



NORDSTROM

Q1 EARNINGS CONFERENCE CALL

May 12, 2016

FORWARD-LOOKING STATEMENTS

This presentation contains statements that are forward looking. These statements are based upon current expectations and assumptions that are subject to risks and uncertainties. We may not achieve the results projected in these forward-looking statements, and our actual results could materially differ because of factors discussed in this conference call, in the comments made during this presentation, and in the risk factors section of our Form 10-K, Form 10-Qs, and other reports and filings with the Securities and Exchange Commission. The Company undertakes no obligation to update or revise any forward-looking statement to reflect subsequent events, new information or future circumstances.

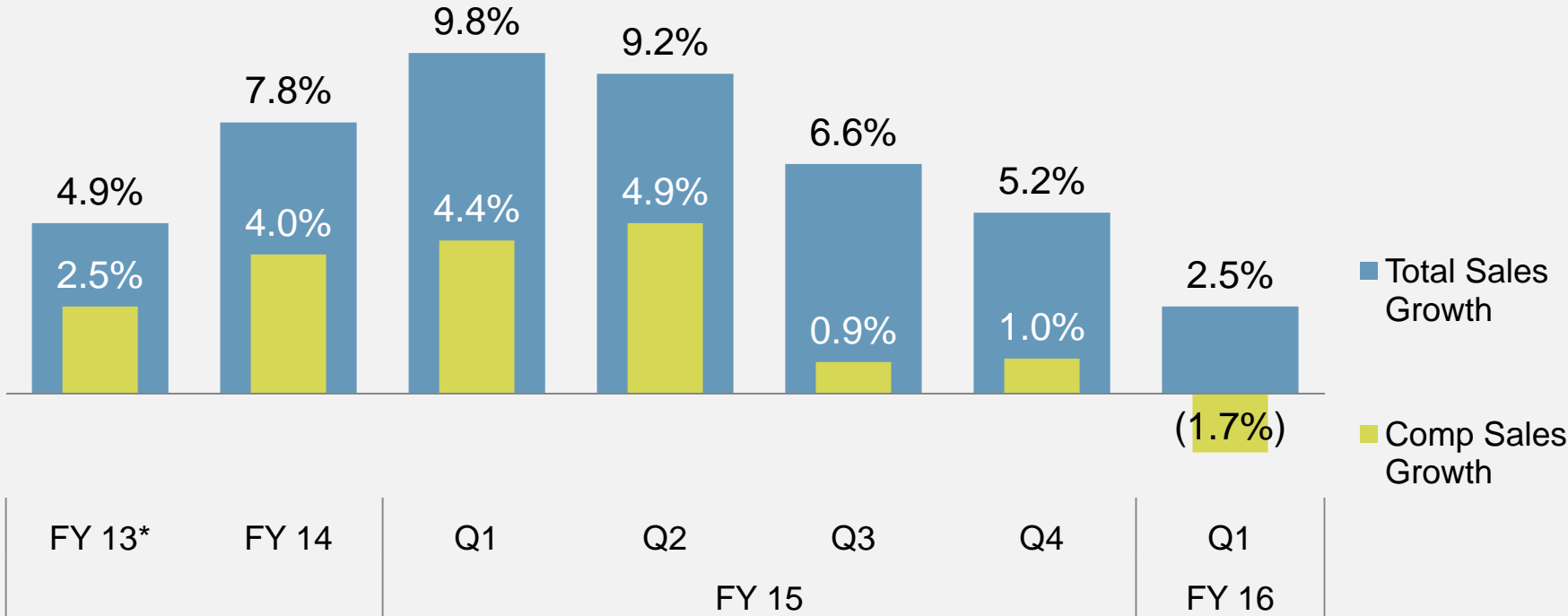


BLAKE NORDSTROM

CO-PRESIDENT, NORDSTROM, INC.

