

Investor Presentation | November 2023

# Forward-looking statements

This presentation and the accompanying oral presentation contain forward-looking statements. All statements other than statements of historical fact contained in this presentation and the accompanying oral presentation, including statements as to future performance, results of operations and financial position; statements related to the effectiveness of the Company's cost reduction measures and the impacts on the Company's business; the anticipated size, timing and effectiveness of operational efficiencies; our planned products and services; strategic options regarding our credit card portfolio; the ability to access diverse sources of capital; our expectation regarding the sale of certain personal loan originations; achievement of our strategic priorities and goals; our expectation regarding macroeconomic conditions and future growth opportunities; our profitability and future growth opportunities; the effect of tightening our underwriting standards on credit outcomes; our expectation regarding the effect of fair value mark-to-market adjustments on our loan portfolio and asset-backed notes; our expectations regarding our Oportun Mobile App; our expectations regarding the Oportun Savings product; fourth quarter and full-year 2023 outlook; business strategy; and plans and objectives of management for future operations of Oportun Financial Corporation ("Oportun," "we," "us," "our," or the "Company"), are forward-looking statements. These statements involve known and unknown risks, uncertainties, assumptions and other factors that may cause the Company's actual results and financial position, as well as our plans, objectives and expectations for our performance or achievements to be materially different from any future results, performance or achievements expressed or implied by the forward-looking statements. These risks and uncertainties include those risks described in Oportun's filings with the Securities and Exchange Commission under the caption "Risk Factors", including the Company's most recent annual report on Form 10-K and most recent quarterly report on Form 10-Q, and include, but are not limited to: our ability to retain existing members and attract new members; our ability to accurately predict demand for, and develop, new and commercially viable financial products and services; the effectiveness of our A.I. model; macroeconomic conditions, including rising inflation and market interest rates; Oportun's future financial performance, including trends in revenue, net revenue, operating expenses, and net income; increases in loan non-payments, delinquencies and charge-offs; Oportun's ability to operate successfully in a highly regulated industry; Oportun's ability to increase market share and enter into new markets; Oportun's ability to realize the benefits from acquisitions and integrate acquired technologies, including the Digit acquisition; the risk of security breaches or incidents affecting the Company's information technology systems or those of the Company's third-party vendors or service providers; Oportun's ability to successfully offer loans in additional states; the successful development and execution of strategic partnerships; Oportun's ability to compete successfully with companies that are currently in, or may in the future enter, our industry; changes in Oportun's ability to obtain additional financing on acceptable terms or at all; and Oportun's potential need to seek additional strategic alternatives, including restructuring or refinancing its debt, seeking additional debt or equity capital, or reducing or delaying its business activities.

In some cases, you can identify forward-looking statements by terminology such as "aim," "anticipate," "assume," "believe," "contemplate," "continue," "could," "due," "estimate," "expect," "goal," "intend," "may," "objective," "plan," "predict," "potential," "positioned," "seek," "should," "target," "will," "would," or the negative of these terms or other similar words. These forward-looking statements are subject to the safe harbor provisions under the Private Securities Litigation Reform Act of 1995 and Section 21E of the Securities Exchange Act of 1934, as amended. These statements are only predictions. Oportun has based these forward-looking statements on its current expectations and projections about future events, financial trends and risks and uncertainties that it believes may affect its business, financial condition and results of operations. Also, these forward-looking statements represent the Company's estimates and assumptions only as of the date of this presentation. The Company assumes no obligation to update any forward-looking statements after the date of this presentation, except as required by law.

This presentation also contains estimates and other statistical data made by independent parties and by the Company relating to market size and growth and other industry data. These data involve a number of assumptions and limitations, and you are cautioned not to give undue weight to such estimates. The Company has not independently verified the statistical and other industry data generated by independent parties and contained in this presentation and, accordingly, it cannot guarantee their accuracy or completeness. In addition, projections, assumptions and estimates of its future performance and the future performance of the industries in which it operates are necessarily subject to a high degree of uncertainty and risk due to a variety of factors. These and other factors could cause results to differ materially from those expressed in the estimates made by the independent parties and by Oportun.

You should view this presentation and the accompanying oral presentation with the understanding that our actual future results, levels of activity, performance and achievements may be materially different from what we expect.

This presentation includes certain non-GAAP financial measures. Non-GAAP financial measures are presented in addition to, and not as a substitute for, and are not superior to, financial measures calculated in accordance with GAAP. The Company believes these Non-GAAP measures can be useful measures for period-to-period comparisons of our core business and provide useful information to investors and others in understanding and evaluating our operating results. Non-GAAP financial measures are provided in addition to, and not as a substitute for, and are not superior to, financial measures calculated in accordance with GAAP. In addition, the non-GAAP measures we use, as presented, may not be comparable to similar measures used by other companies. See the Appendix for a reconciliation of non-GAAP financial measures to the most comparable measure, calculated in accordance with GAAP.

All financial information and other metrics used in this presentation are as of September 30, 2023, unless otherwise noted.

# Company Overview

# Oportun at a glance

**\$1.1B**

LTM total revenue,  
2023 Y/Y projected  
revenue growth of  
~11%

**Growth**

**2.1M**

Members using our  
intelligent  
borrowing, savings  
and budgeting  
products

**Members**

**2.3M**

Products that help  
our members borrow,  
save, and budget

**Products**

**7 years**

Profitability on an  
adjusted basis  
between '15-'22

**Profitability**



# Investment highlights



## **A.I.-Enabled Digital-First Platform**

Models built on 17 years of proprietary customer insights and billions of unique data points



## **Unmatched Digital Banking Platform**

Product suite designed to meet the everyday financial needs of hardworking people



## **Highly Attractive Long-Term Growth**

Growth driven by long-term member relationships and multi-product cross-buying



## **Mission-Driven Focus**

Product design focused on financial health, resulting in member satisfaction and loyalty



## Mission

Empowering members to build a better future

## Vision

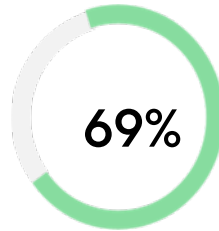
Be the leading A.I.-driven, digital-first platform helping hardworking individuals meet their borrowing, savings, and budgeting needs

# Addressing the biggest challenges facing U.S. consumers



**85%**

of U.S. consumers lack financial resilience<sup>(1)</sup>



of U.S. households struggle with spending, saving, borrowing and planning<sup>(2)</sup>

**57%**

would struggle to come up with \$1,000 in an emergency<sup>(3)</sup>

**48%**

with checking accounts overdrafted in the past year<sup>(4)</sup>

**60%**

are not confident about their long-term financial goals<sup>(2)</sup>

**90%**

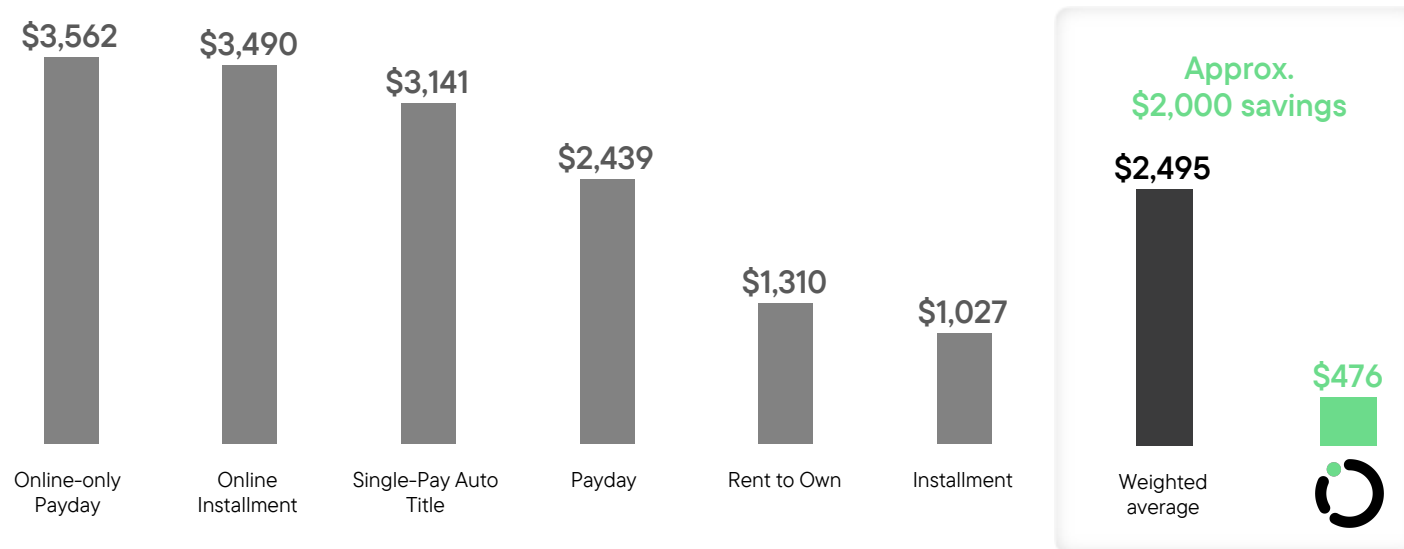
think that being financially healthy is important, but 57% don't want to think about money<sup>(5)</sup>

# Responsibly structured credit products

| Member Solution | 2023 Priority<br>Personal Loans   | 1H24 Expansion<br>Secured Personal Loans   | Exploring Strategic Options<br>Credit Card                                      |
|-----------------|---|--|---|
| Avg Loan Size   | \$4,036 <sup>(6)</sup>  | \$7,190 <sup>(6)</sup>   | \$990 <sup>(7)</sup>  |
| Avg Term        | 40 months   | 51 months  | N/A   |
| Avg \$ APR      | 32.6%   | 28.6%  | 29.8%   |
| Use Case        | Simple-to-understand, affordable, unsecured, fully-amortizing installment loans with fixed payments | Personal installment loan product secured by an automobile, allowing members to access larger loan sizes | An “everyday, in your pocket” product, easily usable for small ticket purchases |

# We deliver significant savings compared to alternatives

## Cost of borrowing \$1,500<sup>(8)</sup>



Expense multiples  
of Oportun costs

Competitor products are  
**7 times** more expensive on average

Online-only Payday loans  
are **7 times** more expensive

## Positive social impact



1.1M

Credit histories  
established<sup>(9)</sup>



**Certified by the US Treasury  
Department**  
as a Community Development  
Financial Institution  
(CDFI) since 2009

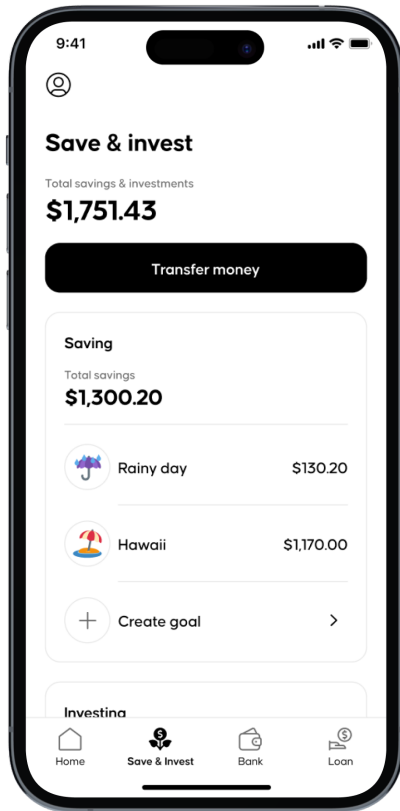
# Savings product is also a 2023 priority

Effortless saving | Unlimited goals | Help reduce overdrafts

#1 savings app of 2023

according to Bankrate

[8 best money savings apps of 2023](#)



## Problem

57%

of U.S. consumers would struggle to come up with \$1,000 in the event of an emergency<sup>(3)</sup>

## Solution

A.I.-driven saving

that helps members effortlessly save toward their goals

## Impact

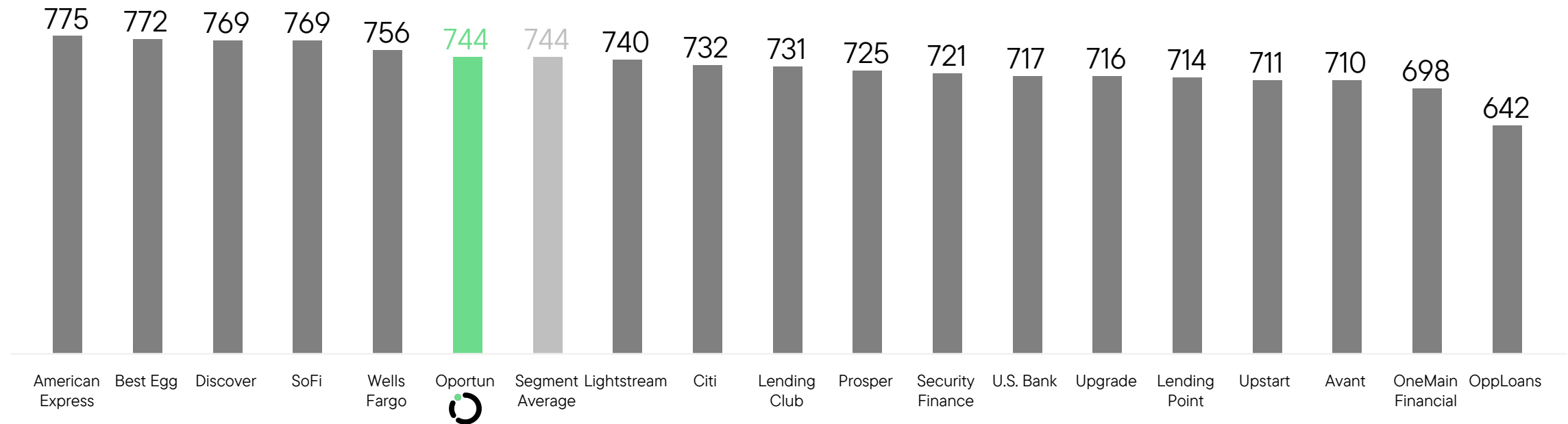
\$9.9B+

saved for members since 2015



# Oportun ranks amongst leading brands in 2023 J.D. Power Consumer Finance Satisfaction Survey

## Overall Customer Satisfaction Index Ranking



- Highest ranking amongst lenders focused on hardworking individuals outside of the financial mainstream
- Third highest score amongst fintechs

