

# Redfin Reports Second Quarter 2023 Financial Results

SEATTLE--(BUSINESS WIRE)-- Redfin Corporation (NASDAQ: RDFN) today announced results for its second quarter ended June 30, 2023.

#### Second Quarter 2023

Second quarter revenue was \$275.6 million, a decrease of 21% compared to the second quarter of 2022. Gross profit was \$100.2 million, a decrease of 10% year-over-year. Real estate services gross profit was \$56.2 million, a decrease of 24% year-over-year, and real estate services gross margin was 31%, compared to 29% in the second quarter of 2022.

Net loss was \$27.4 million, compared to a net loss of \$78.1 million in the second quarter of 2022. Net loss attributable to common stock was \$27.7 million. Net loss per share attributable to common stock, diluted, was \$0.25, compared to net loss per share, diluted, of \$0.73 in the second quarter of 2022.

"In a declining market, Redfin improved our second-quarter net income by \$50 million," said Redfin CEO Glenn Kelman. "We expect to break-even on an adjusted-EBITDA basis over the next 12 months rather than in 2023, which is a setback, but still we project that our adjusted EBITDA this year will improve by more than \$140 million. We lost market share due to one-time setbacks from agent layoffs and the closure of RedfinNow, but we expect to return to quarter-over-quarter gains in the second half, as Redfin.com has been competing better for traffic. The year-over-year change in visitors to Redfin.com was 17 points better in the second quarter than it was for the two largest portals to for-sale listings, an acceleration from our first-quarter advantage of 12 points. Gross margins in our core real-estate-services business improved by nearly two percentage points. We believe Redfin is set up for profitable growth."

#### **Second Quarter Highlights**

- Second quarter market share was 0.75% of U.S. existing home sales by units, compared to 0.83% in the second quarter of 2022.
- Redfin's mobile apps and website reached more than 52 million average monthly users, compared to 53 million in the second guarter of 2022.
- Maintained momentum in mortgage cross-selling with 19% attach rates for the second quarter, up from 8% in the second quarter of 2022.
- Brought Title Forward closing services to Florida and made significant progress in cross-selling, with 57% attach rates in the second quarter, up from 29% in the second quarter of 2022.
- Experienced an uptick in high-end demand with over 1,300 \$1M+ listings since launching the new Redfin Premier brand in the first quarter. In large coastal markets like San Francisco and Los Angeles, Redfin's year-over-year growth in \$1M+ pending

- transactions began outpacing the broader market in June.
- Began leveraging AI to improve both employee efficiency and the user experience on Redfin.com, including using large language models to assist with internal engineering tasks and to create content at scale for users.
- Increased the mix of sales to loyalty customers from 35% in the second quarter of 2022 to 37% in the second quarter of 2023, driven by better agent follow-up and pipeline mining efforts.
- Delivered software to improve customer and agent experience while driving customer contacts and boosting traffic to Redfin:
  - Launched a new design system for all property pages on Redfin.com, improving the visual appearance and making it easier for Redfin teams to create beautiful, scalable features in the future. These improvements also drove significant growth in the number of buyers and sellers contacting Redfin for service.
  - Updated SMS surveys for customers who tour with Redfin Partner Agents, making it easier for them to submit feedback about their experience and improving Redfin's understanding of tour completion rate.
  - Improved prioritization in Redfin's support queue, helping high-intent customers get personalized help faster and generating a 1% increase in listing customers.
  - Updated rental contact request process that makes it easier for potential renters to browse additional properties and contact multiple properties at once.

#### **Business Outlook**

The following forward-looking statements reflect Redfin's expectations as of August 3, 2023, and are subject to substantial uncertainty.

For the third guarter of 2023 we expect:

- Total revenue between \$265 million and \$279 million, representing a year-over-year decline between (13)% and (9)% compared to the third quarter of 2022. Included within total revenue are real estate services revenue between \$172 million and \$182 million, rentals revenue between \$46 million and \$47 million, mortgage revenue between \$35 million and \$38 million and other revenue of approximately \$12 million.
- Total net loss is expected to be between \$30 million and \$21 million, compared to net loss of \$90 million in the third quarter of 2022. This guidance includes approximately \$25 million in total marketing expenses, \$18 million of stock-based compensation and \$17 million of depreciation and amortization. Adjusted EBITDA is expected to be between \$4 million and \$14 million. Furthermore, we expect to pay a quarterly dividend of 30,640 shares of common stock to our preferred stockholder.

