.3	3.4	-91.7%	-82.2%	12.8	25.2	-49.3%
Capex/NOR - %	0.2%	1.8%	1.0%	-1.7 p.p.	-0.8 p.p.	0.9%	1.5%	-0.4 p.p.

**Net debt at fair value in 4Q18, 3Q18 and 2018*
n.m. – not measurable

Financial Indicators Adjusted (R$ million)	4Q18	4Q17	3Q18	4Q18 vs. 4Q17	4Q18 vs. 3Q18	2018	2017	2018 vs. 2017
Net Operating Revenue	306.7	393.0	334.2	-22.0%	-8.2%	1,360.4	1,710.4	-20.5%
Gross Income	6.3	6.8	1.8	-8.2%	248.8%	16.4	66.1	-75.2%
Gross Margin	2.0%	1.7%	0.5%	0.3 p.p.	1.5 p.p.	1.2%	3.9%	-2.7 p.p.
EBITDA	0.5	(26.0)	(10.1)	-102.0%	n.m.	(48.0)	(42.5)	12.9%
EBITDA Margin	0.2%	-6.6%	-3.0%	6.8 p.p.	3.2 p.p.	-3.5%	-2.5%	-1.0 p.p.
EBIT	(15.2)	(30.6)	(27.0)	-50.4%	-43.7%	(114.6)	(130.7)	-12.3%
EBIT Margin	-5.0%	-7.8%	-8.1%	2.8 p.p.	3.1 p.p.	-8.4%	-7.6%	-0.8 p.p.
Net Income (Loss)	(30.7)	(18.5)	(95.9)	66.1%	-68.0%	(284.2)	(285.5)	-0.5%
Net Margin	-10.0%	-4.7%	-28.7%	-5.3 p.p.	18.7 p.p.	-20.9%	-16.7%	-4.2 p.p.

n.m. – not measurable

Operating Indicators	4Q18	4Q17	3Q18	4Q18 vs. 4Q17	4Q18 vs. 3Q18
Installed Workstations	19,393	25,692	21,420	-24.5%	-9.5%
Employees	36,131	45,764	38,830	-21.0%	-7.0%
Contact Center	31,124	41,758	33,852	-25.5%	-8.1%
Trade & Live Marketing	3,441	1,624	3,247	111.9%	6.0%
Administrative	1,566	2,352	1,731	-34.3%	-9.5%

2. Net Operating Revenue

In 2018 Liq strengthen its position as a customer experience all-line player in Brazil and closed the year as the only company in the country to provide innovative and integrated communication solutions, enabling the presence of its clients throughout the entire consumers' journey. As a result, the **Trade & Live Marketing** services recorded significant growth, with **Net Operating Revenue (NOR)** in **2018** increasing by **63.4%** over 2017.

The increase in revenue from Trade & Live Marketing partially offset the drop in revenues from the other services. In **2018**, the Company recorded **NOR** of **R$ 1.4 billion** versus R$ 1.7 billion in 2017.

NOR breakdown by service

(R$ million)	4Q18	4Q17	3Q18	4Q18 vs. 4Q17	4Q18 vs. 3Q18	2018	2017	2018 vs. 2017
Net Operating Revenue	**306.7**	**393.0**	**334.2**	**-22.0%**	**-8.2%**	**1,360.4**	**1,700.8**	**-20.0%**
RRS (*Revenue Related Services*)	120.3	141.3	128.9	-14.8%	-6.6%	513.6	584.4	-12.1%
SAC HI & IVR	102.5	150.4	113.8	-31.8%	-9.9%	475.6	674.4	-29.5%
BPO	36.0	61.4	42.9	-41.4%	-16.0%	181.4	282.0	-35.7%
Trade & Live Marketing	37.4	23.8	36.2	57.4%	3.3%	135.9	83.2	63.4%
OPERTEC	10.5	16.2	12.4	-35.4%	-15.9%	53.9	76.7	-29.8%

NOR breakdown by channel

(R$ million)	4Q18	4Q17	3Q18	4Q18 vs. 4Q17	4Q18 vs. 3Q18	2018	2017	2018 vs. 2017
Net Operating Revenue	**306.7**	**393.0**	**334.2**	**-22.0%**	**-8.2%**	**1,360.4**	**1,700.8**	**-20.0%**
Voice	199.9	280.4	222.0	-28.7%	-9.9%	914.6	1,220.7	-25.1%
Trade (Live + Face-to-Face)	55.2	40.5	52.9	36.3%	4.3%	206.8	139.5	48.2%
Backoffice	24.0	46.3	31.2	-48.1%	-23.0%	128.6	228.0	-43.6%
Omnichannel	17.6	19.7	19.1	-10.6%	-7.4%	75.7	83.7	-9.5%
Digital (Chat + mail + Medias + IVR)	10.0	6.2	9.1	61.5%	9.4%	34.7	28.9	19.9%

We highlight below the main points that influenced the variation of NOR in the period:

RRS (*Revenue Related Services*): Group of services that generate revenue to clients, such as telemarketing, retention and collection. In 2018 this service revenue dropped 12.1%, mainly due to Brazilian economic scenario along the year, as this service tend to follow economic movements.

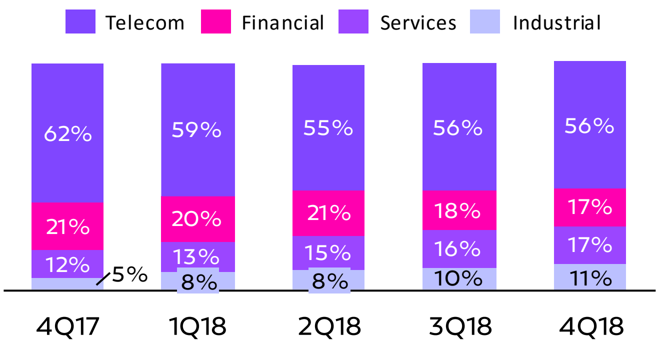
SAC H.I. (*Human Interface*) & IVR (*Interactive Voice Response*): Service to insure excellence at the client's operations, and understanding consumers doubts and complaints. This service revenue, in 2018, dropped 29.5%, due to the decrease in clients' demand. Liq offers, whenever possible, cross and up selling strategies in order to increase the client's revenue, through the sale of products and services at the inbound call.

