



3Q-21 Quarterly Results

Safe Harbor

- This presentation contains, and our officers may make, “forward-looking” statements that are based on our management’s beliefs and assumptions and on information currently available to management. These forward-looking statements include, without limitation, information concerning possible or assumed future results of operations, including descriptions of our business plan and strategies. These statements often include words such as “anticipate,” “expect,” “suggest,” “plan,” “believe,” “intend,” “estimate,” “target,” “project,” “should,” “could,” “would,” “may,” “will,” “forecast,” and other similar expressions.
- Forward-looking statements involve known and unknown risks, uncertainties, and other factors that may cause our actual results, performance, or achievements to be materially different from any future results, performance, or achievements expressed or implied by the forward-looking statements. These statements are based on certain assumptions that we have made in light of our experience in the industry and our perception of historical trends, current conditions, expected future developments, and other factors we believe are appropriate under the circumstances as of the date hereof. These and other important factors may cause our actual results, performance, or achievements to differ materially from those expressed or implied by these forward-looking statements. Such risks and other factors that may impact management’s beliefs and assumptions are more particularly described in our filings with the U.S. Securities and Exchange Commission (the “SEC”), including under “Item 1A.—Risk Factors” in our Annual Report on Form 10-K for the year ended December 31, 2020, and under similar headings in our subsequently filed Quarterly Reports on Form 10-Q, and could cause our results to differ materially from those expressed in forward-looking statements. As a result, we cannot guarantee future results, outcomes, levels of activity, performance, developments, or achievements, and there can be no assurance that our expectations, intentions, anticipations, beliefs, or projections will result or be achieved or accomplished. The forward-looking statements in this presentation are made only as of the date hereof. Except as required by law, we assume no obligation to update these forward-looking statements, or to update the reasons actual results could differ materially from those anticipated in the forward-looking statements, even if new information becomes available in the future.
- This presentation also contains estimates and other statistical data made by independent parties and by us relating to market size and growth and other data about our industry. This data involves a number of assumptions and limitations, and you are cautioned not to give undue weight to such estimates.
- This presentation may include certain non-GAAP financial measures as defined by SEC rules. We believe that the presentation of such non-GAAP financial measures enhances an investor's understanding of our financial performance. We use certain non-GAAP financial measures for business planning purposes and in measuring our performance relative to that of our competitors. For additional information regarding these non-GAAP financial measures, including reconciliations to the most directly comparable financial measure calculated according to GAAP, refer the appendix to this presentation. We have not reconciled Adjusted EBITDA guidance to U.S. GAAP net income (loss) because we do not provide guidance on the individual reconciling items between Adjusted EBITDA and U.S. GAAP net income (loss) as a result of the uncertainty regarding, and the potential variability of, the individual reconciling items, the effect of which may be significant. Accordingly, a reconciliation of the non-GAAP financial measure guidance to the corresponding U.S. GAAP measure is not available without unreasonable effort.

Financial Highlights

- **Revenue of \$522M grew 81% y/y**
- **Adjusted EBITDA of \$67.4M grew 71% y/y**
- **FY-21 Revenue guidance range updated to \$2,015M to \$2,025M, up from \$2,000M to \$2,025M**
 - 4Q-21 Revenue guidance range \$536M to \$546M
- **FY-21 Adj. EBITDA guidance range \$260M to \$265M**
 - 4Q-21 Adj. EBITDA guidance range \$69M to \$74M

