ПATIONAL
VISION

## Investor Presentation

November 2021

## Disclaimer

## Forward-Looking Statements

This presentation contains forward-looking statements within the meaning of Section 27A of the Securities Act of 1933, as amended (the "Securities Act") and Section 21E of the Securities Exchange Act of 1934. These statements include, but are not limited to, statements related to our current beliefs and expectations regarding the performance of our industry, the Company's strategic direction, market position, prospects and future results. You can identify these forward-looking statements by the use of words such as "outlook," "guidance," "believes," "expects," "potential," "continues," "may," "will," "should," "could," "seeks," "projects," "predicts," "intends," "plans," "estimates," "anticipates" or the negative version of these words or other comparable words. Caution should be taken not to place undue reliance on any forward-looking statement as such statements speak only as of the date when made. We undertake no obligation to publicly update or review any forward-looking statement, whether as a result of new information, future developments or otherwise, except as required by law.

Forward-looking statements are not guarantees and are subject to various risks and uncertainties, which may cause actual results to differ materially from those implied in forward-looking statements. Such factors include, but are not limited to, the COVID-19 pandemic and its resurgence and variants, and the impact of evolving federal, state, and local governmental actions in response thereto, including risks stemming from vaccination and testing programs and mandates; customer behavior in response to the continuing pandemic and its more recent outbreaks of variants; our ability to keep our reopened stores open in a safe and cost-effective manner, or at all, in light of the continuing COVID-19 pandemic and its resurgence and variants; our ability to recruit and retain vision care professionals for our stores in general and in light of the pandemic; our ability to develop, maintain and extend relationships with managed vision care companies, vision insurance providers and other third-party payors; our ability to maintain the performance of our host and legacy brands and our current operating relationships with our host and legacy partners; our ability to adhere to extensive state, local and federal vision care and healthcare laws and regulations; our compliance with managed vision care laws and regulations; our ability to maintain sufficient levels of cash flow from our operations to execute or sustain our growth strategy or obtain additional financing at satisfactory terms or at all; the loss of, or disruption in the operations of, one or more of our distribution centers and/or optical laboratories, resulting in the inability to fulfill customer orders and deliver our products in a timely manner; risks associated with vendors from whom our products are sourced, including our dependence on a limited number of suppliers; our ability to compete successfully; our ability to effectively operate our information technology systems and prevent interruption or security breach; our growth strategy straining our existing resources and causing the performance of our existing stores to suffer; the impact of wage rate increases, inflation, cost increases and increases in raw material prices and energy prices; our ability to successfully implement our marketing, advertising and promotional efforts; risks associated with leasing substantial amounts of space, including future increases in occupancy costs; the impact of certain technological advances, and the greater availability of, or increased consumer preferences for, vision correction alternatives to prescription eyeglasses or contact lenses, and future drug development for the correction of vision-related problems; our ability to retain our existing senior management team and attract qualified new personnel; overall decline in the health of the economy and other factors impacting consumer spending; our ability to manage our inventory; seasonal fluctuations in our operating results and inventory levels; our reliance on third-party coverage and reimbursement, including government programs, for an increasing portion of our revenues; risks associated with our e-commerce and omni-channel business; product liability, product recall or personal injury issues; our failure to comply with, or changes in, laws, regulations, enforcement activities and other requirements; the impact of any adverse litigation judgments or settlements resulting from legal proceedings relating to our business operations; risk of losses arising from our investments in technological innovators in the optical retail industry; our ability to adequately protect our intellectual property; our significant amount of indebtedness and our ability to generate sufficient cash flow to satisfy our debt obligations; a change in interest rates as well as changes in benchmark rates and uncertainty related to the foregoing; restrictions in our credit agreement that limits our flexibility in operating our business; potential dilution to existing stockholders upon the conversion of our convertible notes; and risks related to owning our common stock, including our ability to comply with requirements to design and implement and maintain effective internal controls. Additional information about these and other factors that could cause National Vision's results to differ materially from those described in the forward-looking statements can be found in filings by National Vision with the Securities and Exchange Commission ("SEC"), including our latest Annual Report on Form 10-K, our Quarterly Report on Form 10-Q filed on November 10, 2021, and subsequently filed reports, which are accessible on the SEC's website at www.sec.gov. These factors should not be construed as exhaustive and should be read in conjunction with the other cautionary statements that are included in this presentation and in our filings with the SEC.

## Non-GAAP Financial Measures

Included in this presentation are certain non-GAAP financial measures designed to supplement, and not substitute, the financial information presented in accordance with generally accepted accounting principles in the United States of America ("GAAP") because management believes such measures are useful to investors. Additional information about these measures and a reconciliation to the nearest GAAP financial measures is provided in the appendix to this presentation and detailed in National Vision's press release for the third quarter of 2021, which is available at www.nationalvision.com/investors, together with this presentation.