#### **Conference Call**

Redfin will webcast a conference call to discuss the results at 1:30 p.m. Pacific Time today. The webcast will be open to the public at <a href="http://investors.redfin.com">http://investors.redfin.com</a>. The webcast will remain available on the investor relations website for at least three months following the conference call.

#### **Forward-Looking Statements**

This press release contains forward-looking statements within the meaning of federal

securities laws, including our future operating results, as described under *Business Outlook*. We believe our expectations related to these forward-looking statements are reasonable, but actual results may turn out to be materially different. For factors that could cause actual results to differ materially from the forward-looking statements in this press release, please see the risks and uncertainties identified under the heading "Risk Factors" in our annual report for the year ended December 31, 2022, as supplemented by our quarterly report for the quarter ended June 30, 2023, both of which are available on our Investor Relations website at <a href="http://investors.redfin.com">http://investors.redfin.com</a> and on the SEC website at <a href="http://investors.redfin.com">http://investors.redfin.com</a> and assumptions only as of the date of this press release. We undertake no obligation to update forward-looking statements to reflect future events or circumstances.

#### **Non-GAAP Financial Measure**

To supplement our consolidated financial statements that are prepared and presented in accordance with GAAP, we also compute and present adjusted EBITDA, which is a non-GAAP financial measure. We believe adjusted EBITDA is useful for investors because it enhances period-to-period comparability of our financial statements on a consistent basis and provides investors with useful insight into the underlying trends of the business. The presentation of this financial measure is not intended to be considered in isolation or as a substitute of, or superior to, our financial information prepared and presented in accordance with GAAP. Our calculation of adjusted EBITDA may be different from adjusted EBITDA or similar non-GAAP financial measures used by other companies, limiting its usefulness for comparison purposes. Our adjusted EBITDA for the three months ended June 30, 2023 and 2022 is presented below, along with a reconciliation of adjusted EBITDA to net loss.

#### About Redfin

Redfin (www.redfin.com) is a technology-powered real estate company. We help people find a place to live with brokerage, rentals, lending, title insurance, and renovations services. We also run the country's #1 real estate brokerage site. Our home-buying customers see homes first with same day tours, and our lending and title services help them close quickly. Customers selling a home in certain markets can have our renovations crew fix up their home to sell for top dollar. Our rentals business empowers millions nationwide to find apartments and houses for rent. Customers who buy and sell with Redfin pay a 1% listing fee, subject to minimums, less than half of what brokerages commonly charge. Since launching in 2006, we've saved customers more than \$1.5 billion in commissions. We serve more than 100 markets across the U.S. and Canada and employ over 5,000 people.

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#### Redfin Corporation and Subsidiaries Consolidated Balance Sheets (in thousands, except share and per share amounts, unaudited)

