

Financial Results & Investor Presentation

Q3 2024

Safe Harbor Statement

This presentation contains forward-looking statements. These statements may relate to, but are not limited to, plans for growth, technological capabilities and new features and products and the long-term financial targets of Dropbox, Inc. ("Dropbox," "we," "us," or similar terms), as well as assumptions relating to the foregoing. Forward-looking statements are inherently subject to risks and uncertainties, some of which cannot be predicted or quantified. In some cases, you can identify forward-looking statements by terminology such as "may," "will," "should," "could," "could," "expect," "plan," "anticipate," "believe," "estimate," "predict," "intend," "potential," "would," "continue," "ongoing" or the negative of these terms or other comparable terminology. You should not put undue reliance on any forward-looking statements. Forward-looking statements should not be read as a guarantee of future performance or results, and will not necessarily be accurate indications of the times at, or by, which such performance or results will be achieved, if at all.

Forward-looking statements are based on information available at the time those statements are made or management's good-faith beliefs and assumptions as of that time with respect to future events, and are subject to risks and uncertainties that could cause actual performance or results to differ materially from those expressed in, or suggested by, the forward-looking statements. In light of these risks and uncertainties, the events and circumstances contemplated by the forward-looking statements made in this presentation may not occur and actual results could differ materially from those anticipated or implied in the forward-looking statements. These risks and uncertainties are described in greater detail under the heading "Risk Factors" in our quarterly report on Form 10-Q for the fiscal quarter ended June 30, 2024 that we filed with the Securities and Exchange Commission (the "SEC") on August 9, 2024, and include, but are not limited to, the impact to our financial results, business operations, the business of our customers, suppliers, partners and the economy as a result of general macro economic, political and market uncertainty, as well as the potential for a more permanent global shift to remote work; our ability to retain and upgrade paying users, and increase our recurring revenue; our ability to attract new users or convert registered users to paying users; our future financial performance, including trends in revenue, costs of revenue, gross profit or gross margin, operating expenses, paying users, and free cash flow, including, in all respects, with respect to any future targets described herein; our ability to maintain profitability; our liability for any unauthorized access to our data or our users' content, including through privacy and data security breaches, significant disruption of service on our platform or loss of content, particularly from any potential disruptions in the supply chain for hardware necessary to offer our services; any decline in demand for our platform or for content collaboration solutions in general; changes in the interoperability of our platform across devices, operating systems, and third-party applications that we do not control; competition in our markets; our ability to respond to rapid technological changes, extend our platform, develop new features or products, or gain market acceptance for such new features or products, our ability to manage our growth or plan for future growth; our acquisition of other businesses and the potential of such acquisitions to require significant management attention, disrupt our business, or dilute stockholder value; our ability to attract and retain key personnel and highly qualified personnel; our capital allocation plans with respect to our stock repurchase program and otherinvestments; and the dual class structure of our common stock and its effect of concentrating voting control with certain stockholders who held our capital stock prior to the completion of our initial public offering. These factors could cause actual results, performance or achievement to differ materially and adversely from those anticipated or implied in the forward-looking statements. Additional information will be available in other future reports that we may file with the SEC from time-to-time, which could cause actual results to vary from expectations. Except as required by law, Dropbox does not undertake any obligation to publicly update or revise any forward-looking statement, whether as a result of new information, future developments or otherwise.

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Financial Performance

\$2.54 billion

TTM¹ revenue

3.0%

TTM revenue growth

83.8%

TTM Non-GAAP gross margin

35.2%

TTM Non-GAAP operating margin

\$851M

TTM FCF²

18.24M

Paying users³



Investment Highlights



- Scaled platform driven by our core File, Sync, and Share product offering
- 2 Subscription-based, recurring revenue model
- 3 Loyal users with a high retention profile
- 4 High margin business supported by self-serve model
- 5 Strong free cash flow conversion
- 6 Self-funded investments for high-growth opportunities
- 7 Consistent capital return to shareholders



Business Overview

DROPBOX MISSION

Design a more enlightened way of working

Our Journey



WHERE WE STARTED

Dropbox Launches in 2008

- Multi-device usage and universal file sharing in its infancy
- Migration to online cloud storage begins
- · Flagship product: File, Sync, and Share



DROPBOX TODAY

File, Sync, and Share

- A leader in the \$12bn content sharing and collaboration applications category¹
- Large-scale infrastructure to support 700m+ registered users and 18.24m paying customers
- Collaborative working tools and advanced security features



DROPBOX TOMORROW

Organize and Secure All Cloud Content

- Dropbox evolves from syncing your files to organizing all your cloud content
- The proliferation of SaaS tools and content platforms has created new challenges for end users around finding, organizing, securing, and sharing content
- Solving for fragmented content experiences in a cloud-first workplace
- Leveraging AI to solve for cloud content organization, security, real-time suggestions, knowledge management, and data insights

DROPBOX TODAY

A workplace for digital collaboration



Secure

Secure, streamlined content management with robust scalable solutions



Organize

Enhances where and how you work with seamless integrations and intuitive content organizations



Share

Effortless sharing and collaboration across teams and external partners

File Sync and Share (FSS) Plans

FOR BUSINESS TEAMS

Standard

\$18.00 / user / month \$180.00 / user / year 3 users minimum

5TB of storage (pooled)

Business

\$18.00 / user / month \$180.00 / user / year 3 users minimum

9TB of storage (pooled)

Advanced

\$30.00 / user / month \$288.00 / user / year 3 users minimum

15TB of storage (pooled)

Business Plus

\$30.00 / user / month \$288.00 / user / year 3 users minimum

15TB of storage (pooled)

Enterprise

Negotiated pricing

As much storage as needed

FOR INDIVIDUALS

Basic Free

2GB of storage

Plus

\$11.99 / month \$119.88 / year

2TB of storage

Family

\$19.99 / month \$203.88 / year

2TB of storage

Essentials

\$22.00 / month \$216 / year

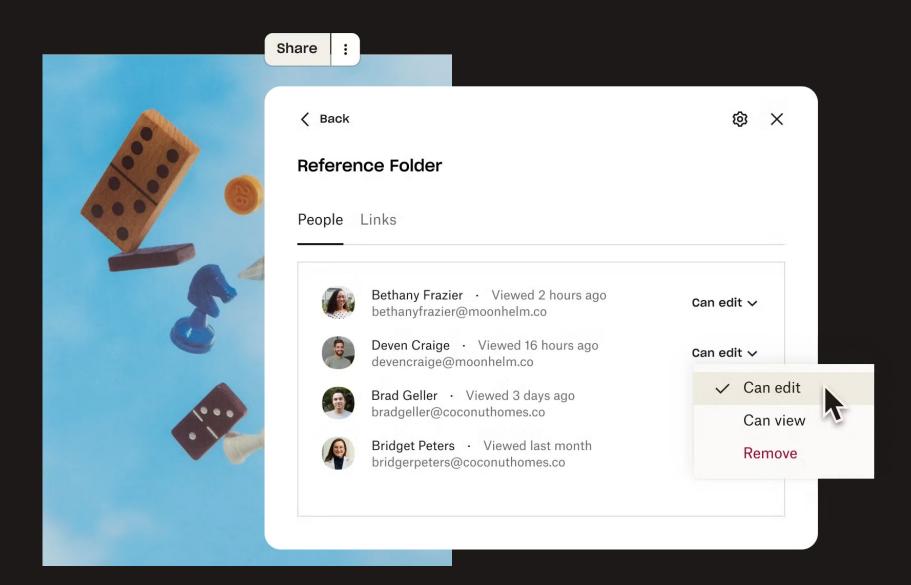
3TB of storage



⊕ Secure

Our robust security features protect proprietary information and provide peace of mind to customers as they build relationships with their own teams, clients, and partners.

