



GoHealth[®]

First Quarter 2022 Earnings Slides

May 10, 2022

Forward-Looking Statements

This release contains forward-looking statements within the meaning 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 the Company's future results of operations and financial position, business strategy and plans and objectives of management for future operations, including, among others, statements regarding expected financial performance and operational performance for the fiscal year 2022, including with respect to revenue and Adjusted EBITDA, including with respect to agent conversion and implied growth are forward-looking statements. In some cases, you can identify forward-looking statements by terms, such as "may," "will," "should," "expects," "plans," "anticipates," "could," "intends," "targets," "projects," "contemplates," "believes," "estimates," "predicts," "potential" or "continue" or the negative of these terms or other similar expressions. 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 the Company believes 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. There are or will be important factors that could cause the Company's actual results to differ materially from those indicated in these forward-looking statements, including, but are not limited to, the following: the Company's ability to comply with the numerous, complex and frequently changing laws regulating the marketing and sale of Medicare plans; the potential for an adverse change in the Company's relationships with carriers, including a loss of a carrier relationship, reduction in revenue or consolidation of carriers; carriers' ability to reduce commissions paid to the Company and adversely change their underwriting practices; information technology systems failures or capacity constraints interrupting the Company's operations; factors that impact the Company's estimate of LTV may be adversely impacted; our management and independent auditors have identified a material weakness in our internal controls which may lead to errors or omissions in our financial statements; the potential delisting of our common stock from the NASDAQ; the Company's dependence on agents to sell insurance plans; our ability to obtain the capital needed to operate and grow our business; attracting qualified employees and retaining key employees; and the impact of global economic happenings. The foregoing factors should not be construed as exhaustive and should be read together with the other cautionary statements included in this press release, as well as the cautionary statements and other risk factors set forth in the Company's Annual Report on Form 10-K for the fiscal year ended December 31, 2021, Quarterly Report on Form 10-Q for the first quarter ended March 31, 2022 and other SEC filings. If one or more events related to these or other risks or uncertainties materialize, or if the Company's underlying assumptions prove to be incorrect, actual results may differ materially from what the Company anticipates. Many of the important factors that will determine these results are beyond the Company's ability to control or predict. Accordingly, you should not place undue reliance on any such forward-looking statements. Any forward-looking statement speaks only as of the date on which it is made, and, except as otherwise required by law, the Company does not undertake any obligation to publicly update or review any forward-looking statement, whether as a result of new information, future developments or otherwise. New factors emerge from time to time, and it is not possible for us to predict which will arise. In addition, the Company cannot assess the impact of each factor on its business or the extent to which any factor, or combination of factors, may cause actual results to differ materially from those contained in any forward-looking statements.

Non-GAAP Financial Measures and Key Performance Indicators

In this press release, we use supplemental measures of our performance that are derived from our consolidated financial information, but which are not presented in our Consolidated Financial Statements prepared in accordance with Generally Accepted Accounting Principles (GAAP). These non-GAAP financial measures include net income (loss) before interest expense, income tax expense (benefit) 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 its business and monitor its results of operations. Adjusted EBITDA represents, as applicable for the period, EBITDA as further adjusted for certain items summarized below in this press release. 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. There are limitations to the use of the non-GAAP financial measures presented in this press release. 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 net income (loss) prepared in accordance with GAAP, and should be read only in conjunction with financial information presented on a GAAP basis. Reconciliations of each of EBITDA and Adjusted EBITDA to its most directly comparable GAAP financial measure, net income (loss), are presented in the tables below in this press release. 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 include other expenses, costs and non-recurring items. Management has provided its outlook regarding adjusted EBITDA, which is a non-GAAP financial measure and excludes certain charges. Management has not reconciled these non-GAAP financial measures to the corresponding GAAP financial measures because guidance for the various reconciling items are not provided. Management is unable to provide guidance for these reconciling items because we cannot determine their probable significance, as certain items are outside of our control and cannot be reasonably predicted since these items could vary significantly from period to period. Accordingly, reconciliations to the corresponding GAAP financial measures are not available without unreasonable effort.