	June 30, 2023			ecember 31, 2022
Assets				
Current assets				
Cash and cash equivalents	\$	118,776	\$	232,200
Restricted cash		2,377		2,406
Short-term investments		100,643		122,259
Accounts receivable, net of allowances for credit losses of \$2,206 and \$2,223		67,753		46,375
Loans held for sale		233,550		199,604
Prepaid expenses		26,042		34,006
Other current assets		9,979		7,449
Current assets of discontinued operations		1,378		132,159
Total current assets		560,498		776,458
Property and equipment, net		49,241		54,939
Right-of-use assets, net		37,270		40,889
Mortgage servicing rights, at fair value		35,503		36,261
Long-term investments		5,473		29,480
Goodwill		461,349		461,349
Intangible assets, net		142,778		162,272
Other assets, noncurrent		11,493		11,247
Noncurrent assets of discontinued operations		_		1,309
Total assets	\$	1,303,605	\$	1,574,204
Liabilities, mezzanine equity, and stockholders' equity	_			
Current liabilities				
Accounts payable	\$	14,661	\$	11,065
Accrued and other liabilities		102,568		106,763
Warehouse credit facilities		227,801		190,509
Convertible senior notes, net		23,506		23,431
Lease liabilities		16,234		18,560
Current liabilities of discontinued operations		44		4,311
Total current liabilities		384,814		354,639
Lease liabilities, noncurrent		34,383		36,906
Convertible senior notes, net, noncurrent		834,716		1,078,157
Deferred tax liabilities		255		243
Noncurrent liabilities of discontinued operations		_		392
Total liabilities		1,254,168		1,470,337
Series A convertible preferred stock—par value \$0.001 per share; 10,000,000 shares authorized; 40,000 shares issued and outstanding at June 30, 2023 and December 31, 2022, respectively		39,936		39,914
Stockholders' equity		,		,
Common stock—par value \$0.001 per share; 500,000,000 shares authorized; 113,934,673 and 109,696,178 shares issued and outstanding at June 30, 2023 and December 31, 2022,		111		110
respectively Additional paid in capital		114		110 757 051
Additional paid-in capital		791,302		757,951
Accumulated other comprehensive loss		(452)		(801)
Accumulated deficit		(781,463)		(693,307)
Total stockholders' equity	Φ.	9,501	Ф.	63,953
Total liabilities, mezzanine equity, and stockholders' equity	\$	1,303,605	\$	1,574,204

#### Redfin Corporation and Subsidiaries Consolidated Statements of Comprehensive Loss (in thousands, except share and per share amounts, unaudited)

	Three Months Ended June 30,			ne	s	Six Months E	nde	ed June 30,
		2023	2022		_	2023		2022
Revenue		275,556	349,0	49		489,639		571,865
Cost of revenue <sup>(1)</sup>		175,366	237,8			331,311		408,980
Gross profit		100,190	111,2	36	_	158,328		162,885
Operating expenses		,				,		,
Technology and development <sup>(1)</sup>		47,141	46,8	22		94,804		92,343
Marketing <sup>(1)</sup>		33,033	55,9			73,436		98,111
General and administrative <sup>(1)</sup>		61,765	68,5			131,204		124,664
Restructuring and reorganization		6,106	12,4			7,159		18,115
Total operating expenses		148,045	183,6		_	306,603		333,233
Loss from operations		(47,855)	(72,4			(148,275)		(170,348)
Interest income		2,704	• •	554		6,110		774
Interest expense		(1,766)	(2,2			(3,688)		(4,429)
Income tax expense		(233)		59)		(643)		(293)
Gain on extinguishment of convertible senior notes		20,083	( '	_		62,353		(200)
Other expense, net		(145)	(2	64)		(379)		(2,175)
Net loss from continuing operations	\$	(27,212)			\$	(84,522)	\$	(176,471)
Net (loss) income from discontinued operations	Ť	(146)	(3,6		Ť	(3,634)	Ψ	7,519
Net loss	\$	(27,358)			\$	(88,156)	\$	(168,952)
	Ť	(=:,===)	<del>* (: -) :</del>	17	Ť	(==,===)	Ė	(111)
Net loss from continuing operations		(27,212)	(74,5	23)		(84,522)		(176,471)
Dividends on convertible preferred stock		(297)		50)		(523)		(1,144)
Net loss from continuing operations attributable to common stock—	_	(201)		00)		(020)	_	(1,144)
basic and diluted	\$	(27,509)	\$ (74,8	73)	\$	(85,045)	\$	(177,615)
Net loss from continuing operations per share attributable to common								
stock—basic and diluted	\$	(0.25)	\$ (0.	70)	\$	(0.77)	\$	(1.66)
Weighted-average shares to compute net loss per share attributable to								
common stock—basic and diluted		1,678,417	107,396,5			110,895,358		07,032,381
Net loss attributable to common stock—basic and diluted	\$	(27,655)	•	-		(88,679)		(170,096)
Net loss attributable to common stock per share—basic and diluted	\$	(0.25)	\$ (0.	73)	\$	(0.80)	\$	(1.59)
Naklasa	r.	(07.050)	ф / <b>7</b> 0.4	40)	r.	(00.450)	r.	(400.050)
Net loss Other comprehensive (loss) income	\$	(27,358)	\$ (78,1	40)	Ф	(88,156)	Ф	(168,952)
Other comprehensive (loss) income				21		(EQ)		20
Foreign currency translation adjustments  Unrealized (loss) gain on available-for-sale debt securities		(17)	2	34		(58) 407		38 778
Comprehensive loss	\$	(27,375)				(87,807)		(168,136)
Comprehensive loss	Ψ	(21,010)	Ψ (11,0	133)	-	(07,007)	=	(100,130)
(1) Includes stock-based compensation as follows:								
· ·	Tł	nree Month	s Ended Ju	ne		Six Months	Enc	ded June
		30,					0,	
		2023	2022		_	2023	_	2022
Cost of revenue	\$	3,001		615		,	\$	6,605
Technology and development		8,241		768		16,368		13,877
Marketing		1,254		894		2,499		1,937
General and administrative		5,025		009	_	10,345	_	8,118
Total	\$	17,521	\$ 15,	286	\$	36,348	\$	30,537