- Compliance for Files and Data
- Two-factor Authentication
- Device Approval and Management
- File Permissions and Locking
- Version History and File Recovery

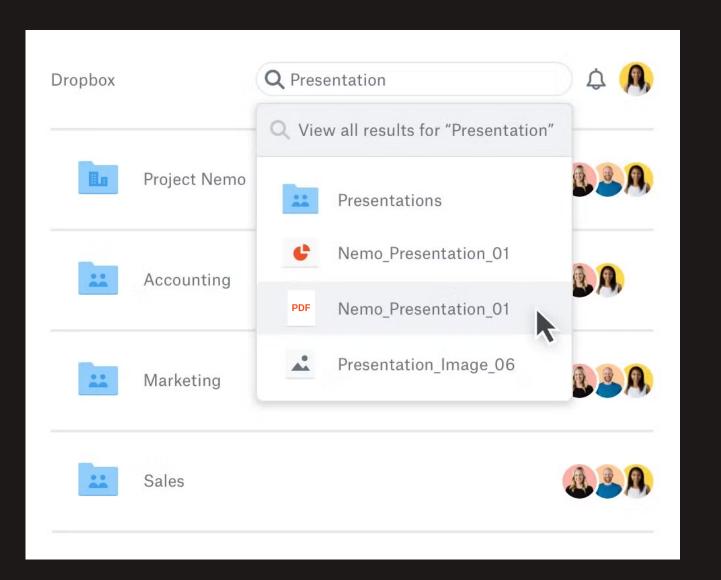




♦ Organize

We make file organization effortless and intuitive with easy-to-use folder structures and seamless integrations, allowing customers to quickly find what they need so they can get more time to focus more on high-value work.

- File naming, sorting, tagging, and starring
- Smart-search
- Automatic file backup and sync
- Microsoft co-authoring
- PDF annotation

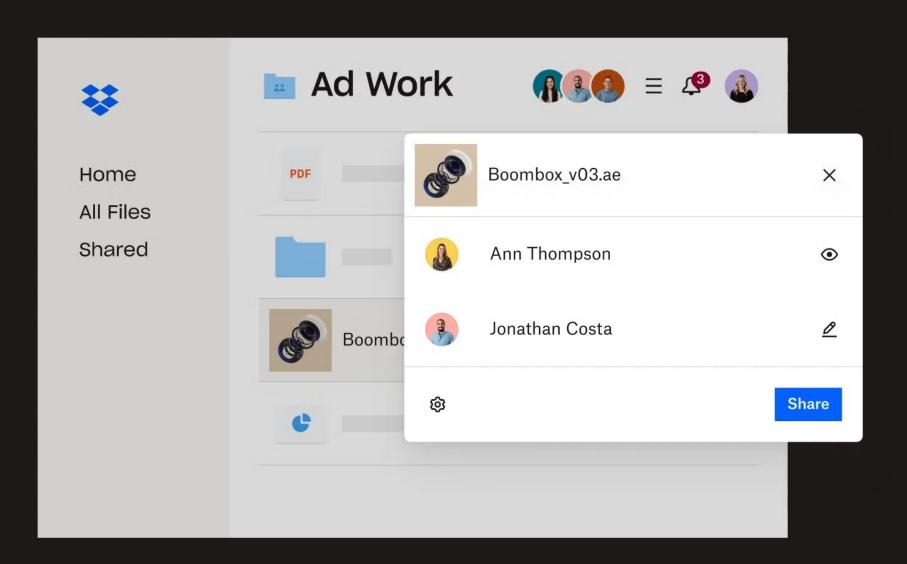




∅ Share

Sharing is key to growth, so we've focused on creating a simple and efficient experience for sending large files, managing access, tracking document activity, and syncing edits in real-time, helping teams work together more effectively.

- Advanced sharing controls
- Assign to-dos
- Large file sharing and file transfer
- Digital watermarking
- Password protection
- Folder permission management





Dropbox DocSend

DocSend gives teams a single, scalable deal platform that maximizes file sharing security and minimizes file viewing friction all while delivering instant alerts that track engagement with documents. We remain focused on making execution faster, data-driven, and more secure.

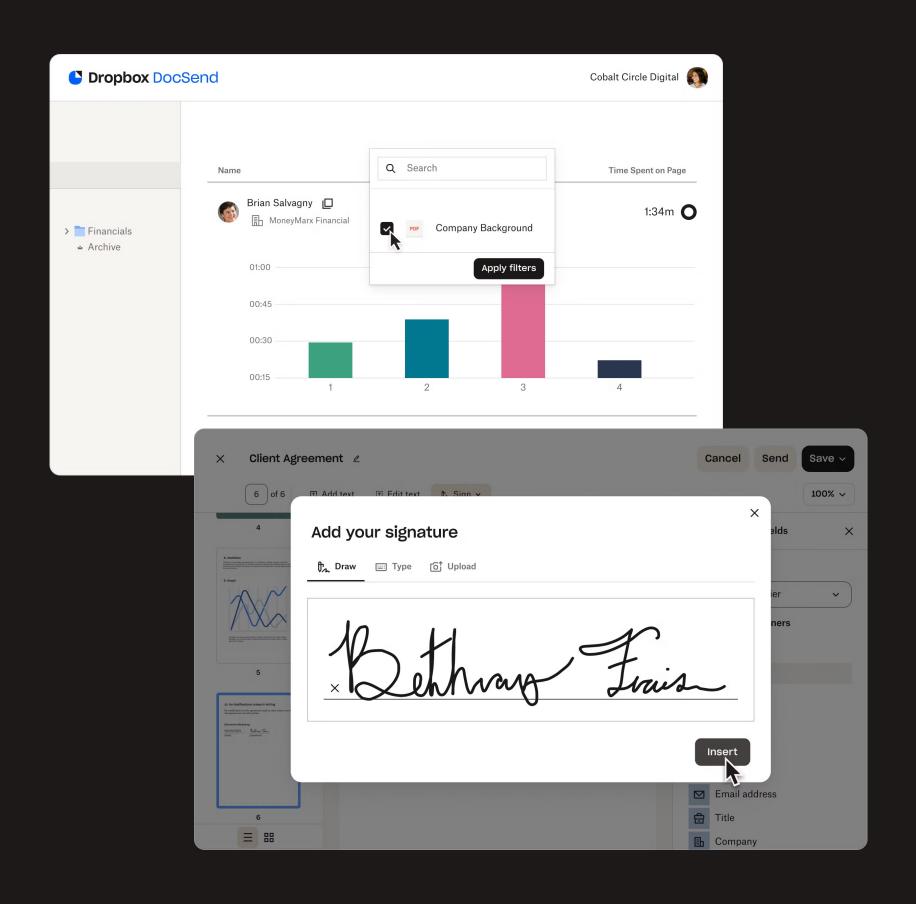
- Secure sharing
- Document analytics
- Video analytics
- Dynamic watermarking

- Advanced data rooms
- Secure client portals
- eSignature
- One-click NDA

Dropbox Sign

Sign makes agreements easy with simple and secure eSignatures. With Sign, anyone can set up a document for signature, eSign, and track the agreement process for their most important documents

- Standalone or integrated into Dropbox FSS
- Unlimited signatures
- Tamper-proof documents
- AES 256-bit encryption
- · Signer fields with data validation
- Template links
- Audit trail
- 22 languages