Highlights from Q1 2022 & Progress on 2022 Key Priorities



Detailed Review of Q1 2022



Expanded Encompass Offerings



GoHealth – Highlights from Q1 2022

Q1 2022 Financial Summary



\$271M

Q1 Revenue



33%

Q1 Revenue Growth



62%

**Q1 Total
Submissions Growth**



\$54M

**Cash Flow from
Operations**



FY 2022 Key Priorities

Optimizing unit economics to accelerate positive cash flow

	Key Initiatives	2022 Strategic Shift	Outcomes
1	Marketing	<ul style="list-style-type: none">• Reduce total volume of leads• Selective sources for higher quality lead mix with improved retention	<ul style="list-style-type: none">• 10% marketing cost per submission improvement in March
2	Sales	<ul style="list-style-type: none">• Fewer new agent hires• Investing in platform enhancements, training and agent career paths	<ul style="list-style-type: none">• Submission volume +62%• Strong agent retention trends
3	Technology	<ul style="list-style-type: none">• Launch improved PlanFit guided selling tool• Focus priorities and increase speed	<ul style="list-style-type: none">• Enhanced PlanFit tool• Routing & specialization updates
4	Retention + Encompass	<ul style="list-style-type: none">• Maximize reach of Encompass platform• Expand retention activities	<ul style="list-style-type: none">• Improved CTM rates by 20% vs. last year
5	Sharp Focus on Profitability	<ul style="list-style-type: none">• Right-size resources for 2022 needs, while maintaining engine for growth in 2023+	<ul style="list-style-type: none">• Cost actions implemented• 75% increase in operating cash



Focus on positive cash flow from operations by 2023



Sharp Focus on Profitability

\$200M in 2022 cost savings identified vs 2021 run-rate



Key levers to improve profitability in 2022

- **Lower spending on marketing & advertising**, particularly during less profitable selling periods
- **Building agent experience on our guided selling platform** which improves ROI on marketing spend and reduces the investments required on hiring & onboarding to backfill high attrition
- **Aligning SG&A infrastructure** to drive profitable growth



