Trupanion Reports Second Quarter 2019 Results

SEATTLE, WA. July 30, 2019 -- <u>Trupanion</u>, Inc. (Nasdaq: TRUP), a leading provider of medical insurance for cats and dogs, today announced financial results for the second quarter ended June 30, 2019.

"It was another consistent quarter, with solid growth in revenue and scaling fixed expenses translating into greater investable funds," said Darryl Rawlings, Founder and CEO of Trupanion. "While initiatives around same store sales and conversion comprise the bulk of our incremental spend, we also continue to increase our investment in retention and longer-term initiatives."

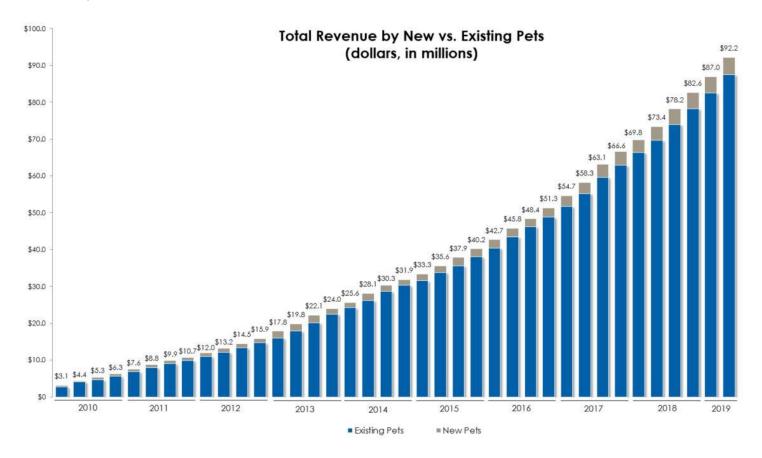
Second Quarter 2019 Financial and Business Highlights

- Total revenue was \$92.2 million, an increase of 26% compared to the second quarter of 2018.
- Total enrolled pets (including pets from our other business segment) was 577,686 at June 30, 2019, an increase of 22% over June 30, 2018.
- Subscription business revenue was \$77.7 million, an increase of 22% compared to the second quarter of 2018.
- Subscription enrolled pets was 461,314 at June 30, 2019, an increase of 15% over June 30, 2018.
- Net loss was \$(1.9) million, or \$(0.06) per basic and diluted share, compared to a net loss of \$(0.4) million, or \$(0.01) per basic and diluted share, in the second quarter of 2018.
- Adjusted EBITDA was \$1.3 million, compared to adjusted EBITDA of \$2.0 million in the second quarter of 2018.
- Operating cash flow was \$2.9 million and free cash flow was \$2.0 million for the second quarter of 2019. This compared to operating cash flow of \$(0.5) million and free cash flow of \$1.4 million, which excludes an earnest money deposit of \$3.3 million related to our home office acquisition, in the second quarter of 2018.

First Half 2019 Financial and Business Highlights

- Total revenue was \$179.2 million, an increase of 25% compared to the first half of 2018.
- Subscription business revenue was \$152.0 million, an increase of 21% compared to the first half of 2018.
- Net loss was \$(3.2) million, or \$(0.09) per basic and diluted share, compared to a net loss of \$(1.9) million, or \$(0.06) per basic and diluted share, in the first half of 2018.
- Adjusted EBITDA was \$3.0 million, compared to adjusted EBITDA of \$2.4 million in the first half of 2018.
- Operating cash flow was \$6.9 million and free cash flow was \$5.1 million for the first half of 2019. This compared to operating cash flow of \$1.6 million and free cash flow of \$2.5 million, which excludes an earnest money deposit of \$3.3 million related to our home office acquisition, in the second quarter of 2018.

Revenue by Quarter -



Conference Call

Trupanion's management will host a conference call today to review its second quarter 2019 results. The call is scheduled to begin shortly after 1:30 p.m. PT/ 4:30 p.m. ET. A live webcast will be accessible through the Investor Relations section of Trupanion's website at http://investors.trupanion.com and will be archived online for 3 months upon completion of the conference call. Participants can access the conference call by dialing 1-877-407-0784 (United States) or 1-201-689-8560 (International). A telephonic replay of the call will also be available, one hour after the completion of the call, by dialing 1-844-512-2921 (United States) or 1-412-317-6671 (International) and entering the replay pin number: 13692316.