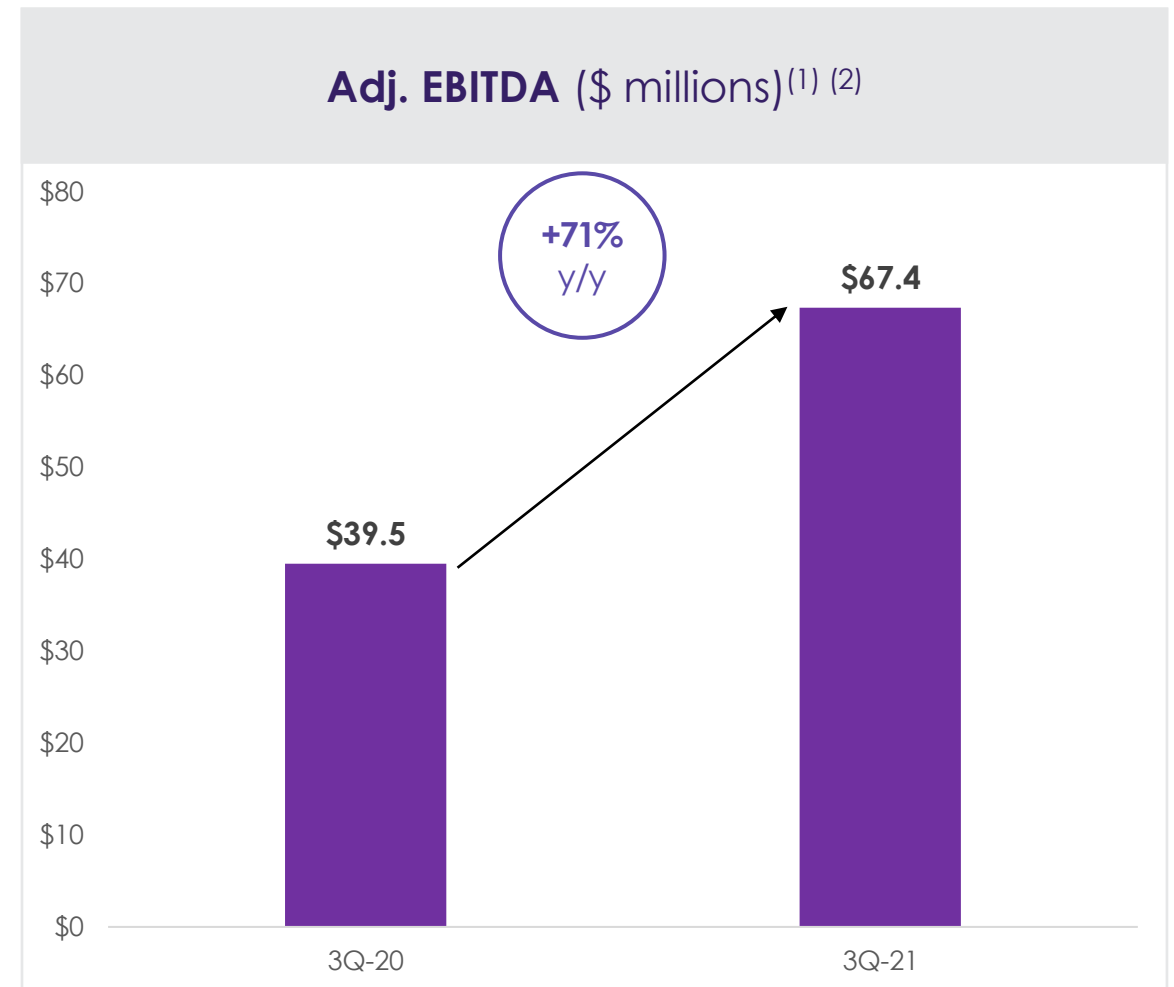
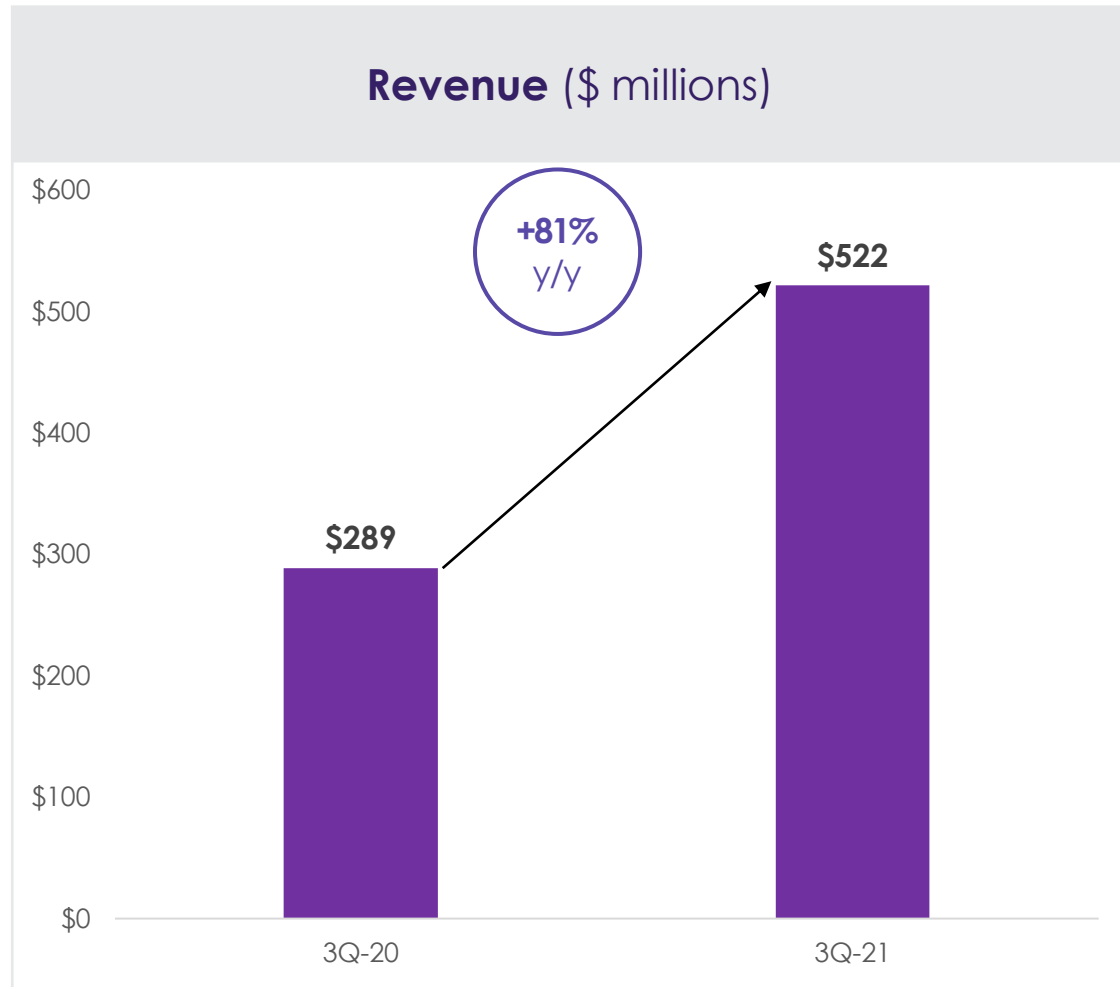
1. See reconciliation of GAAP to non-GAAP measures immediately following this presentation.

2. Adjusted EBITDA for 3Q-21 and Adj. EBITDA guidance for FY-21 includes benefit from lower expenses on Livongo devices attributable to purchase accounting adjustments related to the merger of \$5.7M and \$20M, respectively.

Additional Highlights

- Announced significant new agreements with CVS Health and Centene to provide Teladoc Health's Primary360 in order to deliver greater care access and health engagement by reimagining the primary care experience
- Ranked 1st in consumer satisfaction by the J.D. Power U.S. Telehealth Satisfaction Study for the 2nd time in the three-year history of the category
- % of chronic care members enrolled in more than one program has grown 3x year-over-year to 24%
- Total Visits grew 37% y/y, driven by strong growth in direct-to-consumer visits and visits thru our enterprise relationships with health plans and employers