SALES TRENDS

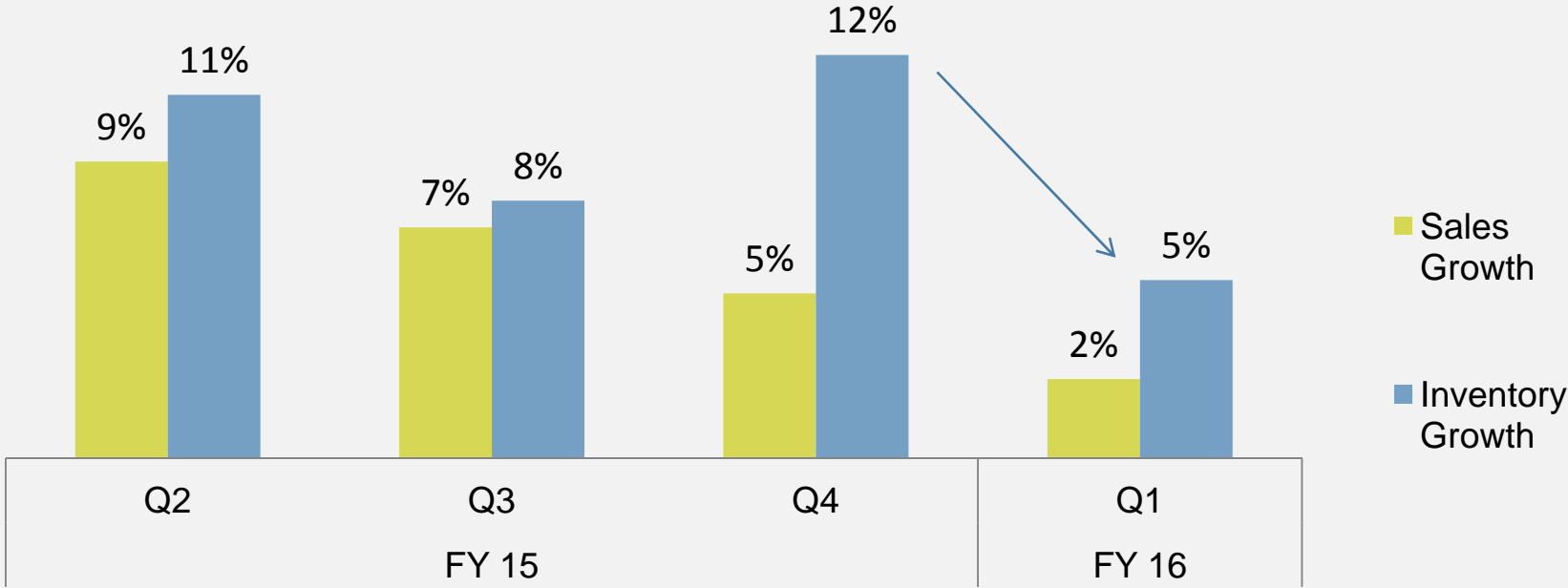
REFLECTS SHIFT BEGINNING IN Q3 2015



*NOTE: FY 13 SALES GROWTH ADJUSTED TO REMOVE 53RD WEEK IN 2012. 53RD WEEK NOT INCLUDED IN COMP SALES CALCULATIONS.