About Trupanion

Trupanion is a leader in medical insurance for cats and dogs throughout the United States and Canada. For almost two decades, Trupanion has given pet owners peace of mind so they can focus on their pet's recovery, not financial stress. Trupanion is committed to providing pet owners with the highest value in pet medical insurance with unlimited payouts for the life of their pets. Trupanion is listed on NASDAQ under the symbol "TRUP". The company was founded in 2000 and is headquartered in Seattle, WA. Trupanion policies are issued, in the United States, by its wholly-owned insurance entity American Pet Insurance Company and, in Canada, by Omega General Insurance Company. For more information, please visit trupanion trupanion.com.

Forward-Looking Statements

This press release contains forward-looking statements within the meaning of Section 27A of the Securities Act of 1933 and Section 21E of the Securities Exchange Act of 1934 relating to, among other things, expectations, plans, prospects and financial results for Trupanion, including, but not limited to, its expectations regarding its ability to

execute its business plans. These forward-looking statements are based upon the current expectations and beliefs of Trupanion's management as of the date of this press release, and are subject to certain risks and uncertainties that could cause actual results to differ materially from those described in the forward-looking statements. All forward-looking statements made in this press release are based on information available to Trupanion as of the date hereof, and Trupanion has no obligation to update these forward-looking statements.

In particular, the following factors, among others, could cause results to differ materially from those expressed or implied by such forward-looking statements: the ability to achieve or maintain profitability and/or appropriate levels of cash flow in future periods; the ability to keep growing our membership base and revenue; the accuracy of assumptions used in determining appropriate member acquisition expenditures; the severity and frequency of claims; the ability to maintain high retention rates; the accuracy of assumptions used in pricing medical plan subscriptions and the ability to accurately estimate the impact of new products or offerings on claims frequency; actual claims expense exceeding estimates; regulatory and other constraints on the ability to institute, or the decision to otherwise delay, pricing modifications in response to changes in actual or estimated claims expense; the effectiveness and statutory or regulatory compliance of our Territory Partner model and of our Territory Partners, veterinarians and other third parties in recommending medical plan subscriptions to potential members; the ability to retain existing Territory Partners and increase the number of Territory Partners and active hospitals; compliance by us and those referring us members with laws and regulations that apply to our business, including the sale of a pet medical plan; the ability to maintain the security of our data; fluctuations in the Canadian currency exchange rate; the ability to protect our proprietary and member information; the ability to maintain our culture and team; the ability to maintain the requisite amount of risk-based capital; our ability to implement and maintain effective controls, including over financial reporting; the ability to protect and enforce Trupanion's intellectual property rights; the ability to continue key contractual relationships with third parties; third-party claims including litigation and regulatory actions; the ability to recognize benefits from investments in new solutions and enhancements to Trupanion's technology platform and website; and our ability to retain key personnel.

For a detailed discussion of these and other cautionary statements, please refer to the risk factors discussed in filings with the Securities and Exchange Commission (SEC), including but not limited to, Trupanion's Annual Report on Form 10-K for the year ended December 31, 2018 and any subsequently filed reports on Forms 10-Q and 8-K. All documents are available through the SEC's Electronic Data Gathering Analysis and Retrieval system at www.sec.gov or the Investor Relations section of Trupanion's website at http://investors.trupanion.com.

Non-GAAP Financial Measures

Trupanion's stated results may include certain non-GAAP financial measures. These non-GAAP financial measures may not provide information that is directly comparable to that provided by other companies in its industry as other companies in its industry may calculate or use non-GAAP financial measures differently. In addition, there are limitations in using non-GAAP financial measures because the non-GAAP financial measures are not prepared in accordance with GAAP, may be different from non-GAAP financial measures used by other companies and exclude expenses that may have a material impact on Trupanion's reported financial results. The presentation and utilization of non-GAAP financial measures is not meant to be considered in isolation or as a substitute for the directly comparable financial measures prepared in accordance with GAAP. Trupanion urges its investors to review the reconciliation of its non-GAAP financial measures to the most directly comparable GAAP financial measures in its consolidated financial statements, and not to rely on any single financial or operating measure to evaluate its business. These reconciliations are included below and on Trupanion's Investor Relations website.