## Our Mission

## visioin

Helping people by
making quality eye care and eyewear more
affordable and
accessible


## Investment Highlights

Compelling Industry with Favorable
1 Growth Trends and Barriers to Entry

Differentiated and Disruptive Value Proposition Gaining Market Share

Multiple Growth Drivers and Significant Whitespace Opportunity

Attractive Store-Level Economics Coupled with Consistent Predictability

Deeply Experienced Management Team of Optical Experts with Proven Track Record of Success

Culture of Philanthropy that Influences Optometrists, Associates and Customers


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Company Overview

## Diverse Portfolio of Complementary Brands

- NVI is the second largest U.S. optical retail company with a diverse portfolio of 1,262 retail stores across five brands and 19 consumer websites

Offer eye exams, eyeglasses, and contact lenses to value seeking / lower income consumers

Ability to offer consumers a significant value proposition through bundled eyeglass, eye exam packages facilitated by employed optometrists

- Low-cost provider of a "medical necessity"
- LTM Q3 2021 net revenue of $\mathbf{\$ 2 . 1 8 N}$ and Adjusted EBITDA ${ }^{1}$ of $\mathbf{\$ 3 3 9 M}$
- Stable "Legacy/Host" brands that generate significant cash to reinvest in growth

| Growth |
| :--- |
| Legacy/ <br> Host |
| E-Comm |

America's Best
CONTACTS \& EYEGLASSES.

EYEQLASS
WORLD ${ }^{\circ}$

DISOOUNT
CONTACTLENSES를

10 Contacts
by Arlington Lens Supply

Walmart
DISCOOUNTGLASSES를

## We Have a Long History of Consistent Unit Expansion



- Opened over 800 new stores since 2006
- 5 year rolling average new store success rate of $+97 \%^{1}$
- Steadily grown net revenue from \$245MM in 2002 (when new management team formed) to \$2.1BN (LTM Q3 2021)


## Long History of Consistent Comparable Store Sales Growth ('02-'21)



1-2009 comparable store sales exclude sales from the Eyeglass World stores for the first six month "transition" period following our acquisition of Eyeglass World
2-Comparable store sales growth in the third quarter of fiscal year 2011 was impacted by the near U.S. federal government debt default/shutdown and the subsequent adverse impact on the consumer environment
3-Adjusted Comparable Store Sales Growth for Q1 and Q2 2020 was (10.3)\% and (36.5)\% respectively, due to COVID-19 related store closures; see Appendix for reconciliation to GAAP financial measures Q1 and Q2 2020 total comparable store sales growth of $(2.9) \%$ and $(44.7) \%$, respectively
4-Adjusted Comparable Store Sales Growth for Q1 and Q2 2021 was $35.8 \%$ and $76.7 \%$, respectively; see Appendix for reconciliation to GAAP financial measure Q1 and Q2 2021 total comparable store sales growth of $18.2 \%$ and $99.1 \%$, respectively

## How We are Breaking the Mold in an Industry Ripe for Disruption

WHY ARE EYE EXAMS AND EYE CARE SO EXPENSIVE?


Dominican Cardinal
Hugh of Saint-Cher -1306 AD, Pisa, Italy

- Protectionist laws / quirky legislation
- Economic inefficiency of "independents"
- Growth of "brands" and fashionability

Social / Healthcare Implications

- Eyes are the window to hundreds of health concerns, including diabetes and hypertension
- Compounding impact of not catching vision issues early
- Road safety


## HOW NATIONAL VISION IS BREAKING THE MOLD

- Employed optometrist model and value bundles (eyeglass / eye exam bundles)
- Low cost operating model and locations in strip centers (not high mall rents)
- Highly-efficient centralized laboratory network / custom manufacturing capabilities
- Economies of scale / negotiating leverage
- Private label frames and contact lenses
- "Sticky" customer base


## "A Rising Tide in a Rising Tide in a Rising Tide"

HISTORICALLY RESILIENTAND GROWING INDUSTRY, ACROSS MARKET CYCLES; COVID IMPACT IN 2020
Size of U.S. Optical Retail Market (in $\$ B N$ ):


LARGESTRETAILERS GAINING SHAREFROM INDEPENDENTS, VALUE SEGMENT GROWING FASTEST


TOP OPTICAL RETAILERS
(2020 sales dollars in \$MM):

1. EssilorLuxottica ${ }^{(1)}$
2. National Vision $\$ 1,712$
3. Walmart
4. Costco Optical \$1,107
5. MyEyeDr./Capital Vision Services, LP \$975
6. Warby Parker \$515
(1) EssilorLuxottica represents a combination of the two entities and is comprised of LensCrafters, Pearle Vision, Target, Sears and Vision Source

Source: Vision Monday
NVIIS THE FASTEST GROWING U.S. VALUE OPTICAL CHAIN (2012-2020 Sales CAGR)


Source: 20/20 Magazine (April 1993), Vision Monday

## Our Two Differentiated Growth Brands Catering to the Value Segment Ам $=$ Rica'sBest <br> CONTACTS $\mathscr{6}$ EYEGLASSES. <br> EYEOLASS WORLD

- Extreme value

Value Proposition
The Model

Cost Structure

- Free eye exams
- Private label
- Employed optometrists enable key signature bundled offerings (eye exam + glasses / contacts)
- High margin private label eyeglasses and contact lenses
- Latest eye exam technology
- High-traffic strip centers
- Highly efficient centralized labs (no labs in stores)
- Value
- Broad selection / designer brands
- Convenience / same-day service
- Eyeglass superstore
- Broader assortment of designer frames
- Mostly independent optometrists
- "At the corner of main-and-main" near major shopping hubs
- In-store labs that provide quick turnaround times