Scaled User Base

Q3'24 User Metrics

700M+

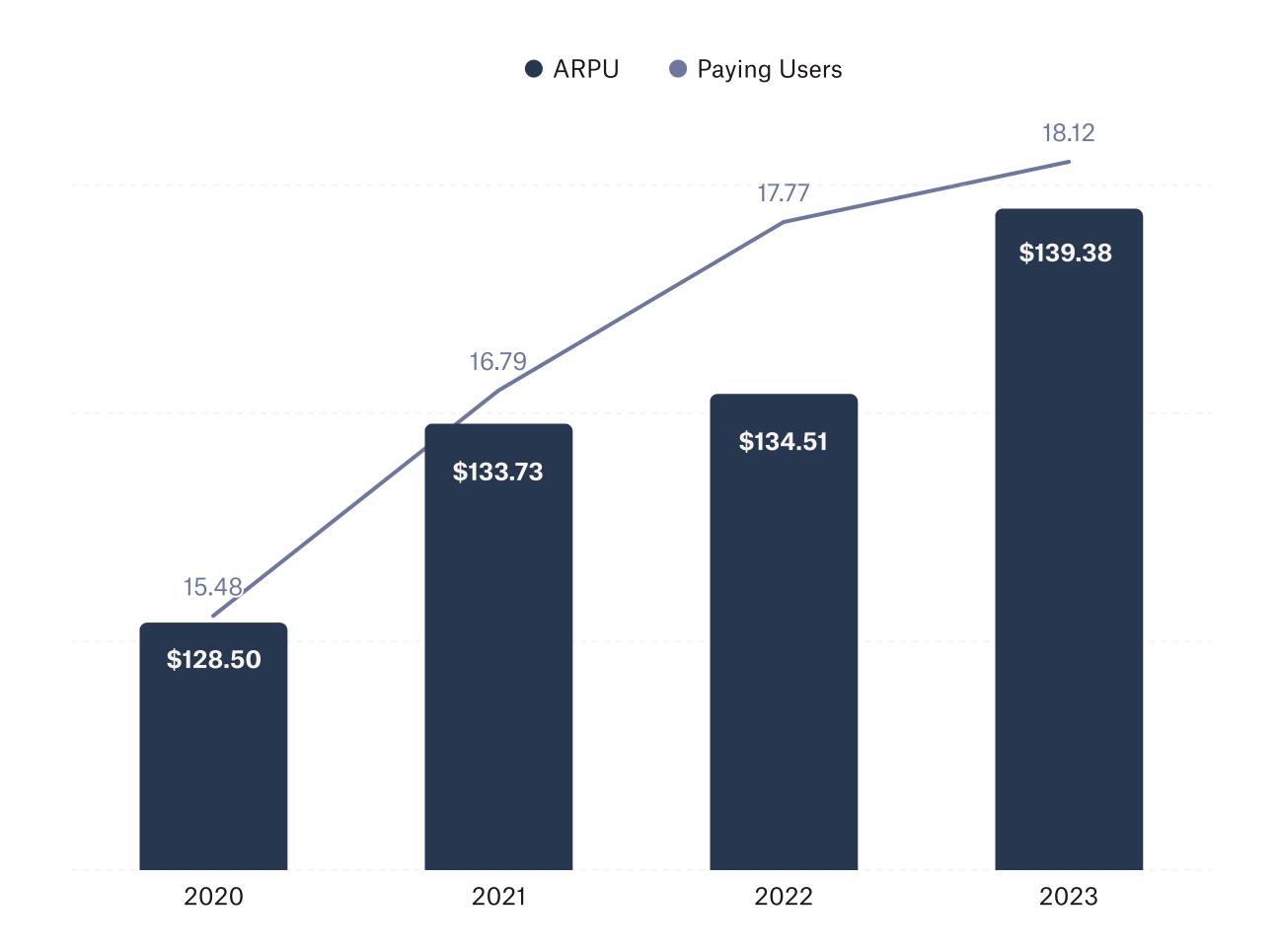
Registered Users

18.24M

Paying Users

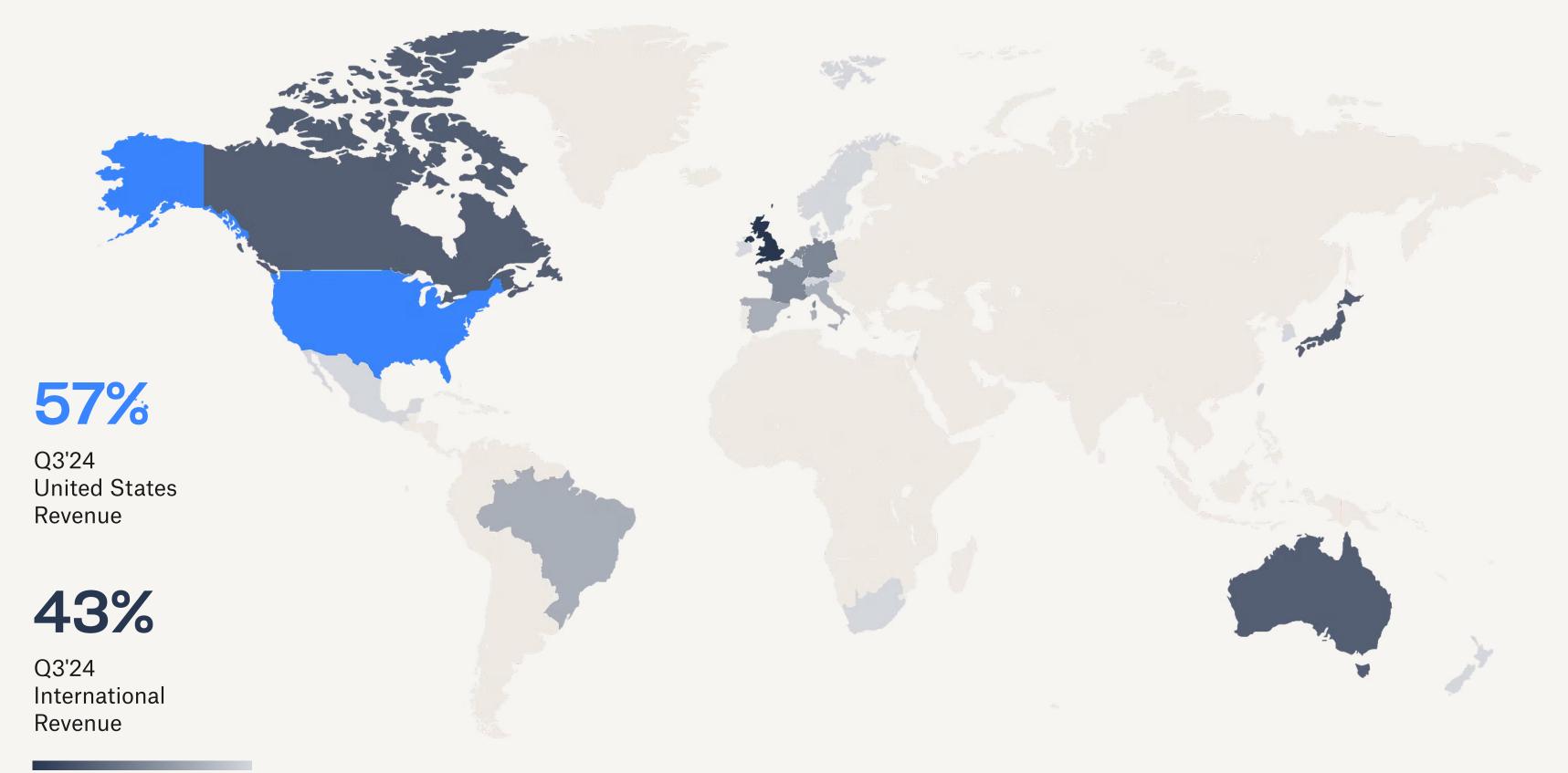
~575k

Paying Teams





Globally recognized brand in 180 countries





Served by scaled infrastructure



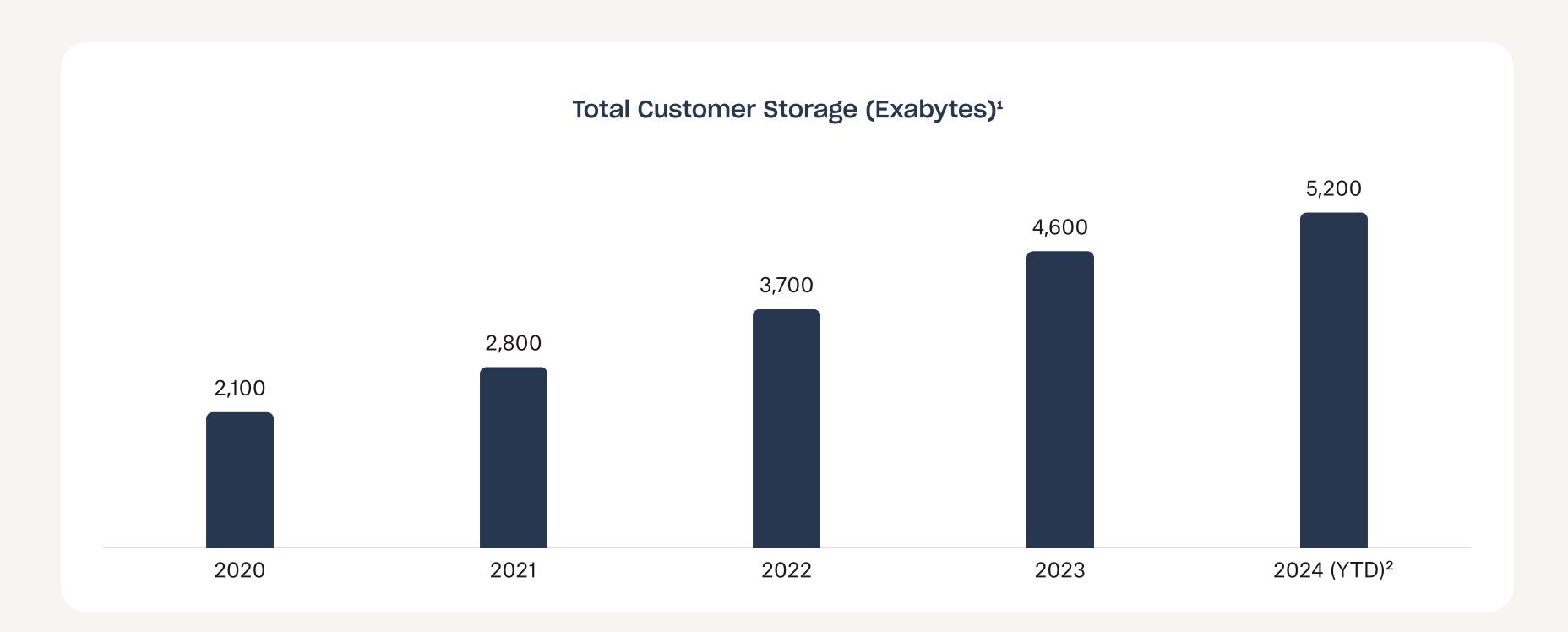


Public Data Center

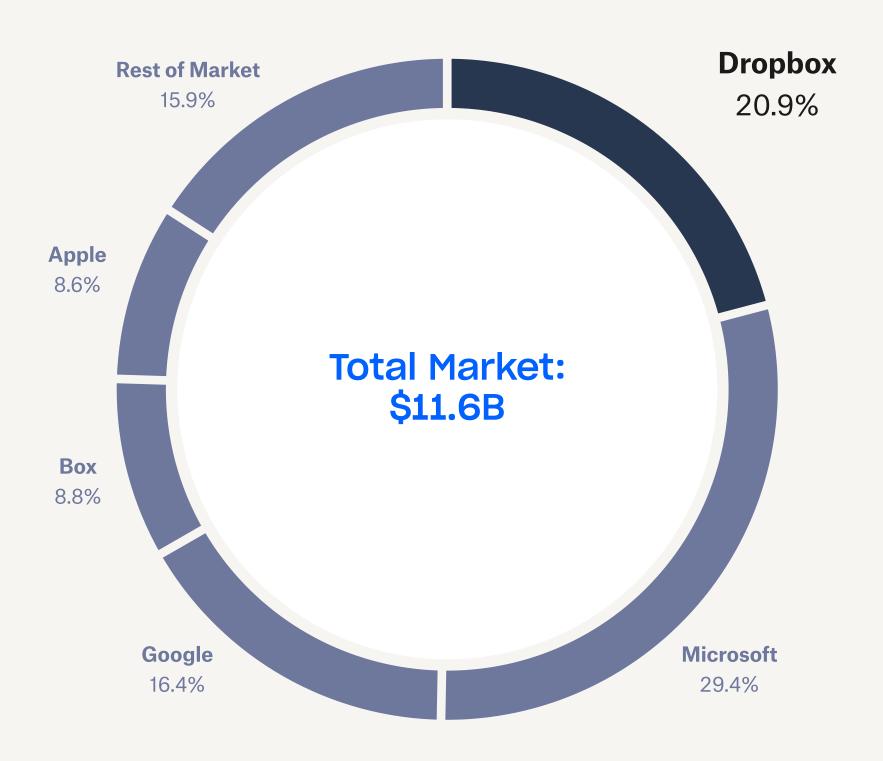




Securing and organizing 1T+ pieces of content

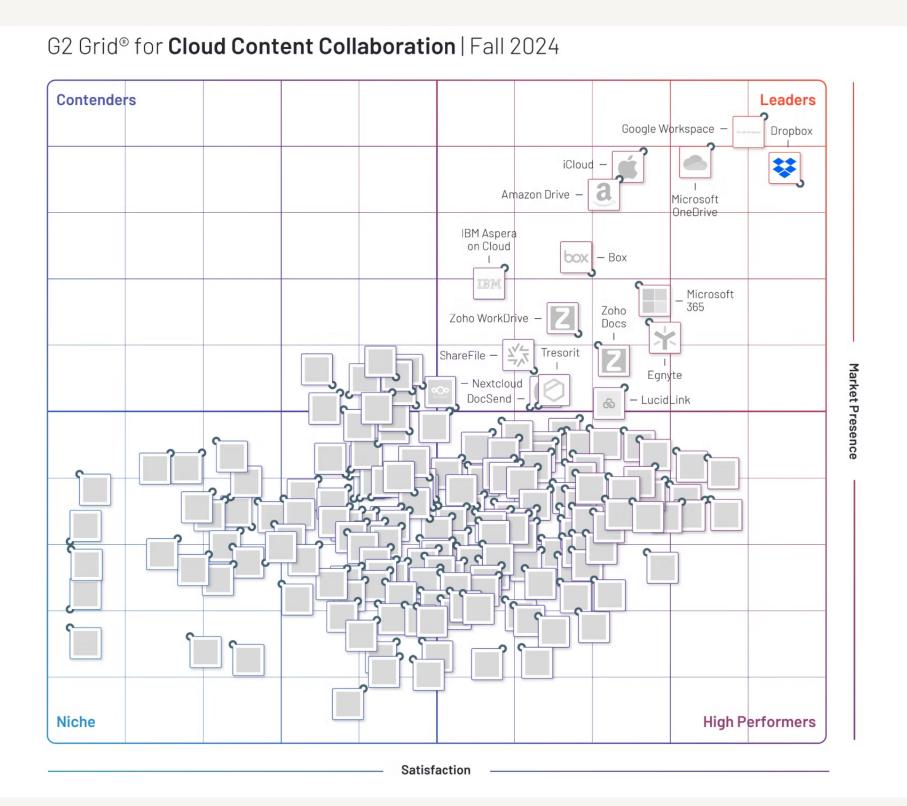


Our FSS business: a category leader



Dusiliess Overview Dropbox roday

Ranked by G2 as a leader in customer satisfaction and market presence



Cloud Content Collaboration Software: All

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Growth Drivers

File, Sync, and Share



Activate

Drive top-of-funnel engagement through increased sharing and signup activity

Convert

Drive registered users to become paying users of Individual and Team plans

Upsell

Prompt existing users to upgrade to premium plans, additional licenses and add-ons, and new product experiences such as Dash

Retain

Enhance the core sync experience with a focus on performance and reliability



Why customers choose Dropbox

Ease of use

Security

Seamless Collaboration

Speed & Reliability

Neutral platform

Storage Capacity

Ausolan.

"Ausolan's added value comes from the professionalism of our staff and the differentiation of our services. Dropbox plays a key role in the technological infrastructure we need to meet that goal, helping us to work faster and better, in both our internal and external processes. We know how important it is to complete our work on time and to the highest quality for our clients. And during the pandemic, that would not have been possible without Dropbox."

Ausolan

Ø

"We can't imagine doing any of this without Dropbox...
We just wouldn't be able to stay organized the way we do now—it's completely integrated into our workflow."

- DeMuro Das

Forces Impacting the Landscape