Because of varying available valuation methodologies, subjective assumptions and the variety of equity instruments that can impact a company's non-cash expenses, Trupanion believes that providing various non-GAAP financial measures that exclude stock-based compensation expense and depreciation and amortization expense allows for more meaningful comparisons between its operating results from period to period. Trupanion offsets sales and marketing expense with sign-up fee revenue in the calculation of net acquisition cost because it collects sign-up fee revenue from new members at the time of enrollment and considers it to be an offset to a portion of Trupanion's sales and marketing expenses. Trupanion believes this allows it to calculate and present financial measures in a consistent manner across periods. Trupanion's management believes that the non-GAAP financial measures and the related financial measures derived from them are important tools for financial and operational decision-making and for evaluating operating results over different periods of time.

Trupanion, Inc. Consolidated Statements of Operations (in thousands, except share data)

	7	Three Months	Ended June 30,		Six Months Ended June 30,					
	_	2019	2018		2019	2018				
Revenue:			(ui	iaudit	ted)					
Subscription business	\$	77,736	\$ 63,86	7 \$	151,958 \$	125,384				
Other business	Ψ	14,463	9,52		27,219	17,768				
Total revenue		92,199	73,39		179,177	143,152				
Cost of revenue:		72,177	73,37		177,177	113,132				
Subscription business ⁽¹⁾		64,264	52,33	3	124,651	103,347				
Other business		13,222	8,70		24,781	16,388				
Total cost of revenue ⁽²⁾		77,486	61,03		149,432	119,735				
Gross profit:		77,.00	01,00		1.5,.62	115,700				
Subscription business		13,472	11,53	4	27,307	22,037				
Other business		1,241	81		2,438	1,380				
Total gross profit		14,713	12,35		29,745	23,417				
Operating expenses:		,	<u> </u>		,	ĺ				
Technology and development ⁽¹⁾		2,578	2,29	8	5,247	4,462				
General and administrative ⁽¹⁾		5,219	4,61		10,638	9,068				
Sales and marketing ⁽¹⁾		8,757	5,70	2	16,984	11,640				
Total operating expenses		16,554	12,61	0	32,869	25,170				
Gain (loss) from investment in joint venture		(272)	_	-	(272)	_				
Operating loss		(2,113)	(25	7)	(3,396)	(1,753)				
Interest expense		317	33	2	634	551				
Other income, net		(453)	(30	3)	(797)	(443)				
Loss before income taxes		(1,977)	(28	6)	(3,233)	(1,861)				
Income tax (benefit) expense		(46)	9	1	(6)	(4)				
Net loss	\$	(1,931)	\$ (37	7) \$	(3,227) \$	(1,857)				
Net loss per share										
Basic and Diluted	\$	(0.06)	\$ (0.0	1) \$	(0.09) \$	(0.06)				
Weighted average common shares outstanding:										
Basic and Diluted		34,610,709	30,721,03	7	34,450,070	30,485,121				
(1)Includes stock-based compensation expense as follows:	7	Chron Months	Ended June 30,		Six Months Endo	od June 20				
		2019	2018		2019	2018				
Cost of revenue	\$	278		2 \$	525 \$	449				
Technology and development		110	6		173	109				
General and administrative		918	62		1,536	1,074				
Sales and marketing		567	34		996	622				
Total stock-based compensation expense	\$	1,873			3,230 \$	2,254				

⁽²⁾ The breakout of cost of revenue between veterinary invoice expense and other cost of revenue is as follows:

	Т	Three Months	End	ed June 30,	Six Months H	d June 30,		
		2019		2018	2019	2018		
Veterinary invoice expense	\$	65,933	\$	51,780	\$ 127,215	\$	101,893	
Other cost of revenue		11,553		9,259	22,217		17,842	
Total cost of revenue	\$	77,486	\$	61,039	\$ 149,432	\$	119,735	

Trupanion, Inc. Consolidated Balance Sheets (in thousands, except share data)