## National Vision is Well-Positioned for Success in the Retail Environment of the Future

"RETAIL 1.0"
Retailing of Products
"Bar-code" Distributors
Disintermediated by Online /
Disruptors
High Prices and Moderate
Margins
Susceptible to disruption
"RETAIL 2.0"

## Yisioin

Retailing of Services
Eye exams; frame and lens selection and fitting;
mass custom manufacturing
Experiential
In-store and online browsing and try-on
Proactively Integrating Online
Disruption Into Our Model
Need for eye exams and precise measurements / near-perfect fit for proper function

Low Prices and Strong Margins
Greater Meaning

## Experienced Team of Optical Experts

## BEST IN CLASS MANAGEMENT TEAM

- Deeply experienced management team of optical experts
- Cohesive team averaging 8 years ${ }^{1}$ at National Vision
- Experienced management team averaging 20 years ${ }^{1}$ of optical or retail experience
- Management team evolution progressing well
- Insights into customers and industry from prior experience
- Extensive optical network and reference points throughout the world

Extensive Optical and Specialty Retail Experience

1- Includes years with predecessor entities prior to NVI's acquisition thereof.

## Already at Scale, with Runway for Continued Growth

## CURRENT STORE FOOTPRINT OF AMERICA'S

 BEST AND EYEGLASS WORLD...| Brand | \# of Stores |  | \# of States |
| :--- | :---: | :---: | :---: |
|  | $\frac{826}{}$ | 32 |  |
| Eyeglass World | 123 | 23 |  |


...SUPPORTED BY STRONG FUTURE STORE POTENTIAL


ПATIONAL vision

## Growth Strategies

## We Have Multiple Drivers to Continue Our Growth



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Financial Review

## Proven Track Record to Deliver Consistent Financial Performance

NET REVENUE
(Net Revenue in \$MM)


ADJUSTED EBITDA AND ADJUSTED EBITDA MARGIN ${ }^{(1)}$
(Adjusted EBITDA in \$MM)


1-Non-GAAP financial measures; see Appendix for reconciliation to GAAP financial measures of net income for 2015-2020

## Q3 2021 Highlights

- Net revenue: \$518.0 million, 19.9\% above Q3 2019 (6.7\% above Q3 2020)
- Opened 14 new stores and ended the quarter with 1,262 stores
- Adjusted Comparable Store Sales Growth ${ }^{1}$ : 13.3\% above Q3 2019 ( $0.2 \%$ above Q3 2020)
- Adjusted Operating Income ${ }^{1}$ : $\$ 54.7$ million, 110\% above Q3 2019 (19.2\% below Q3 2020)
- Adjusted Diluted EPS ${ }^{1}$ : \$0.38, 134\% above Q3 2019 (28.5\% below Q3 2020)
- Cash balance of $\$ 439.1$ million
- Released first Corporate Responsibility report (October)
- Board authorized $\$ 50$ million share repurchase program (November)
- Prepayment of $\$ 50$ million of Term Loan $\mathbf{A}$ borrowings (November)


## \$100 Million Commitment to Debt Reduction and Share Repurchase

## Debt Balances ${ }^{1}$

July 3, 2021


November 10, 2021


November 2021 Developments

- Voluntary prepayment of $\$ 50$ million of Term Loan A borrowings
- Board of Directors approved a $\$ 50$ million share repurchase authorization
- Under the program, shares may be repurchased through December 30, 2023
- Intended to offset management equity program dilution


## Moments of Mission - Corporate Responsibility

## Published National Vision's First Corporate Responsibility Report



A world worth seeing

2020
Corporate Responsibility Report


National Vision Named Forbes'
2021 Best Employer for Veterans
$2^{\text {nd }}$ year in a row

Report aligns with:

- Sustainability Accounting Standards Board (SASB)
- Global Reporting Initiative (GRI)
- United Nations' Sustainable Development Goals

View the Report >

> Forbes 2020 AMERICAS BEST EMPLOYERS for VEIERANS

POWERED BY STATISTA
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Appendix