Cloud Content Collaboration

- Rise of comprehensive platform ecosystems
- Teams seek multi-cloud networking solutions and ways to search and organize their cloud content
- Content modernization and a shift to public cloud solutions will be a sustaining growth factor with the share of public cloud solutions growing from 77.9% in 2023 to 87.3% in 2028¹

Software Proliferation

- Knowledge workers seek efficiency and organization as they continue to adopt additional software tools
- As of May, 2023, The average number of applications a knowledge worker used was 11, compared to six applications in 2019²
- More than two-thirds of workers say they waste up to 60 minutes at work navigating between apps, and 68 percent of workers toggle between apps up to 10 times an hour³

Security & Compliance

- Material driver of user adoption and customer purchase decisions
- Growing significance as teams adopt new tools and look to Al-enabled solutions.
- 72% of security executives have increased their risk management investment in Al governance and 67% say GenAl increases their cyber attack vector⁴

Artificial Intelligence

- OpenAl's ChatGPT release triggered industry-wide development of LLMs
- Platforms integrate Al and ML for enhanced content management, search, and collaboration
- Early stages of long-term implementation
- More Than 80% of Enterprises Will Have Used Generative AI APIs or Deployed Generative AI-Enabled Applications by 2026⁵

- (1) Source: IDC, Worldwide Content Services Applications Forecast, 2024–2028, May 2024
- (2) Source: Gartner, Digital Workers Struggle to Find the Information Needed to Effectively Perform Their Jobs
- (3) Source: RingCentral, From Workplace Chaos to Zen
- (4) Source: PWC, 2025 Global Digital Trust Insights
- (5) Source: Gartner, 2023 Gartner Hype Cycle for Generative Al

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Announced October 15th, 2024

Dash for Business

Find anything. Protect everything.