<u>BPO (*Business Process Outsourcing*)</u>: Backoffice, HR, Tech, Credit/Fraud, Training and Auditing services, to support the client's operations. NOR from BPO services dropped 35.7% between 2018 and 2017, mostly from Credit/Fraud and Auditing services. Liq recently increased investments in the BPO business, which will offer solutions to diversify its services.

<u>Trade & Live Marketing</u>: Face-to-face sales, sales point promotion, promotional marketing and activations. The 63.4% increase in Trade & Live Marketing revenues is a result of the Company's capacity to operate in several relationship channels.

<u>OPERTEC</u>: Technical support, on line or field, to support products for customers. Recorded a 29.8% drop due to the lower demand for this service in the period.

Increase in the share of Service and Industrial Sector (% of ROL)



The increase in the share of Services (+5 p.p.) and Industrial (+6 p.p.) sector clients in NOR in the last twelve months confirms the Company's new positioning, which seeks to diversify its operations with all-line solutions (voice, digital and face-to-face) for diverse sectors, operating in all stages of the customer service function.

3. Gross Income and Cost of Services

Liq maintain its focus on initiatives to reduce costs and expenses. The adoption of a new supply contract framework, the adjustment in operation capacity and adjustment in the operations site base led to a **drop** in **all Cost of Services lines** in **2018**, compared to 2017.

However, despite the decrease in all Cost of Services lines, the Company recorded a drop in Gross Income in 2018, that totaled R$ 4.6 million, with 0.3% margin.

In the quarter, Gross Income was negatively impacted by extraordinary lay-off costs, in the amount of approximately R$ 9.6 million. Excluding such effects, Adjusted Gross Income was R$ 6.3 million in 4Q18, with a 2.0% margin. In 2018, Adjusted Gross Income was R$ 16.4 million, with 1.2% margin.

In the charts below we present the numbers without depreciation, for EBITDA purposes and for reclassification between group costs and expenses for better presentation. In Attachment II, we present the consolidated Income Statement, considering depreciation.

(R$ million)	4Q18	4Q17	3Q18	4Q18 vs. 4Q17	4Q18 vs. 3Q18	2018	2017	2018 vs. 2017
Net Operating Revenue	**306.7**	**393.0**	**334.2**	**-22.0%**	**-8.2%**	**1,360.4**	**1,700.8**	**-20.0%**
Cost of Services	(310.1)	(418.5)	(332.7)	-25.9%	-6.8%	(1,355.9)	(1,676.6)	-19.1%
Gross Income	(3.3)	(25.5)	1.5	-86.9%	-329.0%	4.6	24.2	-81.1%
Gross Margin	**-1.1%**	**-6.5%**	**0.4%**	**5.4 p.p.**	**-1.5 p.p.**	**0.3%**	**1.4%**	**-1.1 p.p.**

n.m. – not measurable

(R$ million)	4Q18	4Q17	3Q18	4Q18 vs. 4Q17	4Q18 vs. 3Q18	2018	2017	2018 vs. 2017
Cost of Services	**(310.1)**	**(418.5)**	**(332.7)**	**-25.9%**	**-6.8%**	**(1,.355.9)**	**(1,676.6)**	**-19.1%**
Personnel	(230.8)	(285.4)	(250.5)	-19.1%	-7.8%	(1,027.0)	(1,259.8)	-18.5%
Labor Contingencies	(23.1)	(70.3)	(28.4)	-67.1%	-18.5%	(99.1)	(159.8)	-38.0%
Third-Party Services	(39.0)	(41.5)	(37.4)	-6.0%	4.4%	(157.4)	(167.2)	-5.9%
Rent and Insurance	(15.2)	(18.5)	(13.9)	-17.7%	9.2%	(62.0)	(75.3)	-17.7%
Other	(1.9)	(2.9)	(2.6)	-34.9%	-27.3%	(10.3)	(14.5)	-28.8%

In **4Q18** the Company maintained its focus on reducing **Cost of Services**, which totaled **R$ 310.1 million**, down 25.9% from the same period in 2017, and down 6.8% from the prior quarter. In **2018**, **Cost of Services** totaled **R$ 1.4 billion**, a drop of 19.1% compared to the previous year.

We highlight below the points that influenced the change in costs during the analyzed period.

Personnel – Decline of R$ 54.6 million, or 19.1%, compared to 4Q17, and of R$ 19.7 million, or 7.8%, compared to the previous quarter. In 2018, personnel costs declined R$ 232.7 million, or 18.5%. The Company is focused on improving operational efficiency, closing the year with 34.6 thousand employees in the operation.

Rent and Insurance –Reduction of R$ 3.3 million, or 17.7%, over 4Q17, and an increase of R$ 1.3 million, or 9.2%, over 3Q18, due to a discount granted, during 3Q18, from the conclusion of the renegotiation of the rent contracts of two operating sites, non-recurring for the coming quarters. In the year, the reduction was of R$ 13.3 million, or 17.7%, resulting from the renegotiation of rental agreements and the decline in the number of operating sites.