#### Redfin Corporation and Subsidiaries Consolidated Statements of Cash Flows (in thousands, unaudited)

	Six Months Ended June 30		
	2023	2022	
Operating Activities			
Net loss	\$ (88,156)	\$ (168,952)	
Adjustments to reconcile net loss to net cash provided by operating activities:			
Depreciation and amortization	34,146	31,140	
Stock-based compensation	36,582	33,601	
Amortization of debt discount and issuance costs	2,029	2,899	
Non-cash lease expense	9,578	7,096	
Impairment costs	113	_	
Net (gain) loss on IRLCs, forward sales commitments, and loans held for sale	(4,565)	2,721	
Change in fair value of mortgage servicing rights, net	599	(878)	
Gain on extinguishment of convertible senior notes	(62,353)	_	
Other	(1,794)	3,170	
Change in assets and liabilities:			
Accounts receivable, net	(14,069)	(6,791)	
Inventory	114,232	(19,297)	
Prepaid expenses and other assets	8,868	(2,852)	
Accounts payable	2,812	5,964	
Accrued and other liabilities, deferred tax liabilities, and payroll tax liabilities,			
noncurrent	(4,522)	5,529	
Lease liabilities	(10,790)	(8,042)	
Origination of mortgage servicing rights	(579)	(964)	
Proceeds from sale of mortgage servicing rights	738	774	
Origination of loans held for sale	(1,922,690)	(1,641,377)	
Proceeds from sale of loans originated as held for sale	1,888,706	1,587,759	
Net cash used in operating activities	(11,115)	(168,500)	
nvesting activities			
Purchases of property and equipment	(6,213)	(12,131)	
Purchases of investments	(76,866)	(82,184)	
Sales of investments	65,099	12,946	
Maturities of investments	59,383	19,425	
Cash paid for acquisition, net of cash, cash equivalents, and restricted cash	33,333	10,120	
acquired		(97,341)	
Net cash provided by (used in) investing activities	41,403	(159,285)	
Financing activities			
Proceeds from the issuance of common stock pursuant to employee equity plans	5,665	9,258	
Tax payments related to net share settlements on restricted stock units	(11,096)	(3,743)	
Borrowings from warehouse credit facilities	1,920,487	1,628,684	
Repayments to warehouse credit facilities	(1,883,196)	(1,572,033)	
Borrowings from secured revolving credit facility		326,025	
Repayments to secured revolving credit facility	_	(369,266)	
Cash paid for secured revolving credit facility issuance costs	_	(764)	
Principal payments under finance lease obligations	(53)	(414)	
Repurchases of convertible senior notes	(183,019)	(111)	
Net cash (used in) provided by financing activities	(151,212)	17,747	
Effect of exchange rate changes on cash, cash equivalents, and restricted cash	(58)	(42)	
Net change in cash, cash equivalents, and restricted cash	(120,982)	(310,080)	
Cash, cash equivalents, and restricted cash:	0.10.010	710.05	
Beginning of period	242,246	718,281	
End of period	\$ 121,264	\$ 408,201	