## Q3 2021 Consolidated Financial Results (Unaudited)

| Dollars and shares in thousands, except Earnings Per Share | Three Months Ended |  |  |  |  |  | Nine Months Ended |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | $\begin{gathered} \hline \text { October 2, } \\ 2021 \end{gathered}$ |  | $\begin{aligned} & \text { September } 26 \text {, } \\ & 2020 \end{aligned}$ |  | $\begin{gathered} \text { September } 28 \text {, } \\ 2019 \end{gathered}$ |  | $\begin{gathered} \hline \text { October 2, } \\ 2021 \end{gathered}$ |  | $\begin{aligned} & \text { September } 26, ~ \\ & 2020 \end{aligned}$ |  | $\begin{gathered} \text { September } 28 \text {, } \\ 2019 \end{gathered}$ |  |
| Revenue: |  |  |  |  |  |  |  |  |  |  |  |  |
| Net product sales | \$ | 425,594 | \$ | 403,336 | \$ | 355,789 | \$ | 1,326,867 | \$ | 1,005,884 | \$ | 1,096,482 |
| Net sales of services and plans |  | 92,411 |  | 82,017 |  | 76,113 |  | 274,807 |  | 209,180 |  | 226,086 |
| Total net revenue |  | 518,005 |  | 485,353 |  | 431,902 |  | 1,601,674 |  | 1,215,064 |  | 1,322,568 |
| Costs applicable to revenue (exclusive of depreciation and amortization): |  |  |  |  |  |  |  |  |  |  |  |  |
| Products |  | 158,371 |  | 148,274 |  | 144,518 |  | 485,090 |  | 402,279 |  | 444,177 |
| Services and plans |  | 68,087 |  | 62,535 |  | 59,984 |  | 202,004 |  | 167,864 |  | 174,801 |
| Total costs applicable to revenue |  | 226,458 |  | 210,809 |  | 204,502 |  | 687,094 |  | 570,143 |  | 618,978 |
| Operating expenses: |  |  |  |  |  |  |  |  |  |  |  |  |
| Selling, general and administrative expenses |  | 218,214 |  | 190,518 |  | 190,290 |  | 676,042 |  | 520,841 |  | 566,444 |
| Depreciation and amortization |  | 25,059 |  | 22,236 |  | 22,336 |  | 72,639 |  | 68,970 |  | 63,570 |
| Asset impairment |  | - |  | 7,150 |  | 3,516 |  | 1,478 |  | 20,916 |  | 7,387 |
| Litigation settlement |  | - |  | - |  | - |  | - |  | 4,395 |  | - |
| Other expense (income), net |  | $(2,437)$ |  | (154) |  | 146 |  | $(2,567)$ |  | (312) |  | 975 |
| Total operating expenses |  | 240,836 |  | 219,750 |  | 216,288 |  | 747,592 |  | 614,810 |  | 638,376 |
| Income from operations |  | 50,711 |  | 54,794 |  | 11,112 |  | 166,988 |  | 30,111 |  | 65,214 |
| Interest expense, net |  | 5,743 |  | 12,475 |  | 7,873 |  | 22,169 |  | 35,432 |  | 25,902 |
| Debt issuance costs |  | - |  | - |  | - |  | 92 |  | 136 |  | - |
| Loss on extinguishment of debt |  | - |  | - |  | 9,786 |  | - |  | - |  | 9,786 |
| Earnings (loss) before income taxes |  | 44,968 |  | 42,319 |  | $(6,547)$ |  | 144,727 |  | $(5,457)$ |  | 29,526 |
| Income tax provision (benefit) |  | 3,976 |  | 7,030 |  | $(7,739)$ |  | 22,702 |  | $(6,655)$ |  | 647 |
| Net income | \$ | 40,992 | \$ | 35,289 | \$ | 1,192 | \$ | 122,025 | \$ | 1,198 | \$ | 28,879 |
| Earnings per share - basic | \$ | 0.50 | \$ | 0.44 | \$ | 0.02 | \$ | 1.49 | \$ | 0.01 | \$ | 0.37 |
| Earnings per share - diluted | \$ | 0.45 | \$ | 0.42 | \$ | 0.01 | \$ | 1.34 | \$ | 0.01 | \$ | 0.35 |
| Weighted average shares outstanding - basic |  | 82,290 |  | 80,676 |  | 78,474 |  | 81,729 |  | 80,376 |  | 78,387 |
| Weighted average shares outstanding - diluted |  | 96,508 |  | 83,795 |  | 81,561 |  | 96,193 |  | 82,718 |  | 81,510 |

