GoHealth

Second Quarter 2024 Results

August 8, 2024

Forward-Looking Statements

This earnings presentation contains forward-looking statements within the meaning of Section 27A of the Securities Act of 1933, as amended, (the "Securities Act") and Section 21E of the Securities Exchange Act of 1934, as amended (the "Exchange Act"). These forward-looking statements are made in reliance upon the safe harbor provision of the Private Securities Litigation Reform Act of 1995. All statements other than statements of historical facts contained in this press release may be forward-looking statements. Statements regarding our future results of operations and financial position, business strategy and plans and objectives of management for future operations, including, among others, statements regarding our expected growth, future capital expenditures, debt service obligations and adoption and use of artificial intelligence technologies are forward-looking statements.

In some cases, you can identify forward-looking statements by terms such as "may," "will," "should," "aims," "expects," "plans," "anticipates," "could," "intends," "targets," "projects," "contemplates," "believes," "estimates," "predicts," "potential," "likely," "future" or "continue" or the negative of these terms or other similar expressions. The forward-looking statements in this earnings presentation are only predictions, projections and other statements about future events that are based on current expectations and assumptions. Accordingly, we caution you that any such forward-looking statements are not guarantees of future performance and are subject to risks, assumptions and uncertainties that are difficult to predict. Although we believe that the expectations reflected in these forward-looking statements are reasonable as of the date made, actual results may prove to be materially different from the results expressed or implied by the forward-looking statements.

These forward-looking statements speak only as of the date of this earnings presentation and are subject to a number of important factors that could cause actual results to differ materially from those in the forward-looking statements, including the factors described in the sections titled "Summary Risk Factors," "Risk Factors" and "Management's Discussion and Analysis of Financial Condition and Results of Operations" in our Annual Report on Form 10-K for the fiscal year ended December 31, 2023 ("2023 Annual Report on Form 10-K") and in our other filings with the Securities and Exchange Commission. The factors described in our 2023 Annual Report on Form 10-K should not be construed as exhaustive and should be read together with the other cautionary statements included in this earnings presentation, as well as the cautionary statements and other risk factors set forth in the Quarterly Report on Form 10-Q for the first fiscal quarter ended March 31, 2024, the forthcoming Quarterly Report on Form 10-Q for the second quarter ended June 30, 2024 and in our other filings with the Securities and Exchange Commission.

You should read this earnings presentation and the documents that we reference in these slides completely and with the understanding that our actual future results may be materially different from what we expect. We qualify all of our forward-looking statements by these cautionary statements. Except as required by applicable law, we do not plan to publicly update or revise any forward-looking statements contained herein, whether as a result of any new information, future events, changed circumstances or otherwise.

Use of Non-GAAP Financial Measures and Key Performance Indicators

Non-GAAP Financial Measures

In this earnings presentation we use supplemental measures of our performance that are derived from our consolidated financial information, but which are not presented in our Condensed Consolidated Financial Statements prepared in accordance with GAAP. These non-GAAP financial measures include net income (loss) before interest expense, income tax (benefit) expense and depreciation and amortization expense, or EBITDA, Adjusted EBITDA and Adjusted EBITDA Margin. Adjusted EBITDA is the primary financial performance measure used by management to evaluate the business and monitor the results of operations. Adjusted EBITDA represents, as applicable for the period, EBITDA as further adjusted for certain items summarized in the slide furnished below. Adjusted EBITDA Margin represents Adjusted EBITDA divided by net revenues.

