

**Q3 2023**FINANCIAL RESULTS

**VIRTUAL FIRESIDE CHAT** 

November 2, 2023

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## Forward Looking Statements

There will be a number of forward-looking statements<sup>1</sup> made today that should be considered in conjunction with the cautionary statements contained in the Company's SEC filings.

Forward-looking statements are subject to various risks and uncertainties that could cause our actual results to differ materially from these statements.

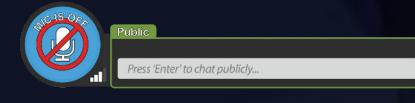
Please see our filings with the SEC, including our most recently filed Annual Report on Form 10-K and Quarterly Reports on Form 10-Q, for a discussion of specific risks that may affect our business, performance and financial condition.

We assume no obligation to update or revise any forward-looking statements or information.

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## Q3 2023 Earnings





Glenn Sanford
Founder & Chairman CEO,
eXp World Holdings
CEO, eXp Realty



Jeff Whiteside CFO & CCO, eXp World Holdings



**Leo Pareja**Chief Strategy Officer,
eXp Realty

## **Business Highlights Q3 2023**



**Glenn Sanford**Founder & Chairman CEO, eXp World Holdings
CEO, eXp Realty



## Our Path to Success DRIVING WORLDWIDE GROWTH & LONG-TERM PROFITABILITY









### **Our Differentiated Value Prop**

WORLD HOLDINGS, INC.

CONSTANTLY ITERATING ON THE AGENT VALUE PROPOSITION

Creating an Ecosystem of Personal Development, Health Resources & Media

**SUCCESS®** 



Enterprise and Web-based Metaverse Platforms



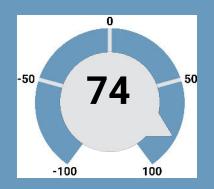


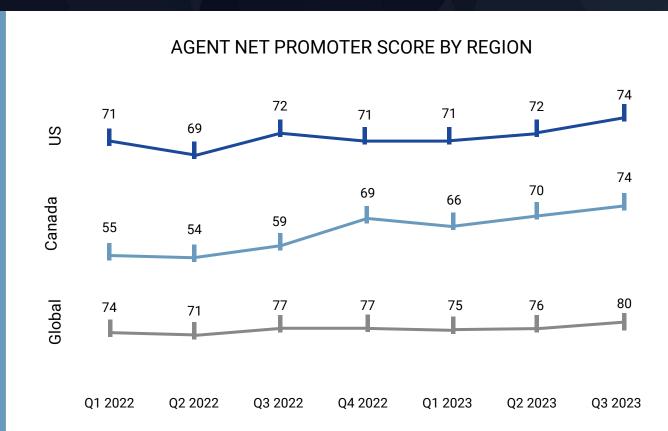
### **Agent NPS Continues to Grow**

aNPS SCORES REFLECT AN INCREASINGLY STRONG AGENT VALUE PROPOSITION

Agent NPS score of 74, a 3 point y/y improvement, despite industry downturn

NPS is a leading indicator of future growth





### **eXp Realty Outperforms the Industry**

INDUSTRY DATA INDICATE EXP REALTY INCREASING MARKET SHARE IN INDUSTRY DOWN CYCLE

	Real Estate Sales Transactions Year-Over-Year Growth		Estimated Market Share (excluding leases & rentals)		Estimated Market Share Growth	
	2023 Q3	2023 YTD	2023 Q3	2023 YTD	2023 Q3	2023 YTD
<b>eXp REALTY</b> (excluding leases and rentals)	-8.6%	-12.6%	4.2%	4.2%	7.9%	8.7%
RESIDENTIAL REAL ESTATE INDUSTRY	-15.3%	-19.6%				

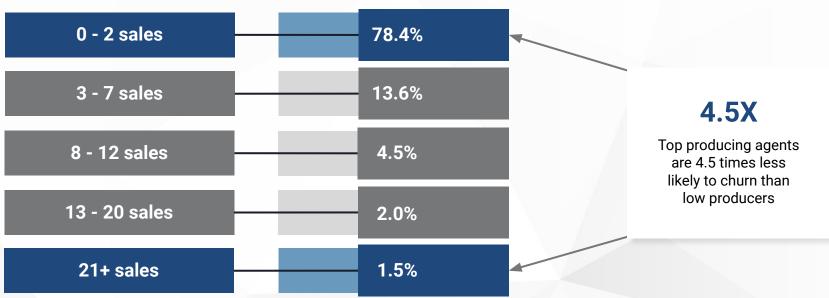
Sources: Industry transactions based on NAR existing home sales (assuming 2 sides per sale) and U.S. Census Bureau new home sales (assuming 1 side per sale); eXp Realty represents YoY Percent Change in eXp U.S. residential realty sales units as per Company data.