# Fortifying Business Economics

# Fortifying business economics

## Cost Reductions

- 3Q23 Operating Expenses of \$123M, lowest quarterly figure in 2 years
- 40.8% Adjusted Operating Efficiency; 5th consecutive quarterly post-2019 IPO record
- Targeting \$105M in run rate GAAP operating expense by Q4 2024 with further reductions

## Originations

- Focused on quality, not quantity, \$483M in aggregate originations:
  - Down 24% Y/Y on credit tightening
  - Substantially flat from 2Q23 while making high-quality loans

## Credit

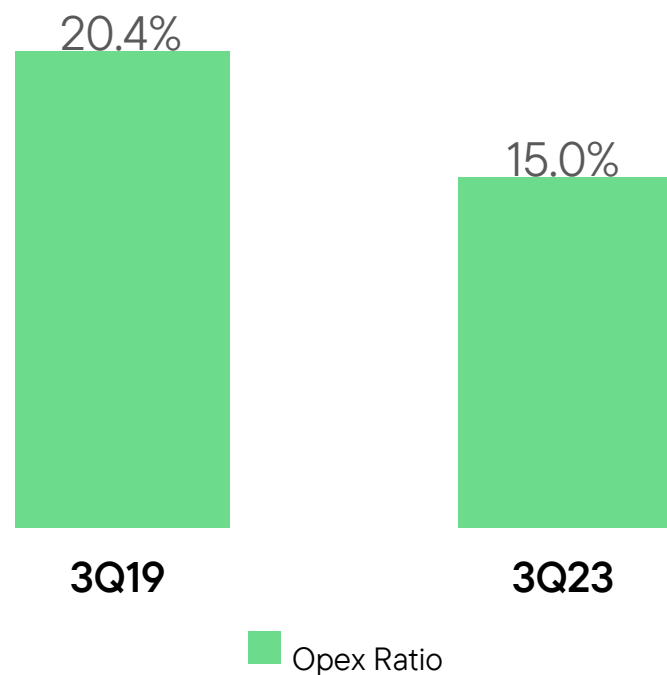
- Front book still performing near to or better than 2019 pre-pandemic vintages
- Back book vintages continue to shrink
- Credit tightening since July 2022 has steadily increased average credit scores

## Pricing

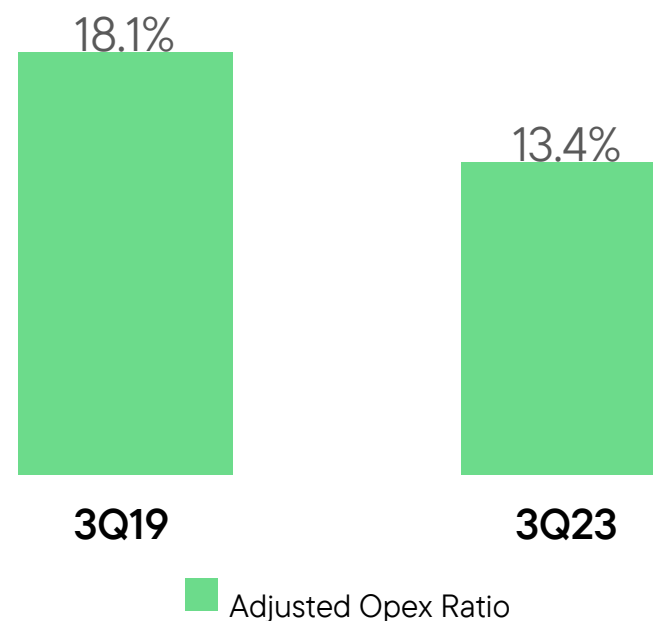
- 3Q23 risk adjusted yield of 20.8%, up 107 bps from 2Q23
- Still expect YE 2023 portfolio yield to be ~200 bps higher than YE 2022

## 3Q23 OpEx to average managed principal balance significantly more efficient than 2019

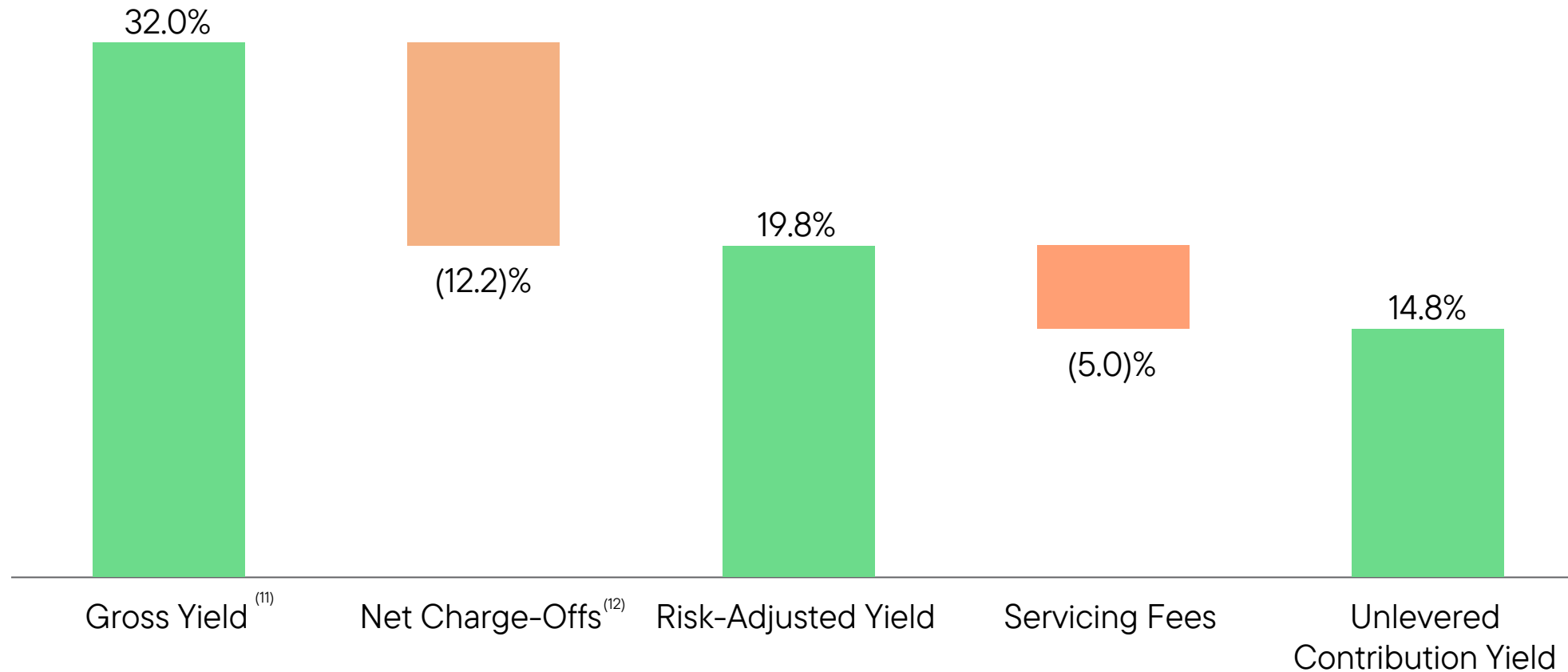
Opex to Average Managed Principal Balance (%)



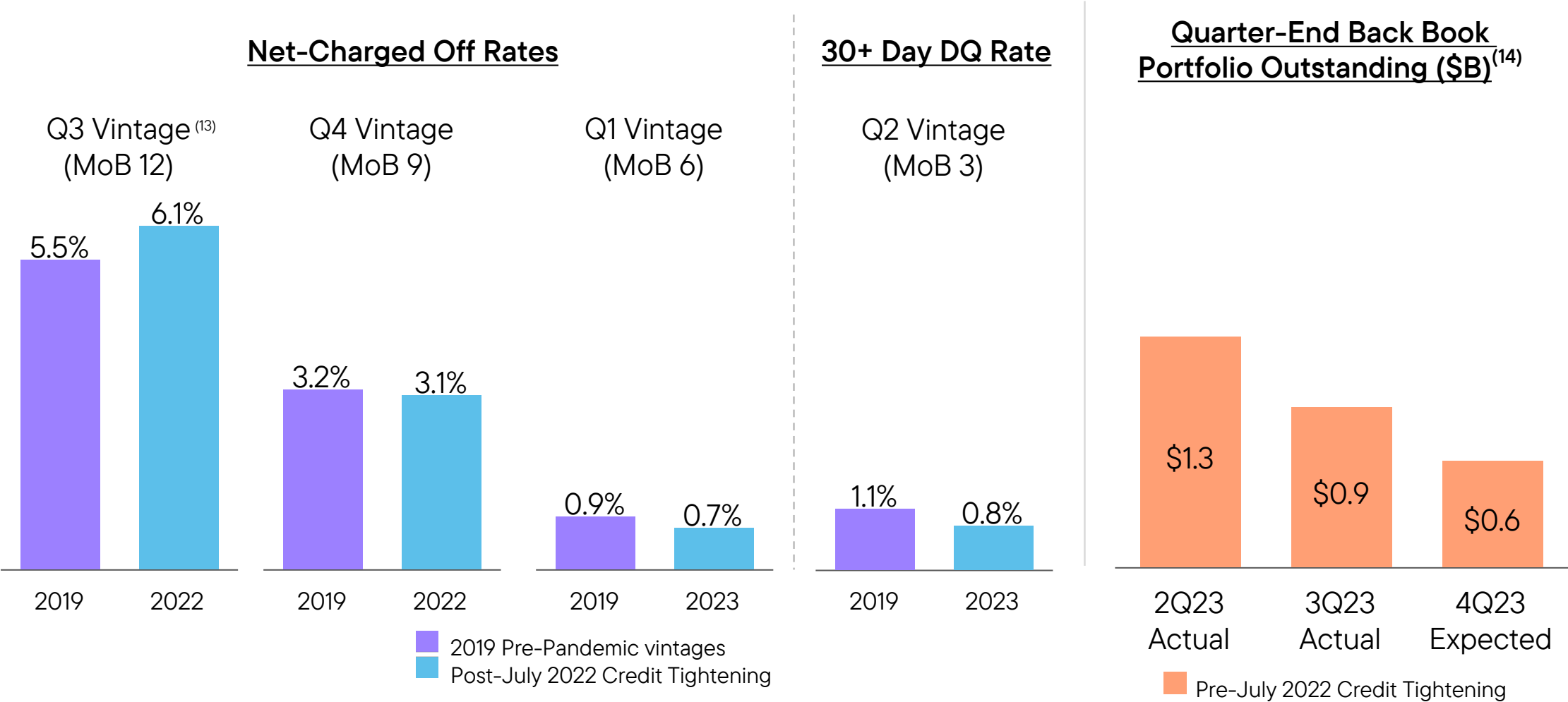
Adjusted Opex to Average Managed Principal Balance (%)



## Strong risk-adjusted yield drives profitability



Post-July 2022 credit tightening loans are performing near-to-better than 2019 pre-pandemic vintages and growing in proportion





# Long-Term Strategic Priorities

# Strategic priorities: focused on sustainable long-term growth & profitability



## Personal Loans

- Primary focus and largest component of Oportun
- Objectives:
  - Enhance profitability
  - Grow at prudent levels



## Savings

- #1 savings app of 2023 according to Bankrate
- Builds long-term member engagement
- Profitable on a cash-flow basis



## Secured Personal Loans

- Expanding to approximately 40 states by end of 2025
- Annualized net charge-offs running over 300 bps lower than unsecured personal loans 3Q YTD



## Streamlining Product Suite

- **Sunsetting:** Sezzle embedded finance partnership, as well as investing and retirement products
- **Exploring strategic options:** Credit cards

# Environmental, Social & Governance (ESG) Impact



## Less Expensive Credit<sup>(15)</sup>

**7x** less on avg vs. lending alternatives for people with little or no credit history  
**(16x** vs. online-only lenders)<sup>(16)</sup>