Third-Party Services – Decrease of R$ 2.5 million, or 6%, compared to 4Q17, and increase of R$ 1.7 million, or 4.4%, compared to 3Q18, result of the reversal of provision for basic sanitation costs in 3Q18. It is worth pointing out that this line was also negatively impacted by non-recurring costs with consulting in the period. In 2018, third-party services costs decreased R$ 9.8 million, or 5.9%, due to the new supply contract framework. It is worth to highlight the negative impact of non-recurring costs with consulting.

Labor Contingencies – Drop of R$ 47.1 million, or 67.1%, over 4Q17, and of R$ 5.3 million, or 18.5%, over 3Q18. In 2018 labor contingencies costs were 38%, or R$ 60.7 million, lower than in 2017, because of the decrease, of approximately 9%, in the active labor lawsuits balance. The level of closed lawsuits remained stable due to the new agreements strategy, as a result of the recent decision of the Brazilian Supreme Court.

4. Selling, General and Administrative (SG&A) Expenses, and Other Revenues and Expenses

In the chart below we present the numbers without depreciation, for EBITDA purposes. In Attachment II, we present the consolidated Income Statement, considering depreciation.

(R$ million)	4Q18	4Q17	3Q18	4Q18 vs. 4Q17	4Q18 vs. 3Q18	2018	2017	2018 vs. 2017
Selling, General and Administrative (SG&A)	(25.8)	(44.8)	(31.0)	-42.5%	-16.8%	(117.9)	(150.6)	-21.7%
Personnel	(11.6)	(20.5)	(16.3)	-43.2%	-28.8%	(56.7)	(71.3)	-20.5%
Third-Party Services	(10.6)	(14.6)	(10.5)	-27.6%	1.3%	(41.9)	(51.6)	-18.9%
Rent and Insurance	(1.4)	(1.3)	(1.5)	7.1%	-5.1%	(5.6)	(4.3)	30.6%
Labor Contingencies	(0.3)	(3.5)	(1.2)	-91.3%	-75.1%	(6.4)	(9.9)	-35.0%
Other	(1.8)	(4.8)	(1.4)	-62.5%	26.1%	(7.3)	(13.4)	-45.9%
Other Operating Revenue and Expenses	31.4	(37.6)	95.1	n.m.	-66.9%	126.1	(17.6)	n.m.
Total Expenses	**5.7**	**(82.3)**	**64.1**	**n.m.**	**-91.1%**	**8.2**	**(168.2)**	**n.m.**
SG&A Expenses (%NOR)	**8.4%**	**11.4%**	**9.3%**	**-3.0 p.p.**	**-0.9 p.p.**	**8.7%**	**8.9%**	**-0.2 p.p.**

n.m. – not measurable

Selling, General and Administrative Expenses (SG&A) in **4Q18** totaled **R$ 25.8 million**, a drop of 42.5% compared to 4Q17, and of 16.8% compared to 3Q18. In 2018, SG&A expenses were 21.7% lower than in the previous year, as a result of the Company's commitment to its turnaround agenda.

Other Operating Revenues and Expenses were a revenue of **R$ 31.4 million** in **4Q18**, compared to a revenue of R$ 95.1 million in the previous quarter, and an expense of R$ 37.6 million in 4Q17. The variation in this line was mainly a result of the tax credit recovery and reversion of tax provision. In 2018, Other Operating Revenues and Expenses were a revenue of R$ 126.1 million versus a negative R$ 17.6 million in 2017.

Total Expenses in **4Q18** was positive in **R$ 5.7 million**, compared to a negative result of R$ 82.3 million in 4Q17, and a positive R$ 64.1 million in 3Q18. In 2018, total expenses came to a positive result of R$ 8.2 million, versus a negative R$ 168.2 million in 2017.

5. EBITDA

In **4Q18, Adjusted EBITDA** was **R$ 0.5 million**, with a 0.2% margin. Adjustments in the quarter are related to (i) tax reversion, with a R$ 12.6 million positive impact; (ii) lay-off costs, with a R$ 9.8 million negative impact; and (iii) non-recurring third-party services expenses in the period, with a R$ 1.0 million negative impact in the quarter.

Including these non-recurring items, EBITDA was R$ 2.3 million in 4Q18, with a 0.8% margin, compared to a -27.4% margin in 4Q17 and 19.6% margin in 3Q18.

(R$ million)	4Q18	4Q17	3Q18	4Q18 vs. 4Q17	4Q18 vs. 3Q18	2018	2017	2018 vs. 2017
Net Operating Revenue	**306.7**	**393.0**	**334.2**	**-22.0%**	**-8.2%**	**1,360.4**	**1,700.8**	**-20.0%**
Cost of Services	(310.1)	(418.5)	(332.7)	-25.9%	-6.8%	(1,355.9)	(1,676.6)	**-19.1%**
Gross Income	**(3.3)**	**(25.5)**	**1.5**	**-86.9%**	**-329.0%**	**4.6**	**24.2**	**-81.1%**
SG&A	(25.8)	(44.8)	(31.0)	-42.5%	-16.8%	(117.9)	(150.6)	-21.7%
Other Operating Revenue and Expenses	31.4	(37.6)	95.1	n.m.	-66.9%	126.1	(17.6)	n.m.
EBITDA	**2.3**	**(107.8)**	**65.6**	**n.m.**	**-96.4%**	**12.8**	**(144.0)**	**n.m.**
EBITDA Margin	**0.8%**	**-27.4%**	**19.6%**	**28.2 p.p.**	**-18.9 p.p.**	**0.9%**	**-8.5%**	**9.4 p.p.**
Non-Recurring events	(1.8)	81.8	(75.7)	-102.2%	-97.6%	(60.8)	101.5	-159.9%
Adjusted EBITDA	**0.5**	**(26.0)**	**(10.1)**	**n.m.**	**n.m.**	**(48.0)**	**(42.5)**	**12.9%**
Adjusted EBITDA Margin	**0.2%**	**-6.6%**	**-3.0%**	**6.8 p.p.**	**3.2 p.p.**	**-3.5%**	**-2.5%**	**-1.0 p.p.**

n.m. – not measurable

The Company is focused on operational efficiency, aiming at profitability, with efforts to reduce costs and expenses through strong capacity management, through the revision of suppliers hiring models, as well as other initiatives. The efforts made during the last quarters to improve operational efficiency were reflected in the decrease in Cost of Services and SG&A Expenses.