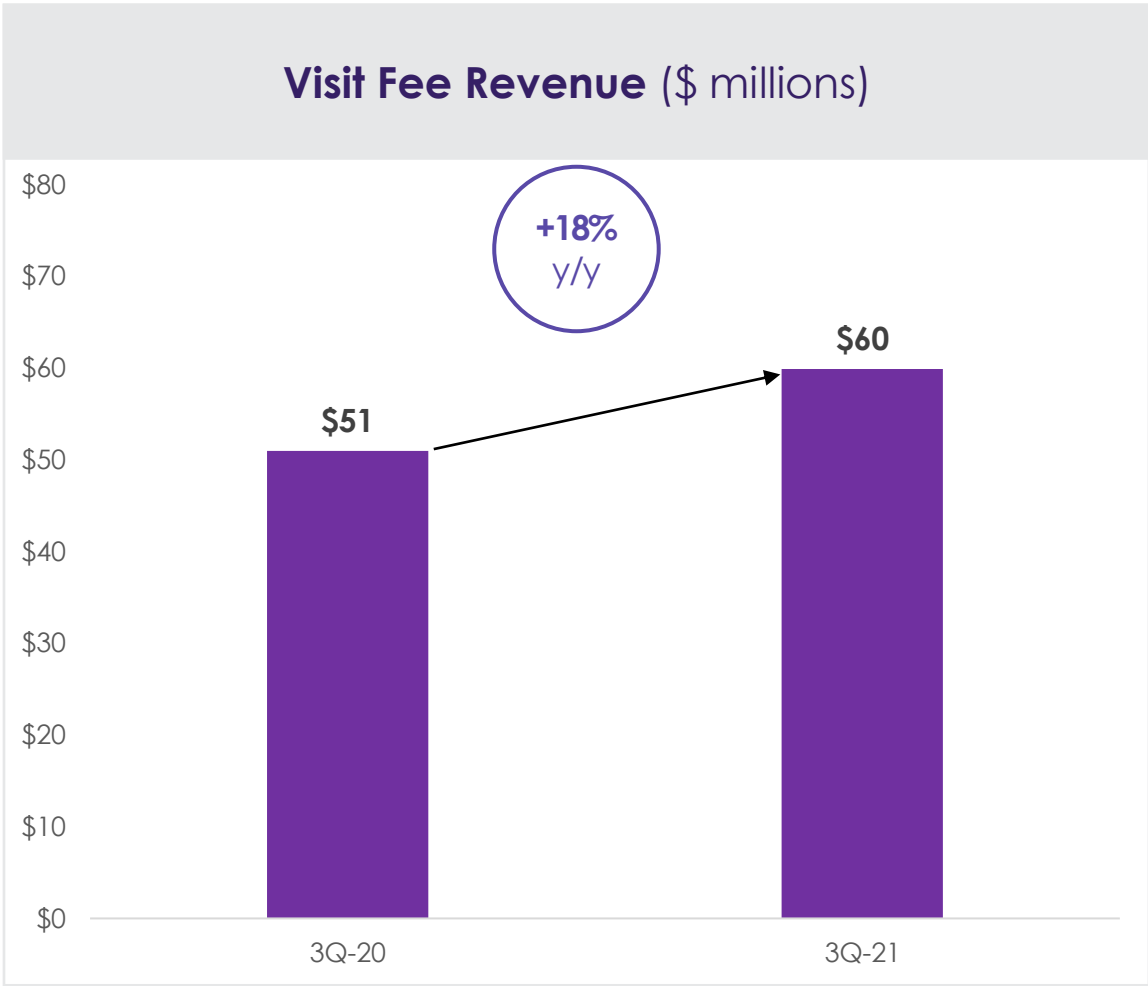
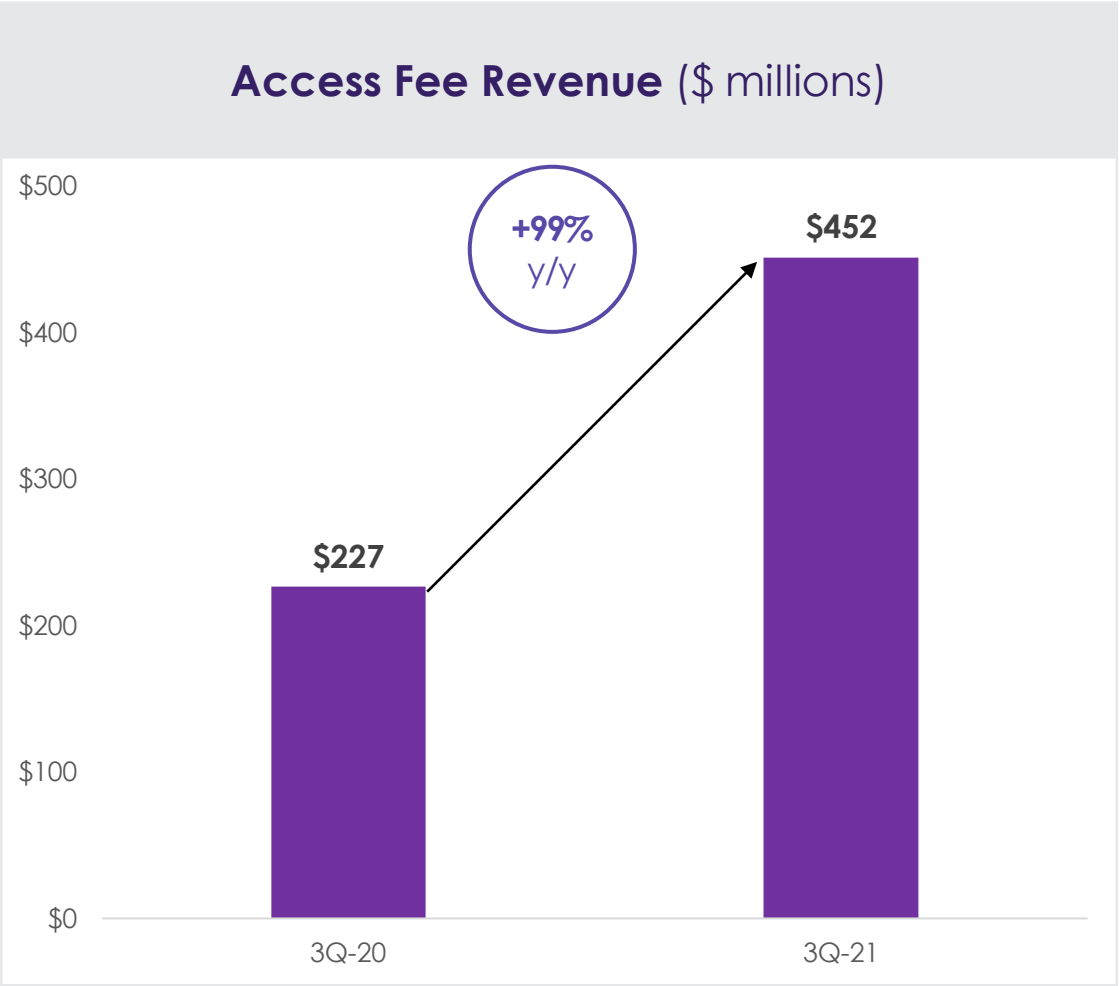
3Q-21 Results: Revenue & Adj. EBITDA



