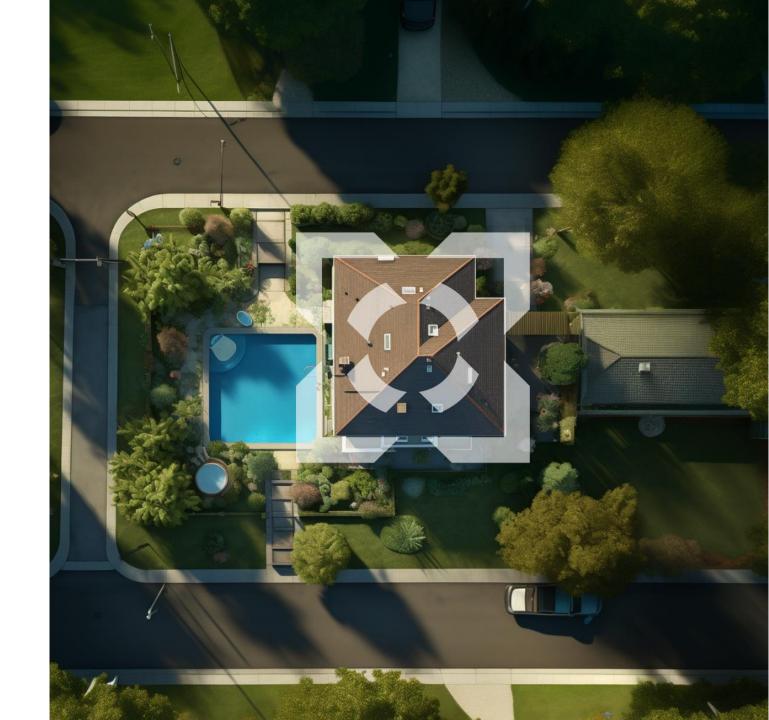


# Investor Event



October 24, 2024

### **Forward Looking Statements**

The information presented herein may contain forward-looking statements within the meaning of the federal securities laws. Such forward-looking statements include without limitation all statements other than statements of historical fact, including forecasts of our growth, business strategy, opportunities and results, core restoration, future strategic ventures, anticipated marketing efficiencies, expense reductions, price reductions, our path to profitability, future product and service offerings, our ability to monetize intellectual property and other assets, and the timing of any of the foregoing. You should not place undue reliance on any forward-looking statements, which speak only as of the date they were made. We undertake no obligation to update any forward-looking statements as a result of any new information, future developments, or otherwise. These forward-looking statements are inherently difficult to predict. Actual results could differ materially for a variety of known and unknown risks, uncertainties, and other important factors including but not limited to, difficulties we may have with our carriers, fulfillment partners, or Saas/laaS providers, competition, macroeconomic changes, any difficulties with our supply chain, importation costs, access to products, shipping times and costs, impacts from our changed company name, use of our brands or the platforms on which they are offered, impacts from changes to our organizational structure, management, workforce or compensation structure, any difficulties with the attraction/retention of employees, search engine optimization results, and/or our ability to become profitable or generate positive cash flows, any problems with our infrastructure, including re-location or third-party maintenance of our computer and communication hardware, impairment of our websites or transaction systems, cyberattacks, data loss, or data breaches affecting us. Other risks and uncertainties include, among others, risks arising from our equity and other investments, including our lack of oversight, any restrictions on tracking technologies, adverse tax, regulatory or legal developments, litigation or claims against us, including those relating to intellectual property or compliance, any inability to effectively operate our warehouse or customer service operations, any failure to effectively utilize technological advancements, negative economic consequences of global conflict or politics including the presidential election, impacts from our decision to partially self-insure, any inability to protect our intellectual property, impacts from our evolving business practices, including strategic ventures, the expansion of our product and service offerings, and whether our partnership with Pelion Venture Partners will achieve its objectives. More information about factors that could potentially affect our financial results are included in our Form 10-K for the year ended December 31, 2023, filed with the SEC on February 23, 2024, in our Form 10-Q for the guarter ended June 30, 2024, filed with the SEC on July 31, 2024, and in our subsequent filings with the SEC. The Forms 10-K, 10-Q, and our subsequent filings with the SEC identify important factors that could cause our actual results to differ materially from those contained in or contemplated by our projections, estimates, and other forward-looking statements.