We use non-GAAP financial measures to supplement financial information presented on a GAAP basis. We believe that excluding certain items from our GAAP results allows management to better understand our consolidated financial performance from period to period and better project our future consolidated financial performance as forecasts are developed at a level of detail different from that used to prepare GAAP-based financial measures. Moreover, we believe these non-GAAP financial measures provide our stakeholders with useful information to help them evaluate our operating results by facilitating an enhanced understanding of our operating performance and enabling them to make more meaningful period to period comparisons. Adjusted EBITDA is used as a basis for certain compensation programs sponsored by the Company. There are limitations to the use of the non-GAAP financial measures presented in this earnings presentation. For example, our non-GAAP financial measures may not be comparable to similarly titled measures of other companies. Other companies, including companies in our industry, may calculate non-GAAP financial measures differently than we do, limiting the usefulness of those measures for comparative purposes. The non-GAAP financial measures are not meant to be considered as indicators of performance in isolation from or as a substitute for the most directly comparable financial measures prepared in accordance with GAAP and should be read only in conjunction with financial information presented on a GAAP basis. Reconciliations of EBITDA, Adjusted EBITDA and Adjusted EBITDA Margin to their most directly comparable GAAP financial measures are presented in the slide furnished below in this earnings presentation. We encourage you to review the reconciliations in conjunction with the presentation of the non-GAAP financial measures for each of the periods presented. In future periods, we may exclude similar items, may incur income and expenses similar to these excluded items and may include other expenses, costs and non-routine items.

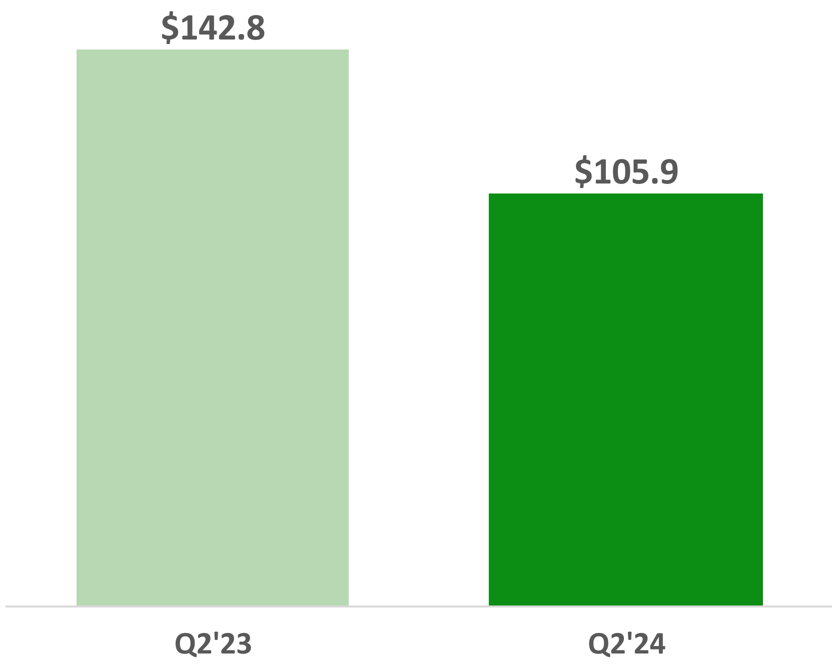
Key Performance Indicators

In addition to traditional financial metrics, we rely upon certain business and operating metrics to evaluate our business performance and facilitate our operations. Sales per Submission, Direct Cost of Submission, Direct Cost per Submission and Adjusted Direct Operating Margin per Submission, as well as Submissions, are key operating metrics used by management to understand the Company's underlying financial performance and trends. Sales per Submission represents Medicare Revenue per Submission as further adjusted for certain items summarized in the slide furnished below in this earnings presentation. Direct Cost per Submission represents Operating Expense per Submission as further adjusted for certain items summarized in the slide furnished below in this earnings presentation. Adjusted Direct Operating Margin per Submission represents Sales per Submission less Direct Cost per Submission. Management uses these metrics to measure the performance of the Submissions generated in a reporting period by reviewing and presenting average performance on a per Submission basis over time. Submissions represent completed applications with our licensed agents and transfers by our agents to the health plan partners.