## Employee Diversity<sup>(17)</sup>

**82%** in the U.S. identify as members of an underrepresented group;  
**53%** globally identify as female



## Interest and Fees Saved<sup>(15)</sup>

**\$2.4B+**  
saved cumulatively by members using lending products



## Establishing Credit History

**1.1M**  
people we have helped to establish a credit history



## Board Diversity<sup>(17)</sup>

**70%** identify as female or members of an underrepresented group



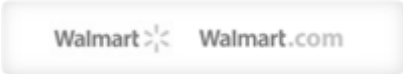
## Digit Member Savings

**\$9.9B+** in aggregate  
**\$1,800+** avg. annually set aside per member

# Experienced management team with expertise across products and industries



**Raul Vazquez**  
Chief Executive Officer and  
Board Member  
20+ years in Consumer Finance, High  
Tech and Retail



**Jonathan Coblentz**  
Chief Financial Officer and  
Chief Administrative Officer  
25+ years in Consumer Finance



**Patrick Kirscht**  
Chief Credit Officer  
25+ years in Consumer Finance in  
Risk Management and FP&A



**Matt Jenkins**  
Chief Operations Officer and  
GM, Lending  
20+ years in Operations



**Gonzalo Palacio**  
Chief Marketing Officer  
15+ years in Consumer Lending and  
Banking Services



**Kathleen Layton**  
Chief Legal Officer  
15+ years in Corporate and Capital Markets Legal



**Stacy Newton**  
Chief People Officer  
20+ years in Retail and Commercial Banking



**Ezra Garrett**  
Senior VP, Public Affairs and Impact  
20+ years in Public Affairs and  
Community Engagement



**Deepak Rao**  
Chief Technology Officer  
20+ years in High Tech and Consumer  
Finance



**Irfan Ganchi**  
Chief Product Officer  
20+ years in Tech and Ecosystem Growth



# Financial Overview

# 3Q23 Earnings Overview

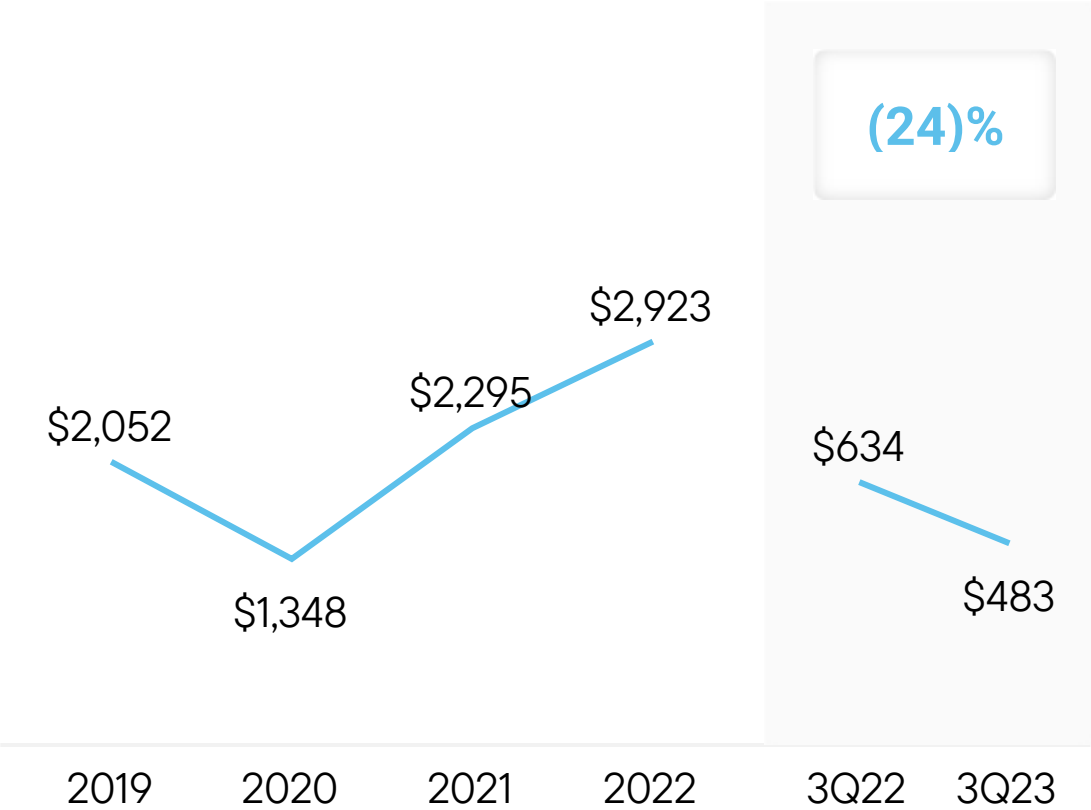
Focused on growing cash generation and enhancing shareholder returns

- ▶ **7% Y/Y growth in total revenue to record \$268M**
- ▶ **Lowest quarterly operating expense in 2 years at \$123M**  
Ahead of schedule with reductions, down 10% Q/Q; new post-IPO low 40.8% Adjusted Operating Efficiency
- ▶ **Additional \$267M in funding to support sustainable growth**
- ▶ **Performance vs. guidance**  
Total Revenue above guidance range, Annualized Net Charge-off Rate within, Adjusted EBITDA shortfall due to the impact of fair value marks and higher interest expense
- ▶ **New cost-related actions**  
Targeting \$105M in quarterly GAAP opex by year-end 2024 with further headcount and other expense reductions
- ▶ **Streamlining product suite**  
Sunsetting Sezzle embedded finance partnership, investing and retirement products; reviewing credit card options
- ▶ **Expanding secured personal loans product**  
Building towards ~40-state footprint by end of 2025; over 300 bps lower loss rate vs. unsecured 3QYTD
- ▶ **Revising FY2023 guidance**  
\$1,054M to \$1,059M revenue, \$0.5M to \$5.5M Adjusted EBITDA, annualized net charge-off rate of 12.2% +/- 10 bps

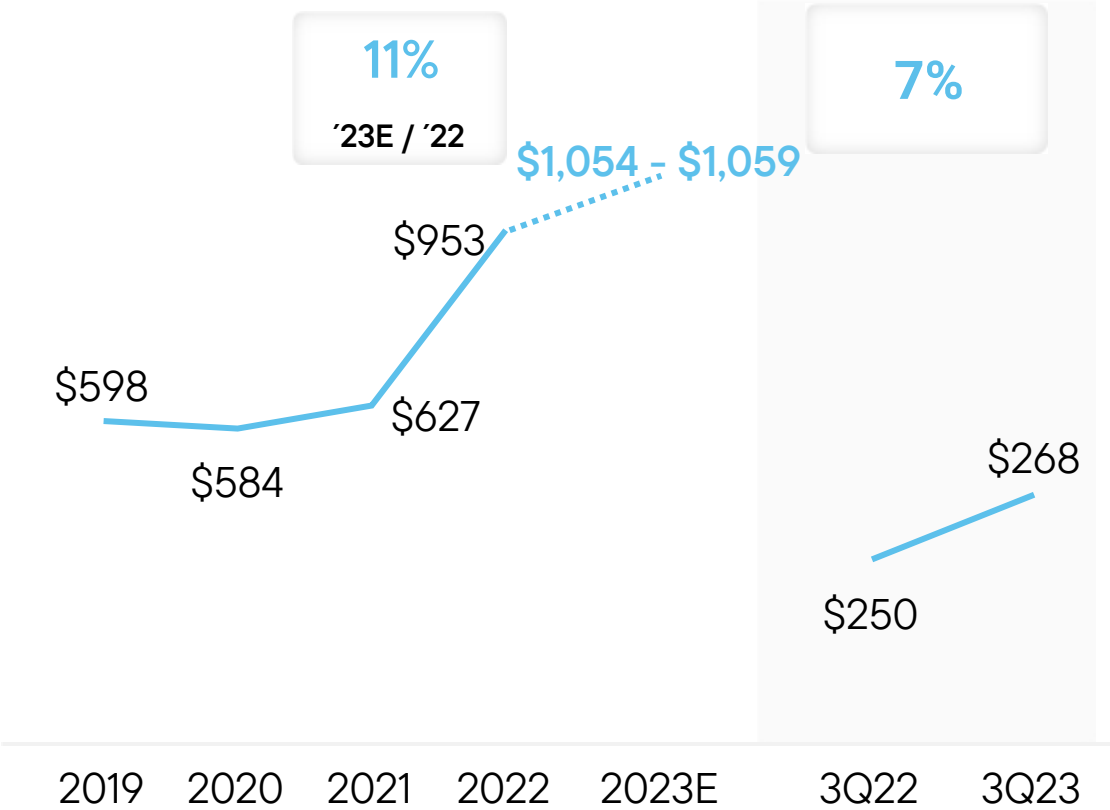


# Revenue growth remains resilient despite tightened originations in uncertain macroeconomic environment

Aggregate Originations (\$M)

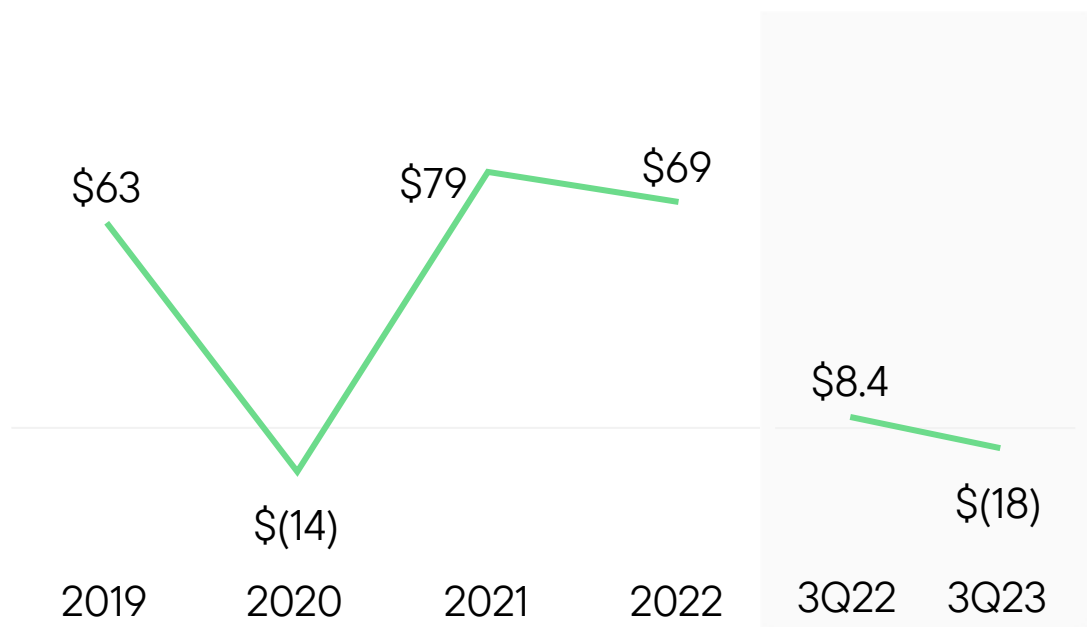


Fair Value Pro Forma Total Revenue (\$M)



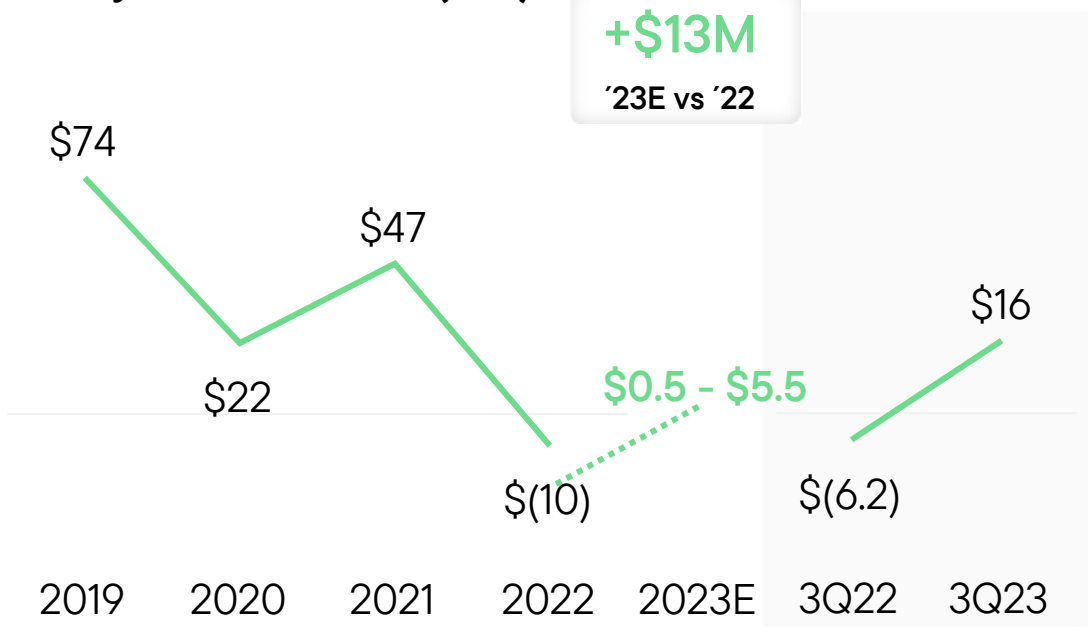
# 3Q Adjusted Net Loss driven by non-cash fair value marks, higher net charge-offs and interest expense

