

GoHealth[®]

Encompass

Q3 Earnings

Forward-Looking Statements and Use of Non-GAAP Financial Measures and Key Performance Indicators

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 often include forward-looking statements, including, but not limited to, statements regarding expected financial performance and operational performance, including with respect to revenue and Adjusted EBITDA, the growth of our membership base, our ability to realize the potential of our market opportunity and future expectations relating to cash flow. 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 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 adversely impact the Company's estimate of LTV or forecasted deferred revenue under the Encompass model; the Company's dependence on agents to sell insurance plans; our ability to obtain the capital needed to operate and grow our business; whether our Encompass solution will achieve anticipated benefits; our strategic focus on cash flow optimization may lead to decreased revenue; attracting qualified employees and retaining key employees; and the impact of global economic conditions. 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 year ended December 31, 2021, any subsequent quarterly Form 10-Qs and other SEC filings. You can obtain copies of GoHealth's filings with the SEC for free at the SEC's website (www.SEC.gov).

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 and are reliant on the actions taken or to be taken by third parties. 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, including any guidance provided. 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.

The Company is required to comply with Accounting Standards Codification 606 – Revenue from Contracts with Customers. This standard requires the Company to make numerous assumptions that are based upon historical trends and management's judgment. These assumptions may change over time and may have a material impact on revenue recognition, guidance and results of operations.

Use of Non-GAAP Financial Measures and Key Performance Indicators

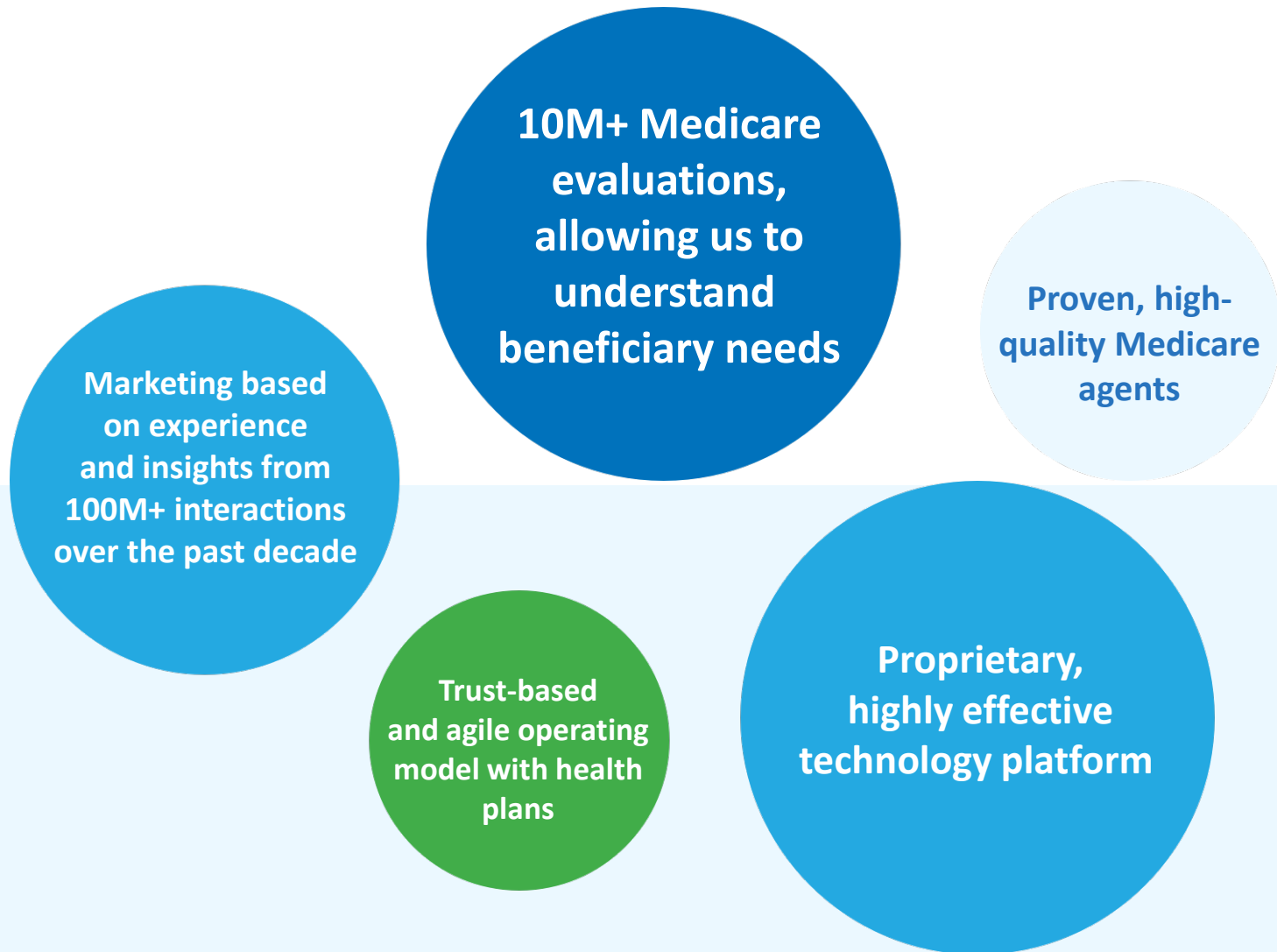
In this presentation, we use supplemental measures of our performance that are derived from our consolidated financial information, but which are not presented in our Consolidated Financial Statements prepared in accordance with Generally Accepted Accounting Principles (GAAP). These non-GAAP financial 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 EBITDA as further adjusted for share-based compensation, lease impairment, restructuring changes, professional fees, and severance costs. 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.