# Recognition and Restoration of Core + Building the Future

Accelerated Growth Margin Erosion New Vision Demand Erosion 2020 2022 2023 2024 Restore / Build / Transform COVID-19 **Post-pandemic Bed Bath & Beyond** Consumer overspend **Demand meaningfully recedes** Acquired IP and customer data for \$21.5M Relaunched Overstock as standalone site Robust demand pull-forward Became exclusively home-focused Painted the Overstock site 'blue' Restoring brands to legacy strengths Assortment/experience unchanged from Overstock Launching affinity marketing and cooperative **Turned Overstock off** business model Lack of non-home categories Customer experience and domain Sales surged, generated Overnight, both brands were exacerbated recession in authority challenges with Overstock operating leverage unrecognizable Doubled down in home categories demand Caused customer confusion and Customer experience and assortment Began disassociating with Exited non-home categories eroded trust challenges with Bed Bath & Beyond Overstock name Plummeting conversion met with Signed deals to establish omnichannel higher discounting/ad spend presence for Bed Bath & Beyond Management changes Build affinity and monetize



### **Overview of Today's Discussion**

#### **Restoration of Core Business**

#### Sustainable, differentiated retailer

- 1. Marketing Efficiency
- 2. Sales Growth
- 3. Margin
- 4. Disciplined Expense Management

#### **Build & Transform**

#### **World-class affinity platform**

#### 1. Commerce:

Core & Partnerships

#### 2. Affinity:

Loyalty, Credit Card, Warranties, Shipping Insurance, Home Services

#### 3. Data:

Modernized Tech & 'Data Lake' via enrichment and segmentation

#### 4. Monetization:

IP, Technology, Licensing, Financial Services, P&C Insurance, Mortgage/HELOC, Retail Media



## Path to Profitability

### **Illustrative Environment**

Net revenue	3Q24 Actual \$311.4M	'Goal State'  Conversion Δ 2YR avg	3Q24			Mid-cycle Optimized	
			\$371M	\$408M	\$445M	Increased traffic	\$474M
Gross Margin % of sales	21.2%	GM Δ 2YR avg	25%	25%	25%	+200 bps	27%
Sales & Marketing % of sales	16.7%	+50 bps vs pre-BB&B level	12%	12%	12%	100 bps efficiency	11%
Tech + G&A	\$45.2M	\$165M run-rate commitment	\$41M	\$41M	\$41M	\$1M reduction	\$40M
Adj EBITDA <sup>2</sup>	(\$31.9M)	Breakeven	+\$6M	+\$9M	+\$13M		+\$27M
Adj EBITDA <sup>2</sup> % of sales	(10.2%)	LSD ► MSD margin profile	~2%	~2%	~3%		~6%



<sup>1. 3</sup>Q22 Revenue of \$460M; Adj EBITDA of \$14.8M or 3% of Revenue

<sup>2.</sup> Non-GAAP financial metric



# Restoration of Core Business

## **Areas of Key Focus**

1. Marketing Efficiency



#### **Increase ROAS**

Focused ad spend using enriched customer data

2. Sales Growth



#### **Maximize Traffic and Improve Conversion**

Create frictionless site experience and product authority

3. Margin



#### **Enhance Margin**

Lower product costs and effective promotional campaigns

**4.** Expense Management



#### \$165M Annual G&A and Tech Run-Rate

Optimized structure for the future



**Investor Event 2024** 

# **Restoring the Core**

1. Marketing Efficiency

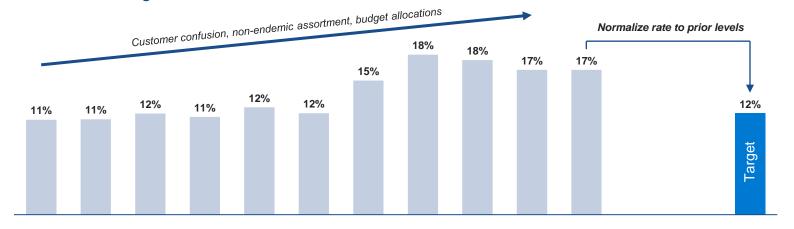
2. Sales Growth

3. Margin

4. Expense Management

#### **Restoration of the Core Business**

#### Sales & Marketing as % of Revenue



#### **Challenges:**

- Customer confusion
- Marketplace assortment & experience
- Inefficient spend in non-endemic categories

#### **Solutions:**



- Curate assortment to key categories
- Shift spend to appropriate brand(s)

- Ad budget allocated to Bed Bath & Beyond
- Lack of domain authority
- Limited product feature capabilities

- Increased budget allocation
- Execute SEO strategy
- Launch sponsored product advertising