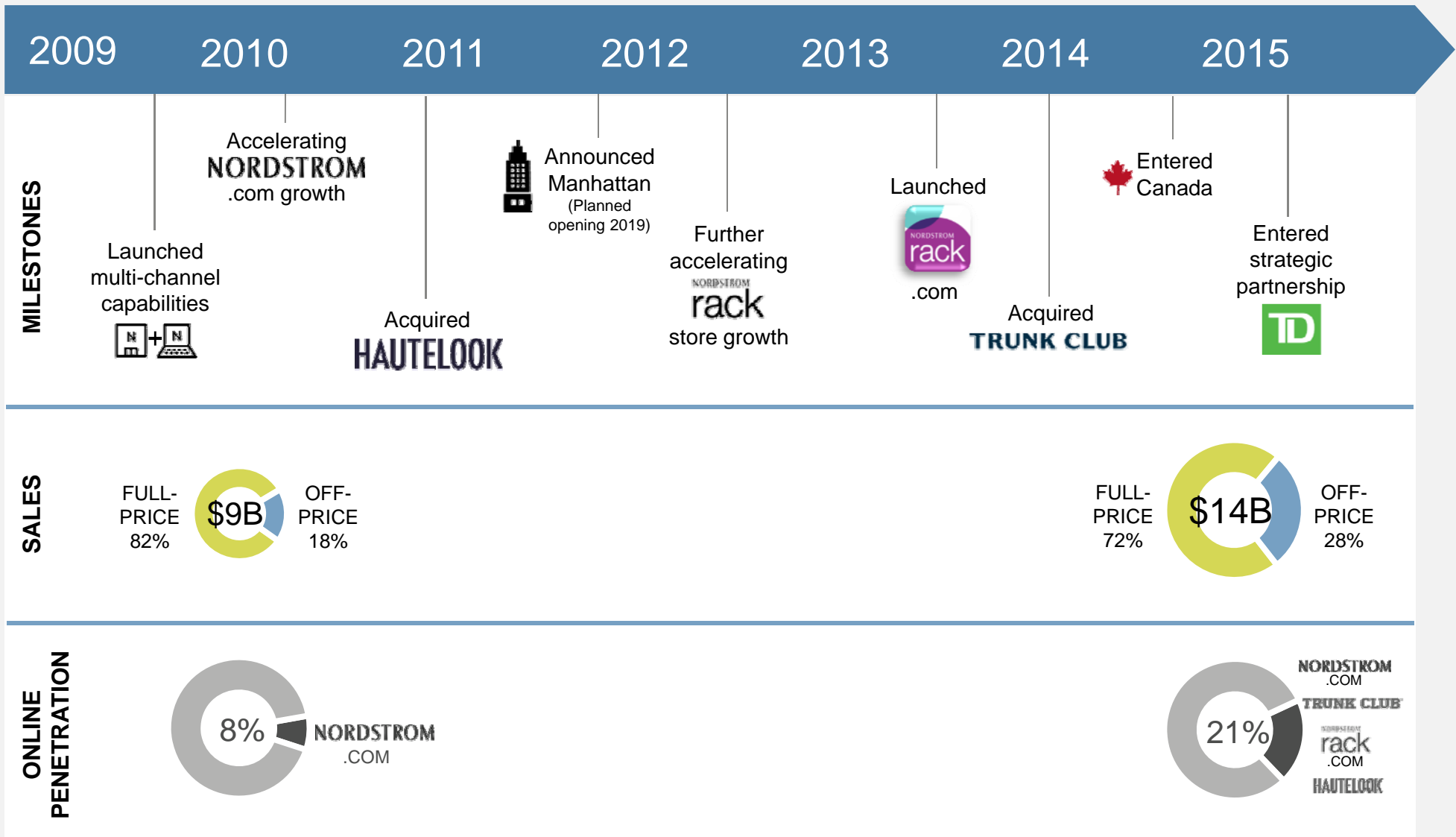
INVENTORY TRENDS

ALIGNING TO CURRENT SALES TRENDS



BUSINESS EVOLUTION

IMPROVING CUSTOMER EXPERIENCE WHILE GAINING EFFICIENCIES



IMPROVING CUSTOMER EXPERIENCE

2016 KEY INITIATIVES

SERVICE

Nordstrom
Rewards
Expansion



Technology
Initiatives

- Modernizing tech platform, including scalable merchandising solution
- Delivering new service and experience features