## **High-Quality, Productive Agents**

EXP'S MODEL DRIVES RETENTION AMONG HIGHLY PRODUCTIVE AGENTS

### **Attrition by U.S. Agent Annual Productivity**



## Ancillary Services & Growth Highlights Q3 2023



Leo Pareja
Chief Strategy Officer
eXp Realty



### **Ancillary Services & Growth**

NEW AGENT PROGRAMS AND MOMENTUM ACROSS INCREMENTAL REVENUE AND MARGIN

### **Team/Independent Brokerage Programs**

Boost & Thrive

### **eXp Exclusives**

Solution for eXp's agents in low inventory environment

### Revenos

- Corporate referral program
- Early, but gaining traction
  - Transaction growth of 84% y/y
  - Over 4.7X growth in referrals y/y
- Adding meaningful incremental dollars and margin



### **#1 Growth Leader**

ACROSS AGENT COUNT, VOLUME & TRANSACTIONS



NO. 1

Growth leader in year-over-year sales volume, transaction sides and agent count



NO. 1

NO. 1

NO. 1

Sides

Top Mover: Sides and Sales Independent



NO. 1

NO. 4

**Transactions** 

Sales Volume



# Financial Highlights Q3 2023



Jeff Whiteside CFO & CCO, eXp World Holdings



### Q3 2023 Business & Financial Highlights

### **eXp World Holdings**

- Over 89,000 Agents, 5% y/y growth
  - aNPS of 74 increased from 71 in the third quarter of 2022 driven by eXp's increasingly strong agent value proposition
- International revenue growth accelerated to 47% year over year while segment profitability continued to improve
- Adjusted EBITDA<sup>(1)</sup> of \$19.0 million, up 53% y/y
- Significant cash balance and zero debt

### **eXp North American Realty**

- North American Realty aNPS of 74 increased from 72 in the third quarter of 2022, driving strong retention and continued agent growth
  - Adjusted EBITDA<sup>®</sup> grew 21% compared to the third quarter of 2022 to \$27.2 million
  - Units and agent count outperformed the industry



### **Q3 2023 Financial Highlights**

#### **Performance Above Market Conditions**

- In Q3 2023 total home sales declined -15% year over year vs -9% year-over-year decline in eXp's U.S. residential sales transactions and -6% year-over-year decline in eXp's North American Realty sales transactions
- NAR reported U.S. residential real estate agents declined -1.3% from September 2022 to September 2023 vs +2% year-over-year growth for eXp's U.S. residential agents
  - o eXp total agent count grew +5% to 89,156 in 24 global markets year over year

#### **eXp World Holdings**

- Net income and Adjusted EBITDA positive, strong cash flow generation, significant cash balance and zero debt
  - o Operating income of \$1.9 million reflected 15 basis points of year-over-year operating margin expansion
  - O Adjusted EBITDA<sup>(1)</sup> of \$19.0 million increased 53% year over year
- Adjusted Operating Cash Flow<sup>(2)</sup> of \$56.8 million



## **Q3 2023 Segment Financial Highlights**

Q3 2023	N American Realty	International Realty	Virbela	Other Affiliated Services	Corporate & Eliminations	eXp World Holdings
Revenue	\$1,198.2M	\$14.9M	\$1.7M	\$1.0M	\$(1.3)M	\$1,214.5M
Variance % y/y	-2%	47%	-26%	-31%	0%	-2%
Adj. EBITDA <sup>(1)</sup>	\$27.2M	\$(2.6)M	\$(1.3)M	\$(0.9)M	\$(3.4)M	\$19.0M
Variance % y/y	21%	43%	59%	-63%	-95%	53%