Highlights from Q1 2022 & Progress on 2022 Key Priorities



Detailed Review of Q1 2022



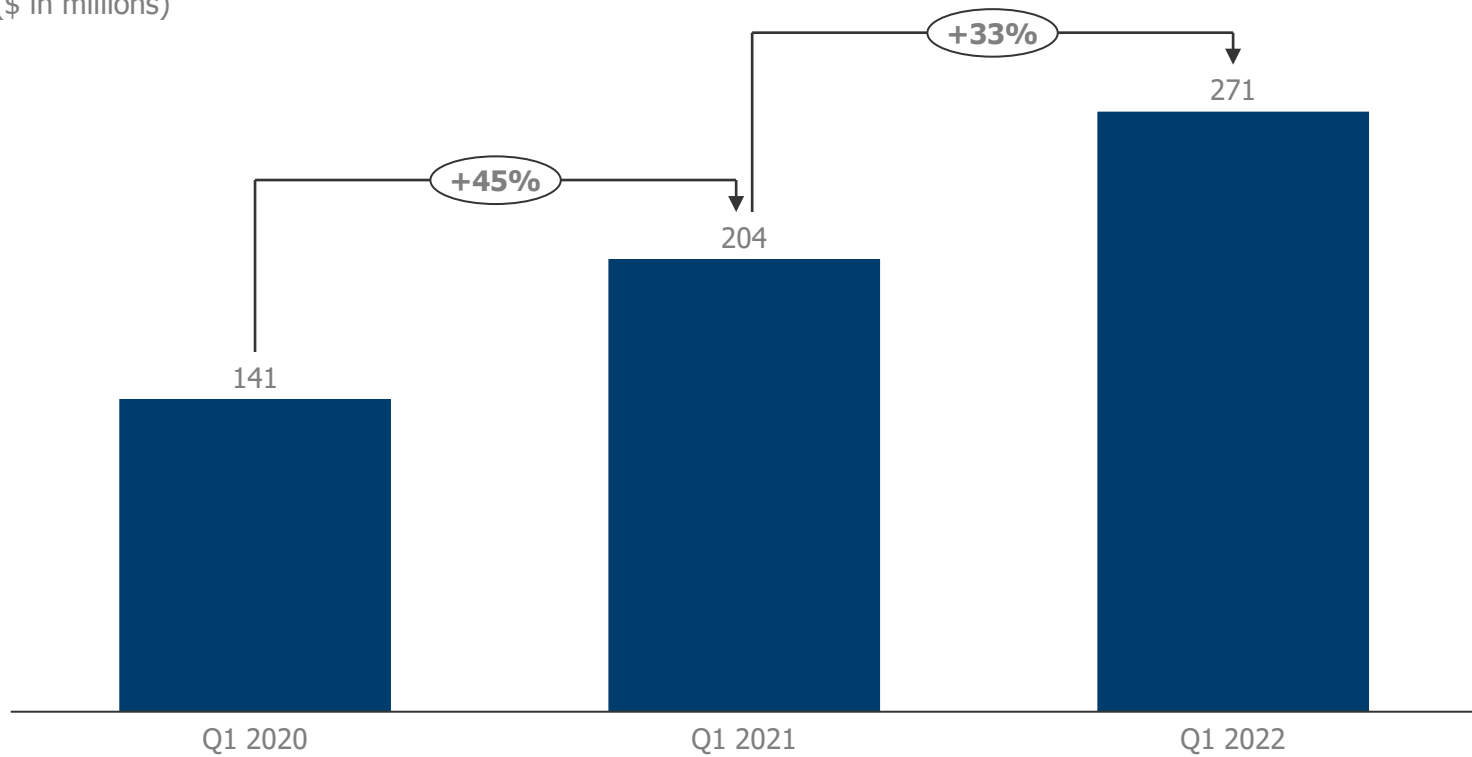
Expanded Encompass Offerings



Q1 2021 Results

Net Revenue

(\$ in millions)



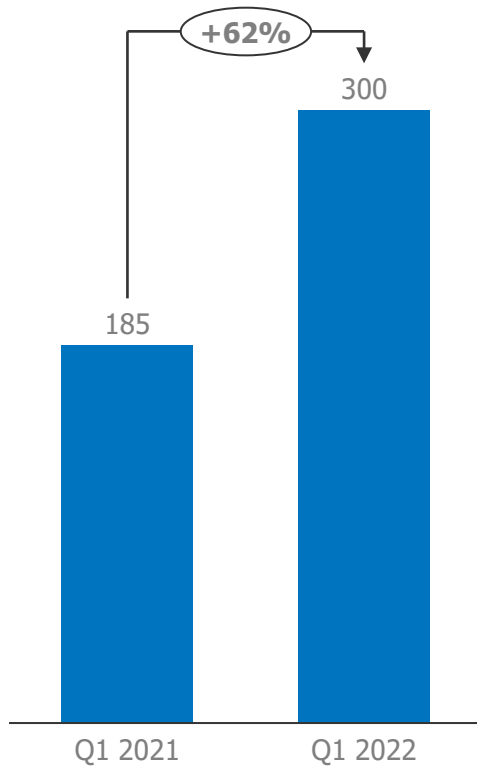
300K Q1 Medicare submitted policies
(+62% vs. Q1 2021)



Key Operating Metrics for Medicare Segment

Medicare Submissions

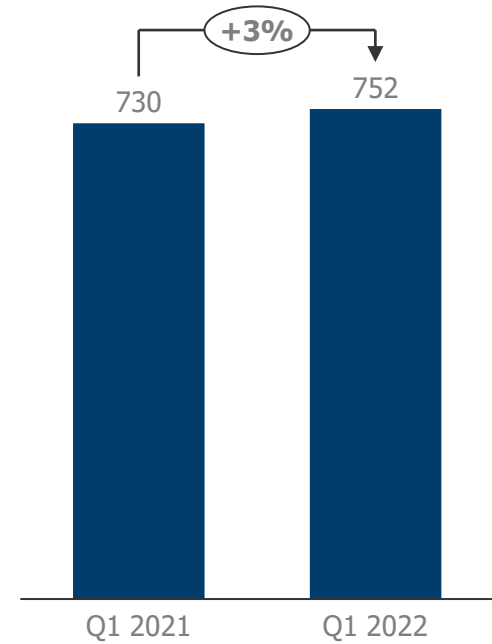
(in thousands)