6. Financial Result

In 4Q18, net financial result was an expense of R$ 9.6 million, compared to a revenue of R$ 238.4 million in 4Q17, and an expense of R$ 14.6 million in 3Q18. In 2018, net financial result was an expense of R$ 57.9 million, compared to a revenue of R$ 92.4 million in 2017.

(R$ million)	4Q18	4Q17	3Q18	4Q18 vs. 4Q17	4Q18 vs. 3Q18	2018	2017	2018 vs. 2017
Financial Revenue	11.3	333.3	2.0	-96.6%	464.8%	65.4	367.6	**-82.2%**
Financial Expenses	(20.9)	(94.9)	(16.6)	-78.0%	25.8%	(123.3)	(275.2)	**-55.2%**
Net Financial Result	**(9.6)**	**238.4**	**(14.6)**	**n.m.**	**-34.1%**	**(57.9)**	**92.4**	**n.m.**

n.m. – not measurable

The increase in financial revenues in 4Q18 is explained by the exchange variation in assets, in the amount of R$ 9.5 million regarding, mainly, monetary updates on loans recorded at the Argentina branch.

The increase in financial expenses in 4Q18 over the previous quarter, is a result of the appreciation of the fair value of the embedded derivatives related to the debt convertible into shares, which are hybrid financial instruments (debt and embedded derivatives). In 2018, the drop was due, mainly, to the decrease in the debt balance due to discounts granted under the reprofiling, the reversion of labor provision and the decrease in the number of lawsuits, that led to the booking of the monetary update of the provisioned in labor contingencies.

7. Depreciation and Amortization

Costs and expenses with depreciation and amortization totaled R$ 66.6 million in 2018, compared to R$ 88.2 million in 2017. The reduction is due to the revaluation of the useful life of assets, from the 4Q17, that led to a reduction in depreciation rates.

8. Net Income/Loss and Income Tax and Social Contribution (IRPJ/CSLL)

In **2018**, **Net Loss before taxes** was **R$ 111.7 million**, compared to a negative result of R$ 139.8 million in 2017. The improvement was related to the positive impact in financial expenses due to the accounting of the fair value of the reprofiled debt, and to the decrease in depreciation mentioned above.

(R$ million)	4Q18	4Q17	3Q18	4Q18 vs. 4Q17	4Q18 vs. 3Q18	2018	2017	2018 vs. 2017
Income before Taxes	**(23.0)**	**126.0**	**34.1**	**-118.3%**	**-167.5%**	**(111.7)**	**(139.8)**	**-20.1%**
IR/CSLL Current	-	0.0	(18.7)	-100.0%	n.m.	(18.7)	(6.0)	212.8%
IR/CSLL Deferred	(5.9)	(226.3)	(35.6)	-97.4%	-83.5%	(93.1)	(240.6)	-61.3%
IR/CSLL Total	**(5.9)**	**(226.3)**	**(54.3)**	**-97.4%**	**-89.2%**	**(111.8)**	**(246.6)**	**-54.7%**
Net Income / (Loss)	**(28.9)**	**(100.3)**	**(20.2)**	**-71.2%**	**42.7%**	**(223.4)**	**(386.4)**	**-42.2%**

n.m. – not measurable

In 2018, the Company's income tax and social contribution (IRPJ/CSLL) was a negative R$ 111.8 million, compared to a negative R$ 246.6 million in 2017. The main impacts for such variation was: (i) the write-off of the deferred tax asset over loss and the negative base for the social contribution; and (ii) the constitution of fair value adjustment on loans and financing during 2017.

Considering IRPJ/CSLL in the period, **Net Loss** was **R$ 223.4 million** in **2018**, compared to a Net Loss of R$ 386.4 million in 2017.

It is worth pointing out that the Company maintain its focus on closely monitoring and accelerating the structured actions for the operational turnaround, obtaining **consistent results** in reducing costs and expenses, in order to recover its profitability over the coming years.

9. Investments (Capex)

In 2018 capital expenditure totaled R$ 12.8 million, compared to R$ 25.2 million in 2017. Investments in the period were mainly allocated to the acquisition of software licenses and works in sites for demobilization.

10. Debt

In the first quarter of 2018, the fair value of total reprofiled financial debt from the application of IFRS 9 was recognized. Additionally, due to convertible debentures (3rd and 4th series of the 5th Issue and 6th Issue) and the stock warrants granted to debentures holders of the 1st series of the 2nd Issue of Debentures, the fair value of these hybrid financial instruments were recognized.

The method used to access the fair value of the embedded derivatives in said hybrid financial instruments was the Black-Sholes model, using the Monte-Carlo simulation. The Company used ANBIMA's average indicative trading rate to calculate the fair value of the debt. In 4Q18, the fair value of the embedded derivatives increased due to market conditions.