Dropbox Dash for Business combines universal search and organization with content access control. Find, organize, share, and secure content across all your apps effortlessly—so you can focus on the work that matters most.







Unlock the power of your data

Centralize company data and enable teams to work smarter, faster, and more securely. Dash combines Alpowered search, organization, and content control to save time and boost efficiency.

Find

Al-powered universal search helps teams find content quickly, saving time for more valuable work.

Secure

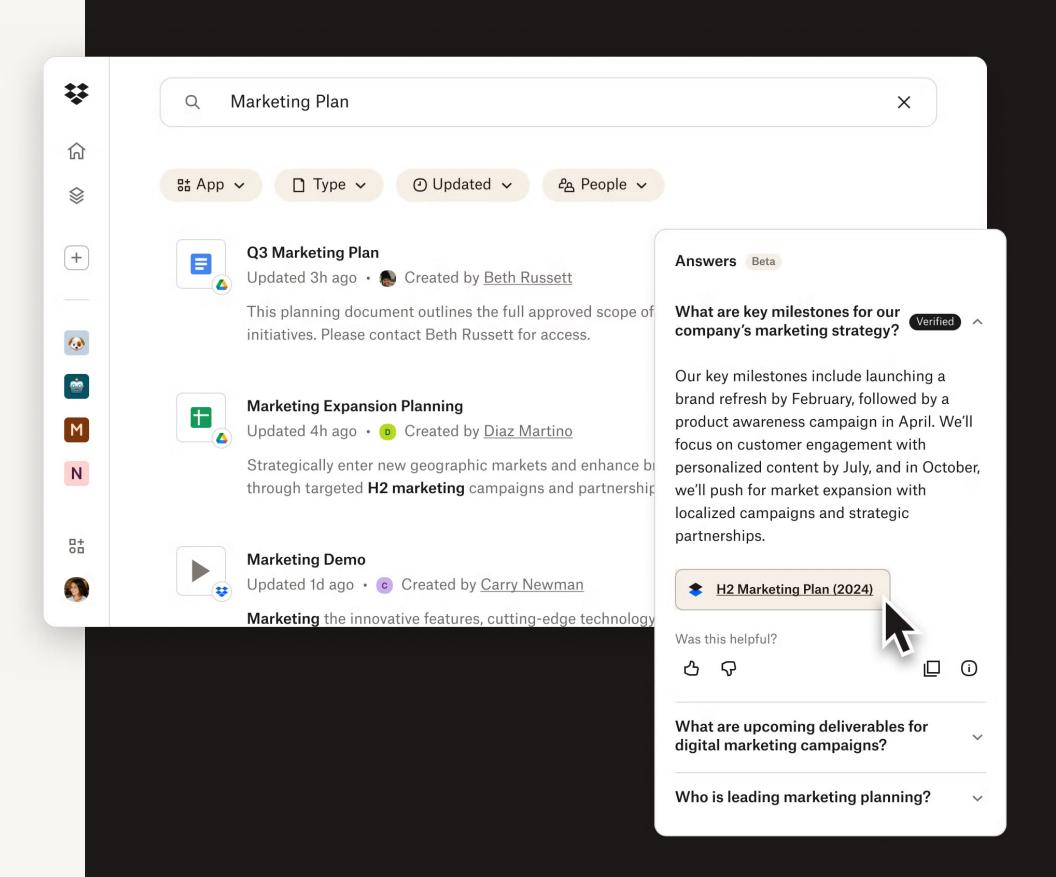
Protect and Control content governance tools enable teams to manage access permissions and prevent unauthorized sharing across all platforms in seconds.

Organize

Al-powered insights help teams quickly summarize documents and submit queries to enhance understanding of critical business information.

Share

Stacks are shareable content collections that simplify organizing and sharing, improving alignment across teams.







Your company will feel the impact daily

Save time, save money

Enlist AI to take over low-value tasks and free up time for employees to do more work that impacts the business.

Speed decision-making

Give employees all the company information and knowledge they need to make better informed business outcomes.

Protect and control your cloud data

Helps to ensure that employees and external partners see only the right content, and that sensitive company data isn't surfaced unintentionally. Our data access governance tools helps keep your company data secure.

Establish a source of truth

Always be in control of the latest company data and content with a centralized platform.

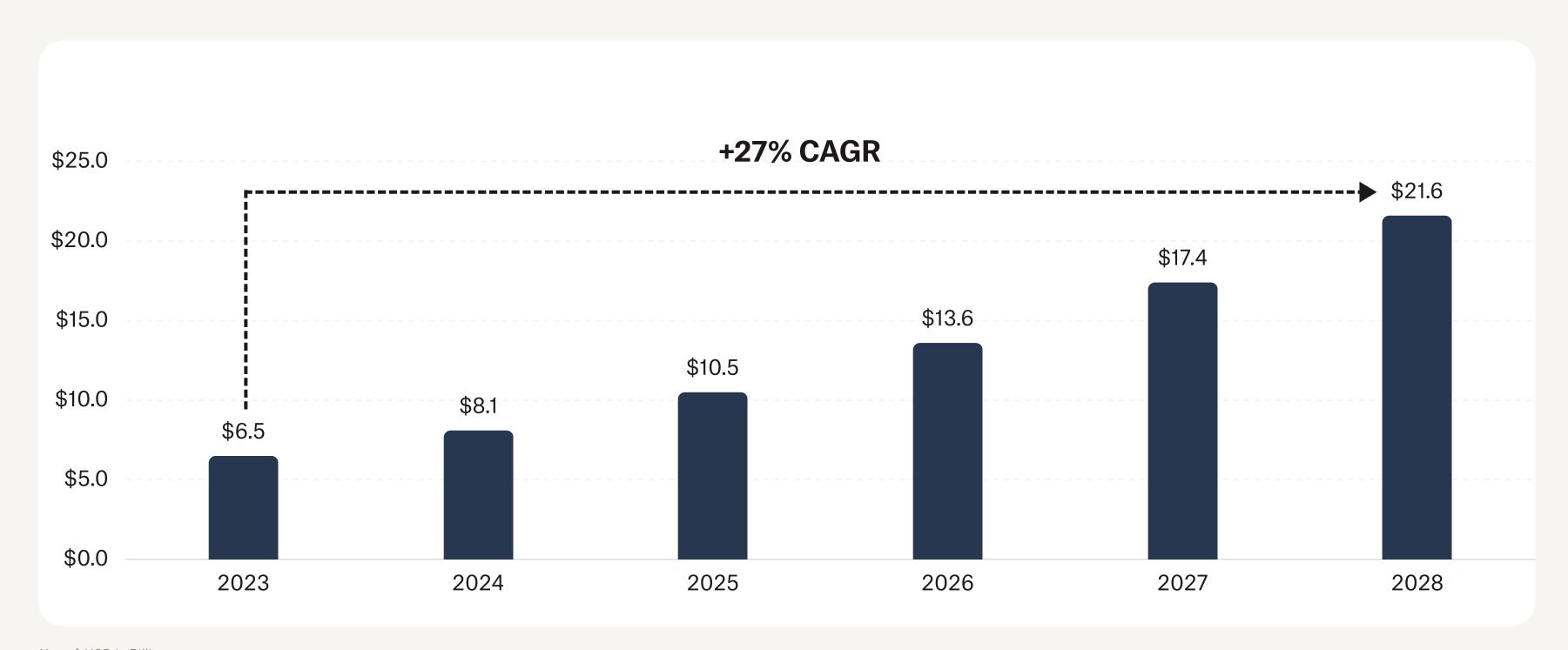
Provide a consistent experience

Create a cohesive internal culture by giving all team members a unified starting point for their workday.



Worldwide Search and Knowledge Discovery Software* TAM

Category tailwind for Dash for Business: Al-powered universal search



Note: \$ USD in Billions

Source: IDC, Worldwide Search and Knowledge Discovery Software Forecast, 2024–2028

^{*}Search and knowledge discovery software is software that can find, locate, and provide answers, products, or information for users.