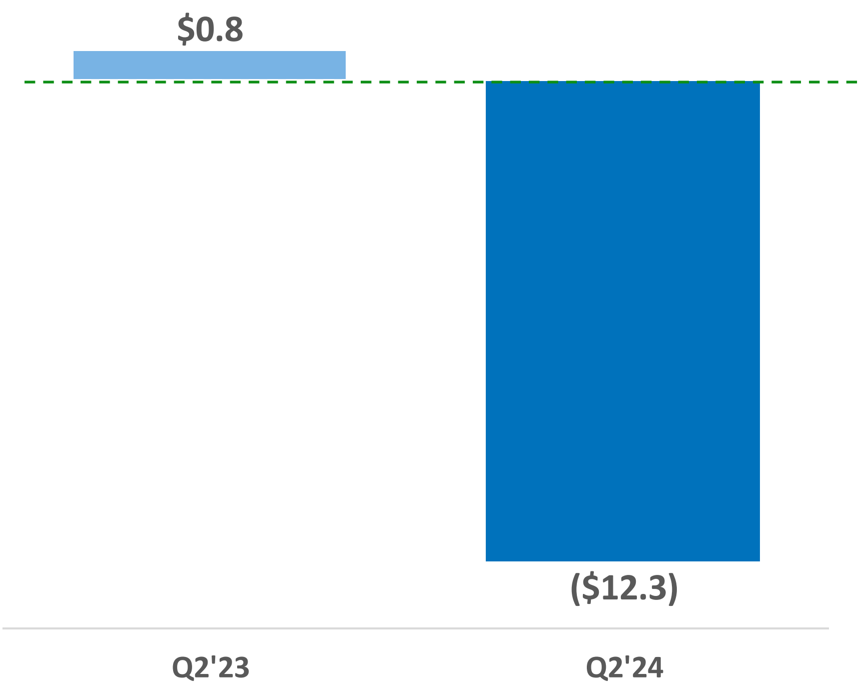
Reported Financial Comparison Year-over-Year

Revenue and Adjusted EBITDA comparisons for the second fiscal quarter

Q2’23 TO Q2’24
REVENUE COMPARISON ($M)[1]



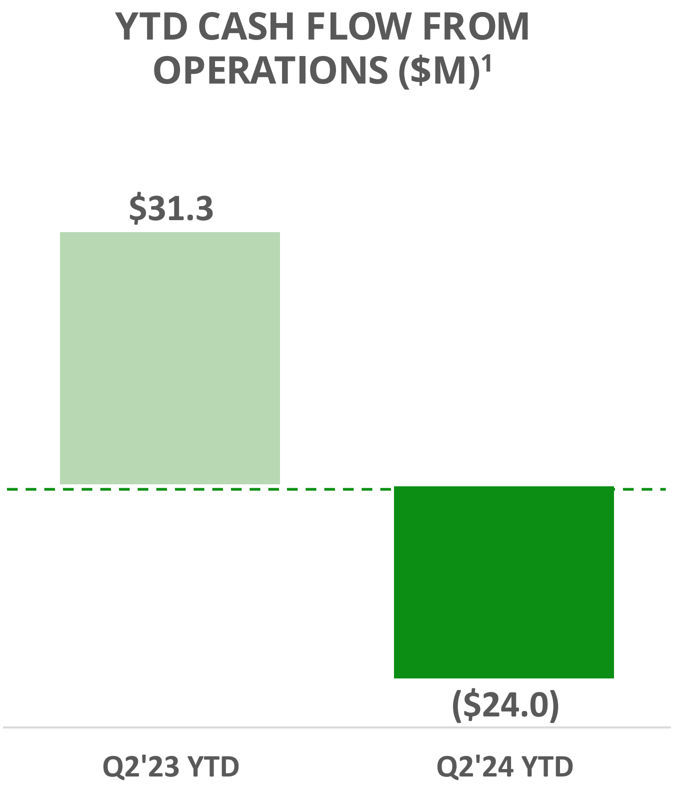
Q2’23 TO Q2’24
ADJ. EBITDA COMPARISON ($M)[1,2]