Consolidated Net Debt, adjusted to present value, at the end of 4Q18 was R$ 54.3 million, R$ 958.3 million lower than in 4Q17 due to the accounting by fair value. The variation quarter-on-quarter was R$ 23.7 million, the increase is related to the variation of the fair value of the reprofiled debentures, including embedded derivatives, partially offset by the conversion of debentures into shares held on December 2018;

Fair Value of the Financial Instruments

(R$ million)	4Q18	4Q17	3Q18	4Q18 vs. 4Q17	4Q18 vs. 3Q18
(-) Total Debt	(149.7)	(1.219.1)	(146.4)	-87.7%	2.3%
Embedded derivatives	(9.7)	-	(3.9)	n.m.	150.6%
Short term	(90.0)	(60.1)	(16.6)	49.9%	441.1%
Long term	(50.1)	(1.159.1)	(125.9)	-95.7%	-60.2%
(+) Cash	95.5	206.5	115.9	-53.8%	-17.6%
Short term	95.5	206.5	115.9	-53.8%	-17.6%
Long term	-	-	-	n.m.	n.m.
(=) Net debt	(54.3)	(1.012.6)	(30.6)	-94.6%	77.6%

n.m. – not measurable

Contractual Flow of the Financial Instruments[1]

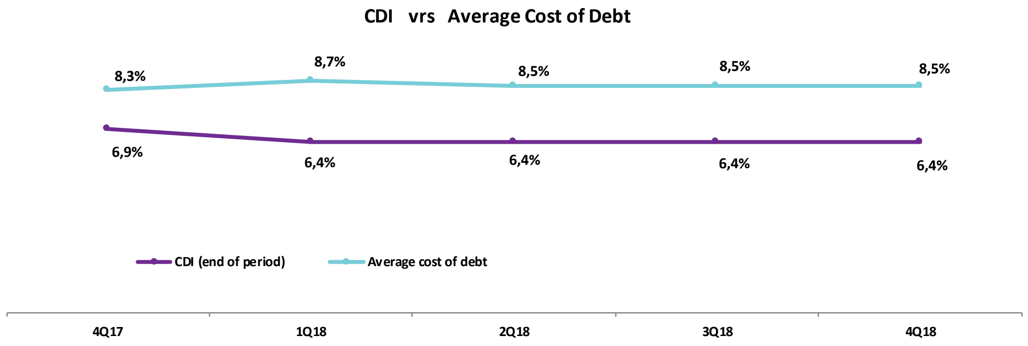
(R$ million)	4Q18	4Q17	3Q18	4Q18 vs. 4Q17	4Q18 vs. 3Q18
(-) Total debt	(1,483.9)	(1,219.1)	(1,486.8)	21.7%	-0.2%
Short term	(217.7)	(60.1)	(16.5)	262.4%	1.215.9%
Long term	(1,266.2)	(1,159.1)	(1,470.3)	9.2%	-13.9%
(+) Cash	95.5	206.5	115.9	-53.8%	-17.6%
Short term	95.5	206.5	115.9	-53.8%	-17.6%
Long term	-	-	-	n.m.	n.m.
(=) Net debt	(1,388.4)	(1,012.6)	(1,371.0)	37.1%	1.3%

[1] Includes contractual flow of financial debt, with no recognition at fair value.
n.m. – not measurable

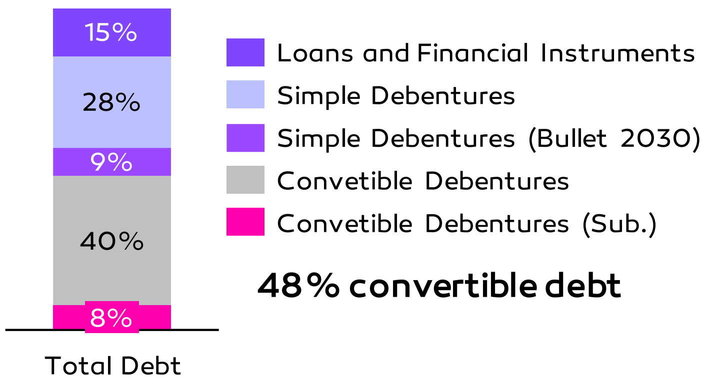
The loans and debentures' indentures set forth the maintenance, by the Company, of financial ratios ("covenants") to prevent the prepayment of debt. In the case of noncompliance of such demand, the prepayment is not automatic, and the Company must inform the fiduciary agent and creditors of such fact. The fiduciary agent has 5 business days to call a Debentures Holders' Meeting, which must have 2/3 of attendance, to deliberate on the prepayment of the Company's debt.

a. Average cost of debt

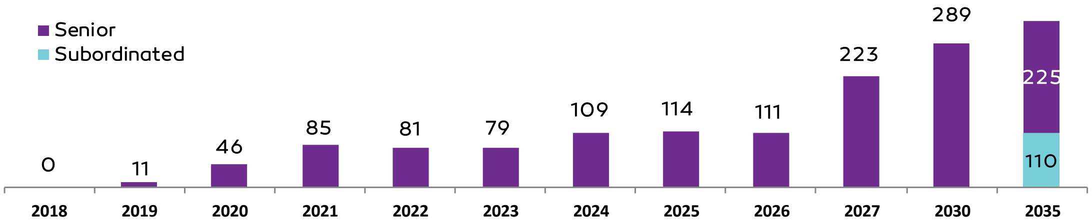
The average cost of debt was 8.5% p.a., in line with 3Q18, due to Selic rate maintenance, as a large part of the debt is pegged to this index.



b. Debt breakdown – 4Q18



c. Debt amortization schedule - R$ million



11. Net Working Capital

At the close of 4Q18, the Company recorded **negative Net Working Capital**, due to the booking of the bilateral loan in the short term, as the banks did not approve the waiver of the maintenance of the financial ratios. Considering such loan agreements in its contractual term, net working capital was positive R$ 62.9 million.

Liq's management is negotiating with its creditors alternatives to strengthen the Company's capital structure.