	J	une 30, 2019	December 31, 2018			
		(unaudited)				
Assets						
Current assets:						
Cash and cash equivalents	\$	27,379	\$	26,552		
Short-term investments		64,712		54,559		
Accounts and other receivables		43,550		31,565		
Prepaid expenses and other assets		4,322		5,300		
Total current assets		139,963		117,976		
Restricted cash		1,400		1,400		
Long-term investments, at fair value		3,891		3,554		
Property and equipment, net		69,371		69,803		
Intangible assets, net		7,631		8,071		
Other long-term assets		8,208		6,706		
Total assets	\$	230,464	S	207,510		
Liabilities and stockholders' equity	Ψ	200,101	Ψ	201,010		
Current liabilities:						
Accounts payable	\$	2,117	\$	2,767		
Accrued liabilities and other current liabilities		13,390		11,347		
Reserve for veterinary invoices		18,280		16,062		
Deferred revenue		44,086		33,027		
Total current liabilities		77,873		63,203		
Long-term debt		19,056		12,862		
Deferred tax liabilities		1,014		1,002		
Other liabilities		1,498		1,270		
Total liabilities		99,441		78,337		
Stockholders' equity:						
Common stock: \$0.00001 par value per share, 100,000,000 shares authorized; 35,712,189 and 34,782,324 shares issued and outstanding at June 30, 2019; 34,781,121 and 34,025,136 shares issued and outstanding at December 31, 2018		_		_		
Preferred stock: \$0.00001 par value per share, 10,000,000 shares authorized; no shares issued and outstanding		_		_		
Additional paid-in capital		229,069		219,838		
Accumulated other comprehensive loss		(407)		(753)		
Accumulated deficit		(86,938)		(83,711)		
Treasury stock, at cost: 929,865 shares at June 30, 2019 and 755,985 shares at December 31, 2018		(10,701)		(6,201)		
Total stockholders' equity		131,023		129,173		
Total liabilities and stockholders' equity	\$	230,464	\$	207,510		

Trupanion, Inc. Consolidated Statements of Cash Flows (in thousands)

	Th	ree Months E	inded June 30,		Six Months Ended June 30			
		2019	2018		2019	2018		
			(unaı	(dited				
Operating activities								
Net loss	\$	(1,931) 5	\$ (377)	\$	(3,227) \$	(1,857		
Adjustments to reconcile net loss to cash provided by operating activities:								
Depreciation and amortization		1,564	964		3,177	1,891		
Stock-based compensation expense		1,873	1,286		3,230	2,254		
Other, net		100	15		97	38		
Changes in operating assets and liabilities:								
Accounts and other receivables		(6,046)	(4,242)		(11,940)	(8,168		
Prepaid expenses and other assets		664	(3,939)		989	(4,068		
Accounts payable, accrued liabilities, and other liabilities		187	1,657		1,443	2,567		
Reserve for veterinary invoices		1,067	550		2,145	1,293		
Deferred revenue		5,444	3,620		10,967	7,661		
Net cash provided by (used in) operating activities		2,922	(466)		6,881	1,611		
Investing activities								
Purchases of investment securities		(14,872)	(13,246)		(32,222)	(20,386		
Maturities of investment securities		11,690	9,715		21,895	15,015		
Purchases of property, equipment and intangible assets		(902)	(1,378)		(1,780)	(2,370		
Other		5	113		(1,474)	113		
Net cash used in investing activities		(4,079)	(4,796)		(13,581)	(7,628		
Financing activities								
Proceeds from public offering of common stock, net of offering costs		_	65,886		_	65,886		
Proceeds from exercise of stock options		965	1,175		1,626	1,656		
Shares withheld to satisfy tax withholding		(50)	_		(247)	_		
Proceeds from debt financing, net of financing fees		967	3,750		6,167	9,250		
Other financing		(144)	160		(415)	(56		
Net cash provided by financing activities	'	1,738	70,971		7,131	76,736		
Effect of foreign exchange rate changes on cash, cash equivalents, and restricted cash, net		176	(271)		396	(201		
Net change in cash, cash equivalents, and restricted cash		757	65,438		827	70,518		
Cash, cash equivalents, and restricted cash at beginning of period		28,022	31,386		27,952	26,306		
Cash, cash equivalents, and restricted cash at end of period	\$	28,779	\$ 96,824	\$	28,779 \$	96,824		