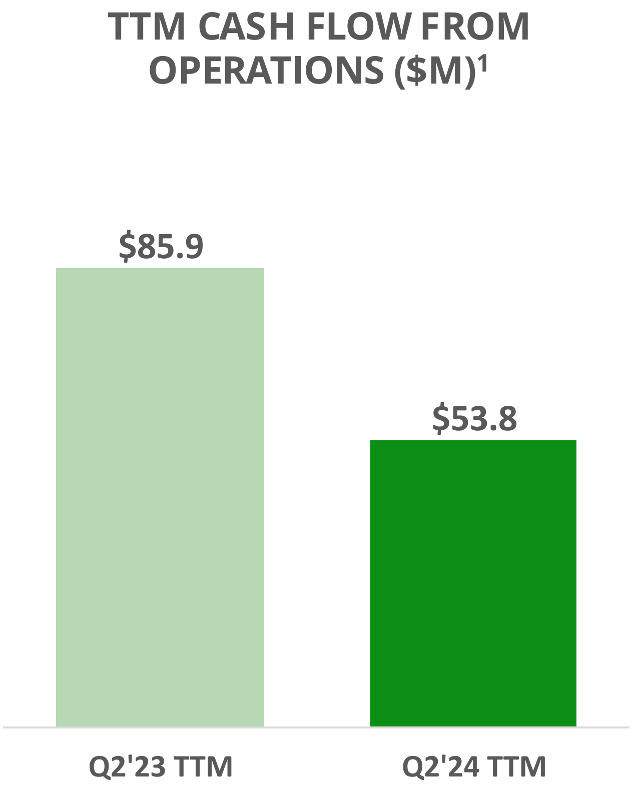


1. *Numbers may not sum due to rounding. There may be slight differences compared to numbers shown in the Press Release due to rounding.*
2. *See tables in the Appendix for reconciliation of Adjusted EBITDA to the GAAP comparison.*

Cash Flow from Operations Year-to-Date (“YTD”) and Trailing Twelve Months (“TTM”)

TTM Cash Flow is a liquidity measure that normalizes quarterly seasonality





1. *Numbers may not sum due to rounding. There may be slight differences compared to numbers shown in the Press Release due to rounding.*

Medicare Unit Economics Year-over-Year

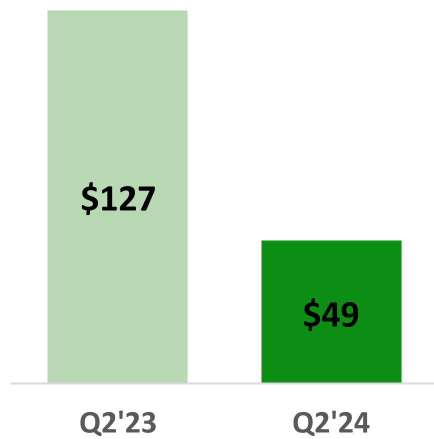
Decrease in Adjusted Direct Operating Margin per Submission driven by lower Sales per Submission, partially offset by lower Direct Cost per Submission

UNIT ECONOMICS PER SUBMISSION *($'s in ones)*[1]

Q2'23

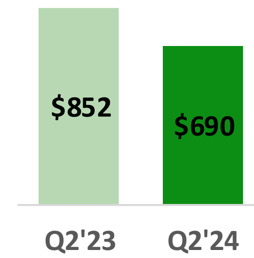
Q2'24

ADJUSTED DIRECT OPERATING MARGIN PER SUBMISSION[3]

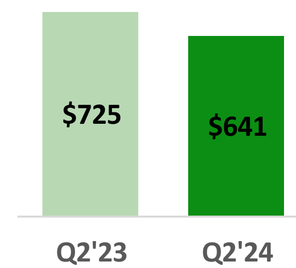


Sales per Submission less Direct Cost per Submission

SALES PER SUBMISSION[1]



DIRECT COST PER SUBMISSION[2]