Adjusted Net Income (Loss) (\$M)



| Adjusted ROE (%)* |        |       |       |      |         |  |
|-------------------|--------|-------|-------|------|---------|--|
| 14.9%             | (3.0)% | 14.7% | 12.1% | 5.6% | (15.5)% |  |

Adjusted EBITDA (\$M)



| Adjusted EBITDA Margin (%)* |      |      |        |      |        |      |
|-----------------------------|------|------|--------|------|--------|------|
| 12.4%                       | 3.8% | 7.5% | (1.1)% | 0.3% | (2.5)% | 5.8% |

# Appendix

# Key definitions

- **30+ Day Delinquency Rate** is the unpaid principal balance for our owned loans and credit card receivables that are 30 or more calendar days contractually past due as of the end of the period divided by Owned Principal Balance as of such date
- **Adjusted EBITDA** is a non-GAAP financial measure calculated as net income (loss), adjusted to eliminate the effect of the following items: income tax expense (benefit), stock-based compensation expense, depreciation and amortization, interest expense from corporate financing, certain non-recurring charges, origination fees for Fair Value loans, net and fair value mark-to-market adjustment
- **Adjusted EBITDA Margin** is calculated as Adjusted EBITDA divided by total revenue
- **Adjusted Earnings Per Share (EPS)** is a non-GAAP financial measure calculated by dividing Adjusted Net Income by diluted adjusted weighted-average common shares outstanding
- **Adjusted Net Income** is a non-GAAP financial measure calculated by adjusting our net income (loss) for the impact of our election of the fair value option, and further adjusted to exclude income tax expense (benefit), stock-based compensation expense, and certain non-recurring charges
- **Adjusted Operating Efficiency** is a non-GAAP financial measure calculated by dividing total operating expenses (excluding stock-based compensation expense and certain non-recurring charges) by total revenue
- **Adjusted Operating Expense** is a non-GAAP financial measure calculated by adjusting total operating expenses to exclude stock-based compensation expense and certain non-recurring charges
- **Adjusted Opex Ratio** is calculated as Adjusted Operating Expense divided by Average Managed Principal Balance
- **Adjusted Return on Equity ("ROE")** is a non-GAAP financial measure calculated by dividing annualized Adjusted Net Income by average total stockholders' equity; prior to January 1, 2020, Adjusted ROE was calculated by dividing annualized Adjusted Net Income by average total FVPF stockholders' equity
- **Aggregate Originations** is the aggregate amount disbursed to borrowers and credit granted on credit cards during a specified period, including amounts originated by us through our Lending as a Service partners or under our bank partnership programs. Aggregate Originations exclude any fees in connection with the origination of a loan
- **Annualized Net Charge-Off Rate** is calculated as annualized loan and credit card principal losses (net of recoveries) divided by the Average Daily Principal Balance of owned loans and credit card receivables for the period
- **Average Daily Debt Balance** is the average of outstanding debt principal balance at the end of each calendar day during the period
- **Average Daily Principal Balance** is the average of outstanding principal balance of owned loans and credit card receivables at the end of each calendar day during the period
- **Corporate Financing** is a senior secured term loan secured by the assets of the Company and certain of its subsidiaries guaranteeing the term loan, including pledges of the equity interests of certain subsidiaries that are directly or indirectly owned by the Company
- **Cost of Debt** is calculated as annualized interest expense divided by Average Daily Debt Balance

## Key definitions (cont'd)

- **Customer Acquisition Cost (or "CAC")** is calculated as sales and marketing expenses, which include the costs associated with various paid marketing channels, including direct mail, digital marketing and brand marketing and the costs associated with our telesales and retail operations divided by number of loans originated and new credit cards activated to new and returning borrowers during a period
- **Fair Value Pro Forma (or "FVPF")** in order to facilitate comparisons to periods prior to January 1, 2018, certain metrics included in this presentation have been shown on a pro forma basis, or the Fair Value Pro Forma, as if we had elected the fair value option since our inception for all loans originated and held for investment and all asset backed notes issued. Beginning in 2021, the Company no longer includes any Fair Value Pro Forma adjustments because all loans originated and held for investment and asset backed notes issued are recorded at fair value
- **First Payment Defaults** are calculated as the principal balance of any loan whose first payment becomes 30 days past due, divided by the aggregate principal balance of all loans originated during that same period
- **Loans Receivable at Fair Value** are all loans receivable held for investment. Loans Receivable at Fair Value include loans receivable on our unsecured and secured personal loan products and credit card receivable balances
- **Managed Principal Balance at End of Period** is the total amount of outstanding principal balance for all loans and credit card receivables, including loans sold, which we continue to service, at the end of the period. Managed Principal Balance at End of Period also includes loans and accounts originated under a bank partnership program that we service
- **Members** include borrowers with an outstanding or successfully paid off loan, originated by us or under a bank partnership program that we service, or individuals who have been approved for a credit card issued under a bank partnership program. Members also include individuals who have signed-up to use or are using any of our Digit Savings, Digit Direct, Digit Investing and/or Digit Retirement products
- **Operating Efficiency** is calculated as total operating expenses divided by total revenue
- **Owned Principal Balance at End of Period** is the total amount of outstanding principal balance for all loans and credit card receivables, excluding loans and receivables sold or retained by a bank partner, at the end of the period
- **Portfolio Yield** is annualized interest income as a percentage of Average Daily Principal Balance
- **Products** refers to the aggregate number of personal loans and/or credit card accounts that our Members have had or been approved for that have been originated by us or through one of our bank partners. Products also include the aggregate number of digital banking products we offer as a result of our acquisition of Digit, including Digit Savings, Digit Direct, Digit Investing and Digit Retirement, that our Members use or have signed-up to use
- **Return on Equity** is calculated as annualized net income divided by average stockholders' equity for a period

# Key financial & operating metrics

|                                    | Quarter Ended |           |           |           |           |         | Nine Months Ended September 30 |            |         |
|------------------------------------|---------------|-----------|-----------|-----------|-----------|---------|--------------------------------|------------|---------|
|                                    | 3Q23          | 2Q23      | 1Q23      | 4Q22      | 3Q22      | Change  | 2023                           | 2022       | Change  |
|                                    |               |           |           |           |           | Y / Y   |                                |            | Y / Y   |
| Members                            | 2,098,172     | 2,005,008 | 1,911,592 | 1,877,260 | 1,858,335 | 12.9 %  | 2,098,172                      | 1,858,335  | 12.9 %  |
| Products                           | 2,259,464     | 2,155,240 | 2,059,007 | 2,006,245 | 1,981,310 | 14.0 %  | 2,259,464                      | 1,981,310  | 14.0 %  |
| Aggregate Originations (Millions)  | \$ 482.7      | \$ 485.1  | \$ 408.0  | \$ 610.4  | \$ 634.2  | (23.9)% | \$ 1,375.8                     | \$ 2,312.5 | (40.5)% |
| 30+ Day Delinquency Rate (%)       | 5.5 %         | 5.3 %     | 5.5 %     | 5.6 %     | 5.4 %     |         | 5.5 %                          | 5.4 %      |         |
| Annualized Net Charge-Off Rate (%) | 11.8 %        | 12.5 %    | 12.1 %    | 12.8 %    | 9.8 %     |         | 12.1 %                         | 9.0 %      |         |
| Return on Equity (%)               | (18.6)%       | (13.1)%   | (82.5)%   | (6.1)%    | (70.1)%   |         | (37.3)%                        | (16.1)%    |         |
| Adjusted Return on Equity (%)      | (15.5)%       | 2.0 %     | (71.3)%   | 3.3 %     | 5.6 %     |         | (28.0)%                        | 15.0 %     |         |

| Other Useful Metrics                       | Quarter Ended |            |            |            |            |        | Nine Months Ended September 30 |            |        |
|--|---------------|------------|------------|------------|------------|--------|--------------------------------|------------|--------|
|  | 3Q23          | 2Q23       | 1Q23       | 4Q22       | 3Q22       | Change | 2023                           | 2022       | Change |
|  |               |            |            |            |            | Y / Y  |                                |            | Y / Y  |
| Managed Principal Balance EOP (Millions)   | \$ 3,231.0    | \$ 3,253.3 | \$ 3,281.9 | \$ 3,407.0 | \$ 3,351.5 | (3.6)% | \$ 3,231.0                     | \$ 3,351.5 | (3.6)% |
| Owned Principal Balance EOP (Millions)     | \$ 2,927.9    | \$ 2,963.2 | \$ 3,005.0 | \$ 3,098.6 | \$ 2,969.7 | (1.4)% | \$ 2,927.9                     | \$ 2,969.7 | (1.4)% |
| Average Daily Principal Balance (Millions) | \$ 2,967.7    | \$ 2,993.6 | \$ 3,069.9 | \$ 3,058.3 | \$ 2,903.9 | 2.2 %  | \$ 3,010.1                     | \$ 2,633.2 | 14.3 % |
| Customer Acquisition Cost <sup>(1)</sup>   | \$ 155        | \$ 163     | \$ 192     | \$ 152     | \$ 142     | 9.4 %  | \$ 169                         | \$ 142     | 19.0 % |

<sup>(1)</sup> Sales and marketing expenses divided by the number of new and returning member loans originated in the respective periods.

Note: Numbers may not foot or cross-foot due to rounding.



# Condensed consolidated income statement

|  | Quarter Ended    |                  |                   |                 |                   |  |                | Nine Months Ended September 30 |                  |                 |
|--|------------------|------------------|-------------------|-----------------|-------------------|--|----------------|--------------------------------|------------------|-----------------|
|  |                  |                  |                   |                 |                   |  | Change         |                                |                  | Change          |
| (\$ Millions, except per share data. Shares in Millions) | 3Q23             | 2Q23             | 1Q23              | 4Q22            | 3Q22              |  | Y / Y          | 2023                           | 2022             | Y / Y           |
| Interest income  | \$ 243.3         | \$ 240.5         | \$ 237.6          | \$ 244.1        | \$ 232.1          |  | 4.8 %          | \$ 721.3                       | \$ 632.0         | 14.1 %          |
| Non-interest income                                      | 25.0             | 26.1             | 21.9              | 17.8            | 18.0              |  | 39.0 %         | 73.0                           | 58.6             | 24.5 %          |
| <b>Total revenue</b>                                     | <b>\$ 268.2</b>  | <b>\$ 266.6</b>  | <b>\$ 259.5</b>   | <b>\$ 261.9</b> | <b>\$ 250.1</b>   |  | <b>7.3 %</b>   | <b>\$ 794.3</b>                | <b>\$ 690.6</b>  | <b>15.0 %</b>   |
| Less:  |                  |                  |                   |                 |                   |  |                |                                |                  |                 |
| Interest expense   | \$ 47.0          | \$ 41.4          | \$ 39.0           | \$ 35.6         | \$ 26.7           |  | 76.1 %         | \$ 127.4                       | \$ 57.5          | 121.8 %         |
| Net increase (decrease) in fair value                    | (136.1)          | (106.5)          | (215.7)           | (82.9)          | (76.4)            |  | (78.1)%        | (458.3)                        | (135.9)          | (237.2)%        |
| <b>Net Revenue</b>                                       | <b>\$ 85.1</b>   | <b>\$ 118.6</b>  | <b>\$ 4.8</b>     | <b>\$ 143.4</b> | <b>\$ 147.0</b>   |  | <b>(42.1)%</b> | <b>\$ 208.6</b>                | <b>\$ 497.2</b>  | <b>(58.1)%</b>  |
| Operating expenses:                                      |                  |                  |                   |                 |                   |  |                |                                |                  |                 |
| Sales and marketing                                      | \$ 18.9          | \$ 19.2          | \$ 19.2           | \$ 21.3         | \$ 21.8           |  | (13.4)%        | \$ 57.2                        | \$ 88.7          | (35.5)%         |
| Other operating expenses                                 | 103.7            | 116.9            | 127.2             | 130.0           | 129.1             |  | (19.7)%        | 347.7                          | 367.4            | (5.4)%          |
| Goodwill impairment                                      | —                | —                | —                 | —               | 108.5             |  | NM             | —                              | 108.5            | NM              |
| <b>Total operating expenses</b>                          | <b>\$ 122.5</b>  | <b>\$ 136.1</b>  | <b>\$ 146.3</b>   | <b>\$ 151.4</b> | <b>\$ 259.3</b>   |  | <b>(52.8)%</b> | <b>\$ 404.9</b>                | <b>\$ 564.6</b>  | <b>(28.3)%</b>  |
| <b>Income (loss) before taxes</b>                        | <b>\$ (37.4)</b> | <b>\$ (17.5)</b> | <b>\$ (141.5)</b> | <b>\$ (7.9)</b> | <b>\$ (112.4)</b> |  | <b>66.7 %</b>  | <b>\$ (196.4)</b>              | <b>\$ (67.4)</b> | <b>(191.5)%</b> |
| Income tax provision (benefit)                           | (16.2)           | (2.6)            | (39.4)            | 0.5             | (6.5)             |  | (148.3)%       | (58.2)                         | 2.0              | NM              |
| <b>Net income (loss)</b>                                 | <b>\$ (21.1)</b> | <b>\$ (14.9)</b> | <b>\$ (102.1)</b> | <b>\$ (8.4)</b> | <b>\$ (105.8)</b> |  | <b>80.0 %</b>  | <b>\$ (138.1)</b>              | <b>\$ (69.3)</b> | <b>(99.3)%</b>  |
| <b>Memo:</b>   |                  |                  |                   |                 |                   |  |                |                                |                  |                 |
| Earnings (loss) per share                                | \$ (0.55)        | \$ (0.41)        | \$ (3.00)         | \$ (0.25)       | \$ (3.21)         |  | 82.9 %         | \$ (3.80)                      | \$ (2.12)        | (79.2)%         |
| Diluted earnings (loss) per share                        | \$ (0.55)        | \$ (0.41)        | \$ (3.00)         | \$ (0.25)       | \$ (3.21)         |  | 82.9 %         | \$ (3.80)                      | \$ (2.12)        | (79.2)%         |
| Weighted average common shares outstanding - basic       | 38.3             | 36.7             | 34.0              | 33.2            | 33.0              |  | 16.0 %         | 36.3                           | 32.7             | 11.1 %          |
| Weighted average common shares outstanding - diluted     | 38.3             | 36.7             | 34.0              | 33.2            | 33.0              |  | 16.0 %         | 36.3                           | 32.7             | 11.1 %          |

Note: Numbers may not foot or cross-foot due to rounding.