Revenue per Submission



Cost per Submission

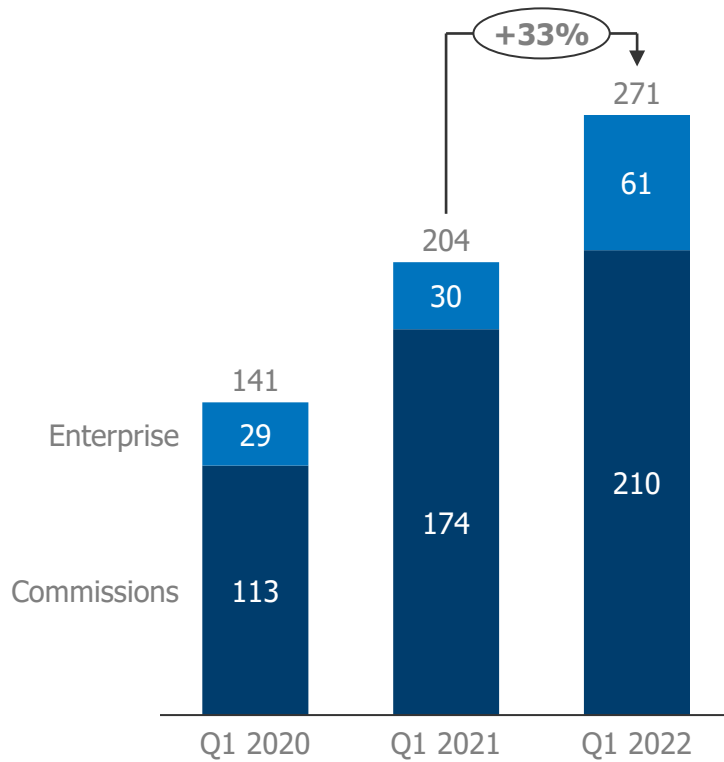




Q1 2022 Revenue Powered by Medicare-Internal

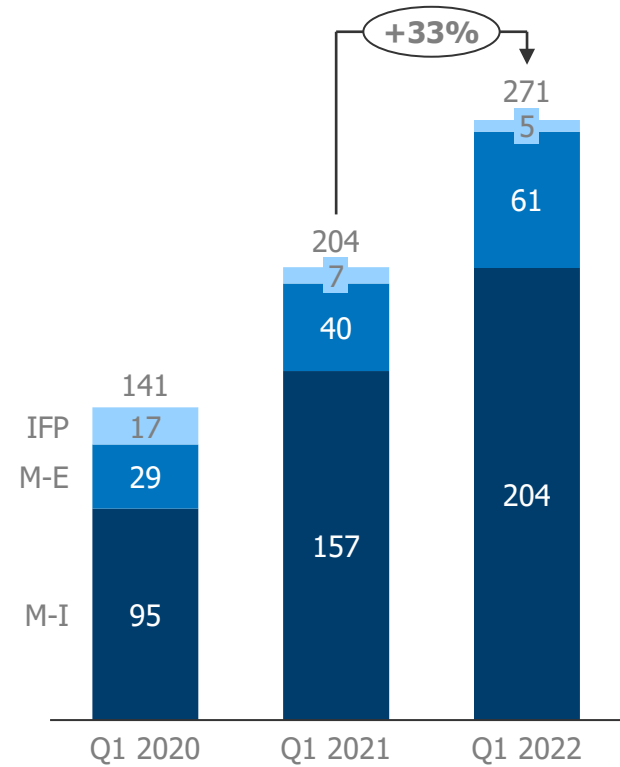
Net Revenue

(\$ in millions)



Revenue – Segment Comparison¹

(\$ in millions)