GoHealth is well-positioned to redefine the Medicare experience

Opportunity to serve as integrated "navigator" through the Medicare care journey



The problem facing the industry

Medicare market landscape can be abrasive and disjointed for consumers

The number of eligible Medicare enrollees choosing Medicare Advantage (MA) plans has increased 130%* since 2009.

MA's rapid growth has led to issues for beneficiaries and health plan partners:

Beneficiary experience:

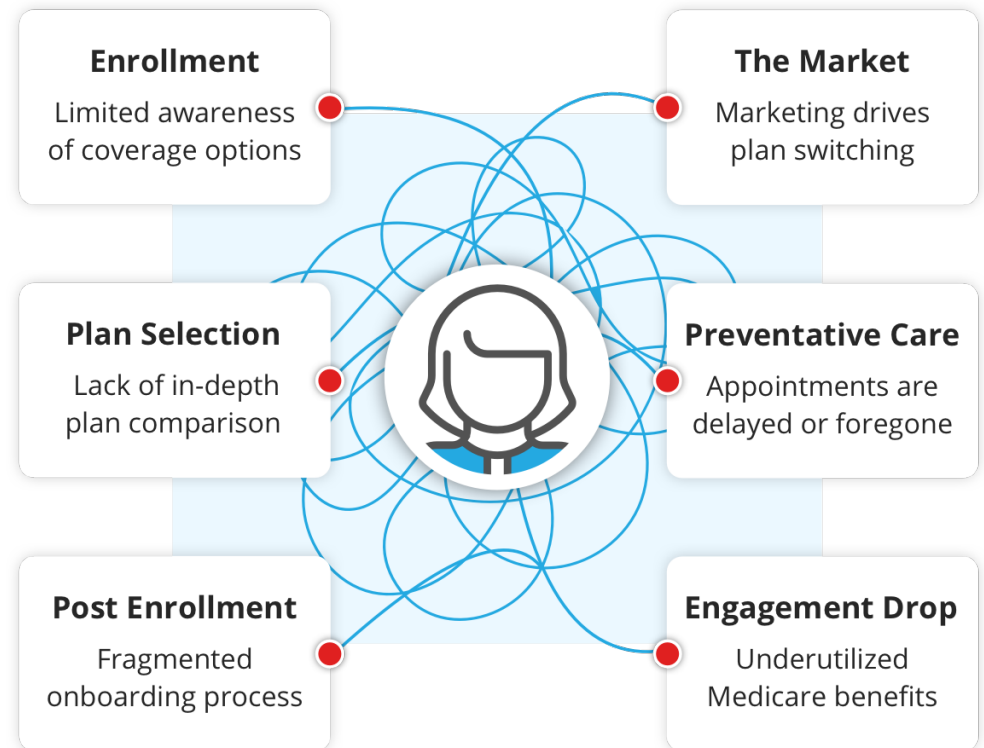
- Overwhelmed with information
- Increase in plan options available
- Lack of trust in the process