(R$ million)	4Q18	4Q18* (Pro Forma)	4Q17	3Q18
Current Assets	364.5	364.5	614.0	441.8
Current Liabilities	381.6	301.6	421.6	364.7
Net Working Capital	**(17.0)**	**62.9**	**192.4**	**77.1**

**Considering the booking of bilateral loan agreements in the long term*

12. Ownership Structure

Shareholder	Dec/18
Relevant Shareholder[1]	6.36%
Nanak RJ Participações S.A	6.36%
Treasury	0.42%
Management	1.35%
FREE FLOAT[2]	91.87%

[1] Shareholders with more than 5% of a single class of share. The Extraordinary Shareholders Meeting of April 20, 2016 approved the conversion of PN shares into ON shares. As a result, Liq has fragmented control in the market.
[2] For free float calculation, shares held in treasury and shares owned by management are excluded.

13. Subsequent Events

The debentures holders meetings held on **January 30, 2019** approved the following agenda:

1st Series of the 1st Issue

The debenture holders of the 1st series of the 1st issue approved: (i) the waiver of the maintenance, by the Company, of the financial ratios ("covenants") set forth in the 1st Issue, for the quarters ended on December 31, 2018 and March 31, 2019; and (ii) the cancelation of the early maturity of the Debentures due to the failure to comply with the term for the opening of an Escrow Account set forth in the Fiduciary Assignment, as well as the expansion of the period to open the Escrow Account until December 31, 2019.

2nd Series of the 1st Issue

The debenture holders of the 2nd series of the 1st issue approved: (i) the postponement of the payment of the Interest on the Debentures of this series from March 15, 2019 to June 15, 2019; (ii) the waiver of the maintenance, by the Company, of the financial ratios ("covenants") set forth in the 1st Issue, for the quarters ended on December 31, 2018 and March 31, 2019; and (iii) the cancelation of the early maturity of the Debentures due to the failure to comply with the term for the opening of an Escrow Account set forth in the Fiduciary Assignment, as well as the expansion of the period to open the Escrow Account until December 31, 2019.

1st and 4th Series of the 5th Issue

The debenture holders of the 1st and 4th series of the 5th issue approved: (i) the postponement of the payment of the Interest on the Debentures of these series from March 15, 2019 to June 15, 2019; (ii) the waiver of the maintenance, by the Company, of the financial ratios ("covenants") set forth in the 5th Issue, for the quarters ended on December 31, 2018 and March 31, 2019; and (iii) the cancelation of the early maturity of the Debentures due to the failure to comply with the term for the opening of an Escrow Account set forth in the Fiduciary Assignment, as well as the expansion of the period to open the Escrow Account until June 30, 2019.

2nd Series of the 5th Issue

The debenture holders of the 2nd series of the 5th issue approved: (i) the waiver of the maintenance, by the Company, of the financial ratios ("covenants") set forth in the 5th Issue, for the quarters ended on December 31, 2018 and March 31, 2019; and (ii) the cancelation of the early maturity of the Debentures due to the failure to comply with the term for the opening of an Escrow Account set forth in the Fiduciary Assignment, as well as the expansion of the period to open the Escrow Account until June 30, 2019.

The debentures holders meetings held on **February 20, 2019** approved the following agenda:

1st Series of the 1st Issue

The debenture holders of the 1st series of the 1st issue approved the postponement of the payment of the Interest on the Debentures of this series from March 15, 2019 to April 15, 2019.

2nd Issue

The debenture holders of the 2nd issue approved the waiver of the maintenance, by the Company, of the financial ratios ("covenants") set forth in the 2nd Issue, for the quarter ended on December 31, 2018.

3rd Issue

The debenture holders of the 3rd issue, in second call, approved (i) the postponement of the payment of the Interest on the Debentures of this series from March 15, 2019 to April 15, 2019; (ii) the waiver of the maintenance, by the Company, of the financial ratios ("covenants") for the quarter ended on December 31, 2018; and (iii) the cancelation of the early maturity of the Debentures due to the failure to comply with the term for the opening of an Escrow Account set forth in the Fiduciary Assignment, as well as the expansion of the period to open the Escrow Account until April 15, 2019.

The debenture holder meeting held on **February 28, 2019** approved the following agenda:

2nd Issue

The debenture holder of the 2nd issue approved (i) the waiver of the maintenance, by the Company, of the financial ratios ("covenants") set forth in item "o", article III, item 22.1 of the Issue Indenture, for the quarter ended on March 31, 2019; and (ii) the cancelation of the early maturity of the Debentures due to the failure to comply with the term for the opening of an Escrow Account set forth in the Fiduciary Assignment, under the terms of article III, item 23.1, "kk" of the Issue Indenture, as well as the expansion of the period to open the Escrow Account until March 15, 2019.