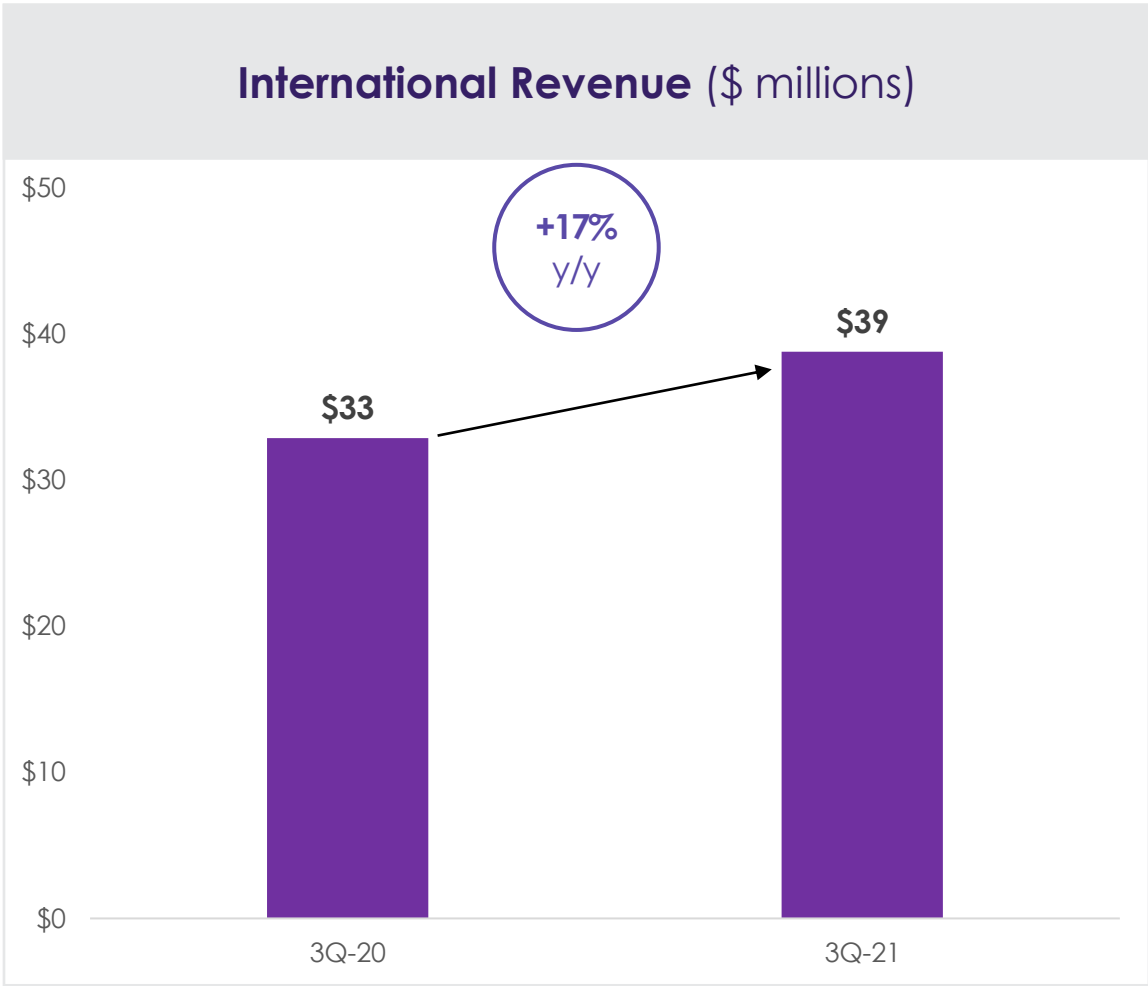
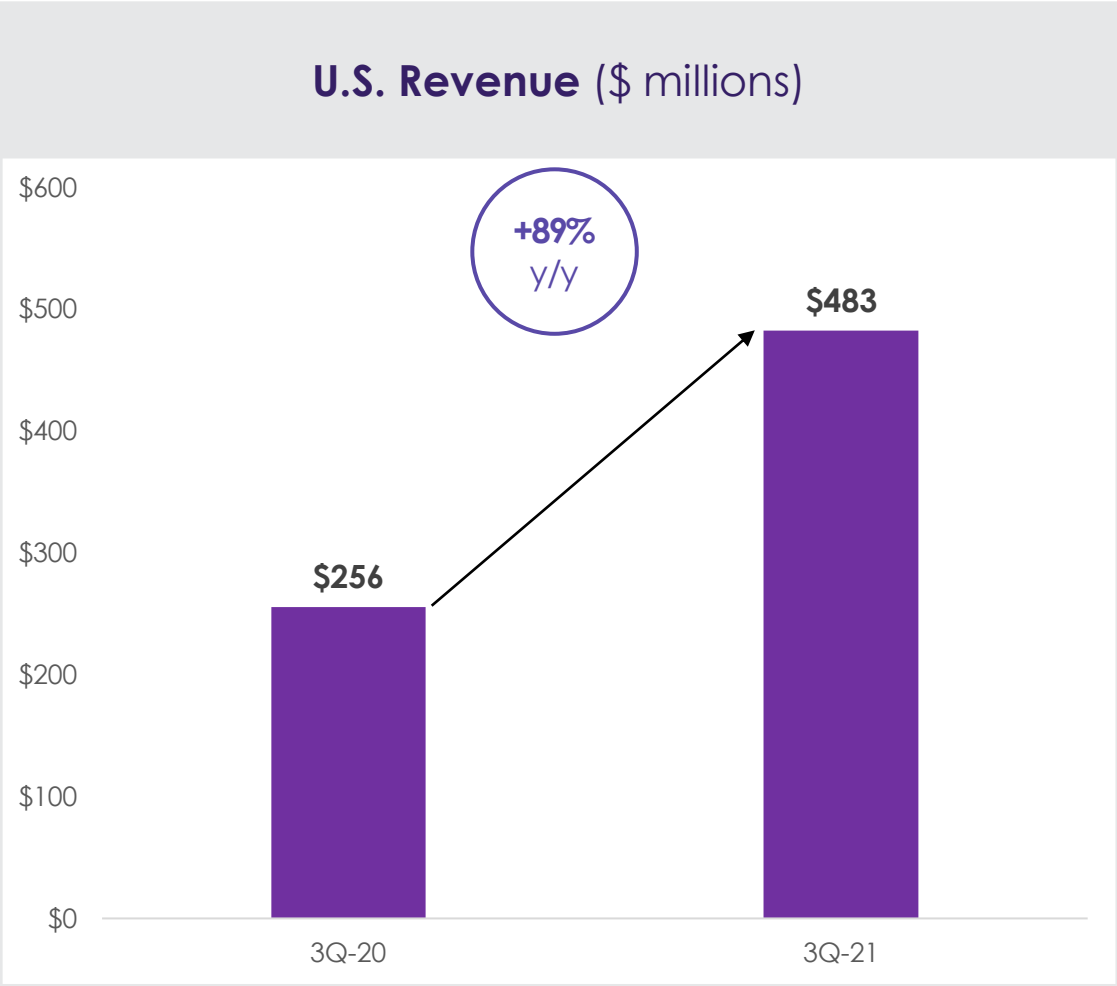
1. See reconciliation of GAAP to non-GAAP measures immediately following this presentation