## Reconciliation of Adjusted EBITDA to Net Income (Unaudited)

| Dollars in thousands | 2015 |  | 2016 |  | 2017 |  | 2018 |  | 2019 |  | 2020 |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Net revenue | \$ | 1,062,528 | \$ | 1,196,195 | \$ | 1,375,308 | \$ | 1,536,854 | \$ | 1,724,331 | \$ | 1,711,760 |
| Net income |  | 2,871 |  | 13,343 |  | 43,138 |  | 23,653 |  | 32,798 |  | 36,277 |
| Interest expense |  | 36,741 |  | 39,092 |  | 55,536 |  | 37,283 |  | 33,300 |  | 48,171 |
| Income tax provision (benefit) |  | 1,300 |  | 11,634 |  | $(38,910)$ |  | $(18,785)$ |  | $(2,309)$ |  | 2,403 |
| Depreciation and amortization |  | 44,349 |  | 52,677 |  | 61,974 |  | 74,339 |  | 87,244 |  | 91,585 |
| EBITDA |  | 85,261 |  | 116,746 |  | 121,738 |  | 116,490 |  | 151,033 |  | 178,436 |
| Stock compensation expense ${ }^{(a)}$ |  | 6,635 |  | 4,293 |  | 5,152 |  | 20,939 |  | 12,670 |  | 10,740 |
| Loss on extinguishment of debt ${ }^{(b)}$ |  | - |  | - |  | - |  | - |  | 9,786 |  | - |
| Asset impairment ${ }^{(c)}$ |  | 7,716 |  | 7,132 |  | 4,117 |  | 17,630 |  | 8,894 |  | 22,004 |
| Litigation settlement ${ }^{(d)}$ |  | - |  | - |  | 7,000 |  | - |  | - |  | 4,395 |
| Secondary offering expenses ${ }^{(\mathrm{e})}$ |  | - |  | - |  | - |  | 2,451 |  | 401 |  | - |
| Management realignment expenses ${ }^{(f)}$ |  | - |  | - |  | - |  | - |  | 2,155 |  | - |
| Long-term incentive plan ${ }^{(g)}$ |  | - |  | - |  | - |  | 7,040 |  | 2,830 |  | - |
| Debt issuance cost ${ }^{(n)}$ |  | 2,551 |  | - |  | 4,527 |  | 200 |  | - |  | - |
| Non-cash inventory write-offs ${ }^{(0)}$ |  | - |  | - |  | 2,271 |  | - |  | - |  | - |
| Management fees ${ }^{(p)}$ |  | 1,649 |  | 1,126 |  | 5,263 |  | - |  | - |  | - |
| Other ${ }^{(k)}$ |  | 4,644 |  | 3,520 |  | 3,924 |  | 4,585 |  | 6,370 |  | 2,732 |
| Adjusted EBITDA | \$ | 108,456 | \$ | 132,817 | \$ | 153,992 | \$ | 169,335 | \$ | 194,139 | \$ | 218,307 |
| Net income margin |  | 0.3\% |  | 1.1\% |  | 3.1\% |  | 1.5\% |  | 1.9\% |  | 2.1\% |
| Adjusted EBITDA Margin |  | 10.2\% |  | 11.1\% |  | 11.2\% |  | 11.0\% |  | 11.3\% |  | 12.8\% |

## Reconciliation of Adjusted EBITDA to Net Income (Unaudited)

| Dollars in thousands | Three Months Ended |  |  |  |  |  | Nine Months Ended |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | $\begin{gathered} \text { October 2, } \\ 2021 \end{gathered}$ |  | $\begin{aligned} & \text { September } \\ & 26,2020 \end{aligned}$ |  | $\begin{gathered} \text { September } \\ \mathbf{2 8 , 2 0 1 9} \\ \hline \end{gathered}$ |  | $\begin{gathered} \text { October 2, } \\ 2021 \end{gathered}$ |  | $\begin{aligned} & \text { September } \\ & 26,2020 \end{aligned}$ |  | $\begin{aligned} & \text { September } \\ & \mathbf{2 8 , 2 0 1 9} \end{aligned}$ |  | Twelve Months Ended October 2, 2021 |  |
| Net income | \$ | 40,992 | \$ | 35,289 | \$ | 1,192 | \$ | 122,025 | \$ | 1,198 | \$ | 28,879 | \$ | 157,104 |
| Interest expense |  | 5,743 |  | 12,475 |  | 7,873 |  | 22,169 |  | 35,432 |  | 25,902 |  | 34,908 |
| Income tax provision (benefit) |  | 3,976 |  | 7,030 |  | $(7,739)$ |  | 22,702 |  | $(6,655)$ |  | 647 |  | 31,760 |
| Depreciation and amortization |  | 25,059 |  | 22,236 |  | 22,336 |  | 72,639 |  | 68,970 |  | 63,570 |  | 95,254 |
| EBITDA |  | 75,770 |  | 77,030 |  | 23,662 |  | 239,535 |  | 98,945 |  | 118,998 |  | 319,026 |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Stock compensation expense ${ }^{\text {(a) }}$ |  | 3,665 |  | 2,890 |  | 6,123 |  | 13,866 |  | 8,335 |  | 10,840 |  | 16,271 |
| Loss on extinguishment of debt ${ }^{(b)}$ |  | - |  | - |  | 9,786 |  | - |  | - |  | 9,786 |  | - |
| Asset impairment ${ }^{(c)}$ |  | - |  | 7,150 |  | 3,516 |  | 1,478 |  | 20,916 |  | 7,387 |  | 2,566 |
| Litigation settlement ${ }^{(d)}$ |  | - |  | - |  | - |  | - |  | 4,395 |  | - |  | - |
| Secondary offering expenses ${ }^{\left({ }^{()}\right.}$ |  | - |  | - |  | 401 |  | - |  | - |  | 406 |  | - |
| Management realignment expenses ${ }^{(f)}$ |  | - |  | - |  | - |  | - |  | - |  | 2,155 |  | - |
| Long-term incentive plan ${ }^{(g)}$ |  | - |  | - |  | 1,108 |  | - |  | - |  | 1,830 |  | - |
| Other ${ }^{(k)}$ |  | $(1,512)$ |  | 1,057 |  | 1,956 |  | 129 |  | 2,206 |  | 4,423 |  | 655 |
| Adjusted EBITDA | \$ | 77,923 | \$ | 88,127 | \$ | 46,552 | \$ | 255,008 | \$ | 134,797 | \$ | 155,825 | \$ | 338,518 |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Net income margin |  | 7.9\% |  | 7.3\% |  | 0.3\% |  | 7.6\% |  | 0.1\% |  | 2.2\% |  |  |
| Adjusted EBITDA Margin |  | 15.0\% |  | 18.2\% |  | 10.8\% |  | 15.9\% |  | 11.1\% |  | 11.8\% |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Net debt/Net income |  |  |  |  |  |  |  |  |  |  |  |  |  | 1.2x |
| Net debt/Adjusted EBITDA |  |  |  |  |  |  |  |  |  |  |  |  |  | 0.5 x |