CAPABILITIES

Canada Expansion

- 2 full-line stores in Toronto



New U.S. Stores

- 2nd full-line store in Austin
- 21 Rack stores



PRODUCT

TOPSHOP



Madewell

Charlotte Tilbury

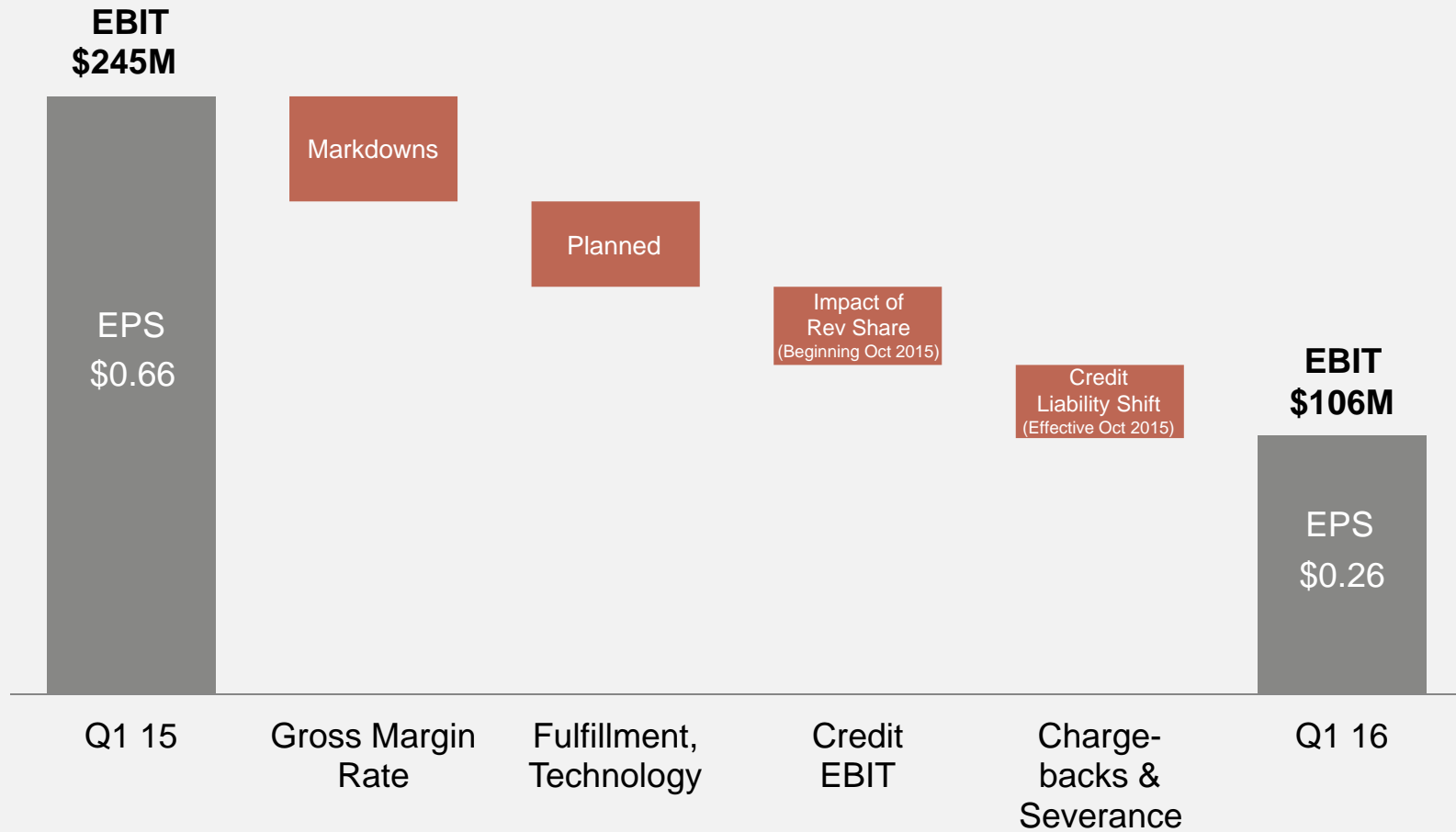


MIKE KOPPEL

EVP & CFO, NORDSTROM, INC.