#### **Restoration of the Core Business**

## **Restoring the Core**

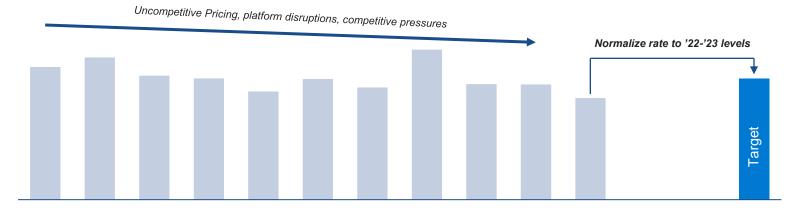
1. Marketing Efficiency

2. Sales Growth

3. Margin

4. Expense Management

#### Conversion Rate<sup>1</sup>



#### **Challenges:**

- Lack of 'known for' brands and products
- Mobile app headwinds
- Uncompetitive pricing

#### **Solutions:**



- Enhance national branded assortment
- Repaired and reactivated app promos
- Lowering product costs & price reductions

- Exited high frequency categories
- Below-average user experience
- Substandard email performance
- Missing out on liquidation

- Expanding legacy assortment
- Navigation and search improved
- Expanded page types and functionality
- Omni channel solutions from cooperative





1. Orders Delivered divided by Site Visits

**Investor Event 2024** 

# **Restoring the Core**

1. Marketing Efficiency

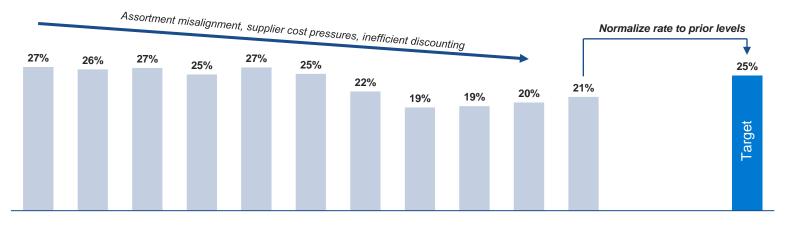
2. Sales Growth

3. Margin

4. Expense Management

#### **Restoration of the Core Business**

#### Gross Margin as % of Revenue



#### **Challenges:**

- Misaligned assortment
- Supplier freight expense headwinds
- Suppler costs based on asset light drop ship model
- Low traffic volume to higher margin assortment
- Disconnected from liquidation opportunities when shuttered

#### **Solutions:**

- Assortment and spend shift to Overstock
- 3PB program enhancements
- Omnichannel access to wholesale costs
- Beyond services launch and scale
- Scaling for meaningful positive impact
- Establishing liquidation expertise / leadership online