Health plan partner experience:

- High CTMs**
- Low effectuation
- Underutilized benefits

e-Broker experience:

- Insufficient focus on beneficiary engagement post-enrollment
- Limited ability to drive retention



*Kaiser Family Foundation <https://www.kff.org/medicare/issue-brief/medicare-advantage-in-2022-enrollment-update-and-key-trends/>

**Also referred to as Complaint Tracking Modules

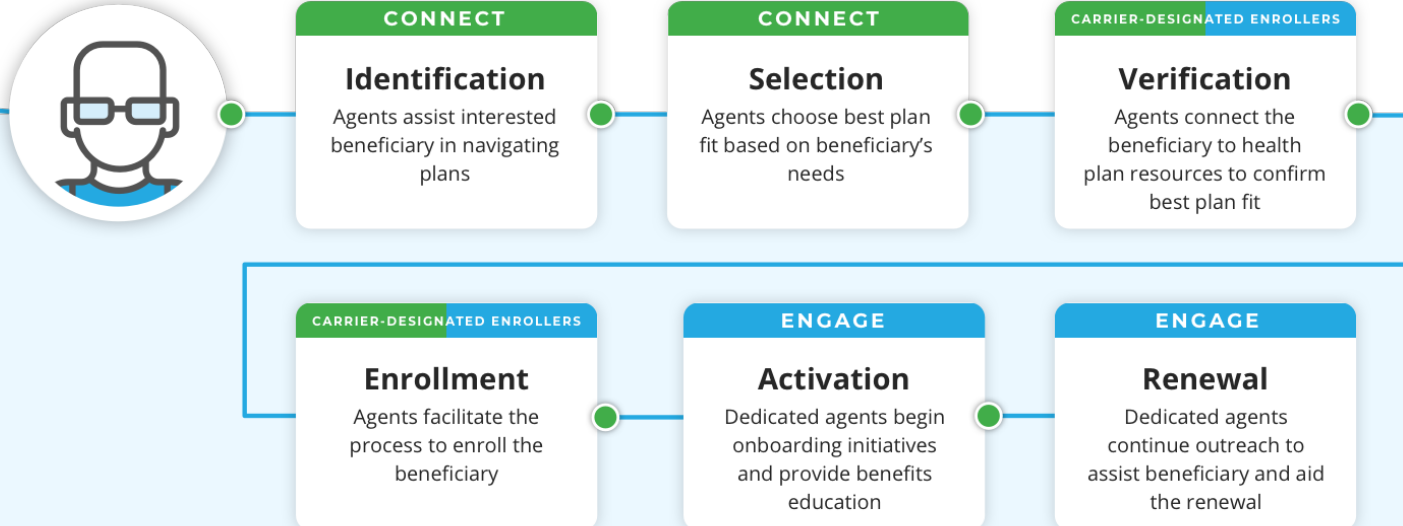
GoHealth Encompass Solution

End-to-end approach simplifies the Medicare experience

- ✓ Personalized plan fit
- ✓ Enhanced benefit usage
- ✓ Increased member satisfaction
- ✓ Improved plan retention