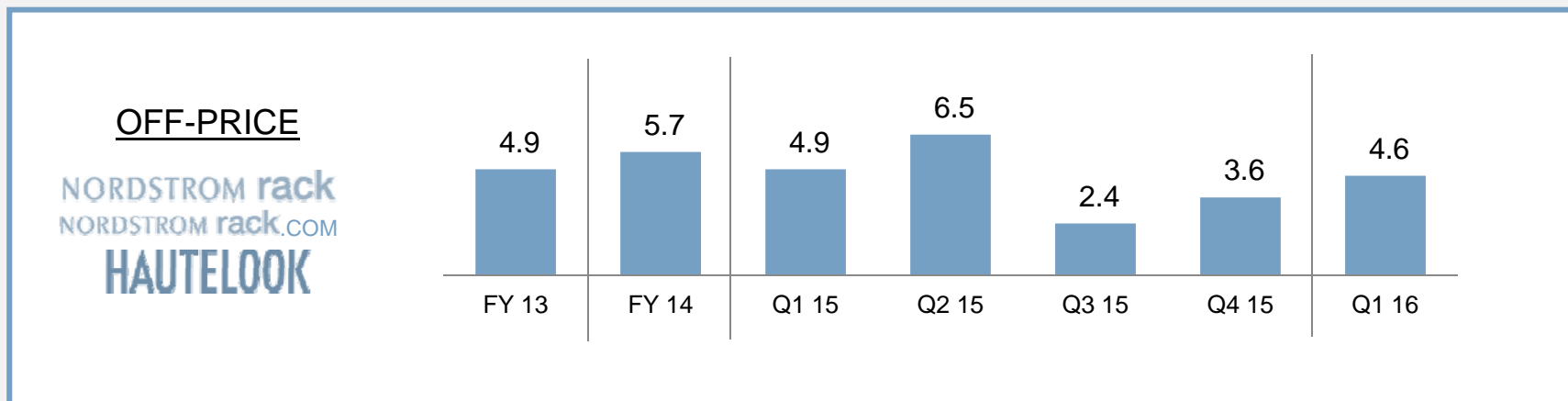
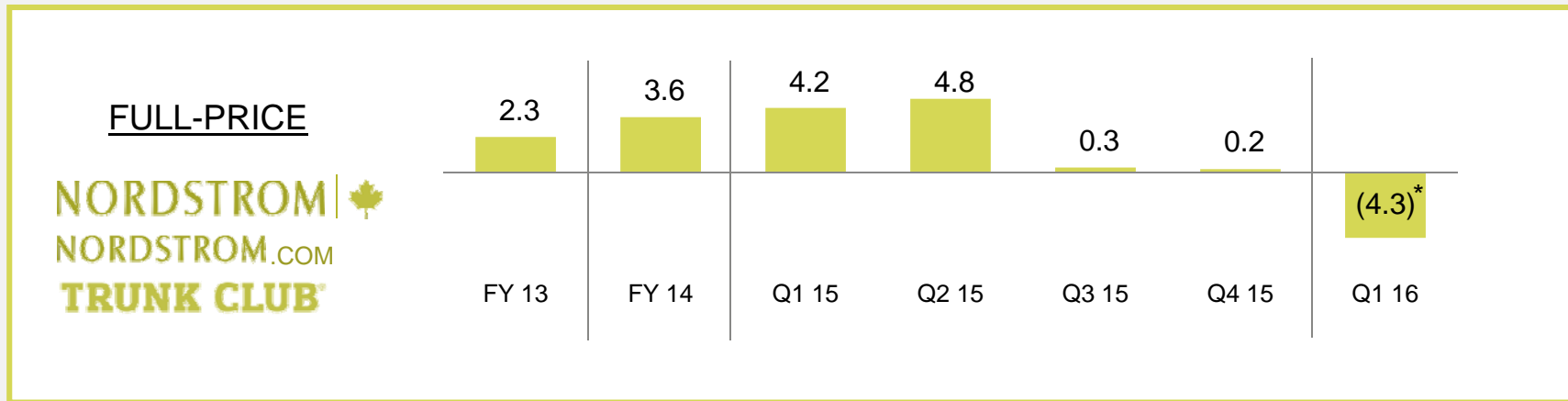
EARNINGS PERFORMANCE

IMPACTED BY LOWER THAN EXPECTED SALES



COMP SALES TRENDS

FULL-PRICE AND OFF-PRICE



*Q1 2016 FULL-PRICE INCLUDES U.S. FULL-LINE STORES, NORDSTROM.COM, TRUNK CLUB AND CANADA

OPERATING LEVERS

ALIGNING RESOURCES



INVENTORY

ALIGNING TO
SALES TRENDS



EXPENSE

IMPLEMENTING
OPERATIONAL
EFFICIENCIES



CAPITAL
DEPLOYMENT

EDITING
CAPITAL
INVESTMENTS

FY 2016 EXPECTATIONS

BETTER / (WORSE) VS. LY	PRIOR OUTLOOK	UPDATED OUTLOOK
TOTAL SALES (%)	3.5 – 5.5	2.5 – 4.5
COMP SALES (%)	0 – 2	(1) – 1
RETAIL EBIT (%)	3 – 10	(10) – (20)
CREDIT EBIT (M)	\$70 – \$80	\$70 – \$80
DILUTED EPS	\$3.10 – \$3.35	\$2.50 – \$2.70