### **eXp Consolidated Key Metrics for Q3 2023**

	2023	2022	Variance
Operating Metrics			
ANPS	74	71	+3
Agents	89,156	84,911	5%
Units	139,480	138,354	1%
Price per Unit	\$348	\$364	-4%
Volume (In Billions)	\$48.5	\$50.4	-4%
Financial Metrics			
Revenue	\$1,214.5	\$1,239.0	-2%
Gross Margin	\$83.6	\$93.1	-10%
Gross Margin %	6.9%	7.5%	-8%
SG&A	\$81.8	\$93.1	-12%
Operating Income	\$1.9	\$0.0	NM
Net Income	\$1.3	\$4.4	-69%
Adjusted EBITDA <sup>(1)</sup>	\$19.0	\$12.3	53%
Adjusted Operating Cash Flow (2)	\$56.8	\$64.1	-11%
Cash & Equivalents	\$120.1	\$134.5	-11%

### **Q3 SUMMARY**

- Increased agent NPS score to 74 from 71 a year ago, with 5% year-over-year agent count growth.
- Revenue decreased -2%.
- Gross margin decreased -10% while Gross margin % decreased by -8%.
- SG&A decreased -12% due to a slowdown in hiring, decreased marketing spend and a reallocation of agent growth incentive stock compensation expense.
- Net income of \$1.3M was down -69% year over year.
- Generated \$19.0M Adj. EBITDA<sup>(1)</sup>, +53% vs. last year.
- Adj. Operating Cash Flow<sup>(2)</sup> of \$56.8M. Ended quarter with \$120.1M of cash and equivalents.
- Share repurchases of \$55.9M during the quarter.

<sup>(1)</sup> Adjusted EBITDA is a non-GAAP term, "Use of Non-GAAP Financial Measures" as disclosed in our Form 10-Q for the period ended September 30, 2023.

<sup>(2)</sup> Adjusted Operating Cash Flow presented is net cash provided by operating activities excluding change in customer deposits.

## YTD Q3 2023 Segment Financial Highlights

Despite challenging market conditions, eXp World Holdings YTD Adjusted EBITDA® is on par with YTD 2022

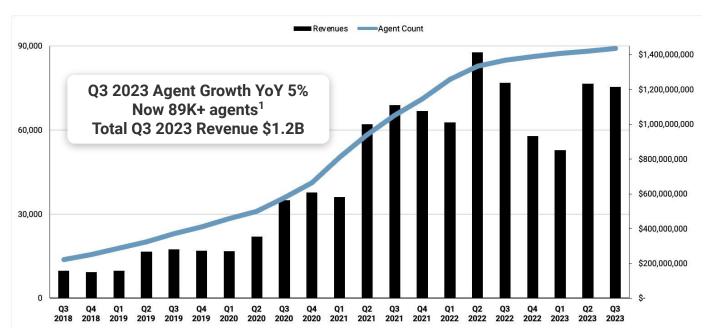
YTD Q3 2023	N American Realty	International Realty	Virbela	Other Affiliated Services	Corporate & Eliminations	eXp World Holdings
Revenue	\$3,254.7M	\$37.6M	\$5.7M	\$3.7M	\$(3.7)M	\$3,298.1M
Variance % y/y	-10%	44%	-8%	13%	-17%	-10%
Adj. EBITDA <sup>(1)</sup>	\$82.5M	\$(10.1)M	\$(3.8)M	\$(2.8)M	\$(8.8)M	\$57.0M
Variance % y/y	-9%	-5%	56%	-29%	36%	0%



### Revenue & Agent Growth

CONTINUED GROWTH IN AGENT COUNT DESPITE A CHALLENGING REVENUE ENVIRONMENT

#### **eXp Realty Ending Agents and Revenue By Quarter**



exp | WORLD HOLDINGS, INC.

Revenue

(1) As of September 30, 2023.

Agent Count

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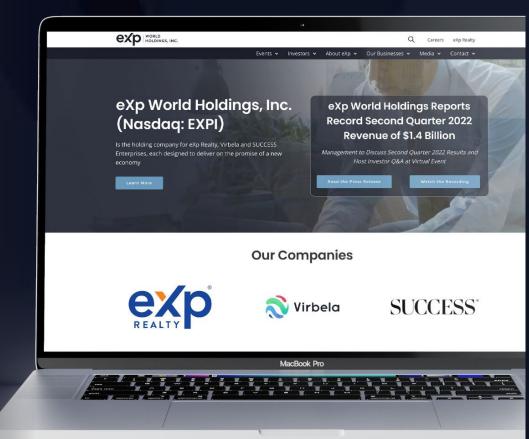
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