Note: Percentages reflect line item as a percentage of net revenue, adjusted for rounding

## Reconciliation of Adjusted Operating Income to Net Income (Unaudited)

| Dollars in thousands | Three Months Ended |  |  |  |  |  | Nine Months Ended |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | $\begin{gathered} \text { October 2, } \\ 2021 \\ \hline \end{gathered}$ |  | $\begin{gathered} \text { September 26, } \\ 2020 \\ \hline \end{gathered}$ |  | $\begin{gathered} \text { September 28, } \\ 2019 \\ \hline \end{gathered}$ |  | $\begin{gathered} \text { October 2, } \\ 2021 \\ \hline \end{gathered}$ |  | $\begin{gathered} \hline \text { September 26, } \\ 2020 \end{gathered}$ |  | $\begin{gathered} \hline \text { September 28, } \\ 2019 \end{gathered}$ |  |
| Net income | \$ | 40,992 | \$ | 35,289 | \$ | 1,192 | \$ | 122,025 | \$ | 1,198 | \$ | 28,879 |
| Interest expense |  | 5,743 |  | 12,475 |  | 7,873 |  | 22,169 |  | 35,432 |  | 25,902 |
| Income tax provision (benefit) |  | 3,976 |  | 7,030 |  | $(7,739)$ |  | 22,702 |  | $(6,655)$ |  | 647 |
| Stock compensation expense ${ }^{\text {(a) }}$ |  | 3,665 |  | 2,890 |  | 6,123 |  | 13,866 |  | 8,335 |  | 10,840 |
| Loss of extinguishment of debt ${ }^{(b)}$ |  | - |  | - |  | 9,786 |  | - |  | - |  | 9,786 |
| Asset impairment ${ }^{(c)}$ |  | - |  | 7,150 |  | 3,516 |  | 1,478 |  | 20,916 |  | 7,387 |
| Litigation settlement ${ }^{\left({ }^{\text {d }}\right.}$ |  | - |  | - |  | - |  | - |  | 4,395 |  | - |
| Secondary offering expenses ${ }^{\left({ }^{(e)}\right.}$ |  | - |  | - |  | 401 |  | - |  | - |  | 406 |
| Management realignment expenses ${ }^{(f)}$ |  | - |  | - |  | - |  | - |  | - |  | 2,155 |
| Long-term incentive plan ${ }^{(g)}$ |  | - |  | - |  | 1,108 |  | - |  | - |  | 1,830 |
| Amortization of acquisition intangibles ${ }^{(h)}$ |  | 1,872 |  | 1,851 |  | 1,851 |  | 5,616 |  | 5,554 |  | 5,553 |
| Other ${ }^{(k)}$ |  | $(1,512)$ |  | 1,057 |  | 1,956 |  | 129 |  | 2,206 |  | 4,423 |
| Adjusted Operating Income | \$ | 54,736 | \$ | 67,742 | \$ | 26,067 | \$ | 187,985 | \$ | 71,381 | \$ | 97,808 |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
| Net income margin |  | 7.9\% |  | 7.3\% |  | 0.3\% |  | 7.6\% |  | 0.1\% |  | \% |
| Adjusted Operating Margin |  | 10.6\% |  | 14.0\% |  | 6.0\% |  | 11.7\% |  | 5.9\% |  | .4\% |