1. *See tables in the Appendix for reconciliation of Medicare Revenue per Submission and Operating Expense per Submission to our operating metrics Sales per Submission and Direct Cost per Submission, respectively.*
2. *Direct Cost per Submission, an operating metric, refers to the aggregate direct cost to convert prospects into Submissions for a particular period. This cost includes revenue share, marketing and advertising expenses and consumer care and enrollment expenses (formerly customer care and enrollment), excluding such expenses related to Non-Encompass BPO Services (i.e., dedicated services programs where GoHealth-employed agents are dedicated to certain carriers and agencies with which we partner) and share-based compensation expense. See tables in the Appendix for reconciliation of Operating Expense per Submission to Direct Cost per Submission.*
3. *Adjusted Direct Operating Margin per Submission refers to Sales per Submission less Direct Cost per Submission.*

Appendix

Appendix - Reconciliation of Net Income to Adjusted EBITDA

($ in thousands)

The following tables set forth the reconciliations of GAAP net income (loss) to EBITDA, Adjusted EBITDA and Adjusted EBITDA Margin for the periods indicated (unaudited):

	Three months ended Jun. 30,		Six months ended Jun. 30,	
(in thousands)	2024	2023	2024	2023
Net revenues	**$ 105,870**	**$ 142,779**	**$ 291,470**	**$ 325,937**
Net income (loss)	(59,314)	(70,229)	(80,660)	(92,772)
Interest expense	18,096	17,265	36,047	34,156
Income tax expense (benefit)	(40)	(73)	(111)	(117)
Depreciation and amortization expense	26,298	26,368	52,543	52,635
EBITDA	(14,960)	(26,669)	7,819	(6,098)
Share-based compensation expense (benefit)(1)	1,892	10,120	3,675	16,704
Severance costs(2)	586	1,920	2,414	1,920
Legal fees(3)	174	12,730	677	14,353
Operating lease impairment charges(4)	—	2,687	—	2,687
Adjusted EBITDA	$ (12,308)	$ 788	$ 14,585	$ 29,566
Adjusted EBITDA Margin	(11.6)%	0.6 %	5.0 %	9.1 %

(1) *Represents non-cash share-based compensation expense (benefit) relating to equity awards as well as share-based compensation expense (benefit) relating to liability classified awards that will be settled in cash.*

(2) *Represents severance costs and associated fees associated with a reduction in workforce unrelated to restructuring activities.*

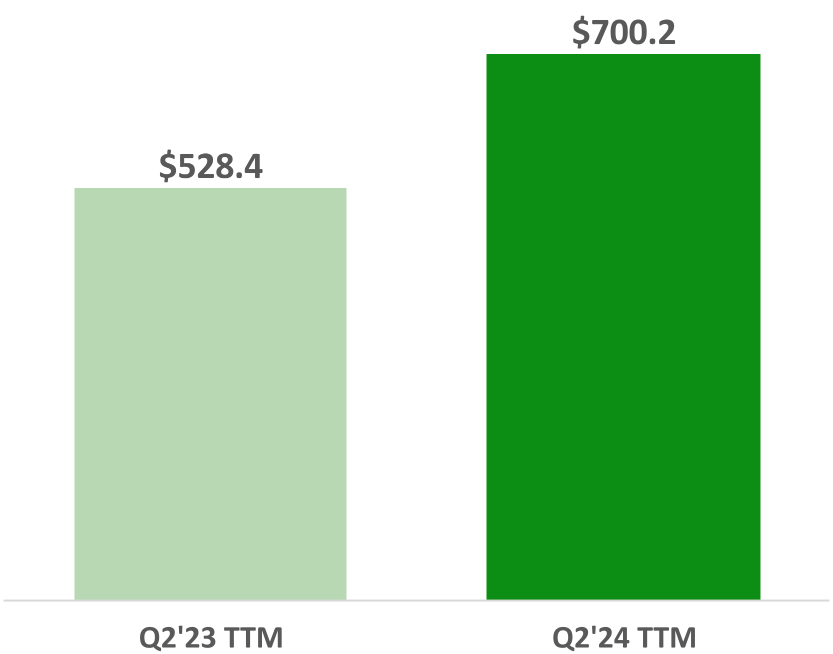
(3) *Represents legal fees, settlement accruals and other expenses related to certain litigation, Credit Agreement amendments and other non-routine legal or regulatory matters.*