10%**
Reduction
in member complaints
about their health
plan

20%*
Demonstrated
improvement in
retention

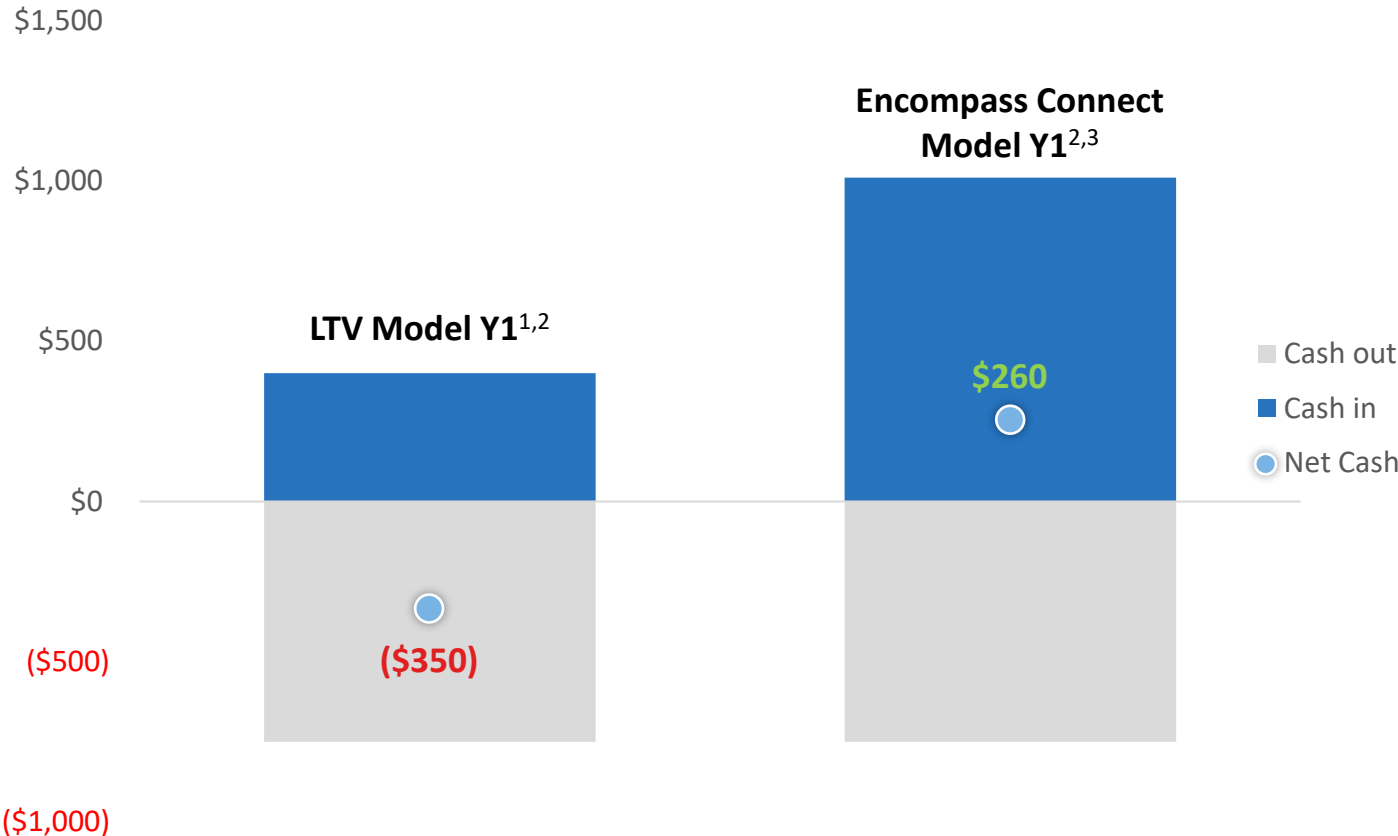


*Based on GoHealth data from 1/1/2022-9/1/2022

**Also referred to as CTMs, or complaint tracking modules. Reduction in CTMs is an early observed trend of carrier CTM rates since program launch

Encompass Connect de-risks LTV revenue model and improves business cash profile

Encompass Connect can deliver positive net cash in Year 1 and predictable, positive margins annually



1. The LTV financials shown above account for variations in churn rate over time. Because these amounts account for variations in health plan and product mix over time, they are not intended to reflect the actual LTVs as reported on Form 10-Q for the quarterly period ended September 30, 2022. These are intended to be illustrative estimates.

2. The cash out shown above reflects a rough estimate of upfront expenses on an annualized basis, with actual expenses by MAPD, D-SNP, regional and national customers varying meaningfully throughout the year. These are total costs for enrollment, marketing, and administrative services, with Encompass allowing capture of additional revenue for marketing and administrative services.

3. The Encompass financials shown above reflect average revenue received for an Encompass transaction. Payment is for enrollment and non-enrollment administrative and marketing services. These fees are based on the fair market value of the marketing and administrative services GoHealth provides.