## Reconciliation of Adjusted Diluted EPS to Diluted EPS (Unaudited)

| Shares in thousands | Three Months Ended |  |  |  |  |  | Nine Months Ended |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | $\begin{gathered} \hline \text { October 2, } \\ 2021 \end{gathered}$ |  | $\begin{aligned} & \text { September } \\ & 26,2020 \\ & \hline \end{aligned}$ |  | $\begin{gathered} \hline \text { September } \\ \mathbf{2 8 , 2 0 1 9} \end{gathered}$ |  | $\begin{gathered} \hline \text { October 2, } \\ 2021 \end{gathered}$ |  | $\begin{aligned} & \hline \text { September } \\ & \mathbf{2 6 , 2 0 2 0} \end{aligned}$ |  | $\begin{gathered} \hline \text { September } \\ \mathbf{2 8 , 2 0 1 9} \end{gathered}$ |  |
| Diluted EPS | \$ | 0.45 | \$ | 0.42 | \$ | 0.01 | \$ | 1.34 | \$ | 0.01 | \$ | 0.35 |
| Stock compensation expense ${ }^{(a)}$ |  | 0.04 |  | 0.03 |  | 0.08 |  | 0.14 |  | 0.10 |  | 0.13 |
| Loss on extinguishment of debt ${ }^{(b)}$ |  | - |  | - |  | 0.12 |  | - |  | - |  | 0.12 |
| Asset impairment ${ }^{(c)}$ |  | - |  | 0.09 |  | 0.04 |  | 0.02 |  | 0.25 |  | 0.09 |
| Litigation settlement ${ }^{\text {d }}$ |  | - |  | - |  | - |  | - |  | 0.05 |  | - |
| Secondary offering expenses ${ }^{\left({ }^{(e)}\right.}$ |  | - |  | - |  | 0.00 |  | - |  | - |  | 0.00 |
| Management realignment expenses ${ }^{(f)}$ |  | - |  | - |  | - |  | - |  | - |  | 0.03 |
| Long-term incentive plan ${ }^{(g)}$ |  | - |  | - |  | 0.01 |  | - |  | - |  | 0.02 |
| Amortization of acquisition intangibles ${ }^{(h)}$ |  | 0.02 |  | 0.02 |  | 0.02 |  | 0.06 |  | 0.07 |  | 0.07 |
| Amortization of debt discount and deferred financing costs ${ }^{(i)}$ |  | 0.00 |  | 0.05 |  | 0.00 |  | 0.02 |  | 0.09 |  | 0.01 |
| Losses (gains) on change in fair value of derivatives ${ }^{(j)}$ |  | (0.01) |  | 0.00 |  | - |  | 0.00 |  | 0.06 |  | - |
| Other ${ }^{(k)}$ |  | (0.02) |  | 0.01 |  | 0.02 |  | (0.02) |  | 0.03 |  | 0.05 |
| Tax benefit of stock option exercises ${ }^{(1)}$ |  | (0.09) |  | (0.04) |  | (0.08) |  | (0.14) |  | (0.07) |  | (0.09) |
| Tax effect of total adjustments ${ }^{(m)}$ |  | (0.01) |  | (0.05) |  | (0.08) |  | (0.06) |  | (0.16) |  | (0.14) |
| Adjusted Diluted EPS | \$ | 0.38 | \$ | 0.54 | \$ | 0.16 | \$ | 1.35 | \$ | 0.42 | \$ | 0.66 |
| Weighted average diluted shares outstanding |  | 96,508 |  | 83,795 |  | 81,561 |  | 96,193 |  | 82,718 |  | 81,510 |

## Reconciliation of Non-GAAP to GAAP Financial Measures Footnotes

(a) Non-cash charges related to stock-based compensation programs, which vary from period to period depending on the timing of awards and performance vesting conditions.
(b) Reflects write-off of deferred financing fees related to the extinguishment of debt.
(c) Reflects write-off of property, equipment and lease related assets on closed or underperforming stores.
(d) Expenses associated with settlement of significant litigation.
(e) Expenses related to our secondary public offerings.
(f) Expenses related to a non-recurring management realignment described on the Form 8-K filed with the SEC on January 10, 2019.
(g) Expenses pursuant to a long-term incentive plan for non-executive employees who were not participants in the management equity plan.
(h) Amortization of the increase in carrying values of finite-lived intangible assets resulting from the application of purchase accounting following the acquisition of the Company by affiliates of KKR \& Co. Inc.
(i) Amortization of debt discount is associated with the amortization of the conversion feature related to the convertible notes and amortization of deferred financing costs related to the convertible note, term loan and revolving credit facility borrowings. We adjust for amortization of costs related to the convertible notes only when adjustment for these costs is not required in the calculation of diluted earnings per share according to U.S. GAAP.
(j) Reflects losses (gains) recognized in interest expense on change in fair value of de-designated hedges.
(k) Other adjustments that management does not consider representative of operating performance; includes losses on equity method investments, and for Adjusted Diluted EPS the impact of stranded tax effect associated with our interest rate swaps that matured in 2021.
(I) Tax benefit associated with accounting guidance requiring excess tax benefits related to stock option exercises to be recorded in earnings as discrete items in the reporting period in which they occur.
(m) Represents the income tax effect of the total adjustments at our combined statutory federal and state income tax rates.
(n) Fees associated with the issuance of new term loans, refinancing, or borrowings of additional principal.
(o) Reflects write-offs of inventory relating to the expiration of a specific type of contact lenses that could not be sold and required disposal.
(p) Management fees paid to Sponsors in accordance with our monitoring agreement and terminated upon consummation of the IPO in October 2017.

## Reconciliation of Adjusted Comparable Stores Sales Growth (Unaudited)

|  | Comparable store sales growth ${ }^{(a)}$ |  |  |  |
| :---: | :---: | :---: | :---: | :---: |
|  | Third Quarter |  | Year to Date |  |
|  | 2021 vs. 2019 | 2021 vs. 2020 | 2021 vs. 2019 | 2021 vs. 2020 |
| Owned \& Host segment |  |  |  |  |
| America's Best | 14.2\% | 0.0\% | 17.0\% | 31.8\% |
| Eyeglass World | 21.5\% | 1.7\% | 22.1\% | 33.9\% |
| Military | (3.8)\% | (0.6)\% | (2.3)\% | 22.6\% |
| Fred Meyer | (8.2)\% | (1.6)\% | (9.6)\% | 21.2\% |
| Legacy segment | 4.0\% | 0.0\% | 5.4\% | 25.5\% |
|  |  |  |  |  |
| Total comparable store sales growth | 15.7\% | 3.4\% | 15.5\% | 30.3\% |
| Adjusted Comparable Store Sales Growth ${ }^{(b)}$ | 13.3\% | 0.2\% | 15.6\% | 31.1\% |
| Additional comparable store sales growth information for 2020 and 2021 (compared to the prior year period) | Three Months Ended April 3, 2021 | Three Months Ended <br> March 28, 2020 | Three Months Ended July 3, 2021 | Three Months Ended June 27, 2020 |
| Total comparable store sales growth | 18.2\% | (2.9)\% | 99.1\% | (44.7)\% |
| Adjusted Comparable Store Sales Growth ${ }^{(b)}$ | 35.8\% | (10.3)\% | 76.7\% | (36.5)\% |