Our Go-To-Market approach

PRODUCTS -

Core FSS

Lead with a self-serve sales motion, complement with managed sales

- Ease of use
- Low onboarding friction
- Platform neutrality
- Viral expansion

Dropbox Dash for Business Lead with managed sales

- Target installed base of Teams customers
- SMBs between 100 1000 employees
- Expand to include self-serve motion

KEY INDUSTRIES

Professional services



Manufacturing

Media

. ▶ **.**

(6)

AEC

(architecture, engineering, construction)



OTHER DISTRIBUTION CHANNELS

- Distributors
- Direct Market Resellers
- Value-Added Resellers
- System Integrators
- Managed Service Providers
- Independent Software Vendors (ISVs)
- OEMs/Telcos

**

Our Go-To-Market approach

Dropbox Dash for Business



Cross-sell

Create an integrated and bundled experience within our existing install base of 575k paying teams customers

Create Standalone Purchasing Options

Add net new (non-FSS) users to the Dropbox ecosystem by selling standalone licenses of Dash for Business

Develop Self-serve Motion

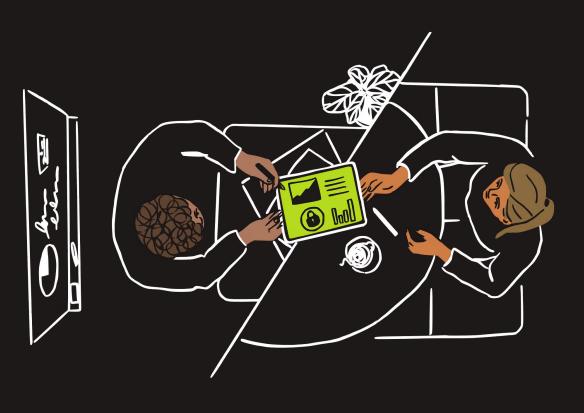
Build Dash for self-serve teams to reach the broader SMB market and individuals

Feature Innovation

Enhance the Dash user experience by leveraging user feedback, improving existing features, and introducing new functionalities



Enhancing value through corporate responsibility



Environmental \mathscr{A}

Dropbox is committed to building a sustainable business that creates long-term value and that includes reducing our carbon footprint. We achieved carbon neutrality for our Scope 1, Scope 2, and Scope 3 business travel emissions, as well as our work from home emissions, in 2022 and 2023. We also sourced 100% renewable electricity for our operations, including our co-located data centers, in 2022 and 2023. We achieved these goals eight years ahead of our pledge to complete them by 2030

Social ♡

Our DEI initiatives, workforce development programs, and ethical business practices all play a role in driving corporate responsibility at Dropbox. In addition, we also empower our employees to give back by providing paid volunteer time off, matching donations, and making product donations to nonprofits, through our Dropbox for Good program.

Governance

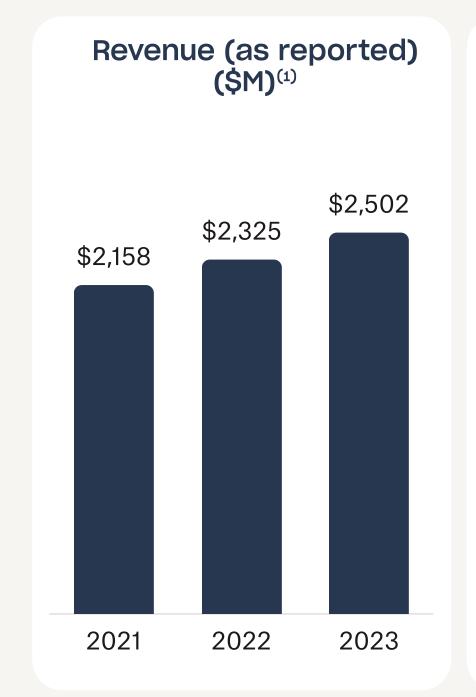
We're committed to maintaining an independent and diverse board of directors. Since 2019, we've added five directors who are women or members of underrepresented communities to our board.

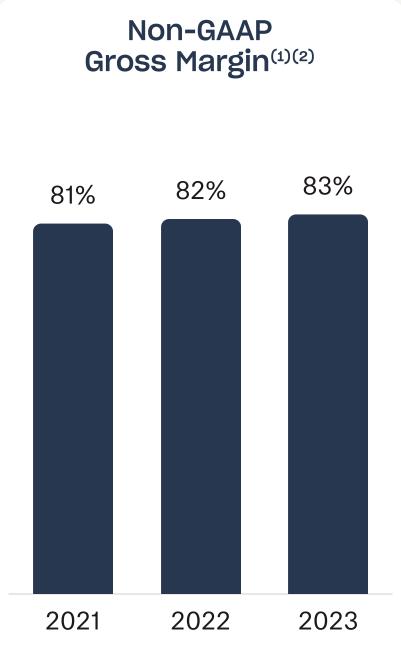


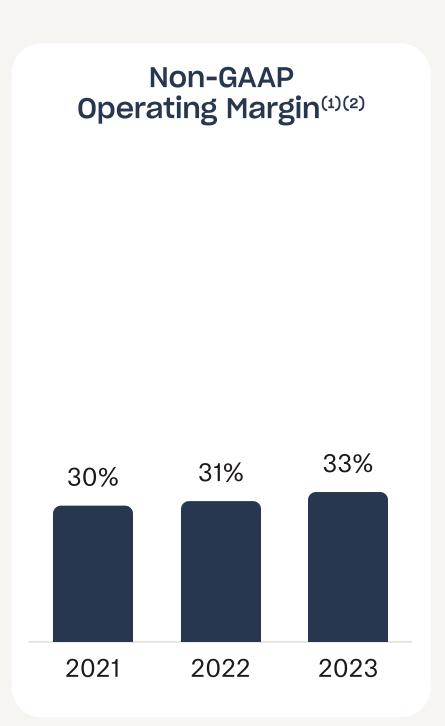
Financial Highlights

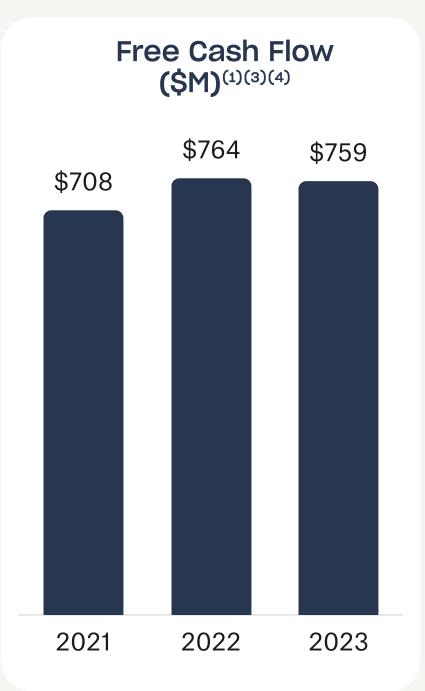
Annual Performance

Strong performance at scale









⁽¹⁾ Graphs presented in this illustration are not drawn to precise scale relative to each other.

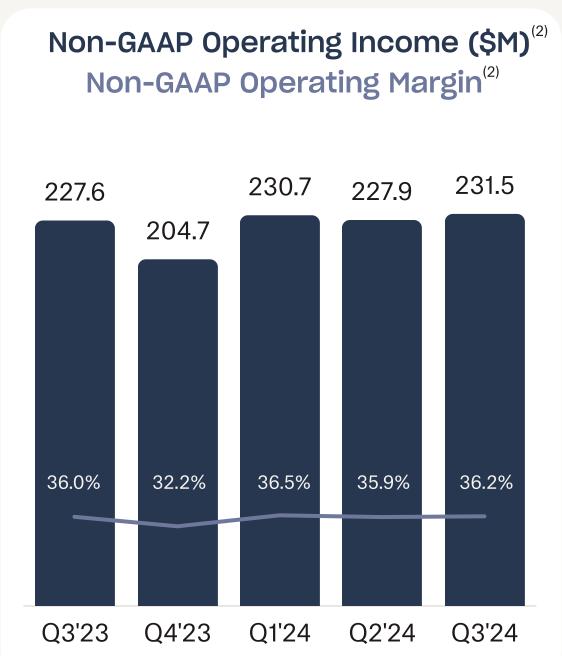
⁽²⁾ Non-GAAP gross margin and non-GAAP operating margin exclude stock-based compensation expense and certain non-recurring adjustments. See appendix for non-GAAP reconciliation.