Q&A



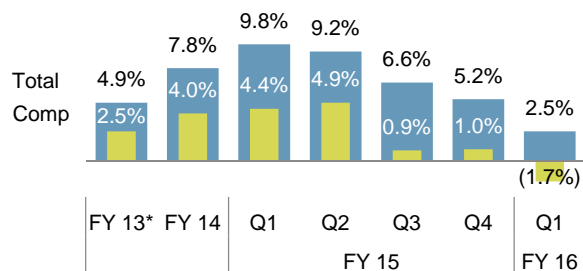
NORDSTROM | Q1 2016 OVERVIEW

Results reflect lower than expected sales

BUSINESS UPDATE

SALES TRENDS

- Reflects shift beginning in Q3 2015



OPERATING LEVERS

- Aligning resources



INVENTORY

Aligning to sales trends



EXPENSES

Implementing operational efficiencies



CAPITAL DEPLOYMENT

Editing capital investments

2016 KEY INITIATIVES



SERVICE

Nordstrom Rewards expansion
Technology initiatives



CAPABILITIES

3 new full-line stores, including
2 in Toronto; 21 new Rack stores



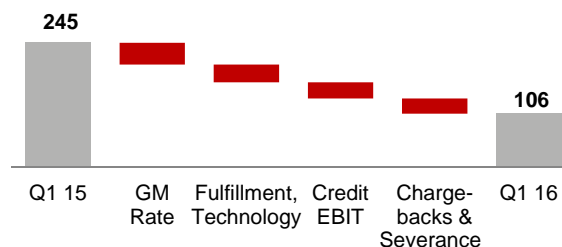
PRODUCT

Growing new and emerging brands

FINANCIAL PERFORMANCE

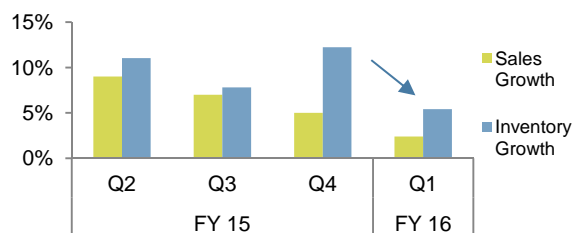
Q1 EARNINGS

- Impacted by lower than planned sales volume



INVENTORY

- Aligning inventory to current sales trends



FY 2016 OUTLOOK

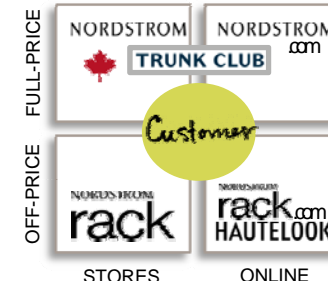
- Updated for current trends

FY 2016	PRIOR	CURRENT
TOTAL SALES %	3.5 - 5.5	2.5 - 4.5
COMP SALES %	0 - 2	(1) - 1
RETAIL EBIT %	3 - 10	(10) - (20)
CREDIT EBIT (M)	\$70M - \$80	\$70 - \$80
EPS	\$3.10 - \$3.35	\$2.50 - \$2.70

GOING FORWARD

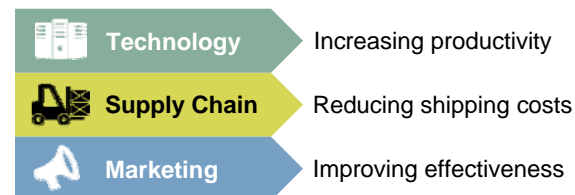
CUSTOMER STRATEGY

- Supporting a seamless experience



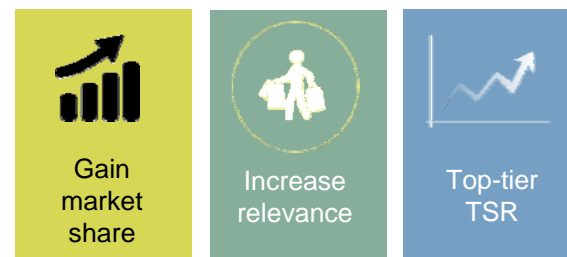
BUSINESS EVOLUTION

- Improving customer experience while gaining efficiencies



SUCCESS METRICS

- To meet our long-term growth ambitions



*NOTE: FY 13 SALES GROWTH ADJUSTED TO REMOVE 53RD WEEK IN 2012. 53RD WEEK NOT INCLUDED IN COMP SALES CALCULATIONS.