#### **Restoration of the Core Business**

## **Restoring the Core**

1. Marketing Efficiency

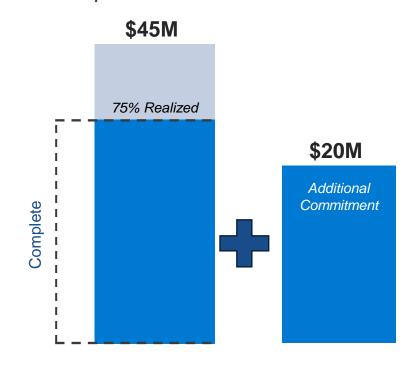
2. Sales Growth

3. Margin

4. Expense Management



#### **G&A and Tech Expense**



~\$165M

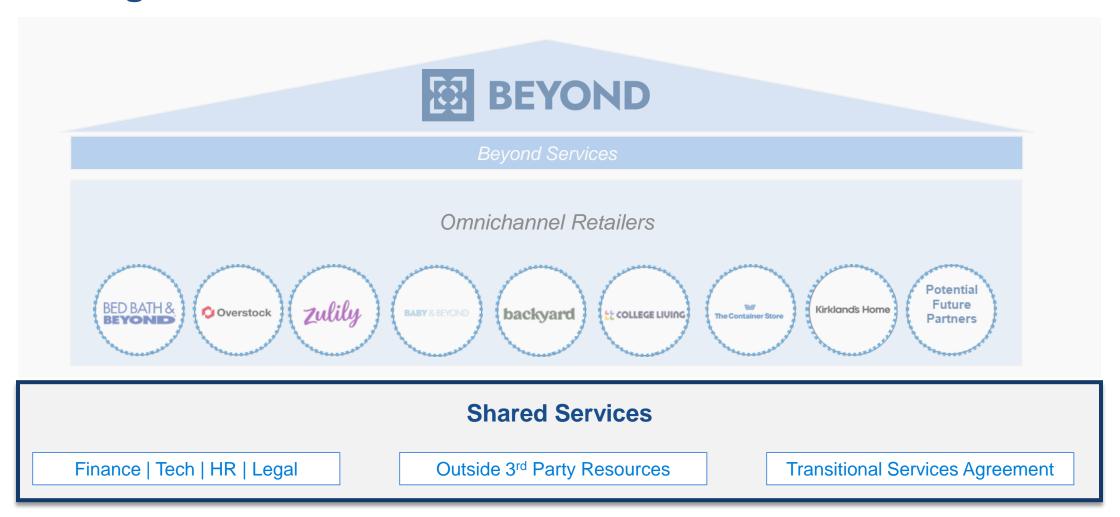
annual run-rate

- Realized by year-end
- Aligned to future state
- Gained Leverage

- Outsourced blockchain portfolio
- Reduced fixed headcount
- Sold Wamsutta brand

- **Divested excess HQ capacity**
- **Eliminated long-term debt**
- Acquired Zulily

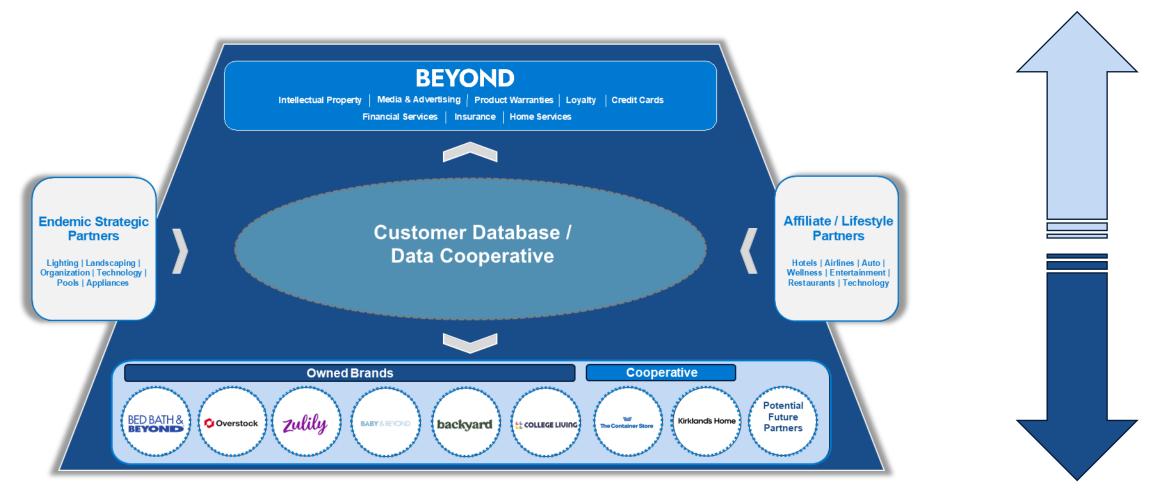
## **Establishing a Foundation for the Future**