(a) Total comparable store sales is calculated based on consolidated net revenue excluding the impact of (i) Corporate/Other segment net revenue, (ii) sales from stores opened less than 13 months, (iii) stores closed in the periods presented, (iv) sales from partial months of operation when stores do not open or close on the first day of the month and (v) if applicable, the impact of a 53 rd week in a fiscal year. Brand-level comparable store sales growth is calculated based on cash basis revenues consistent with what the Chief Operating Decision Maker reviews, and consistent with reportable segment revenues presented in Note 10. "Segment Reporting" in our unaudited condensed consolidated financial statements included in Part I. Item 1. in our Quarterly Report on Form 10-Q for the period ended October 2, 2021, with the exception of the Legacy segment, which is adjusted as noted in clause (b) (ii) below.
(b) The differences between total comparable store sales growth based on consolidated net revenue and Adjusted Comparable Store Sales Growth are: (i) Adjusted Comparable Store Sales Growth includes the effect of deferred and unearned revenue as if such revenues were earned at the point of sale, resulting in the following changes from total comparable store sales growth based on consolidated net revenue: a decrease of $2.2 \%$ for third quarter 2021 vs. 2019, a decrease of $3.0 \%$ for third quarter 2021 vs. 2020, an increase of $0.1 \%$ for year to date 2021 vs. 2019 and an increase of $0.9 \%$ for year to date 2021 vs. 2020; an increase of $17.3 \%$ and a decrease of $7.5 \%$ for the three months ended April 3, 2021 and March 28 , 2020, respectively; and a decrease of $21.6 \%$ and an increase of $8.1 \%$ for the three months ended July 3, 2021 and June 27, 2020, respectively; and (ii) Adjusted Comparable Store Sales Growth includes retail sales to the Legacy partner's customers (rather than the revenues recognized consistent with the management \& services agreement with the Legacy partner), resulting in the following changes from total comparable store sales growth based on consolidated net revenue: a decrease of $0.2 \%$ for third quarter 2021 vs . 2019, a decrease of $0.2 \%$ for third quarter 2021 vs . 2020, a decrease of $0.1 \%$ for year to date 2021 vs 2020 , an increase of $0.3 \%$ and an increase of $0.1 \%$ for the three months ended April 3, 2021 and March 28, 2020, respectively; and a decrease of $0.8 \%$ and increase of $0.1 \%$ for the three months ended July 3, 2021 and June 27, 2020, respectively. The differences between total comparable store sales growth based on consolidated net revenue and Adjusted Comparable Store Sales Growth for the three months ended April 3, 2021 have been updated from previously reported numbers, with no change to total comparable store sales growth based on consolidated net revenue and Adjusted Comparable Store Sales Growth.

## Adjusted Comparable Store Sales Primer

## What is Adjusted Comparable Store Sales Growth?

- Calculated using net revenue on a cash-basis
- Excludes the impact of unearned and deferred revenue


## Why use Adjusted Comparable Store Sales Growth?

- Provides a clear view of the Company's current operating performance
- Shifts in unearned revenue are difficult to predict and related to short-term customer behavior (see slide 31)
- Used by management to assess business performance and is the basis for storelevel business performance
- Consistently applied methodology

Adjusted Comparable Store Sales Growth consistently lower than total comparable store sales growth

- Company provides total comparable store sales growth measured on GAAP revenue
- Adjusted measure has been lower than or equal to GAAP measure in 11 of last 16 quarters due to unearned revenue
- Total comparable store sales growth based on GAAP revenue was not calculated prior to 2017 IPO


## Unearned Revenue Primer



## UNEARNED REVENUE ACCOUNTING



- Customers generally pay for products and services at time of order. Eyeglasses are picked up approximately 7 to 10 days later.
- Unearned revenue represents CASH BASIS SALES during approximately the last week of a reporting period. GAAP REPORTING requires REVENUE RECOGNITION at time of PICKUP.
- The change in unearned revenue depends on relative magnitude of sales for last week of the preceding $\underset{-}{\boldsymbol{F}}$ and current $\mathbb{U}$ quarters, as well as customer purchase pick-up behavior.
- The change in activity is then compared to the same periods in the prior year.
- Typical seasonal impact on income statement:

| Q1 negative $(\mathrm{E}<\mathrm{U})$ | Q2 positive $(\mathrm{E}>\mathrm{U})$ |
| :--- | :--- |
| $\mathbf{Q 3}$ pos./neg. $(\mathrm{E}><\mathrm{U})$ | $\mathbf{Q 4}$ negative $(\mathrm{E}<\mathrm{U})$ |

- For a company with growing revenues, unearned revenue should also grow to some degree each year.

> "It's a short-term timing difference between quarters"


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