2. 3Q-21 Adjusted EBITDA includes \$5.7M benefit from lower expenses on Livongo devices attributable to purchase accounting adjustments related to the merger.

3Q-21 Revenue: Access Fees & Visit Fees



3Q-21 Revenue: U.S. & International



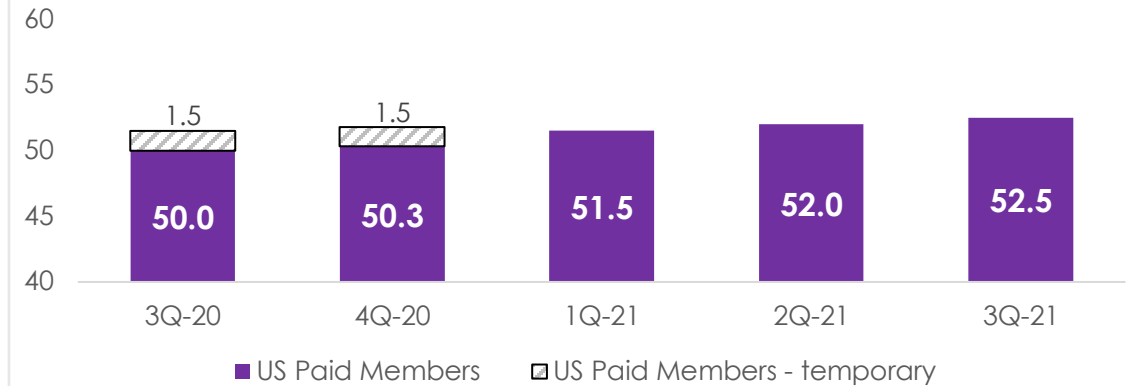
Quarterly Trend: Revenue, Membership, & PMPM

Revenue (\$ millions)

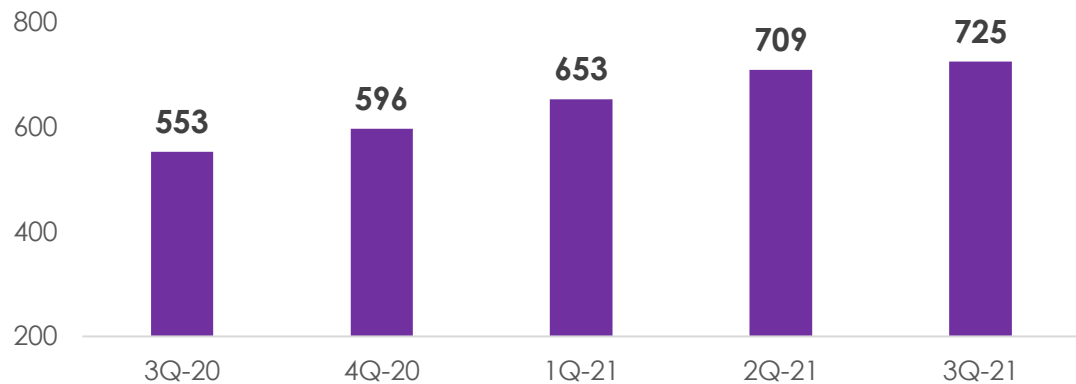
	3Q-20	4Q-20	1Q-21	2Q-21	3Q-21
Access Fees	\$227	\$316	\$388	\$434	\$452
Visit Fees	\$51	\$53	\$54	\$59	\$60
Other Revenue	\$11	\$14	\$11	\$10	\$10
Total Revenue	\$289	\$383	\$454	\$503	\$522

*Totals may not sum due to rounding

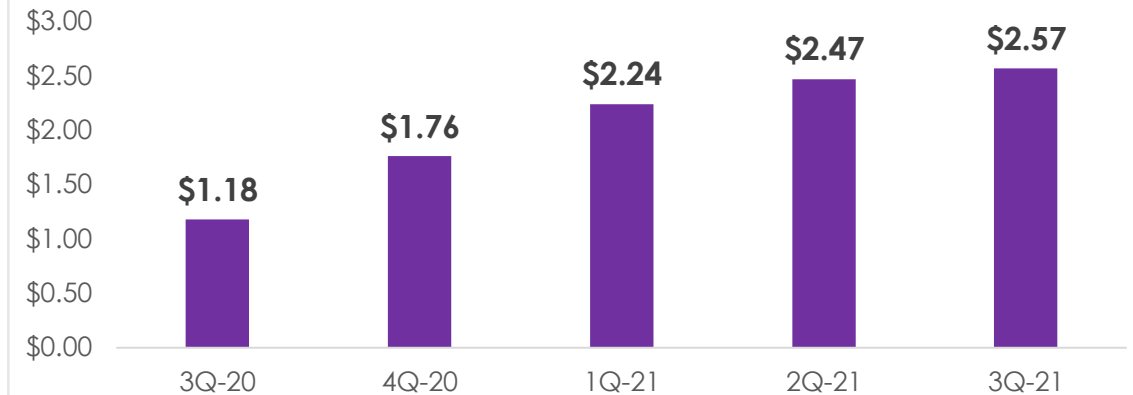
U.S. Paid Members (millions)