(4) *Represents operating lease impairment charges, reducing the carrying value of the associated right-of-use ("ROU") assets and leasehold improvements to the estimated fair values.*

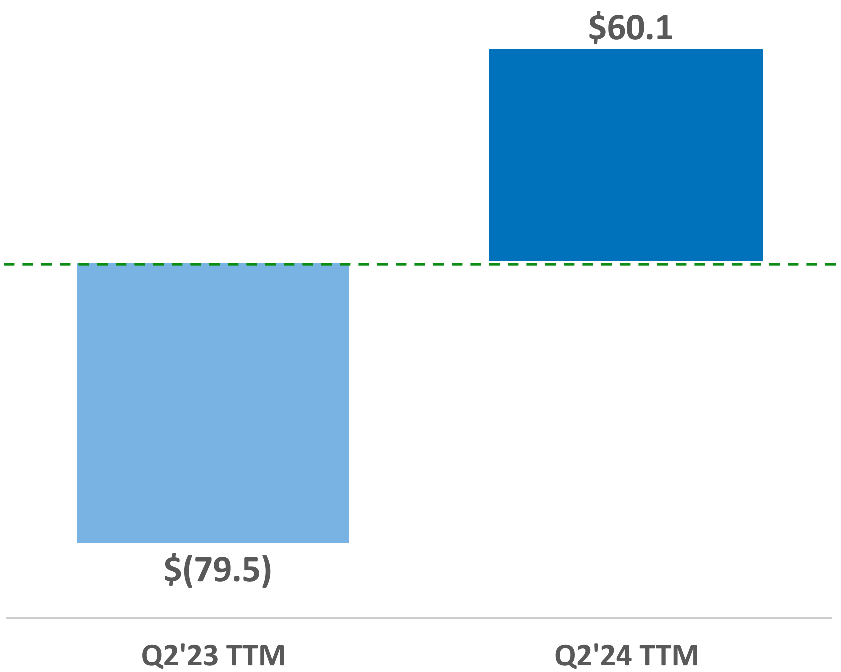
Appendix – TTM Financial Comparison Year-over-Year

TTM Revenue and Adjusted EBITDA growth YoY

Q2’23 TTM to Q2’24 TTM REPORTED REVENUE COMPARISON ($M)[1]



Q2’23 TTM to Q2’24 TTM REPORTED ADJ. EBITDA COMPARISON ($M)[1,2]



1. *Numbers may not sum due to rounding. There may be slight differences compared to numbers shown in the Press Release due to rounding.*
2. *See tables in the Appendix for reconciliation of Adjusted EBITDA to the GAAP comparison.*

Appendix - Reconciliation of Medicare Revenue per Submission and Operating Expense per Submission to Sales per Submission and Direct Cost per Submission

($ in thousands)

The following tables set forth the reconciliations of Medicare Revenue per Submission and Operating Expense per Submission to our operating metrics, Sales per Submission and Direct Cost per Submission, for the periods indicated (unaudited):

	Three months ended Jun. 30, 2024	Three months ended Jun. 30, 2023	Six months ended Jun. 30, 2024	Six months ended Jun. 30, 2023
Sales per Submission				
Medicare Revenue per Submission	$ 690	$ 852	$ 787	$ 819
Sales per Submission	$ 690	$ 852	$ 787	$ 819
Direct Cost per Submission				
Operating Expense per Submission	$ 961	$ 1,202	$ 912	$ 1,022
Indirect operating expenses[1]	(318)	(458)	(270)	(346)
Exit of Non-Encompass BPO Services	—	(14)	—	(21)
Share-based compensation expense[2]	(2)	(5)	(2)	(4)
Direct Cost per Submission	$ 641	$ 725	$ 640	$ 651
Adjusted Direct Operating Margin per Submission[3]	$ 49	$ 127	$ 147	$ 168

(1) Indirect operating expenses include technology, general and administrative, amortization of intangible assets and operating lease impairment charges.
(2) Share-based compensation expense included within marketing and advertising expenses and consumer care and enrollment expenses.
(3) Sales per Submission less Direct Cost per Submission.