## Redfin Corporation and Subsidiaries Supplemental Financial Information and Business Metrics (unaudited)

				Three Mor	ths Ended			
	Jun. 30, 2023	Mar. 31, 2023	Dec. 31, 2022	Sep. 30, 2022	Jun. 30, 2022	Mar. 31, 2022	Dec. 31, 2021	Sep. 30, 2021
Monthly average visitors (in thousands)	52,308	50,440	43,847	50,785	52,698	51,287	44,665	49,147
Real estate services transactions								
Brokerage	13,716	10,301	12,743	18,245	20,565	15,001	19,428	21,929
Partner	3,952	3,187	2,742	3,507	3,983	3,417	4,603	4,755
Total	17,668	13,488	15,485	21,752	24,548	18,418	24,031	26,684
Real estate services revenue per transaction								
Brokerage	\$12,376	\$11,556	\$10,914	\$11,103	\$11,692	\$11,191	\$10,900	\$11,107
Partner	2,756	2,592	2,611	2,556	2,851	2,814	2,819	2,990
Aggregate	10,224	9,438	9,444	9,725	10,258	9,637	9,352	9,661
U.S. market share by units <sup>(1)</sup>	0.75%	0.79%	0.76%	0.80%	0.83%	0.79%	0.78%	0.78%
Revenue from top-10 Redfin markets as a percentage of real estate services revenue	55%	53%	57%	58%	59%	57%	61%	62%
Average number of lead agents	1,792	1,876	2,022	2,293	2,640	2,750	2,485	2,370
Mortgage originations by dollars (in millions)	\$ 1,282	\$ 991	\$ 1,036	\$ 1,557	\$ 1,565	\$ 159	\$ 242	\$ 258
Mortgage originations by units (in ones)	3,131	2,444	2,631	3,720	3,860	414	591	671

(1) Prior to the second quarter of 2022, we reported our U.S. market share based on the aggregate home value of our real estate services transactions, relative to the aggregate value of all U.S. home sales, which we computed based on the mean sale price of U.S. homes provided by the National Association of REALTORS® ("NAR"). Beginning in the second quarter of 2022, NAR (1) revised its methodology of computing the mean sale price, (2) restated its previously reported mean sale price beginning from January 2020 (and indicated that previously reported mean sale price prior to January 2020 is not comparable), and (3) discontinued publication of the mean sale price as part of its primary data set. Due to these changes, as of the second quarter of 2022, we report our U.S. market share based on the number of homes sold, rather than the dollar value of homes sold. Our market share by number of homes sold has historically been lower than our market share by dollar value of homes sold. We also stopped reporting the aggregate home value of our real estate services transactions.

#### Redfin Corporation and Subsidiaries Supplemental Financial Information (unaudited, in thousands)

Three Months Ended June 30, 2023 Real estate Corporate overhead services Other Rentals Mortgage Total Revenue<sup>(1)</sup> \$ 180,641 45,356 38,426 11,133 \$ \$ 275,556 Cost of revenue 124,447 10,427 34,266 6,226 175,366 Gross profit 56,194 34,929 4,160 4.907 100,190 Operating expenses Technology and development 28,044 16,304 734 1,118 941 47,141 Marketing 16.004 15.938 1.054 16 21 33.033 General and administrative 20,961 25,305 1,044 6,724 7,731 61,765 Restructuring and reorganization 6,106 6,106 65,009 57,547 8,512 2,178 14,799 148,045 Total operating expenses (Loss) income from continuing operations (8,815)(22,618)(4,352)2,729 (14,799)(47,855)Interest income, interest expense, income tax expense, gain on extinguishment of convertible senior 28 (91)153 20,553 20,643 notes, and other expense, net (8,815)\$ (22,590)(4,443)2,882 \$ 5,754 (27,212)Net (loss) income from continuing operations

(1) Included in revenue is \$0.1 million from providing services to our discontinued properties segment.