⁽³⁾ Free cash flow is GAAP net cash provided by operating activities less capital expenditures. See appendix for non-GAAP reconciliation.

⁽⁴⁾ Free cash flow in 2023 is inclusive of payments of ~\$39M related to the reduction in force and ~\$28M for the termination of a part of real estate lease in San Francisco in Q4.

Quarterly Performance







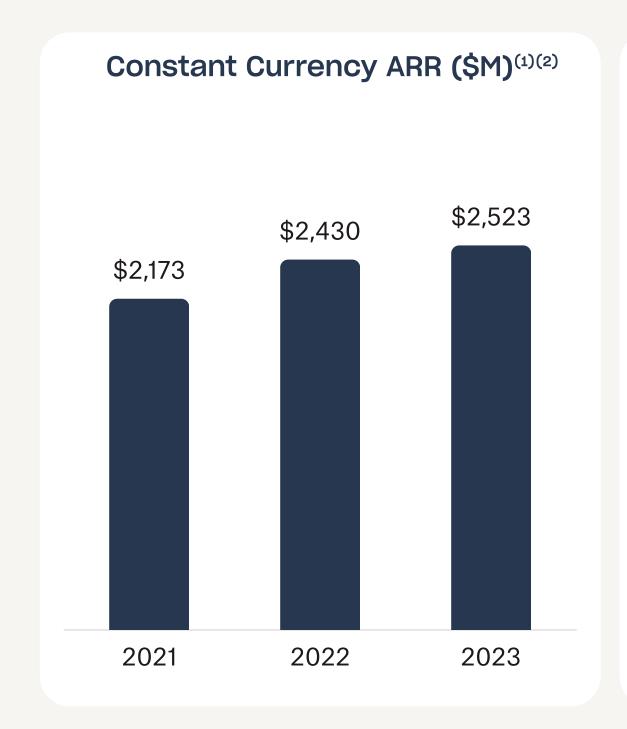
⁽¹⁾ Graphs presented in this illustration are not drawn to precise scale relative to each other.

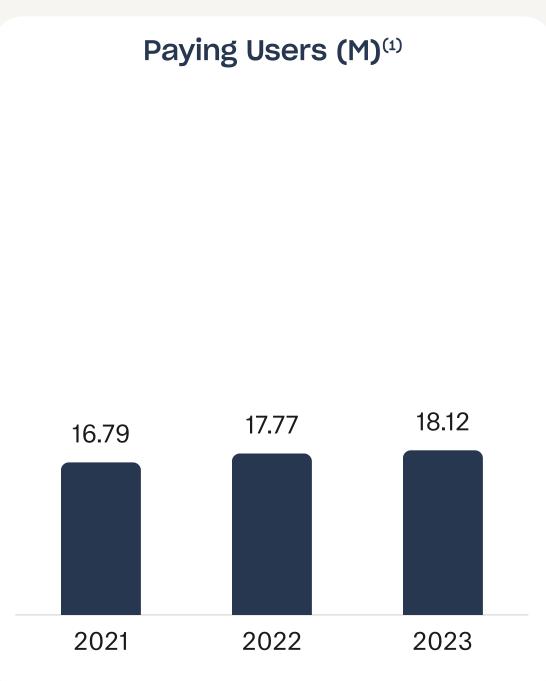
⁽²⁾ Non-GAAP operating margin excludes stock-based compensation expense and certain non-recurring adjustments. See appendix for non-GAAP reconciliation.

⁽³⁾ Free cash flow is GAAP net cash provided by operating activities less capital expenditures. See appendix for non-GAAP reconciliation.

⁽⁴⁾ Free cash flow in Q4'23 is inclusive of ~\$28M for the termination of a part of real estate lease in San Francisco in Q4.

Annual Key Metrics



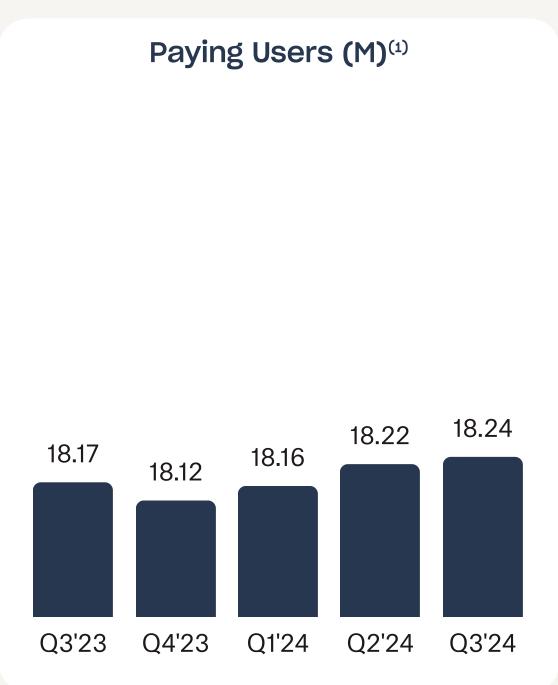




⁽¹⁾ Graphs presented in this illustration are not drawn to precise scale relative to each other.