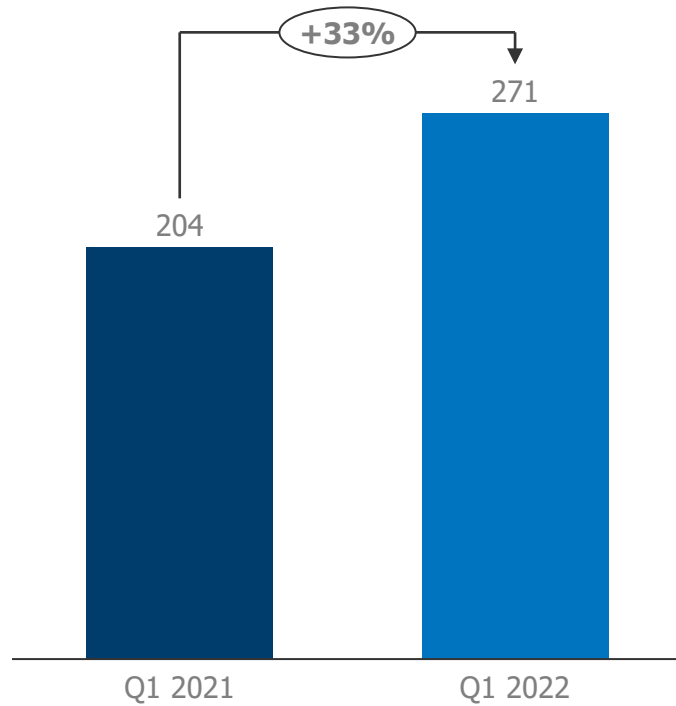


¹ IFP = Individual & Family Plans; M-E/I = Medicare External / Internal

Q1 2022 Results

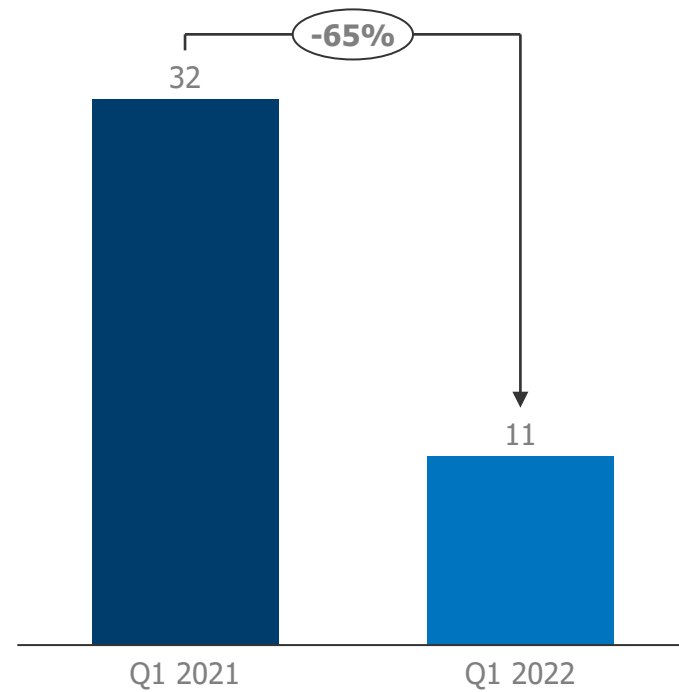
Net Revenue

(\$ in millions)



Adjusted EBITDA

(\$ in millions)



Q1 2022 Financial Summary and FY 2022 Outlook

We are slowing down growth to accelerate cash and improve profitability

	Q1 2022 Results	FY 2022 Outlook
Revenue <i>Revenue Growth</i>	\$271M <i>+33%</i>	\$900M – \$1,100M <i>(15%) - 4%</i>
Adjusted EBITDA <i>Adjusted EBITDA Margin</i>	\$11M <i>4%</i>	\$110M - \$150M <i>12% – 14%</i>
Cash Flow from Operations	\$54M	(\$50M) – (\$10M)

On track to deliver positive cash flow from operations on a trailing 12-month basis by first half of 2023



Capital and Liquidity

Cash on Hand

- \$130 million of cash and cash equivalents on-hand as of 3/31/2022

Borrowings and Capacity

- \$45 million in borrowing capacity remaining under revolving credit facilities as of 3/31/2022
- \$663 million of long-term debt

Operating Cash Flow

- \$54M of positive operating cash flow in Q1 (+75% vs. Q1 2021)

Cash Flow Generation

- YTD 2022 cash generation from commissions receivable of \$336 million

Receivables

- Accounts receivable and commissions receivable balance of ~\$1.1 billion



Highlights from Q1 2022 & Progress on 2022 Key Priorities



Detailed Review of Q1 2022



Expanded Encompass Offerings



Expanded Encompass Offerings in 2022

We are excited to expand our Enterprise Solutions by offering Encompass as a Service with two new modules

Customer Acquisition

Onboarding & Retention

ENCOMPASS
CONNECT

Quality-focused
qualification and eligibility
for target segments

ENCOMPASS
ENGAGE

Jointly designed
post-enrollment journey



Reconciliation of Net Income to Adjusted EBITDA

Adjustments to EBITDA (\$ in thousands)

	1Q 2022	1Q 2021
Net Loss	\$(37,241)	\$(7,260)
Interest Expense	11,398	8,688
Income Tax Expense (Benefit)	472	(31)
Depreciation and Amortization Expense	25,948	25,367
EBITDA	\$577	\$26,764
1 Share-Based Compensation	5,155	5,112
2 Severance costs	1,391	-
3 Professional services	3,950	-
4 Legal Fees	-	180
Adjusted EBITDA	\$11,073	\$32,056
Net Revenue	\$270,593	\$204,179
Adjusted EBITDA Margin	4.1%	15.7%

Description of Adjustments

- 1** Represents non-cash share-based compensation expense relating to equity awards.
- 2** Represents costs associated with the termination of employment and associated fees.
- 3** Represents costs associated with non-recurring consulting fees.
- 4** Represents non-recurring legal fees unrelated to our core operations.