Three Months Ended June 30, 2023

	eal estate ervices	Rentals	М	ortgage	Other	orporate verhead	Total
Net (loss) income from continuing operations	\$ (8,815)	\$ (22,590)	\$	(4,443)	\$ 2,882	\$ 5,754	\$ (27,212)
Interest income <sup>(1)</sup>	_	(77)		(3,686)	(153)	(2,467)	(6,383)
Interest expense <sup>(2)</sup>	_	_		3,990	_	1,766	5,756
Income tax expense	_	43		83	_	107	233
Depreciation and amortization	5,264	10,235		994	307	329	17,129
Stock-based compensation <sup>(3)</sup>	12,297	3,709		823	561	131	17,521
Acquisition-related costs <sup>(4)</sup>	_	_		_	_	8	8
Restructuring and reorganization <sup>(5)</sup>	_	_		_	_	6,106	6,106
Gain on extinguishment of convertible senior notes				_	_	 (20,083)	(20,083)
Adjusted EBITDA	\$ 8,746	\$ (8,680)	\$	(2,239)	\$ 3,597	\$ (8,349)	\$ (6,925)

- (1) Interest income includes \$3.7 million of interest income related to originated mortgage loans for the three months ended June 30, 2023.
- (2) Interest expense includes \$4.0 million of interest expense related to our warehouse credit facilities for the three months ended June 30, 2023.
- (3) Stock-based compensation consists of expenses related to stock options, restricted stock units, and our employee stock purchase program. See Note 12 to our consolidated financial statements for more information.
- (4) Acquisition-related costs consist of fees for external advisory, legal, and other professional services incurred in connection with our acquisition of other companies.
- (5) Restructuring and reorganization expenses primarily consist of personnel-related costs associated with employee terminations, furloughs, or retention due to the restructuring and reorganization activities from our acquisitions of Bay Equity and Rent., and from our June 2022, October 2022, and March 2023 workforce reductions.

Three Months Ended June 30, 2022

	Real estate services	Rentals	<u> </u>	Mortgage	(	Other	Corporate overhead	Total	
Revenue <sup>(1)</sup>	\$ 251,809	\$ 38,24	8 \$	53,098	\$	5,894	\$ —	\$ 349,049	
Cost of revenue	177,698	7,90	1	46,316		5,898		237,813	
Gross profit	74,111	30,34	7	6,782		(4)	_	111,236	
Operating expenses									
Technology and development	27,696	14,87	1	1,904		1,189	1,162	46,822	
Marketing	40,765	13,08	6	1,843		71	157	55,922	
General and administrative	24,341	21,82	4	9,450		850	12,058	68,523	
Restructuring and reorganization							12,406	12,406	
Total operating expenses	92,802	49,78	1	13,197		2,110	25,783	183,673	
Loss from continuing operations	(18,691)	(19,43	4)	(6,415)		(2,114)	(25,783)	(72,437)	
Interest income, interest expense, income tax expense, and other expense, net	(123)	23	2	(35)		11	(2,171)	(2,086)	
Net loss from continuing operations	\$ (18,814)	\$ (19,20	2) \$	(6,450)	\$	(2,103)	\$ (27,954)	\$ (74,523)	

(1) Included in revenue is \$4.7 million from providing services to our discontinued properties segment.

Three Months Ended June 30, 2022

	Three Months Ended Julie 30, 2022									
	Real estate services	Rentals	Mortgage	Other	Corporate overhead	Total				
Net loss from continuing operations	\$ (18,814)	\$ (19,202)	\$ (6,450)	\$ (2,103)	\$ (27,954)	\$ (74,523)				
Interest income <sup>(1)</sup>	_	(1)	(2,929)	(12)	(540)	(3,482)				
Interest expense <sup>(2)</sup>	_	_	1,958	_	2,214	4,172				
Income tax expense	_	(230)	33	_	356	159				
Depreciation and amortization	4,551	9,511	1,070	318	272	15,722				
Stock-based compensation <sup>(3)</sup>	9,670	2,739	780	441	1,656	15,286				
Acquisition-related costs <sup>(4)</sup>	_	_	_	_	1,507	1,507				
Restructuring and reorganization <sup>(5)</sup>					12,406	12,406				
Adjusted EBITDA	\$ (4,593)	\$ (7,183)	\$ (5,538)	\$ (1,356)	\$ (10,083)	\$ (28,753)				

- (1) Interest income includes \$2.9 million of interest income related to originated mortgage loans for the three months ended June 30, 2022.
- (2) Interest expense includes \$2.0 million of interest expense related to our warehouse credit facilities for the three months ended June 30, 2022.
- (3) Stock-based compensation consists of expenses related to stock options, restricted stock units, and our employee stock purchase program. See Note 12 to our consolidated financial statements for more information.
- (4) Acquisition-related costs consist of fees for external advisory, legal, and other professional services incurred in connection with our acquisition of other companies.
- (5) Restructuring and reorganization expenses primarily consist of personnel-related costs associated with employee terminations, furloughs, or retention due to the restructuring and reorganization activities from our acquisitions of Bay Equity and Rent., and from our June and October 2022 workforce reductions.