# Condensed fair value pro forma income statement reconciliation

| (\$ Millions)                       | Year Ended<br>December 31, 2021<br>(1) |  | Year Ended<br>December 31, 2020 |                  |                  |  | Year Ended<br>December 31, 2019 |                  |                 |  |
|-------------------------------------|--|--|---------------------------------|------------------|------------------|--|---------------------------------|------------------|-----------------|--|
|                                     | As<br>Reported                         |  | As<br>Reported                  | FV<br>Adjustment | FV<br>Pro Forma  |  | As<br>Reported                  | FV<br>Adjustment | FV<br>Pro Forma |  |
| Interest income                     | \$ 575.8                               |  | \$ 545.5                        | \$ —             | \$ 545.5         |  | \$ 544.1                        | \$ (1.8)         | \$ 542.4        |  |
| Non-interest income                 | 50.9                                   |  | 38.3                            | —                | 38.3             |  | 56.0                            | —                | 56.0            |  |
| <b>Total revenue</b>                | <b>\$ 626.8</b>                        |  | <b>\$ 583.7</b>                 | <b>\$ —</b>      | <b>\$ 583.7</b>  |  | <b>\$ 600.1</b>                 | <b>\$ (1.8)</b>  | <b>\$ 598.4</b> |  |
| Less:                               |  |  |                                 |                  |                  |  |                                 |                  |                 |  |
| Interest expense                    | \$ 47.7                                |  | \$ 58.4                         | \$ (0.9)         | \$ 57.5          |  | \$ 60.5                         | \$ (1.4)         | \$ 59.1         |  |
| Provision (release) for loan losses | —                                      |  | —                               | —                | —                |  | (4.5)                           | 4.5              | —               |  |
| Net increase (decrease) in FV       | (48.6)                                 |  | (190.3)                         | 0.7              | (189.6)          |  | (97.2)                          | (13.4)           | (110.6)         |  |
| <b>Net revenue</b>                  | <b>\$ 530.5</b>                        |  | <b>\$ 335.1</b>                 | <b>\$ 1.6</b>    | <b>\$ 336.6</b>  |  | <b>\$ 446.8</b>                 | <b>\$ (18.2)</b> | <b>\$ 428.7</b> |  |
| Operating expenses:                 |  |  |                                 |                  |                  |  |                                 |                  |                 |  |
| Technology and facilities           | \$ 139.6                               |  | \$ 129.8                        | \$ —             | \$ 129.8         |  | \$ 102.0                        | \$ —             | \$ 102.0        |  |
| Sales and marketing                 | 116.9                                  |  | 89.4                            | —                | 89.4             |  | 97.2                            | —                | 97.2            |  |
| Personnel                           | 115.8                                  |  | 106.4                           | —                | 106.4            |  | 90.6                            | —                | 90.6            |  |
| Outsourcing and professional fees   | 57.9                                   |  | 47.1                            | —                | 47.1             |  | 57.2                            | —                | 57.2            |  |
| General, administrative, and other  | 37.5                                   |  | 20.5                            | —                | 20.5             |  | 15.4                            | —                | 15.4            |  |
| <b>Total operating expenses</b>     | <b>\$ 467.7</b>                        |  | <b>\$ 393.2</b>                 | <b>\$ —</b>      | <b>\$ 393.2</b>  |  | <b>\$ 362.4</b>                 | <b>\$ —</b>      | <b>\$ 362.4</b> |  |
| <b>Income (loss) before taxes</b>   | <b>\$ 62.8</b>                         |  | <b>\$ (58.1)</b>                | <b>\$ 1.6</b>    | <b>\$ (56.5)</b> |  | <b>\$ 84.4</b>                  | <b>\$ (18.2)</b> | <b>\$ 66.2</b>  |  |
| Income tax provision (benefit)      | 15.4                                   |  | (13.0)                          | 0.7              | (12.3)           |  | 22.8                            | (5.0)            | 17.8            |  |
| <b>Net income (loss)</b>            | <b>\$ 47.4</b>                         |  | <b>\$ (45.1)</b>                | <b>\$ 0.9</b>    | <b>\$ (44.2)</b> |  | <b>\$ 61.6</b>                  | <b>\$ (13.2)</b> | <b>\$ 48.4</b>  |  |

(1) Beginning in 2021 the Company no longer includes any Fair Value Pro Forma adjustments because all loans originated and held for investment and asset-backed notes issued are recorded at fair value. Therefore, the year ended December 31, 2021 is presented on a GAAP basis and the years ended December 31, 2020 and 2019 include Fair Value Pro Forma adjustments.

# Condensed consolidated balance sheet

| (\$ Millions)                                     | Quarter Ended     |                   |                   |                   |                   | Change         |
|---|-------------------|-------------------|-------------------|-------------------|-------------------|----------------|
|   | 3Q23              | 2Q23              | 1Q23              | 4Q22              | 3Q22              | Y / Y          |
| Cash and cash equivalents                         | \$ 81.9           | \$ 73.4           | \$ 74.1           | \$ 98.8           | \$ 175.9          | (53.4)%        |
| Restricted cash                                   | 117.8             | 129.0             | 127.8             | 105.0             | 96.4              | 22.2 %         |
| <b>Total cash</b>                                 | <b>\$ 199.6</b>   | <b>\$ 202.3</b>   | <b>\$ 201.9</b>   | <b>\$ 203.8</b>   | <b>\$ 272.2</b>   | (26.7)%        |
| Loans receivable at fair value                    | 2,940.9           | 2,985.1           | 3,012.7           | 3,143.7           | 2,991.3           | (1.7)%         |
| Other assets                                      | 289.4             | 284.6             | 287.4             | 266.2             | 276.5             | 4.7 %          |
| <b>Total assets</b>                               | <b>\$ 3,429.9</b> | <b>\$ 3,472.0</b> | <b>\$ 3,502.1</b> | <b>\$ 3,613.7</b> | <b>\$ 3,540.0</b> | <b>(3.1)%</b>  |
|   |                   |                   |                   |                   |                   |                |
| Total debt  | 2,894.0           | 2,902.3           | 2,935.7           | 2,928.1           | 2,845.3           | 1.7 %          |
| Other liabilities                                 | 94.6              | 111.3             | 110.2             | 138.0             | 145.6             | (35.0)%        |
| <b>Total liabilities</b>                          | <b>\$ 2,988.6</b> | <b>\$ 3,013.6</b> | <b>\$ 3,045.9</b> | <b>\$ 3,066.1</b> | <b>\$ 2,990.9</b> | <b>(0.1)%</b>  |
|   |                   |                   |                   |                   |                   |                |
| <b>Total stockholders' equity</b>                 | <b>\$ 441.4</b>   | <b>\$ 458.4</b>   | <b>\$ 456.1</b>   | <b>\$ 547.6</b>   | <b>\$ 549.1</b>   | <b>(19.6)%</b> |
|   |                   |                   |                   |                   |                   |                |
| <b>Total liabilities and stockholders' equity</b> | <b>\$ 3,429.9</b> | <b>\$ 3,472.0</b> | <b>\$ 3,502.1</b> | <b>\$ 3,613.7</b> | <b>\$ 3,540.0</b> | <b>(3.1)%</b>  |

Note: Numbers may not foot or cross-foot due to rounding.

# Condensed fair value pro forma balance sheet reconciliation

|   | Year Ended<br>December 31, 2021<br>(1) | Year Ended<br>December 31, 2020 |                 |                   |                   | Year Ended<br>December 31, 2019 |                   |  |
|---|--|---------------------------------|-----------------|-------------------|-------------------|---------------------------------|-------------------|--|
| (\$ Millions)                                     | As Reported                            | As Reported                     | FV Adjustment   | FV Pro Forma      | As Reported       | FV Adjustment                   | FV Pro Forma      |  |
| Cash and cash equivalents                         | \$ 131.0                               | \$ 136.2                        | \$ —            | \$ 136.2          | \$ 72.2           | \$ —                            | \$ 72.2           |  |
| Restricted cash                                   | 62.0                                   | 32.4                            | —               | 32.4              | 64.0              | —                               | 64.0              |  |
| Loans receivable at fair value                    | 2,386.8                                | 1,696.5                         | —               | 1,696.5           | 1,882.1           | 43.5                            | 1,925.6           |  |
| Loans receivable at amortized cost, net           | —                                      | —                               | —               | —                 | 38.5              | (38.5)                          | —                 |  |
| Other assets                                      | 366.9                                  | 143.9                           | —               | 143.9             | 145.2             | (6.6)                           | 138.6             |  |
| <b>Total assets</b>                               | <b>\$ 2,946.6</b>                      | <b>\$ 2,009.1</b>               | <b>\$ —</b>     | <b>\$ 2,009.1</b> | <b>\$ 2,201.9</b> | <b>\$ (1.6)</b>                 | <b>\$ 2,200.3</b> |  |
|   |  |                                 |                 |                   |                   |                                 |                   |  |
| Total debt  | 2,159.7                                | 1,413.7                         | —               | 1,413.7           | 1,549.2           | 1.6                             | 1,550.8           |  |
| Other liabilities                                 | 183.1                                  | 129.0                           | 0.7             | 129.7             | 163.9             | (1.6)                           | 162.3             |  |
| <b>Total liabilities</b>                          | <b>\$ 2,342.7</b>                      | <b>\$ 1,542.7</b>               | <b>\$ 0.7</b>   | <b>\$ 1,543.4</b> | <b>\$ 1,713.1</b> | <b>\$ (0.1)</b>                 | <b>\$ 1,713.0</b> |  |
|   |  |                                 |                 |                   |                   |                                 |                   |  |
| <b>Total stockholders' equity</b>                 | <b>\$ 603.9</b>                        | <b>\$ 466.4</b>                 | <b>\$ (0.7)</b> | <b>\$ 465.7</b>   | <b>\$ 488.8</b>   | <b>\$ (1.5)</b>                 | <b>\$ 487.3</b>   |  |
|   |  |                                 |                 |                   |                   |                                 |                   |  |
| <b>Total liabilities and stockholders' equity</b> | <b>\$ 2,946.6</b>                      | <b>\$ 2,009.1</b>               | <b>\$ —</b>     | <b>\$ 2,009.1</b> | <b>\$ 2,201.9</b> | <b>\$ (1.6)</b>                 | <b>\$ 2,200.3</b> |  |

(1) Beginning in 2021 the Company no longer includes any Fair Value Pro Forma adjustments because all loans originated and held for investment and asset-backed notes issued are recorded at fair value. Therefore, the year ended December 31, 2021 is presented on a GAAP basis and the years ended December 31, 2020 and 2019 include Fair Value Pro Forma adjustments.