The following tables set forth our key operating metrics:

	Six Months Ended June 30,											
		2019		2018								
Total pets enrolled (at period end)	5	77,686	4	72,480								
Total subscription pets enrolled (at period end)	4	61,314	4	01,033								
Monthly average revenue per pet	\$	56.63	\$	53.79								
Lifetime value of a pet (LVP)	\$	722	\$	732								
Average pet acquisition cost (PAC)	\$	209	\$	158								
Average monthly retention	g	98.57%	ç	98.64%								

	Three Months Ended															
	J	Jun. 30, 2019	N	Mar. 31, 2019]	Dec. 31, 2018	5	Sept. 30, 2018	į	Jun. 30, 2018	N	Mar. 31, 2018]	Dec. 31, 2017	S	Sept. 30, 2017
Total pets enrolled (at period end)	5	77,686	5	48,002	5	21,326	4	197,942	4	72,480	4	46,533	۷	23,194	4	04,069
Total subscription pets enrolled (at period end)	4	61,314	4	45,148	4	30,770	4	116,527	4	01,033	3	85,640	3	371,683	3	59,102
Monthly average revenue per pet	\$	57.11	\$	56.13	\$	55.15	\$	54.55	\$	53.96	\$	53.62	\$	53.17	\$	52.95
Lifetime value of a pet (LVP)	\$	722	\$	724	\$	710	\$	714	\$	732	\$	727	\$	727	\$	701
Average pet acquisition cost (PAC)	\$	213	\$	205	\$	186	\$	155	\$	150	\$	165	\$	184	\$	151
Average monthly retention		98.57%)	98.58%)	98.6%		98.61%)	98.64%)	98.63%)	98.63%	ò	98.61%

The following table reflects the reconciliation of cash provided by operating activities to free cash flow (in thousands):

	Thr	ree Months	End	Six Months Ended June 30,					
		2019		2018		2019		2018	
Net cash provided by (used in) operating activities	\$	2,922	\$	(466)	\$	6,881	\$	1,611	
Purchases of property and equipment		(902)		(1,378)		(1,780)		(2,370)	
Free cash flow	\$	2,020	\$	(1,844)	\$	5,101	\$	(759)	
Exclude earnest money deposit for building purchase		_		3,250		_		3,250	
Free cash flow, excluding earnest money deposit for building purchase	\$	2,020	\$	1,406	\$	5,101	\$	2,491	

The following table reflects the reconciliation of GAAP measures to non-GAAP measures (in thousands, except percentages):

	T	hree Months	End	S	Six Months I	d June 30,		
		2019		2018		2019		2018
Veterinary invoice expense	\$	65,933	\$	51,780	\$	127,215	\$	101,893
Stock-based compensation expense		(185)		(148)		(346)		(268)
Cost of goods	\$	65,748	\$	51,632	\$	126,869	\$	101,625
% of revenue		71.3%	ó	70.4%		70.8%	ó	71.0%
Other cost of revenue	\$	11,553	\$	9,259	\$	22,217	\$	17,842
Stock-based compensation expense		(93)		(104)		(179)		(181)
Variable expenses	\$	11,460	\$	9,155	\$	22,038	\$	17,661
% of revenue		12.4%	Ó	12.5%		12.3%	ó	12.3%
Subscription gross profit	\$	13,472	\$	11,534	\$	27,307	\$	22,037
Stock-based compensation expense		278		252		525		449
Non-GAAP subscription gross profit	\$	13,750	\$	11,786	\$	27,832	\$	22,486
% of subscription revenue		17.7%	ó	18.5%		18.3%	ó	17.9%
Gross profit	\$	14,713	\$	12,353	\$	29,745	\$	23,417
Stock-based compensation expense		278		252		525		449
Non-GAAP gross profit	\$	14,991	\$	12,605	\$	30,270	\$	23,866
% of revenue		16.3%	ó	17.2%		16.9%	ó	16.7%
Technology and development expense	\$	2,578	\$	2,298	\$	5,247	\$	4,462
General and administrative expense		5,219		4,610		10,638		9,068
Depreciation and amortization expense		(1,564)		(964)		(3,177)		(1,891)
Stock-based compensation expense		(1,028)		(685)		(1,709)		(1,183)
Fixed expenses	\$	5,205	\$	5,259	\$	10,999	\$	10,456
% of revenue		5.6%	Ó	7.2%		6.1%	ó	7.3%
Sales and marketing expense	\$	8,757	\$	5,702	\$	16,984	\$	11,640
Stock-based compensation expense		(567)		(349)		(996)		(622)
Acquisition cost	\$	8,190	\$	5,353	\$	15,988	\$	11,018
% of revenue		8.9%	ó	7.3%		8.9%	ó	7.7%