Six Months Ended June 30, 2023 Real estate Corporate services Rentals Mortgage Other overhead **Total** Revenue<sup>(1)</sup> \$ 307,937 \$ 88,226 \$ 74,915 \$ 18,561 \$ \$ 489,639 \_\_ Cost of revenue 235,941 20,192 63,479 11,699 331,311 Gross profit 71.996 68.034 11.436 6.862 158.328 Operating expenses Technology and development 56,939 2,342 94,804 32,268 1,377 1,878 41,064 30,264 2,034 26 73,436 Marketing 48 General and administrative 40,579 51.607 13.653 2.097 23,268 131,204 7,159 7,159 Restructuring and reorganization 138,582 114,139 17,064 4,465 32,353 306,603 Total operating expenses (Loss) income from continuing operations (66,586)(46, 105)(5,628)2,397 (32,353)(148, 275)Interest income, interest expense, income tax expense, gain on extinguishment of convertible senior 268 63,563 63,753 notes, and other expense, net 73 (151)(84,522)\$ (66,586)\$ (46,032)(5,779)2,665 \$ 31,210 Net (loss) income from continuing operations

(1) Included in revenue is \$1.2 million from providing services to our discontinued properties segment.

	Six Months Ended June 30, 2023											
		estate vices	ı	Rentals	M	ortgage		Other		orporate verhead		Total
Net (loss) income from continuing operations	\$ (6	6,586)	\$	(46,032)	\$	(5,779)	\$	2,665	\$	31,210	\$	(84,522)
Interest income <sup>(1)</sup>		_		(157)		(6,176)		(268)		(5,668)		(12,269)
Interest expense <sup>(2)</sup>		_		_		6,605		_		3,687		10,292
Income tax expense		_		86		151		_		406		643
Depreciation and amortization		9,696		20,387		1,982		523		1,432		34,020
Stock-based compensation <sup>(3)</sup>	2	1,890		7,325		2,081		1,122		3,930		36,348
Acquisition-related costs <sup>(4)</sup>		_		_		_		_		8		8
Restructuring and reorganization <sup>(5)</sup>		_		_		_		_		7,159		7,159
Impairment <sup>(6)</sup>		_		_		_		_		113		113
Gain on extinguishment of convertible senior notes		_		_		_		_		(62,353)		(62,353)
Adjusted EBITDA	\$ (3	5,000)	\$	(18,391)	\$	(1,136)	\$	4,042	\$	(20,076)	\$	(70,561)

- (1) Interest income includes \$6.2 million of interest income related to originated mortgage loans for the six months ended June 30, 2023.
- (2) Interest expense includes \$6.6 million of interest expense related to our warehouse credit facilities for the six months ended June 30, 2023.
- (3) Stock-based compensation consists of expenses related to stock options, restricted stock units, and our employee stock purchase program. See Note 11 to our consolidated financial statements for more information.
- (4) Acquisition-related costs consist of fees for external advisory, legal, and other professional services incurred in connection with our acquisition of other companies.
- (5) Restructuring and reorganization expenses primarily consist of personnel-related costs associated with employee terminations, furloughs, or retention due to the restructuring and reorganization activities from our acquisitions of Bay Equity and Rent., and from our June 2022, October 2022, and March 2023 workforce reductions.
- (6) Impairment consists of an impairment loss due to subleasing one of our operating leases.