Attachment I – Financial Performance

(R$ million)	4Q18	4Q17	3Q18	4Q18 vs. 4Q17	4Q18 vs. 3Q18	2018	2017	2018 vs. 2017
Net Operating Revenue	**306.7**	**393.0**	**334.2**	**-22.0%**	**-8.2%**	**1,360.4**	**1,700.8**	**-20.0%**
Cost of Services	(310.1)	(418.5)	(332.7)	-25.9%	-6.8%	(1,355.9)	(1,676.6)	-19.1%
Personnel	(230.8)	(285.4)	(250.5)	-19.1%	-7.8%	(1,027.0)	(1,259.8)	-18.5%
Labor Contingencies	(23.1)	(70.3)	(28.4)	-67.1%	-18.5%	(99.1)	(159.8)	-38.0%
Third-Party Services	(39.0)	(41.5)	(37.4)	-6.0%	4.4%	(157.4)	(167.2)	-5.9%
Rent and Insurance	(15.2)	(18.5)	(13.9)	-17.7%	9.2%	(62.0)	(75.3)	-17.7%
Other	(1.9)	(2.9)	(2.6)	-34.9%	-27.3%	(10.3)	(14.5)	-28.8%
Gross Income	**(3.3)**	**(25.5)**	**1.5**	**-86.9%**	**-329.0%**	**4.6**	**24.2**	**-81.1%**
Expenses	5.7	(82.3)	64.1	n.m.	-91.1%	8.2	(168.2)	n.m.
Selling	(1.2)	(2.7)	(0.8)	-57.6%	40.6%	(4.2)	(7.4)	-43.2%
General and Administrative	(24.6)	(42.0)	(30.1)	-41.5%	-18.4%	(113.7)	(143.2)	-20.6%
Other Operating Revenues and Expenses	31.4	(37.6)	95.1	n.m.	-66.9%	126.1	(17.6)	n.m.
EBITDA	**2.3**	**(107.8)**	**65.6**	**n.m.**	**-96.4%**	**12.8**	**(144.0)**	**n.m.**
Depreciation and Amortization	(15.7)	(4.7)	(16.9)	238.0%	-7.0%	(66.6)	(88.2)	-24.4%
EBIT	**(13.4)**	**(112.5)**	**48.7**	**-88.1%**	**-127.5%**	**(53.8)**	**(232.2)**	**-76.8%**
Net Financial Result	(9.6)	238.4	(14.6)	-104.0%	-34.1%	(57.9)	92.4	-162.6%
Income before Taxes	**(23.0)**	**126.0**	**34.1**	**-118.3%**	**-167.5%**	**(111.7)**	**(139.8)**	**-20.1%**
IRPJ & CSLL	(5.9)	(226.3)	(54.3)	-97.4%	-89.2%	(111.8)	(246.6)	-54.7%
Equity Result	-	-	-	n.m.	n.m.	-	-	n.m.
Net Income / (Loss)	**(28.9)**	**(100.3)**	**(20.2)**	**-71.2%**	**42.7%**	**(223.4)**	**(386.4)**	**-42.2%**

n.m. – not measurable

Attachment II – Income Statement – IFRS Consolidated

(R$ million)	4Q18	4Q17	3Q18	4Q18 vs. 4Q17	4Q18 vs. 3Q18	2018	2017	2018 vs. 2017
Gross Revenue	**339.4**	**435.1**	**369.2**	**-22.0%**	**-8.1%**	**1,505.8**	**1,887.3**	**-20.2%**
Deduction of Gross Revenue	(32.7)	(42.0)	(35.0)	-22.1%	-6.5%	(145.4)	(186.5)	-22.0%
Net Revenue	**306.7**	**393.0**	**334.2**	**-22.0%**	**-8.2%**	**1,360.4**	**1,700.8**	**-20.0%**
Cost of Services	(318.8)	(410.4)	(342.1)	-22.3%	-6.8%	(1,393.0)	(1,727.9)	-19.4%
Gross Income	**(12.1)**	**(17.3)**	**(7.9)**	**-30.3%**	**52.9%**	**(32.6)**	**(27.1)**	**20.2%**
Selling	(1.2)	(2.7)	(0.8)	-57.6%	40.6%	(4.2)	(7.4)	-43.2%
General and Administrative	(31.6)	(54.8)	(37.7)	-42.4%	-16.2%	(143.2)	(180.2)	-20.5%
Financial	(9.6)	238.4	(14.6)	-104.0%	-34.1%	(57.9)	92.4	-162.6%
Financial Revenues	11.3	333.3	2.0	-96.6%	464.8%	65.4	367.6	-82.2%
Financial Expenses	(20.9)	(94.9)	(16.6)	-78.0%	25.8%	(123.3)	(275.2)	-55.2%
Other Operating Revenues and Expenses	31.4	(37.6)	95.1	n.m.	-66.9%	126.1	(17.6)	n.m.
Income before Taxes	**(23.0)**	**126.0**	**34.1**	**-118.3%**	**-167.5%**	**(111.7)**	**(139.8)**	**-20.1%**
IRPJ & CSLL	(5.9)	(226.3)	(54.3)	-97.4%	-89.2%	(111.8)	(246.6)	-54.7%
Equity Result	-	-	-	n.m.	n.m.	-	-	n.m.
Net Income / (Loss)	**(28.9)**	**(100.3)**	**(20.2)**	**-71.2%**	**42.7%**	**(223.4)**	**(386.4)**	**-42.2%**
# of shares, ex-Treasury (‘000)	15,661.5	4,117.5	10,943.3	280.4%	43.1%	15,661.5	4,117.5	280.4%

n.m. – not measurable

Attachment III –EBITDA Reconciliation

(R$ million)	4Q18	4Q17	3Q18	4Q18 vs. 4Q17	4Q18 vs. 3Q18	2018	2017	2018 vs. 2017
Net Income (Loss)	**(28.9)**	**(100.3)**	**(20.2)**	**-71.2%**	**42.7%**	**(223.4)**	**(386.4)**	**-42.2%**
(+) IR & CSLL	5.9	226.3	54.3	-97.4%	-89.2%	111.8	246.6	-54.7%
Income before Taxes	**(23.0)**	**126.0**	**34.1**	**-118.3%**	**-167.5%**	**(111.7)**	**(139.8)**	**-20.1%**
(+) Financial Expenses	20.9	94.9	16.6	-78.0%	25.8%	123.3	275.2	-55.2%
(-) Financial Revenues	(11.3)	(333.3)	(2.0)	-96.6%	464.8%	(65.4)	(367.6)	-82.2%
(+) Depreciation and Amortization	15.7	4.7	16.9	238.0%	-7.0%	66.6	88.2	-24.4%
EBITDA	**2.3**	**(107.8)**	**65.6**	**n.m.**	**-96.4%**	**12.8**	**(144.0)**	**n.m.**