Chronic Care Enrollment (000s) ⁽¹⁾

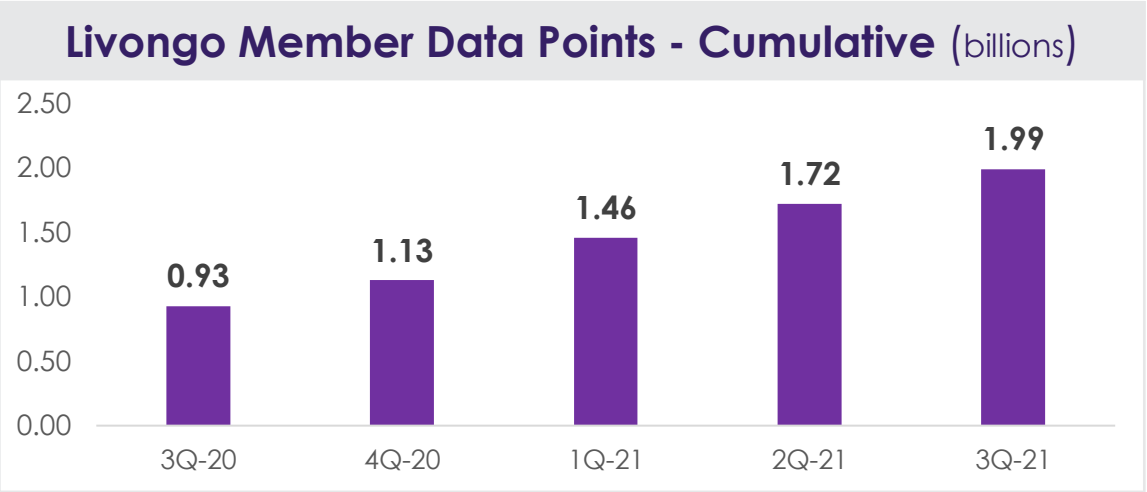
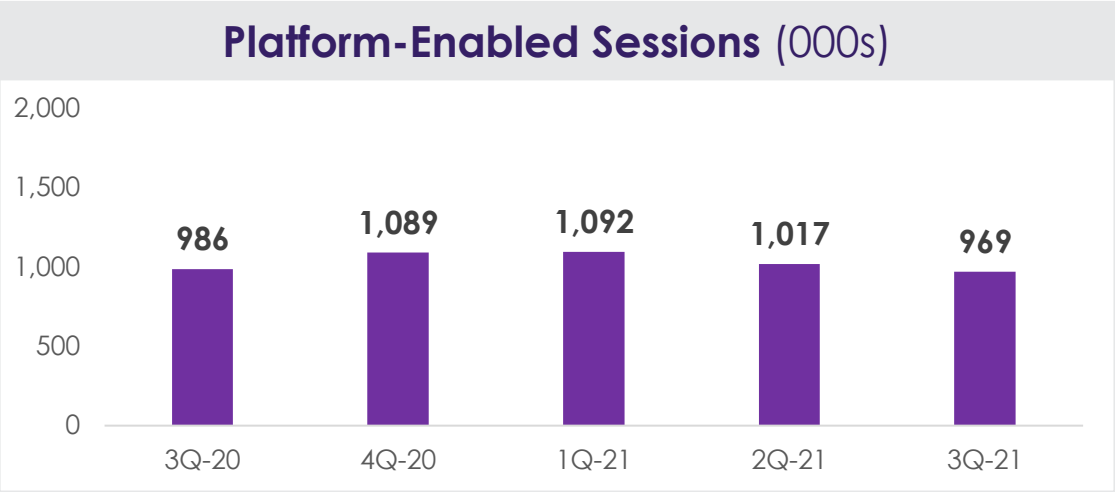
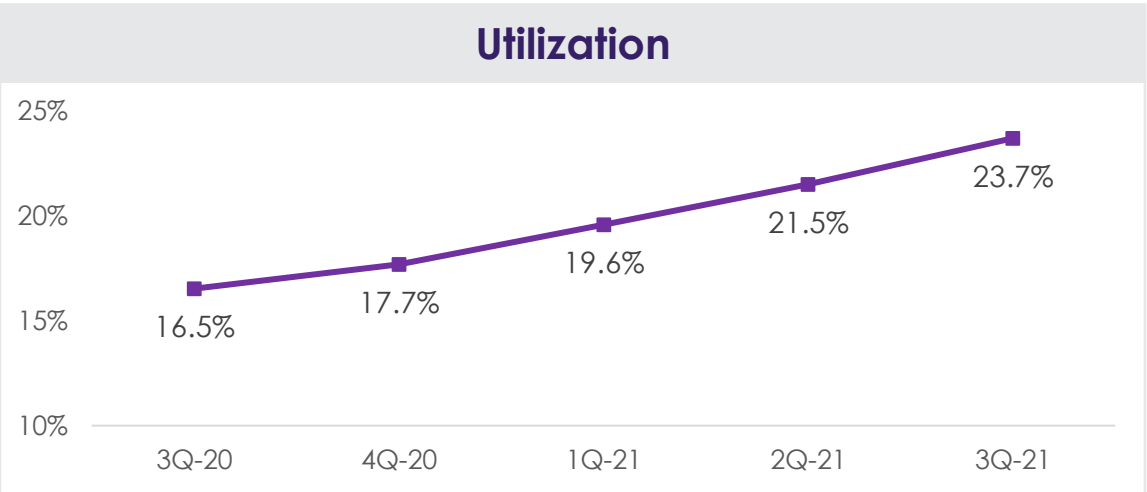
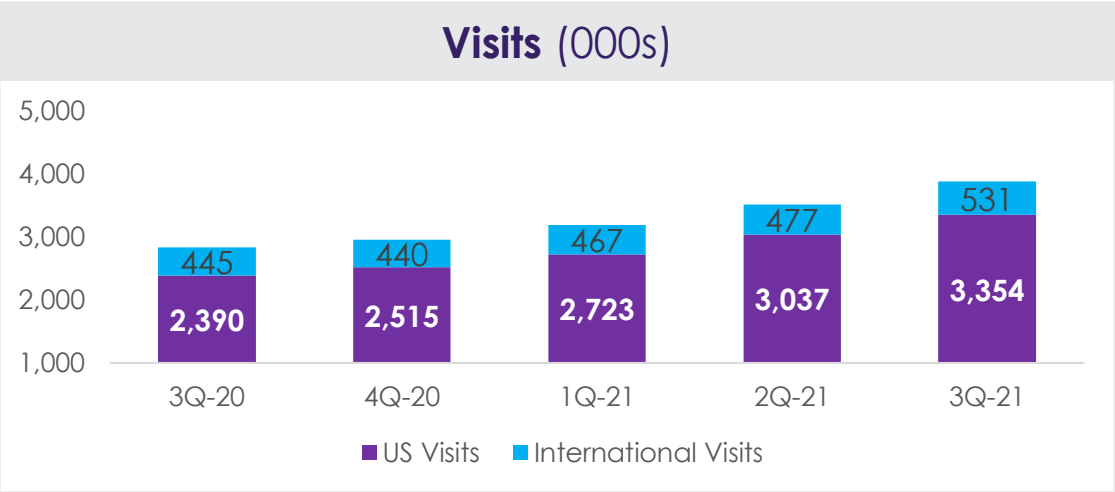