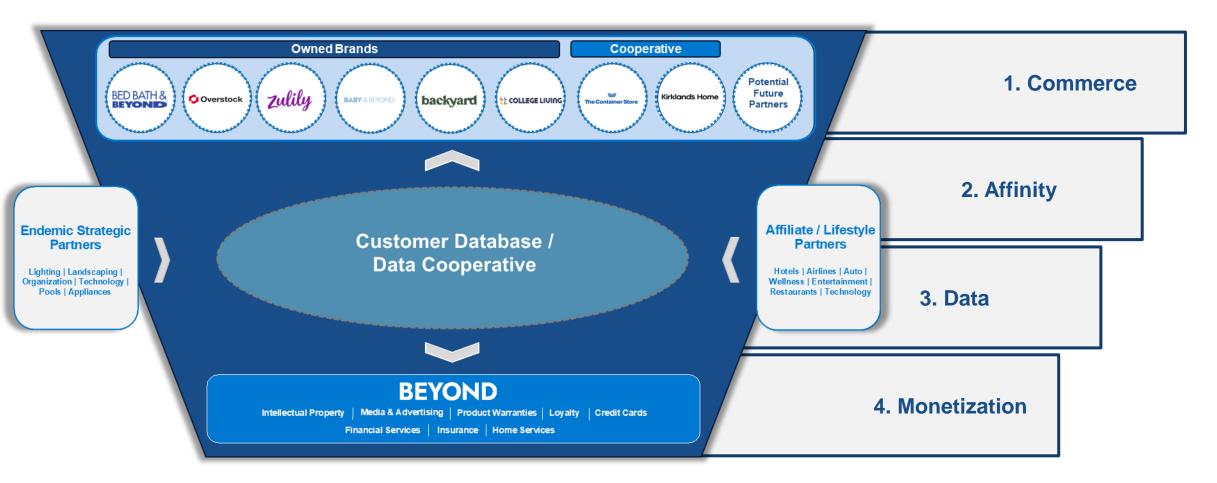


# **BEYOND Strategy**





## **BEYOND Strategy**





# **Areas of Key Focus**

#### 1. Commerce:

Core & Partnerships



Loyalty, Credit Card, Warranties, Shipping Insurance, Home Services

#### 3. Data:

Modernized Tech & 'Data Lake' via enrichment and segmentation

#### 4. Monetization:

IP, Technology, Licensing, Financial Services, Mortgage/HELOC, P&C Insurance Retail Media



#### **Increase Traffic and Transactions**

Leverage retail brands to grow customers



#### **Build Loyalty and Enhance Margin**

Expand affinity product offering at POS and Checkout



#### **Augment Cooperative**

Enrich and segment expansive database



#### **Maximize Revenue Streams**

Leverage brand assets throughout Beyond ecosystem



### **Build & Transform**

#### 1. Commerce:

Core & Partnerships

#### 2. Affinity:

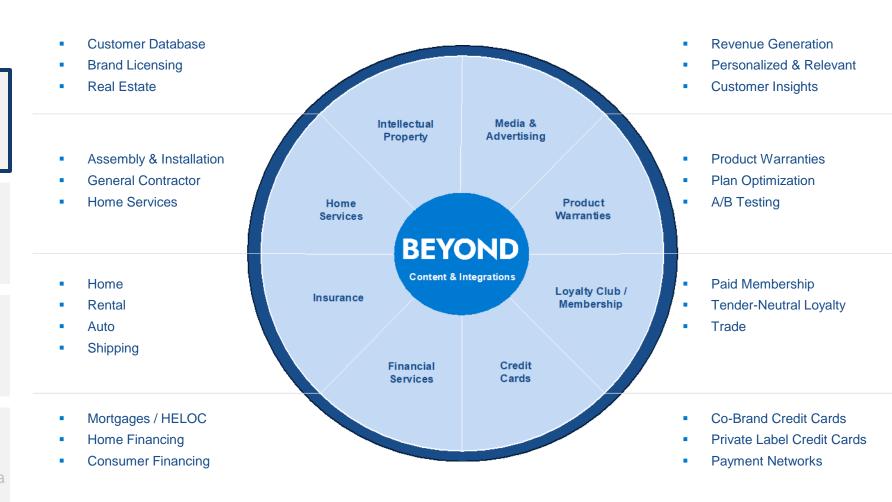
Loyalty, Credit Card, Warranties, Shipping Insurance, Home Services

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#### Loyalty

- ► BEYOND+ global loyalty
- ► Compelling rewards & benefits
- ► Brands honor loyalty standards



#### **Credit Card**

- ► Complimentary membership and leading rewards
- ▶ BEYOND credit card spans all brands
- ► Meaningful revenue stream



### Warranties, Shipping Insurance, Home Services

- ► Build trust & loyalty
- ► Enhance the customer experience
- ► High-margin, supplemental revenue streams



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Transform technology platforms and operations to enable accelerated business growth across all brands and deliver exceptional customer and partner experience

#### **Digital & Data Transformation**

- Composable Commerce
  - Unify technology stack across brands
  - Drive multi-brand acceleration
  - Streamline and modernize platforms
- Data platforms transformation, data driven customer experience decisions
- Multi-cloud and hybrid cloud architecture

#### **Technology Cost Optimization**

- Engage 3rd party for IT contract re-negotiations
- Right-size Technology team structure
- Optimize IT processes

#### **Growth & Innovation**

- → Gen Artificial Intelligence (AI) and Machine Learning (ML) based business solutions and customer engagement
- Partnerships with leading-edge software/tech vendors
- Scalable solutions to enable growth, new business models/partnerships

#### **People – Tech Organization**

- Talent acquisition and retention
- Centers of Excellence for AI/ML, QA, Development etc.
- Agile practices



### **Build & Transform**

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### Technology

- ► Leverage infrastructure across BEYOND
- ► Consulting and support services
- ▶ Data monetization and personalization

### Financial Services

- ► Comprehensive, tailored consumer solutions
- ► Single destination, meeting consumer needs
- ► Optimize customer data and increase CLV

### **Global Licensing**

- ► Monetize IP and create beneficial brand touchpoints
- ► Product and Store
- ► e-concession and shop-in-shop model