The following tables reflect the reconciliation of acquisition cost and net acquisition cost to sales and marketing expense (in thousands):

		ths Ended e 30,
	2019	2018
Sales and marketing expenses	\$ 16,984	\$ 11,640
Excluding:		
Stock-based compensation expense	(996)	(622)
Acquisition cost	15,988	11,018
Net of:		
Sign-up fee revenue	(1,437)	(1,240)
Other business segment sales and marketing expense	(168)	(175)
Net acquisition cost	\$ 14,383	\$ 9,603
inci acquisition cost	φ 17,303	φ 2,003

							1	Three Moi	nth	s Ended					
	J		Mar. 31, 2019		Γ	Dec. 31, 2018		Sept. 30, 2018		Jun. 30, 2018	N	Mar. 31, 2018	Dec. 31, 2017	S	ept. 30, 2017
Sales and marketing expenses	\$	8,757	\$	8,227	\$	6,994	\$	6,365	\$	5,702	\$	5,938	\$ 5,781	\$	4,862
Excluding:															
Stock-based compensation expense		(567)		(429)		(355)		(358)		(349)		(273)	(172)		(165)
Acquisition cost		8,190		7,798		6,639		6,007		5,353		5,665	5,609		4,697
Net of:															
Sign-up fee revenue		(734)		(703)		(655)		(693)		(624)		(616)	(550)		(558)
Other business segment sales and marketing expense		(38)		(130)		(102)		(99)		(88)		(87)	(56)		(51)
Net acquisition cost	\$	7,418	\$	6,965	\$	5,882	\$	5,215	\$	4,641	\$	4,962	\$ 5,003	\$	4,088

The following tables reflect the reconciliation of adjusted EBITDA to net income (loss) (in thousands):

	Six Months Ended June 30,										
		2019		2018							
Net loss	\$	(3,227)	\$	(1,857)							
Excluding:											
Stock-based compensation expense		3,230		2,254							
Depreciation and amortization expense		3,177		1,891							
Interest income		(754)		(311)							
Interest expense		634		551							
Other non-operating expenses		101		_							
Income tax benefit		(6)		(4)							
Gain from equity method investment		(125)		(107)							
Adjusted EBITDA	\$	3,030	\$	2,417							

							Tł	ree Mo	ntł	ns Ended				
		ın. 30, 2019		ır. 31, 019	D	ec. 31, 2018		ept. 30, 2018	,	Jun. 30, 2018	N	1ar. 31, 2018	e. 31, 017	ept. 30, 2017
Net (loss) income	\$ ((1,931)	\$ (1	,296)	\$	(275)	\$	1,205	\$	(377)	\$	(1,480)	\$ (838)	\$ 406
Excluding:														
Stock-based compensation expense		1,873	1	,357		1,222		1,299		1,286		968	855	895
Depreciation and amortization expense		1,564	1	,613		1,485		1,136		964		927	1,024	1,095
Interest income		(412)		(342)		(234)		(317)		(179)		(132)	(3)	(97)
Interest expense		317		317		311		336		332		219	163	124
Other non-operating expenses		101		_		_		_		_		_	_	_
Income tax (benefit) expense		(46)		40		4		(7)		91		(95)	(482)	26
Gain from equity method investment		(125)		_				_		(107)		_		_
Adjusted EBITDA	\$	1,341	\$ 1	,689	\$	2,513	\$	3,652	\$	2,010	\$	407	\$ 719	\$ 2,449

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