PMPM



1. 2020 chronic care enrollment reflects pro forma results as if the Livongo merger had occurred on January 1, 2020. Prior period enrollment data has been updated to reflect the current presentation which excludes legacy behavioral health products.

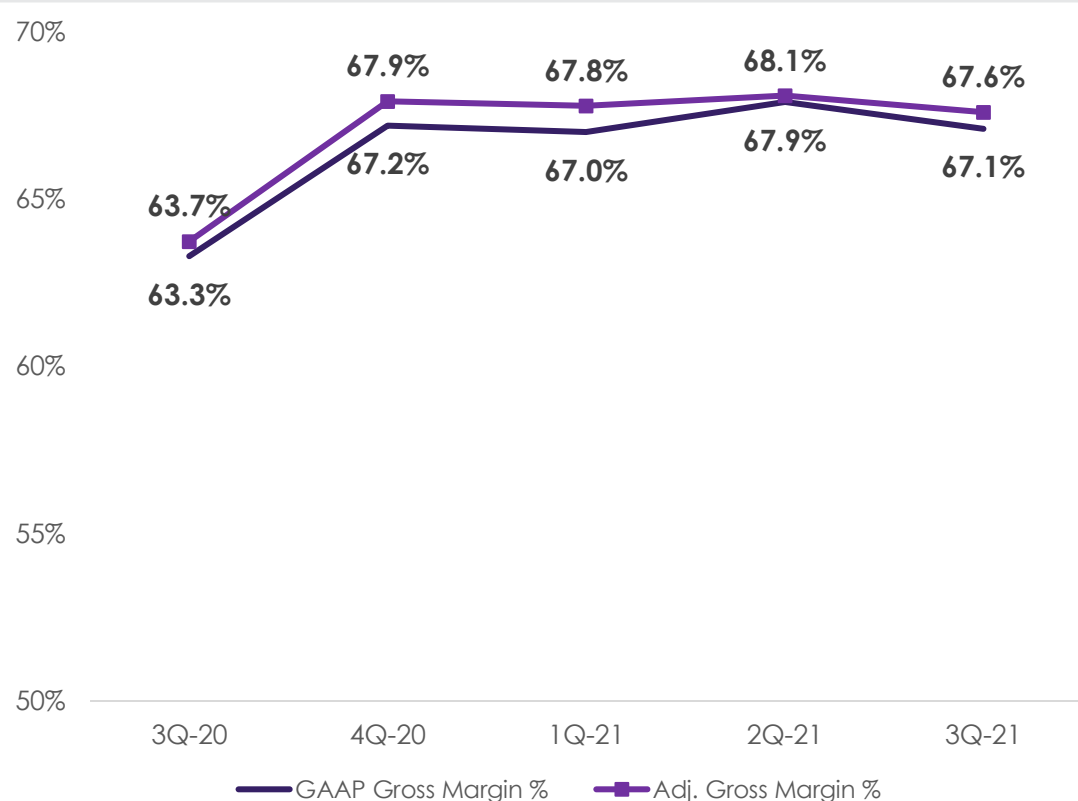
Quarterly Trend: Key Operating Metrics



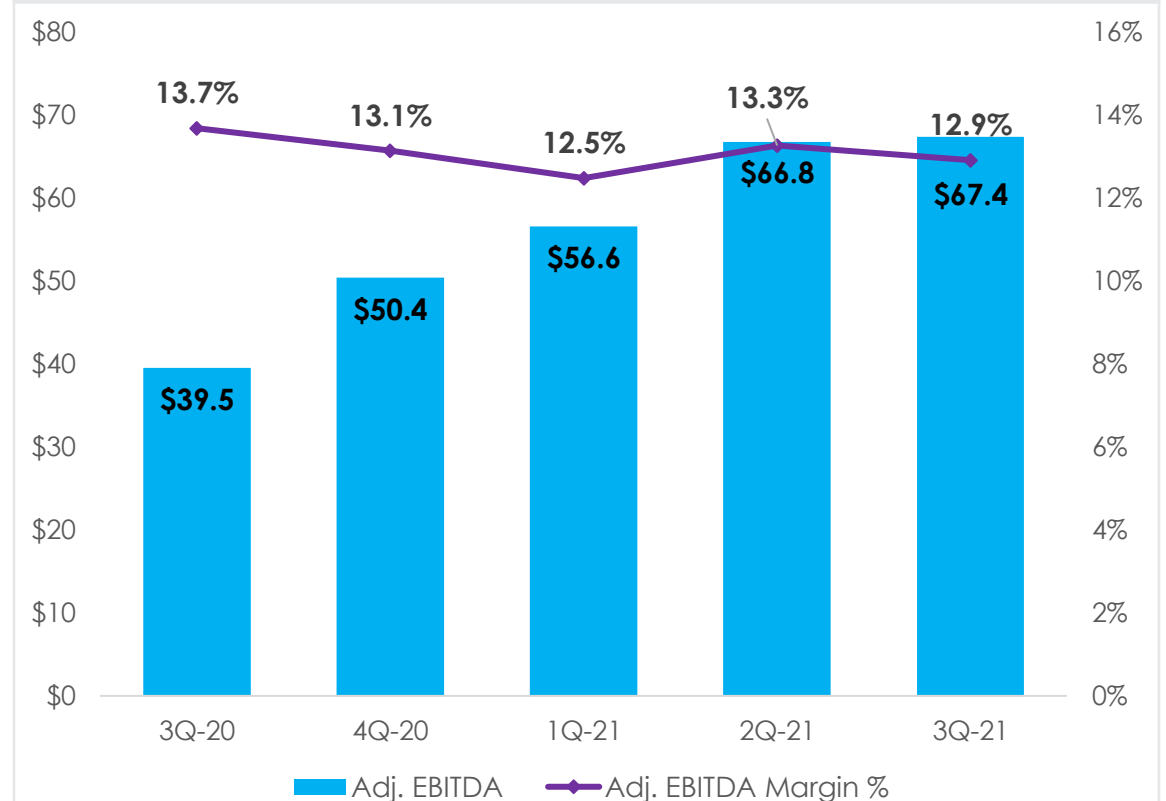
1. 2020 Livongo data points reflects pro forma results as if the Livongo merger had occurred on January 1, 2020.

Quarterly Trend: Adj. Gross Margin %, Adj. EBITDA, & Adj. EBITDA Margin

Gross Margin & Adj. Gross Margin %⁽¹⁾



Adj. EBITDA^{(1) (2)} & Adj. EBITDA Margin %



1. See reconciliation of GAAP to non-GAAP measures immediately following this presentation

2. Adjusted EBITDA for 4Q-20, 1Q-21, 2Q-21, and 3Q-21 includes benefit from lower expenses on Livongo devices attributable to purchase accounting adjustments related to the merger of \$5.4M, \$6.9M, \$6.4M, and \$5.7M respectively.

Balance Sheet Highlights and Operating Cash Flow

- **Cash, Cash Equivalents, & ST Investments**
(as of September 30, 2021): **\$826M**
- **Convertible & LT Debt on Balance Sheet**
(as of September 30, 2021): **\$1.21B**
- **Operating Cash Flow (YTD-21): \$111M**
- **Capital Expenditures + Capitalized Software Development Costs (YTD-21): \$41M**

Guidance: 4Q-21 and FY-21

	<u>4Q-21</u>	<u>Y/Y % Growth</u>	<u>FY-21</u>	<u>Y/Y % Growth</u>	<u>Prior FY-21 Guidance</u>
Revenue (\$M)	\$536 to 546	+40% to 42%	\$2,015 to 2,025	+84% to 85%	\$2,000 to 2,025
Net Loss per Share	(\$.73) to (\$.53)	NM	(\$3.40) to (\$3.20)	NM	(\$3.60) to (\$3.35)
Adj. EBITDA⁽¹⁾ (\$M)	\$69 to \$74	+37% to 47%	\$260 to \$265	+105% to 109%	\$255 to \$275
US Paid Members (M)	52.5 to 53.5	+1% to 3%	52.5 to 53.5	+1% to 3%	52 to 54
US VFO Access (M)	23 to 24	+8% to 13%	23 to 24	+8% to 13%	22