#### Six Months Ended June 30, 2022

	Real estate services	Rentals	Mortgage	Other	Corporate overhead	Total
Revenue <sup>(1)</sup>	\$ 429,295	\$ 76,292	\$ 56,015	\$ 10,263	\$ —	\$ 571,865
Cost of revenue	331,482	15,094	51,834	10,570		408,980
Gross profit	97,813	61,198	4,181	(307)	_	162,885
Operating expenses						
Technology and development	54,435	29,154	4,251	2,225	2,278	92,343
Marketing	71,608	24,128	1,871	125	379	98,111
General and administrative	47,333	46,015	10,974	1,562	18,780	124,664
Restructuring and reorganization	_			_	18,115	18,115
Total operating expenses	173,376	99,297	17,096	3,912	39,552	333,233
Loss from operations	(75,563)	(38,099)	(12,915)	(4,219)	(39,552)	(170,348)
Interest income, interest expense, income tax expense, and other expense, net	(123)	701	(35)	12	(6,678)	(6,123)
Net loss from continuing operations	\$ (75,686)	\$ (37,398)	\$ (12,950)	\$ (4,207)	\$ (46,230)	\$ (176,471)

(1) Included in revenue is \$10.0 million from providing services to our discontinued properties segment.

Six	Months	Fnded.	June	30	2022

oix months Endod suns so, 2022									
Real estate services	Rentals	Mortgage	Other	Corporate overhead	Total				
\$ (75,686)	\$ (37,398)	\$ (12,950)	\$ (4,207)	\$ (46,230)	\$(176,471)				
_	(1)	(3,247)	(13)	(759)	(4,020)				
_	_	2,235	_	4,427	6,662				
_	(434)	33	_	694	293				
8,569	18,867	1,372	573	618	29,999				
19,810	4,979	1,381	810	3,557	30,537				
_	_	_	_	2,424	2,424				
				18,115	18,115				
\$ (47,307)	\$ (13,987)	\$ (11,176)	\$ (2,837)	\$ (17,154)	\$ (92,461)				
	\$ (75,686)	Real estate services         Rentals           \$ (75,686)         \$ (37,398)           —         (1)           —         —           —         (434)           8,569         18,867           19,810         4,979           —         —           —         —           —         —	Real estate services         Rentals         Mortgage           \$ (75,686)         \$ (37,398)         \$ (12,950)           —         (1)         (3,247)           —         —         2,235           —         (434)         33           8,569         18,867         1,372           19,810         4,979         1,381           —         —         —           —         —         —           —         —         —	Real estate services         Rentals         Mortgage         Other           \$ (75,686)         \$ (37,398)         \$ (12,950)         \$ (4,207)           —         (1)         (3,247)         (13)           —         —         2,235         —           —         (434)         33         —           8,569         18,867         1,372         573           19,810         4,979         1,381         810           —         —         —         —           —         —         —         —	Real estate services         Rentals         Mortgage         Other overhead         Corporate overhead           \$ (75,686)         \$ (37,398)         \$ (12,950)         \$ (4,207)         \$ (46,230)           —         (1)         (3,247)         (13)         (759)           —         —         2,235         —         4,427           —         (434)         33         —         694           8,569         18,867         1,372         573         618           19,810         4,979         1,381         810         3,557           —         —         —         2,424           —         —         —         18,115				

- (1) Interest income includes \$3.2 million of interest income related to originated mortgage loans for the six months ended June 30, 2023.
- (2) Interest expense includes \$2.2 million of interest expense related to our warehouse credit facilities for the six months ended June 30, 2023.
- (3) Stock-based compensation consists of expenses related to stock options, restricted stock units, and our employee stock purchase program. See Note 11 to our consolidated financial statements for more information.
- (4) Acquisition-related costs consist of fees for external advisory, legal, and other professional services incurred in connection with our acquisition of other companies.
- (5) Restructuring and reorganization expenses primarily consist of personnel-related costs associated with employee terminations, furloughs, or retention due to the restructuring and reorganization activities from our acquisitions of Bay Equity and Rent., and from our June 2022, October 2022, and March 2023 workforce reductions.

### Reconciliation of Adjusted EBITDA Guidance to Net Loss Guidance (unaudited, in millions)

	Q3 2	2023
	Low	High
Net loss	(30)	(21)
Depreciation and amortization	17	17
Stock-based compensation	18	18
Adjusted EBITDA	4	14

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