# Adjusted EBITDA reconciliation

| (\$ Millions)                                     | Quarter Ended  |               |                  |                  |                 | Change<br>Y / Y | Nine Months Ended September 30, |               |                 |
|---|----------------|---------------|------------------|------------------|-----------------|-----------------|---------------------------------|---------------|-----------------|
|   | 3Q23           | 2Q23          | 1Q23             | 4Q22             | 3Q22            |                 | 2023                            | 2022          | Change<br>Y / Y |
| Net income (loss)                                 | \$ (21.1)      | \$ (14.9)     | \$ (102.1)       | \$ (8.4)         | \$ (105.8)      | 80.0 %          | \$(138.1)                       | \$(69.3)      | (99.3)%         |
| Adjustments:                                      |                |               |                  |                  |                 |                 |                                 |               |                 |
| Income tax expense (benefit)                      | (16.2)         | (2.6)         | (39.4)           | 0.5              | (6.5)           | (148.3)%        | (58.2)                          | 2.0           | NM              |
| Interest on corporate financing <sup>(1)(2)</sup> | 11.5           | 8.9           | 6.3              | 5.1              | 0.9             | 1,223.5 %       | 26.5                            | 0.9           | 2,937.5 %       |
| Depreciation and amortization                     | 11.0           | 10.8          | 10.4             | 9.9              | 9.2             | 18.7 %          | 32.2                            | 25.3          | 27.1 %          |
| Stock-based compensation expense                  | 4.3            | 4.4           | 4.5              | 6.9              | 7.1             | (38.6)%         | 13.2                            | 20.8          | (36.3)%         |
| Workforce optimization expenses                   | 0.5            | 8.4           | 6.8              | —                | 0.2             | 154.6 %         | 15.7                            | 1.9           | 734.2 %         |
| Acquisition and integration related expenses      | 6.9            | 7.2           | 7.0              | 7.3              | 8.1             | (15.7)%         | 21.0                            | 22.4          | (6.0)%          |
| Other non-recurring charges <sup>(1)(2)(3)</sup>  | 1.6            | 0.6           | 2.3              | —                | 108.5           | (98.5)%         | 4.7                             | 111.2         | (95.8)%         |
| Origination fees for Fair Value Loans, net        | 0.8            | (10.6)        | (4.7)            | (9.1)            | (6.3)           | NM              | (14.5)                          | (17.7)        | 18.0 %          |
| Fair value mark-to-market adjustment              | 16.5           | (7.8)         | 84.5             | (45.6)           | (21.4)          | NM              | 93.2                            | (74.1)        | NM              |
| <b>Adjusted EBITDA</b>                            | <b>\$ 15.6</b> | <b>\$ 4.3</b> | <b>\$ (24.5)</b> | <b>\$ (33.5)</b> | <b>\$ (6.2)</b> | <b>NM</b>       | <b>\$(4.5)</b>                  | <b>\$23.3</b> | <b>NM</b>       |
| <b>Memo:</b>                                      |                |               |                  |                  |                 |                 |                                 |               |                 |
| Total revenue                                     | 268.2          | 266.6         | 259.5            | 261.9            | 250.1           | 7.3 %           | 794.3                           | 690.6         | 15.0 %          |
| Adjusted EBITDA Margin (%) <sup>(4)</sup>         | <b>5.8 %</b>   | <b>1.6 %</b>  | <b>(9.4)%</b>    | <b>(12.8)%</b>   | <b>(2.5)%</b>   |                 | <b>(0.6)%</b>                   | <b>3.4 %</b>  |                 |

<sup>(1)</sup> Certain prior-period financial information has been reclassified to conform to current period presentation.

<sup>(2)</sup> \$0.2 million of warrant amortization was included in the "Interest on corporate financing" adjustment line in 1Q23. Beginning in 2Q23, the warrant amortization is included in the "Other non-recurring charges" adjustment line. The YTD total reflects the updated classification; therefore, the sum of the presented quarters will not agree to the YTD amount for these adjustment lines.

<sup>(3)</sup> The amount in 3Q22 reflects impairment on the write-down of the carrying value of goodwill.

<sup>(4)</sup> Calculated as Adjusted EBITDA divided by total revenue.  
Note: Numbers may not foot or cross-foot due to rounding.

# Adjusted EBITDA historical full-year reconciliation

| (\$ Millions)   | Year Ended December 31 |                |                |
|---|------------------------|----------------|----------------|
|   | 2021                   | 2020           | 2019           |
| Net income (loss)   | \$ 47.4                | \$ (45.1)      | \$ 61.6        |
| Adjustments:  |                        |                |                |
| Fair Value Pro Forma net income adjustment <sup>(1)</sup> | \$ —                   | \$ 0.9         | \$ (13.2)      |
| Income tax expense (benefit)                              | 15.4                   | (12.3)         | 17.8           |
| COVID-19 expenses <sup>(2)</sup>                          | —                      | 4.6            | —              |
| Depreciation and amortization                             | 23.7                   | 20.2           | 14.1           |
| Impairment <sup>(3)</sup>                                 | 3.3                    | 3.7            | —              |
| Stock-based compensation expense                          | 18.9                   | 19.5           | 19.2           |
| Litigation reserve  | —                      | 8.8            | 0.9            |
| Retail network optimization expenses, net                 | 12.8                   | —              | —              |
| Acquisition and integration related expenses              | 10.6                   | —              | —              |
| Origination fees for Fair Value Loans, net                | (15.8)                 | (0.9)          | (1.9)          |
| Fair value mark-to-market adjustment                      | (69.4)                 | 22.7           | (24.2)         |
| <b>Adjusted EBITDA</b>                                    | <b>\$ 47.0</b>         | <b>\$ 22.1</b> | <b>\$ 74.3</b> |
| <b>Memo:</b>  |                        |                |                |
| Total revenue <sup>(4)</sup>                              | 626.8                  | 583.7          | 598.4          |
| <b>Adjusted EBITDA Margin (%) <sup>(5)</sup></b>          | <b>7.5 %</b>           | <b>3.8 %</b>   | <b>12.4 %</b>  |

- (1) Beginning in 2021 the Company no longer includes any Fair Value Pro Forma adjustments because all loans originated and held for investment and asset-backed notes issued are recorded at fair value.
- (2) As of January 1, 2021, COVID-19 expenses are no longer being excluded from Adjusted EBITDA because the Company's business practices have been updated to operate in the current environment.
- (3) The impairment charge in 2021 was recognized on a right-of-use asset related to the Company's leased office space in San Carlos, California due to management's decision to move toward a remote-first work environment. The 2020 impairment charge was the write-off of capitalized software development costs related to the Company's direct auto loans to purchase a vehicle due to the Company redirecting all their auto lending efforts to their secured personal loans.
- (4) In 2019 Adjusted EBITDA Margin was calculated using Adjusted EBITDA divided by Fair Value Pro Forma Total Revenue. Beginning January 1, 2020, GAAP and FVPF Total Revenue were the same as the Company no longer had any loans originated and held for investment at amortized cost.
- (5) Calculated as Adjusted EBITDA divided by total revenue.

Note: Numbers may not foot or cross-foot due to rounding.

# Adjusted net income reconciliation

| (\$ Millions)                                    | Quarter Ended    |               |                   |               |                | Change<br>Y / Y | Nine Months Ended September 30, |                |                 |
|--|------------------|---------------|-------------------|---------------|----------------|-----------------|---------------------------------|----------------|-----------------|
|  | 3Q23             | 2Q23          | 1Q23              | 4Q22          | 3Q22           |                 | 2023                            | 2022           | Change<br>Y / Y |
| Net income (loss)                                | \$ (21.1)        | \$ (14.9)     | \$ (102.1)        | \$ (8.4)      | \$ (105.8)     | 80.0 %          | \$ (138.1)                      | \$ (69.3)      | (99.3)%         |
| Adjustments:                                     |                  |               |                   |               |                |                 |                                 |                |                 |
| Income tax expense (benefit)                     | (16.2)           | (2.6)         | (39.4)            | 0.5           | (6.5)          | (148.3)%        | (58.2)                          | 2.0            | NM              |
| Stock-based compensation expense                 | 4.3              | 4.4           | 4.5               | 6.9           | 7.1            | (38.6)%         | 13.2                            | 20.8           | (36.3)%         |
| Workforce optimization expenses                  | 0.5              | 8.4           | 6.8               | —             | 0.2            | 154.6 %         | 15.7                            | 1.9            | 734.2 %         |
| Acquisition and integration related expenses     | 6.9              | 7.2           | 7.0               | 7.3           | 8.1            | (15.7)%         | 21.0                            | 22.4           | (6.0)%          |
| Other non-recurring charges <sup>(1)(2)(3)</sup> | 1.6              | 0.6           | 2.3               | —             | 108.5          | (98.5)%         | 4.7                             | 111.2          | (95.8)%         |
| <b>Adjusted income before taxes</b>              | <b>\$ (24.1)</b> | <b>\$ 3.1</b> | <b>\$ (121.0)</b> | <b>\$ 6.3</b> | <b>\$ 11.5</b> | <b>NM</b>       | <b>\$ (141.8)</b>               | <b>\$ 88.9</b> | <b>NM</b>       |
| Normalized income tax expense                    | 6.5              | (0.8)         | 32.7              | (1.7)         | (3.1)          | NM              | 38.3                            | (24.0)         | NM              |
| Income tax rate (%)                              | 27.0 %           | 27.0 %        | 27.0 %            | 27.0 %        | 27.0 %         |                 | 27.0 %                          | 27.0 %         |                 |
| <b>Adjusted Net Income</b>                       | <b>\$ (17.6)</b> | <b>\$ 2.3</b> | <b>\$ (88.3)</b>  | <b>\$ 4.6</b> | <b>\$ 8.4</b>  | <b>NM</b>       | <b>\$ (103.5)</b>               | <b>\$ 64.9</b> | <b>NM</b>       |
| <b>Memo:</b>                                     |                  |               |                   |               |                |                 |                                 |                |                 |
| Stockholders' equity                             | \$ 441.4         | \$ 458.4      | \$ 456.1          | \$ 547.6      | \$ 549.1       | (19.6)%         | \$ 441.4                        | \$ 549.1       | (19.6)%         |
| <b>Adjusted ROE (%) <sup>(4)</sup></b>           | <b>(15.5)%</b>   | <b>2.0 %</b>  | <b>(71.3)%</b>    | <b>3.3 %</b>  | <b>5.6 %</b>   |                 | <b>(28.0)%</b>                  | <b>15.0 %</b>  |                 |

<sup>(1)</sup> Certain prior-period financial information has been reclassified to conform to current period presentation.

<sup>(2)</sup> Beginning in 2Q23, a year-to-date adjustment for warrant amortization was recorded. \$0.2 million related to 1Q23. We did not retroactively adjust 1Q23 Adjust Net Income for the YTD adjustment. As a result, the YTD amounts presented in the six months ended June 30, 2023 column for "Other non-recurring charges" does not agree to the sum of the presented quarters because the YTD amount includes the \$0.2 million related to 1Q23.

<sup>(3)</sup> The amount in 3Q22 reflects impairment on the write-down of the carrying value of goodwill.

<sup>(4)</sup> Calculated as Adjusted Net Income divided by average stockholders' equity. ROE has been annualized.

# Adjusted net income historical full-year reconciliation

| (\$ Millions)   | Year Ended      |                  |                |
|---|-----------------|------------------|----------------|
|   | 2021            | 2020             | 2019           |
| Net income (loss)   | \$ 47.4         | \$ (45.1)        | \$ 61.6        |
| Adjustments:  |                 |                  |                |
| Fair Value Pro Forma net income adjustment <sup>(1)</sup> | —               | 0.9              | (13.2)         |
| Income tax expense (benefit)                              | 15.4            | (12.3)           | 17.8           |
| COVID-19 expenses <sup>(2)</sup>                          | —               | 4.6              | —              |
| Impairment <sup>(3)</sup>                                 | 3.3             | 3.7              | —              |
| Stock-based compensation expense                          | 18.9            | 19.5             | 19.2           |
| Litigation reserve  | —               | 8.8              | 0.9            |
| Retail network optimization expenses, net                 | 12.8            | —                | —              |
| Acquisition and integration related expenses              | 10.6            | —                | —              |
| <b>Adjusted income (loss) before taxes</b>                | <b>\$ 108.4</b> | <b>\$ (20.0)</b> | <b>\$ 86.3</b> |
| Normalized income tax benefit (expense)                   | (29.7)          | 5.7              | (23.5)         |
| Income tax rate (%)                                       | 27.4 %          | 28.7 %           | 27.0 %         |
| <b>Adjusted Net Income (loss)</b>                         | <b>\$ 78.7</b>  | <b>(14.2)</b>    | <b>62.8</b>    |
| <b>Memo:</b>  |                 |                  |                |
| Fair Value Pro Forma stockholders' equity <sup>(4)</sup>  | \$ 603.9        | 465.7            | 487.3          |
| <b>Adjusted ROE (%) <sup>(5)</sup></b>                    | <b>14.7 %</b>   | <b>(3.0)%</b>    | <b>14.9 %</b>  |

(1) Beginning in 2021 the Company no longer includes any Fair Value Pro Forma adjustments because all loans originated and held for investment and asset-backed notes issued are recorded at fair value.

(2) As of January 1, 2021, COVID-19 expenses are no longer being excluded from Adjusted EBITDA because the Company's business practices have been updated to operate in the current environment.

(3) The impairment charge in 2021 was recognized on a right-of-use asset related to the Company's leased office space in San Carlos, California due to management's decision to move toward a remote-first work environment. The 2020 impairment charge was the write-off of capitalized software development costs related to the Company's direct auto loans to purchase a vehicle due to the Company redirecting all their auto lending efforts to their secured personal loans.

(4) Beginning in 2021 the Company no longer includes any Fair Value Pro Forma adjustments because all loans originated and held for investment and all asset-backed notes issued are recorded at fair value. Therefore, the amount presented for Fair Value Pro Forma stockholders' equity for the year ended December 31, 2021 reflects GAAP stockholders' equity.

(5) Calculated as Adjusted Net Income divided by average stockholders' equity (prior to January 1, 2021 this was divided by average FVPF stockholders' equity). ROE has been annualized.

Note: Numbers may not foot or cross-foot due to rounding.