n.m. – not measurable

Attachment IV – Balance Sheet – Consolidated

Assets	12/31/2018	12/31/2017	09/30/2018
Total Assets	**1,358.3**	**1,640.0**	**1,448.1**
Current Assets	**364.5**	**614.0**	**441.8**
Cash and equivalents	95.5	206.5	115.9
Accounts receivable	220.3	323.7	273.5
Recoverable taxes	32.7	60.6	28.7
Prepaid expenses and other assets	16.0	23.2	23.7
Non-Current Assets	**993.8**	**1,026.1**	**1,006.3**
Long Term Assets	**558.4**	**535.7**	**555.3**
Judicial deposits	438.5	399.9	431.8
Accounts receivable	94.1	90.9	92.6
Recoverable taxes	0.1	23.9	2.1
Prepaid expenses and other assets	25.6	21.0	28.8
Permanent Assets	**435.4**	**490.4**	**451.0**
Fixed	88.2	115.5	95.3
Intangible	347.3	374.9	355.7
Liabilities	12/31/2018	12/31/2017	09/30/2018
Total Liabilities	**1,358.3**	**1,640.0**	**1,448.1**
Current Liabilities	**381.6**	**421.6**	**364.7**
Loans and financing	88.9	58.2	15.5
Debentures and promissory notes	1.1	1.2	1.1
Embedded derivatives	-	-	-
Suppliers	142.3	146.4	148.6
Salaries and related parties	127.2	180.9	173.1
Taxes and contributions	20.0	29.8	23.5
Provisions	0.0	0.0	0.0
Contingent consideration	-	-	-
Other liabilities	2.1	4.4	2.8
Non-Current Liabilities	**893.3**	**1.650.3**	**982.4**
Loans and financing	6.4	130.0	81.1
Debentures and promissory notes	43.7	1.029.1	44.8
Embedded derivatives	9.7	-	3.9
Provisions	247.9	291.0	260.7
Salaries and related parties		-	-
Dividends payable	24.2	22.8	23.9
Deferred taxes payable	424.7	23.0	445.3
Other liabilities	111.7	154.4	122.7
Shareholders' Equity	**83.4**	**(431.9)**	**101.0**
Capital stock	247.6	188.9	223.0
Other comprehensive income	157.9	(10.1)	171.2
Other reserves	(22.1)	(22.5)	(22.1)
Treasury stock	(19.5)	(20.1)	(20.0)
Accrued loss	(280.5)	(568.1)	(251.1)

Attachment V – Statement of Cash Flow – Consolidated

(R$ million)	4Q18	4Q17	3Q18
Net Income	**(28.9)**	**(100.3)**	**(20.2)**
Depreciation and amortization	15.7	4.7	16.9
Gain / (loss) with interest and net monetary variation	16.2	70.6	4.8
Haircut	-	-	-
Embedded derivatives	-	-	-
Contingencies and other provisions	5.5	62.0	(55.2)
Deferred income tax and social contribution	5.9	226.3	35.6
(Gain) /loss with the sale of fixed assets	1.5	3.4	(0.1)
(Increase) / decrease in accounts receivable	53.2	1.3	26.1
Gain (loss) with letter of guarantee	-	(0.1)	-
Gain (loss) with debt reprofiling	-	(69.4)	(0.0)
Adjustment at present value	1.6	(251.1)	(1.4)
Discount from “Oi” account receivable	-	11.5	-
Other assets	9.3	60.3	27.3
Judicial deposits	(4.9)	(1.1)	(7.5)
Increase/ (decrease) in payroll and related charges	(46.0)	(49.8)	(15.7)
Legal, civil and labor risks	(10.5)	(5.8)	(10.4)
Increase / (decrease) in suppliers	(6.4)	6.2	24.4
Advances to suppliers	-	-	-
Suppliers restructuring program	-	0.2	-
Other liabilities	(13.2)	76.9	(33.6)
Net cash – Operating activities	**(5.4)**	**45.8**	**(9.0)**
Investment in permanent assets	(0.6)	(1.2)	(3.4)
Cash received from the sale of permanent assets	-	0.5	0.1
Net cash – Investing activities	**(0.6)**	**(0.7)**	**3.3**
Commercial leasing payment	(0.3)	(2.5)	(0.3)
Financing obtained	-	7.1	-
Financing paid	(7.8)	(10.2)	(7.0)
Amortization of the principal from suppliers’ extension operation	-	-	-
Amortization of interest from suppliers’ extension operation	-	(0.2)	-
Interest paid	(0.1)	(2.3)	(0.4)
Write-off of non-controlling shareholders	-	0.001	-
Net cash – Financing activities	**(8.1)**	**(8.1)**	**(7.7)**
Exchange difference in cash and equivalents	**(6.3)**	**(1.4)**	**3.7**
Cash and equivalents – beginning of the period	115.9	170.9	132.1
Cash and equivalents classified as held for sale	-	-	-
Cash and equivalents – end of the period	95.5	206.5	115.9
Increase (decrease) in cash and equivalents	**(20.4)**	**35.6**	**(16.3)**

About Liq Participações S.A.

Liq is the main customer experience player in Brazil. Focused on innovation and with a great will to make a difference, the Company bring brands closer to their consumers through complete CRM, Trade & Live Marketing and BPO solutions. With a human touch and an all-line approach (voice, face-to-face and digital), Liq creates customized, intelligent, hassle-free solutions focused on the final consumer, using technology and omnichannel tools that transform services into a unique relationship experience. The Company is also known by fomenting diversity and having social inclusion as one of its main pillars.

The information contained in this document relating to the business prospects, operating and financial results estimates, and growth prospects of Liq are merely projections and as such are based exclusively on the Management's expectations concerning the future of the business. These forward-looking statements estimates depend on changes in market conditions, the performance of the Brazilian economy, the industry and international markets and are therefore subject to change without prior notice.