Total Visits (M)	3.9 to 4.1	+32% to 39%	14.5 to 14.7	+37% to 39%	13.5 to 14.0

1. Adjusted EBITDA guidance for FY-21 includes benefit from lower expenses on Livongo devices attributable to purchase accounting adjustments related to the merger of \$20M.

| Appendix

Reconciliation of EBITDA and Adjusted EBITDA to Net Loss

(in 000s)

	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021
Net loss	\$ (35,884)	\$ (393,967)	\$ (199,649)	\$ (133,819)	\$ (84,340)
Add:					
Loss on extinguishment of debt	1,227	99	11,459	31,419	850
Other expense (income), net	252	(282)	(5,652)	(217)	376
Interest expense, net	16,970	21,101	22,125	20,473	18,895
Income tax (benefit) expense	(2,290)	(85,457)	87,039	3,196	3,643
Depreciation and amortization	12,932	36,960	48,659	51,341	51,907
EBITDA	(6,793)	(421,546)	(36,019)	(27,607)	(8,669)
Stock-based compensation	20,908	414,380	86,300	82,970	71,701
Acquisition, Integration and Transformation costs	25,395	57,550	6,323	11,421	4,340
Adjusted EBITDA	\$ 39,510	\$ 50,384	\$ 56,604	\$ 66,784	\$ 67,372

Reconciliation of GAAP Gross Profit to Adjusted Gross Profit and Adjusted Gross Margin

(in 000s)

	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021
Revenue	\$ 288,812	\$ 383,321	\$ 453,675	\$ 503,139	\$ 521,658
Cost of revenue (exclusive of depreciation and amortization, which is shown separately below)	(104,725)	(122,942)	(145,959)	(160,273)	(169,041)
Depreciation and amortization of intangible assets	(1,149)	(2,846)	(3,576)	(1,240)	(2,545)
Gross Profit	182,938	257,533	304,140	341,626	350,072
Depreciation and amortization of intangible assets	1,149	2,846	3,576	1,240	2,545
Adjusted gross profit	<u>\$ 184,087</u>	<u>\$ 260,379</u>	<u>\$ 307,716</u>	<u>\$ 342,866</u>	<u>\$ 352,617</u>
Gross margin	63.3%	67.2%	67.0%	67.9%	67.1%
Adjusted gross margin	63.7%	67.9%	67.8%	68.1%	67.6%