# Adjusted operating efficiency and adjusted operating expense reconciliation

| (\$ Millions)   | Quarter Ended   |                 |                 |                 |                 | Change<br>Y / Y | Nine Months Ended September 30 |                 |                 |
|---|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|--------------------------------|-----------------|-----------------|
|   | 3Q23            | 2Q23            | 1Q23            | 4Q22            | 3Q22            |                 | 2023                           | 2022            | Change<br>Y / Y |
| <b>Operating Efficiency</b>   | 45.7 %          | 51.1 %          | 56.4 %          | 57.8 %          | 103.7 %         |                 | 51.0 %                         | 81.8 %          |                 |
| <b>Total Revenue</b>  | <b>\$ 268.2</b> | <b>\$ 266.6</b> | <b>\$ 259.5</b> | <b>\$ 261.9</b> | <b>\$ 250.1</b> | <b>7.3 %</b>    | <b>\$ 794.3</b>                | <b>\$ 690.6</b> | <b>15.0 %</b>   |
| <b>Total operating expense</b>  | <b>\$ 122.5</b> | <b>\$ 136.1</b> | <b>\$ 146.3</b> | <b>\$ 151.4</b> | <b>\$ 259.3</b> | <b>(52.8)%</b>  | <b>\$ 404.9</b>                | <b>\$ 564.6</b> | <b>(28.3)%</b>  |
| Less:   |                 |                 |                 |                 |                 |                 |                                |                 |                 |
| Stock-based compensation expense                                      | (4.3)           | (4.4)           | (4.5)           | (6.9)           | (7.1)           | 38.6 %          | (13.2)                         | (20.8)          | 36.3 %          |
| Workforce optimization expenses                                       | (0.5)           | (8.4)           | (6.8)           | —               | (0.2)           | (154.6)%        | (15.7)                         | (1.9)           | (734.2)%        |
| Acquisition and integration related expenses                          | (6.9)           | (7.2)           | (7.0)           | (7.3)           | (8.1)           | 15.7 %          | (21.0)                         | (22.4)          | 6.0 %           |
| Other non-recurring charges <sup>(1)(2)(3)</sup>                      | (1.3)           | (0.3)           | (2.3)           | —               | (108.5)         | 98.8 %          | (3.9)                          | (111.2)         | 96.5 %          |
| <b>Total Adjusted Operating Expense</b>                               | <b>\$ 109.6</b> | <b>\$ 115.8</b> | <b>\$ 125.8</b> | <b>\$ 137.2</b> | <b>\$ 135.5</b> | <b>(19.2)%</b>  | <b>\$ 351.1</b>                | <b>\$ 408.4</b> | <b>(14.0)%</b>  |
| <b>Adjusted Operating Efficiency</b>                                  | <b>40.8 %</b>   | <b>43.4 %</b>   | <b>48.5 %</b>   | <b>52.4 %</b>   | <b>54.2 %</b>   |                 | <b>44.2 %</b>                  | <b>59.1 %</b>   | <b>(25.3)%</b>  |
| <b>Managed Average Daily Principal Balance</b>                        | \$3,266.8       | \$3,274.8       | \$3,367.8       | \$ 3,412.2      | \$ 3,319.9      | (1.6)%          | \$3,302.9                      | \$3,048.1       | 8.4 %           |
| Operating expense to Managed Average Daily Principal Balance          | 15.0 %          | 16.6 %          | 17.4 %          | 17.7 %          | 31.2 %          | (52.0)%         | 16.4 %                         | 24.8 %          | (33.8)%         |
| Adjusted Operating expense to Managed Average Daily Principal Balance | 13.4 %          | 14.1 %          | 14.9 %          | 16.1 %          | 16.3 %          | (17.8)%         | 14.2 %                         | 17.9 %          | (20.7)%         |
| <b>Adjusted Opex Ratio</b>  | <b>13.4 %</b>   | <b>14.1 %</b>   | <b>14.9 %</b>   | <b>16.1 %</b>   | <b>16.3 %</b>   | <b>(17.8)%</b>  | <b>14.2 %</b>                  | <b>17.9 %</b>   | <b>(20.7)%</b>  |

<sup>(1)</sup> Certain prior-period financial information has been reclassified to conform to current period presentation.

<sup>(2)</sup> Beginning in 2Q23, a year-to-date adjustment for warrant amortization was recorded. \$0.2 million related to 1Q23. We did not retroactively adjust 1Q23 Adjust Net Income for the YTD adjustment. As a result, the YTD amounts presented in the six months ended June 30, 2023 column for "Other non-recurring charges" does not agree to the sum of the presented quarters because the YTD amount includes the \$0.2 million related to 1Q23.

<sup>(3)</sup> The amount in 3Q22 reflects impairment on the write-down of the carrying value of goodwill.

Note: Numbers may not foot or cross-foot due to rounding.

# Basic and diluted earnings per share reconciliation

|  | Quarter Ended    |                  |                   |                  |                   |                 | Nine Months Ended September 30 |                  |                 |
|--|------------------|------------------|-------------------|------------------|-------------------|-----------------|--------------------------------|------------------|-----------------|
|  | 3Q23             | 2Q23             | 1Q23              | 4Q22             | 3Q22              | Change<br>Y / Y | 2023                           | 2022             | Change<br>Y / Y |
| (\$ Millions, except per share data. Shares in Millions)     |                  |                  |                   |                  |                   |                 |                                |                  |                 |
| Net income (loss)  | \$ (21.1)        | \$ (14.9)        | \$ (102.1)        | \$ (8.4)         | \$ (105.8)        | 80.0 %          | \$ (138.1)                     | \$ (69.3)        | (99.3)%         |
| <b>Net income (loss) attributable to common stockholders</b> | <b>\$ (21.1)</b> | <b>\$ (14.9)</b> | <b>\$ (102.1)</b> | <b>\$ (8.4)</b>  | <b>\$ (105.8)</b> | <b>80.0 %</b>   | <b>\$ (138.1)</b>              | <b>\$ (69.3)</b> | <b>(99.3)%</b>  |
| Basic weighted-average common shares outstanding             | 38.3             | 36.7             | 34.0              | 33.2             | 33.0              | 16.0 %          | 36.3                           | 32.7             | 11.1 %          |
| Weighted average effect of dilutive securities:              |                  |                  |                   |                  |                   |                 |                                |                  |                 |
| Stock options  | —                | —                | —                 | —                | —                 | NM              | —                              | —                | NM              |
| Restricted stock units                                       | —                | —                | —                 | —                | —                 | NM              | —                              | —                | NM              |
| <b>Diluted weighted-average common shares outstanding</b>    | <b>38.3</b>      | <b>36.7</b>      | <b>34.0</b>       | <b>33.2</b>      | <b>33.0</b>       | <b>16.0 %</b>   | <b>36.3</b>                    | <b>32.7</b>      | <b>11.1 %</b>   |
| Earnings (loss) per share:                                   |                  |                  |                   |                  |                   |                 |                                |                  |                 |
| <b>Basic</b>   | <b>\$ (0.55)</b> | <b>\$ (0.41)</b> | <b>\$ (3.00)</b>  | <b>\$ (0.25)</b> | <b>\$ (3.21)</b>  | <b>82.8 %</b>   | <b>\$ (3.80)</b>               | <b>\$ (2.12)</b> | <b>(79.3)%</b>  |
| Diluted  | \$ (0.55)        | \$ (0.41)        | \$ (3.00)         | \$ (0.25)        | \$ (3.21)         | 82.8 %          | \$ (3.80)                      | \$ (2.12)        | (79.3)%         |

Note: Numbers may not foot or cross-foot due to rounding.

# Adjusted earnings per share reconciliation

|  | Quarter Ended    |                |                  |                |                |                 | Nine Months Ended September 30 |                |                 |
|--|------------------|----------------|------------------|----------------|----------------|-----------------|--------------------------------|----------------|-----------------|
|  | 3Q23             | 2Q23           | 1Q23             | 4Q22           | 3Q22           | Change<br>Y / Y | 2023                           | 2022           | Change<br>Y / Y |
| (\$ Millions, except per share data. Shares in Millions)           |                  |                |                  |                |                |                 |                                |                |                 |
| Diluted earnings (loss) per share                                  | \$ (0.55)        | \$ (0.41)      | \$ (3.00)        | \$ (0.25)      | \$ (3.21)      | 82.9 %          | \$ (3.80)                      | \$ (2.12)      | (79.2)%         |
| <b>Adjusted Net Income</b>   | <b>\$ (17.6)</b> | <b>\$ 2.3</b>  | <b>\$ (88.3)</b> | <b>\$ 4.6</b>  | <b>\$ 8.4</b>  | <b>NM</b>       | <b>\$ (103.5)</b>              | <b>\$ 64.9</b> | <b>NM</b>       |
| Basic weighted-average common shares outstanding                   | 38.3             | 36.7           | 34.0             | 33.2           | 33.0           | 16.0 %          | 36.3                           | 32.7           | 11.1 %          |
| Weighted average effect of dilutive securities:                    |                  |                |                  |                |                |                 |                                |                |                 |
| Stock options  | —                | —              | —                | —              | 0.1            | NM              | —                              | 0.3            | NM              |
| Restricted stock units   | —                | 0.3            | —                | 0.1            | 0.1            | NM              | —                              | 0.2            | NM              |
| <b>Diluted adjusted weighted-average common shares outstanding</b> | <b>38.3</b>      | <b>37.0</b>    | <b>34.0</b>      | <b>33.3</b>    | <b>33.2</b>    | <b>15.4 %</b>   | <b>36.3</b>                    | <b>33.2</b>    | <b>9.4 %</b>    |
| <b>Adjusted EPS</b>  | <b>\$ (0.46)</b> | <b>\$ 0.06</b> | <b>\$ (2.60)</b> | <b>\$ 0.14</b> | <b>\$ 0.25</b> | <b>NM</b>       | <b>\$ (2.85)</b>               | <b>\$ 1.95</b> | <b>NM</b>       |

Note: Numbers may not foot or cross-foot due to rounding.

# Forward looking adjusted EBITDA reconciliation

| (\$ Millions)                                | 4Q23          |                | FY 2023       |               |
|--|---------------|----------------|---------------|---------------|
|  | Low           | High           | Low           | High          |
| Net (loss)*                                  | \$ (25.4) *   | \$ (21.8) *    | \$ (95.6) *   | \$ (91.9) *   |
| Adjustments:                                 |               |                |               |               |
| Income tax expense (benefit)                 | (7.3)         | (5.9)          | (40.3)        | (39.0)        |
| Interest on corporate financing              | 11.5          | 11.5           | 38.3          | 38.3          |
| Depreciation and amortization                | 11.2          | 11.2           | 42.4          | 42.4          |
| Stock-based compensation expense             | 5.7           | 5.7            | 19.8          | 19.8          |
| Workforce optimization expenses              | 7.3           | 7.3            | 23.0          | 23.0          |
| Acquisition and integration related expenses | 7.3           | 7.3            | 28.4          | 28.4          |
| Origination fees for Fair Value Loans, net   | (8.2)         | (8.2)          | (22.7)        | (22.7)        |
| Other non-recurring charges                  | 2.9           | 2.9            | 7.2           | 7.2           |
| Fair value mark-to-market adjustment*        | *             | *              | *             | *             |
| <b>Adjusted EBITDA</b>                       | <b>\$ 5.0</b> | <b>\$ 10.0</b> | <b>\$ 0.5</b> | <b>\$ 5.5</b> |

\* Due to the uncertainty in macroeconomic conditions, we are unable to precisely forecast the fair value mark-to-market adjustments on our loan portfolio and asset-backed notes. As a result, while we fully expect there to be a fair value mark-to-market adjustment which could have an impact on GAAP net income (loss), the net income (loss) number shown above assumes no change in the fair value mark-to-market adjustment.

# Net change in fair value

- Increase in FV of Loans will increase Net Revenue
- Increase in FV of Notes will decrease Net Revenue

| \$ Millions  | Quarter Ended     |                   |                   |                   | Change            |                   |
|--|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
|  | 3Q23              | 2Q23              | 3Q22              | 2Q22              | Q / Q             | Y / Y             |
| <b>Loan Portfolio Drivers</b>                                |                   |                   |                   |                   |                   |                   |
| Discount rate  | 11.2 %            | 11.1 %            | 10.2 %            | 9.0 %             | — %               | 1.0 %             |
| Remaining cumulative charge-offs as a % of principal balance | 11.9 %            | 11.4 %            | 11.7 %            | 11.2 %            | 0.6 %             | 0.3 %             |
| Average life in years  | 1.00              | 0.96              | 0.92              | 0.90              | 0.04              | 0.07              |
| <b>Loans Receivable at Fair Value <sup>(1)</sup></b>         |                   |                   |                   |                   |                   |                   |
| Fair value loan portfolio – principal balance                | \$ 2,927.9        | \$ 2,963.2        | \$ 2,969.7        | \$ 2,792.2        | \$ (35.3)         | \$ (41.7)         |
| Cumulative fair value mark-to-market adjustment              | 12.9              | 21.9              | 21.7              | 62.4              | (9.0)             | (8.7)             |
| <b>Fair value loan portfolio – end of period</b>             | <b>\$ 2,940.9</b> | <b>\$ 2,985.1</b> | <b>\$ 2,991.3</b> | <b>\$ 2,854.6</b> | <b>\$ (44.3)</b>  | <b>\$ (50.5)</b>  |
| Price  | 100.4 %           | 100.7 %           | 100.7 %           | 102.2 %           | (0.3)%            | (0.3)%            |
| <b>Asset-Backed Notes at Fair Value</b>                      |                   |                   |                   |                   |                   |                   |
| Carrying value of asset-backed notes                         | \$ 2,076.2        | \$ 2,251.6        | \$ 2,408.4        | \$ 2,043.2        | \$ (175.4)        | \$ (332.1)        |
| Cumulative fair value mark-to-market adjustment              | (118.0)           | (132.8)           | (170.0)           | (107.3)           | 14.9              | 52.1              |
| <b>Fair value asset-backed notes – end of period</b>         | <b>\$ 1,958.3</b> | <b>\$ 2,118.8</b> | <b>\$ 2,238.3</b> | <b>\$ 1,935.8</b> | <b>\$ (160.5)</b> | <b>\$ (280.1)</b> |
| Price  | 94.3 %            | 94.1 %            | 92.9 %            | 94.8 %            | 0.2 %             | 1.4 %             |
| <b>Net Change in Fair Value Summary</b>                      |                   |                   |                   |                   |                   |                   |
| <b>A</b> Mark-to-market adjustment on loans                  | \$ (9.0)          | \$ 14.2           | \$ (40.7)         | \$ (34.6)         | \$ (23.2)         | \$ 31.8           |
| <b>B</b> Mark-to-market adjustment on asset-backed notes     | \$ (14.9)         | \$ (12.6)         | \$ 61.2           | \$ 44.5           | \$ (2.2)          | \$ (76.1)         |
| Mark-to-market adjustment on derivatives                     | \$ 7.4            | \$ 6.3            | \$ 0.9            | \$ 1.9            | \$ 1.1            | \$ 6.5            |
| Total fair value mark-to-market adjustment                   | \$ (16.5)         | \$ 7.8            | \$ 21.4           | \$ 11.7           | \$ (24.3)         | \$ (37.8)         |
| Net charge-offs  | \$ (88.0)         | \$ (93.5)         | \$ (71.7)         | \$ (55.1)         | \$ 5.5            | \$ (16.3)         |
| Net settlements on derivative instruments                    | \$ (0.4)          | \$ (1.9)          | \$ (5.1)          | \$ (6.0)          | \$ 1.6            | \$ (1.9)          |
| Fair value mark on loans sold <sup>(2)</sup>                 | \$ (31.3)         | \$ (18.9)         | \$ (21.1)         | \$ (14.1)         | \$ (12.4)         | \$ (18.9)         |
| <b>Total Net Change in Fair Value</b>                        | <b>\$ (136.1)</b> | <b>\$ (106.5)</b> | <b>\$ (76.4)</b>  | <b>\$ (63.5)</b>  | <b>\$ (29.6)</b>  | <b>\$ (59.7)</b>  |

(1) Refer to slide 42 for estimate methodology to calculate fair value premium on loans receivable by quarter.

(2) Cumulative fair value mark on sale of loans originated as held for investment.

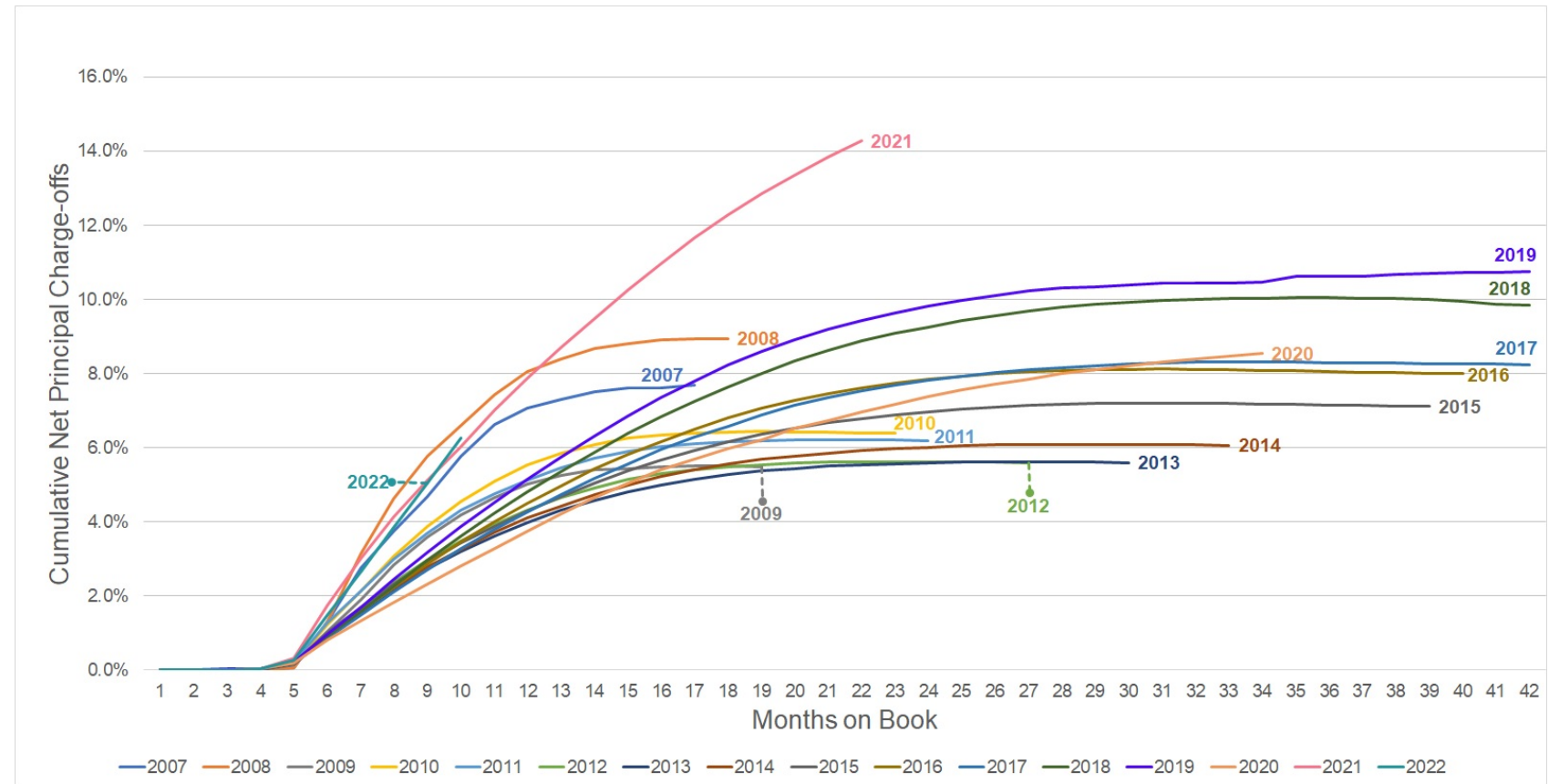
Note: Numbers may not foot or cross-foot due to rounding.

# Fair value estimate methodology

|  | Quarter Ended  |                |                |                |                |                |                | Change         |
|--|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
|  | 3Q23           | 2Q23           | 1Q23           | 4Q22           | 3Q22           | 2Q22           | 1Q22           | Y / Y          |
| <b>Weighted average portfolio yield over the remaining life of the loans</b> | 29.70 %        | 30.02 %        | 29.78 %        | 29.50 %        | 29.90 %        | 30.27 %        | 30.15 %        | (0.20)%        |
| Less: Servicing fee  | (5.00)%        | (5.00)%        | (5.00)%        | (5.00)%        | (5.00)%        | (5.00)%        | (5.00)%        | — %            |
| <b>Net portfolio yield</b>   | <b>24.70 %</b> | <b>25.02 %</b> | <b>24.78 %</b> | <b>24.50 %</b> | <b>24.90 %</b> | <b>25.27 %</b> | <b>25.15 %</b> | <b>(0.20)%</b> |
| Multiplied by: Weighted average life in years                                | 0.995          | 0.955          | 0.963          | 1.000          | 0.924          | 0.895          | 0.847          | 0.071          |
| <b>Pre-loss cash flow</b>  | <b>24.57 %</b> | <b>23.90 %</b> | <b>23.85 %</b> | <b>24.50 %</b> | <b>23.01 %</b> | <b>22.61 %</b> | <b>21.30 %</b> | <b>1.56 %</b>  |
| Less: Remaining cumulative charge-offs                                       | (11.93)%       | (11.35)%       | (11.72)%       | (10.38)%       | (11.67)%       | (11.25)%       | (10.37)%       | (0.26)%        |
| <b>Net cash flow</b>   | <b>12.65 %</b> | <b>12.55 %</b> | <b>12.13 %</b> | <b>14.12 %</b> | <b>11.34 %</b> | <b>11.37 %</b> | <b>10.93 %</b> | <b>1.31 %</b>  |
| Less: Discount rate multiplied by average life                               | (11.09)%       | (10.61)%       | (10.66)%       | (11.48)%       | (9.42)%        | (8.03)%        | (5.73)%        | (1.67)%        |
| <b>Gross fair value premium as a percentage of loan principal balance</b>    | <b>1.55 %</b>  | <b>1.94 %</b>  | <b>1.47 %</b>  | <b>2.64 %</b>  | <b>1.92 %</b>  | <b>3.34 %</b>  | <b>5.21 %</b>  | <b>(0.37)%</b> |
| Less: Accrued interest and fees as a percentage of loan principal balance    | (1.16)%        | (1.20)%        | (1.22)%        | (1.18)%        | (1.19)%        | (1.10)%        | (1.09)%        | 0.03 %         |
| <b>Fair value premium as a percentage of loan principal balance</b>          | <b>0.39 %</b>  | <b>0.74 %</b>  | <b>0.26 %</b>  | <b>1.45 %</b>  | <b>0.73 %</b>  | <b>2.24 %</b>  | <b>4.12 %</b>  | <b>(0.34)%</b> |
| Discount rate  | 11.15 %        | 11.10 %        | 11.07 %        | 11.48 %        | 10.19 %        | 8.97 %         | 6.76 %         | 0.96 %         |

Note: The data shown in the table above for the quarters ended 4Q21 and after represents our secured and unsecured personal loan and credit card portfolio, the 3Q21 data in the table above represents our secured and unsecured loan portfolio.

# Net lifetime loan loss rates by vintage



| Year of Origination   | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019  | 2020  | 2021   | 2022  |
|---|------|------|------|------|------|------|------|------|------|------|------|------|-------|-------|--------|-------|
| Dollar Weighted Average Original Term for Vintage (Months)      | 9.3  | 9.9  | 10.2 | 11.7 | 12.3 | 14.5 | 16.4 | 19.1 | 22.3 | 24.2 | 26.3 | 29.0 | 30.0  | 32.0  | 33.3   | 37.8  |
| Net Lifetime Loan Losses as % of Original Principal Balance     | 7.7% | 8.9% | 5.5% | 6.4% | 6.2% | 5.6% | 5.6% | 6.1% | 7.1% | 8.0% | 8.2% | 9.8% | 10.7% | 8.6%* | 14.3%* | 6.3%* |
| Outstanding Principal Balance as % of Original Amount Disbursed | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.8%  | 2.3%  | 14.3%  | 52.8% |

\* Vintage is not fully mature from a loss perspective.

Note: The chart above includes all personal loan originations by vintage, excluding loans originated from July 2017 to August 2020 under a loan program for customers who did not meet the qualifications for our core loan origination program. 100% of those loans were sold pursuant to a whole loan sale arrangement. The 2021 vintage is experiencing higher charge-offs than prior vintages primarily due to a higher percentage of loan disbursements to new members. We tightened credit and began reducing loan volumes to new and returning members in the third quarter of 2021 and reduced significantly in the second half of 2022..

# Endnotes

1. FINRA Investor Education Foundation Study, February 2021
2. Financial Health Network (FHN): "Financial Health Pulse™ 2022 U.S. Trends Report"
3. GoBankingRates Survey, December 2021
4. Financial Health Network: "The FinHealth Spend Report 2022"
5. BAMM population survey, Oct 2019
6. Calculated as Aggregate Originations for the three-months ended September 30, 2023 divided by the number of loans originated for the period for the specific loan product
7. The average credit line for credit cards activated during the three-months ended September 30, 2023
8. Based on a study prepared for Oportun by FHN "True Cost of a Loan," October 2021, calculated as of September, 2023
9. Customers who come to us without a FICO score who have begun establishing a credit history. Reflects new and returning customers. Since inception and as of September 30, 2023
10. Excluding retail and contact center agents
11. Reflects annualized interest income for the nine months ended September 30, 2023 as a % of Average Daily Principal Balance for the nine months ended September 30, 2023
12. Reflects Company's midpoint guidance for NCOs for FY 2023
13. Vintage Q3 2022 only included loans originated in August and September
14. Excludes credit cards
15. Amount calculated based on a study prepared for Oportun by FHN "Oportun: The True Cost of a Loan," October 2021, calculated as of September, 2023
16. Based on the cost of borrowing \$500 as determined by a study prepared for Oportun by FHN "True Cost of a Loan," October 2021, calculated as of September, 2023
17. Calculated based on headcount as of December 31, 2022





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