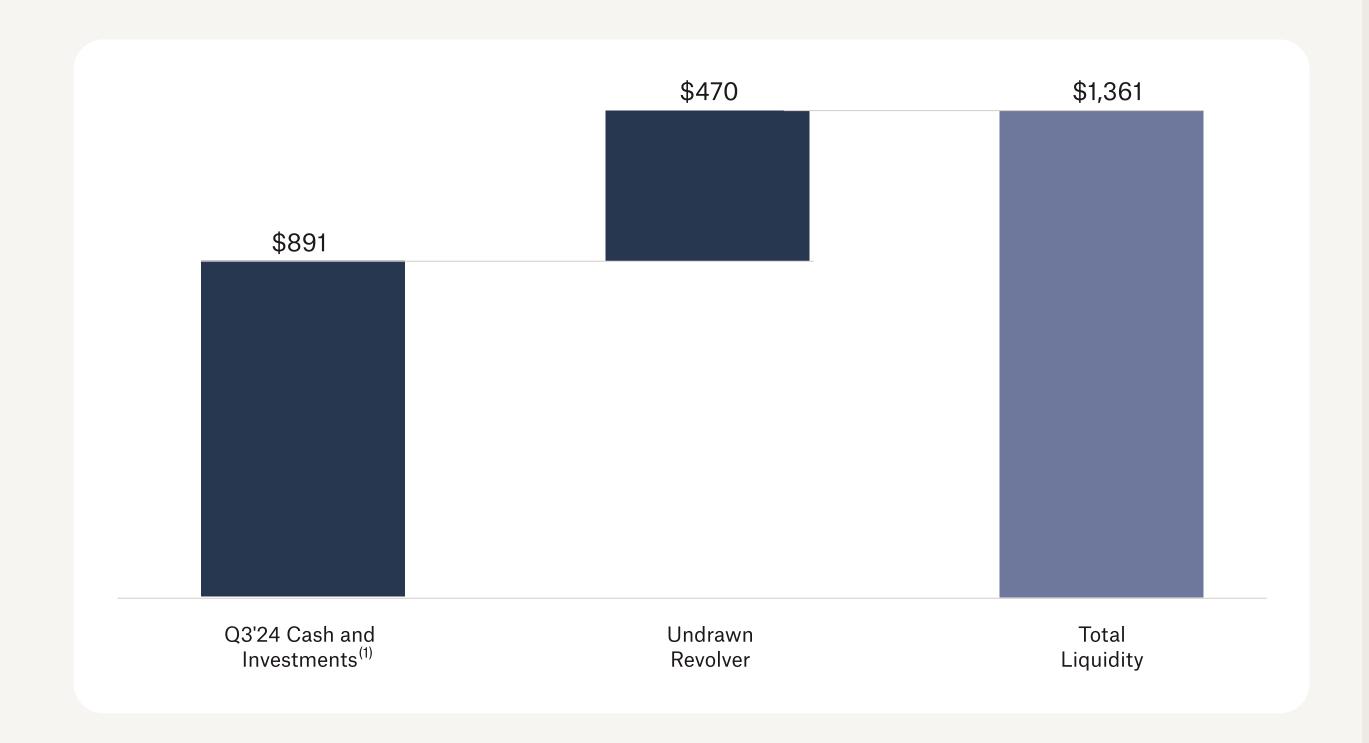
Quarterly Key Metrics







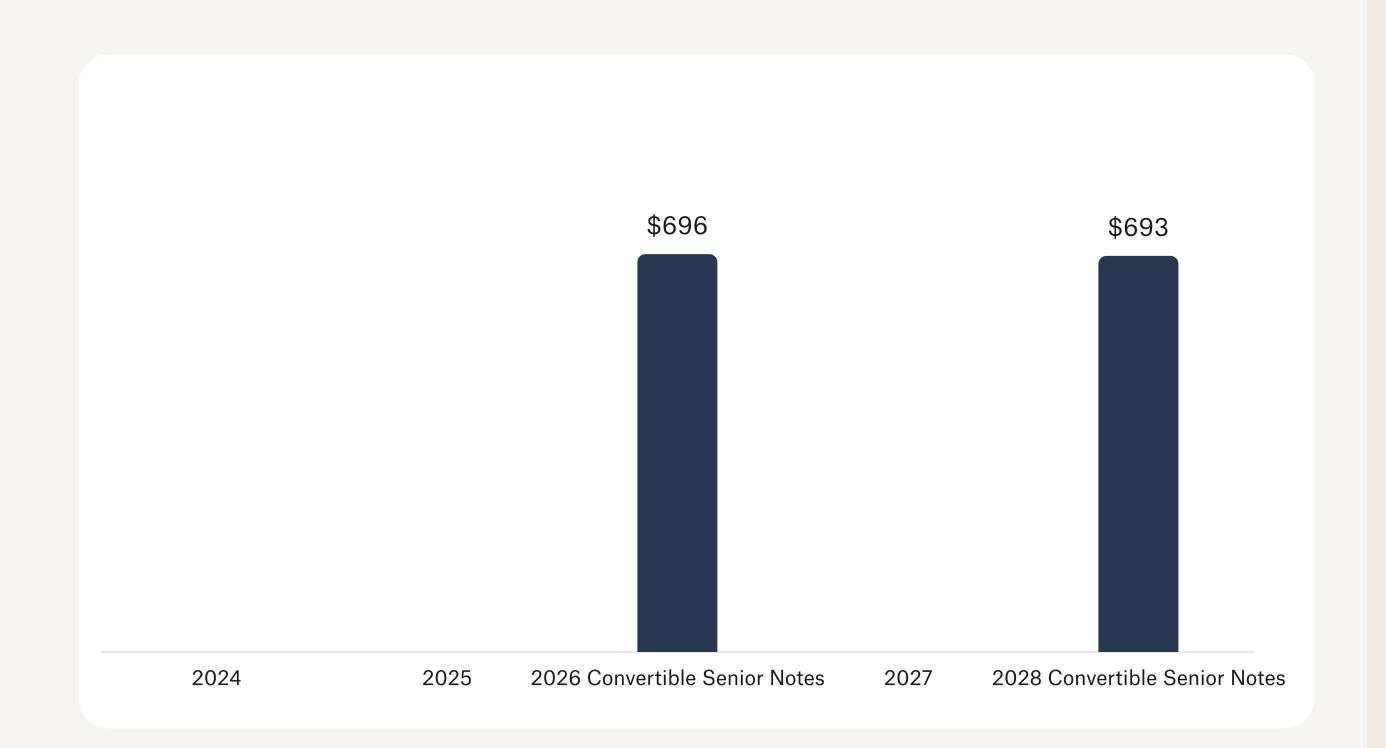
Liquidity Overview



\$1.36 billion

Available Liquidity as of 9/30/24

Debt Maturities



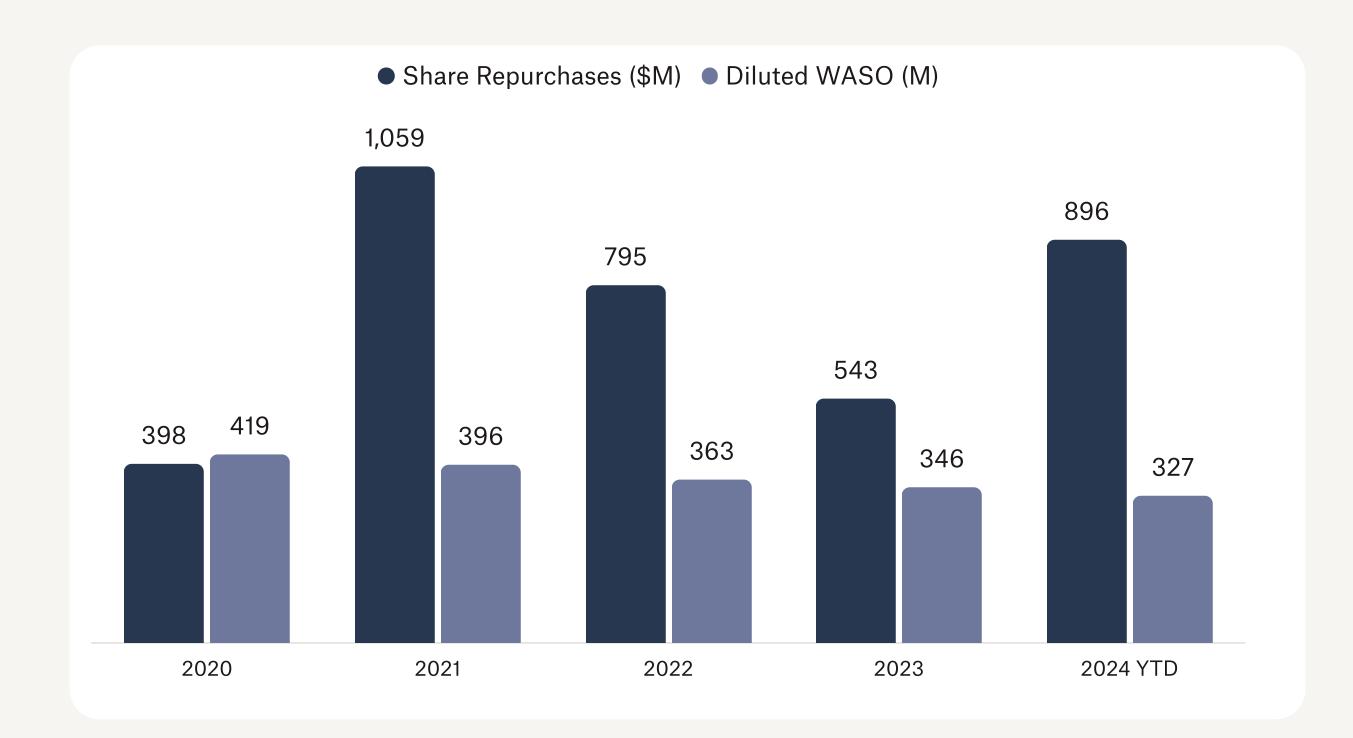
2026 Notes

0% Coupon

2028 Notes

0% Coupon

Share Repurchase Summary



Share Repurchase Program

- On July 26, 2023, the Board of Directors authorized the repurchase of an additional \$1.2 billion of Class A common stock
- In Q3'24, the Company repurchased approximately 15M shares for ~\$352M
- Year-to-date the Company has repurchased approximately 37M shares for ~\$896M
- As of September 30, 2024
 the Company had approximately
 \$520M available under the
 current Board authorization



FY24 Guidance

	Q4 2024	FISCAL 2024
GAAP Revenue	\$637-640	\$2,542-\$2,545
Constant Currency Revenue	\$634-637	\$2,538-\$2,541
Non-GAAP Gross Margin		~84.0%
Non-GAAP Operating Margin	~36.0%	~36.0%
Free Cash Flow		\$860-\$875
Key employee holdback payments related to acquisitions		~\$2
R&D capitalization cash tax impact		~\$25
Lease buyout		\$15
Diluted weighted average shares outstanding	307-312	322-327



O3 Appendix

Non-GAAP reconciliation

TWELVE MONTHS ENDED

		2021		2022		2023
Income from operations - GAAP	\$	274.4	\$	181.3	\$	538.7
Stock-based compensation		287.1		330.7		338.0
Acquisition-related and other expenses		26.8		18.0		30.9
Amortization of acquired intangible assets		13.1		13.8		28.2
Net (gain) loss on real estate assets		31.3		175.2		(155.2)
Workforce reduction expense		14.3		_		39.3
Income from operations - Non-GAAP	\$	647.0	\$	719.0	\$	819.9
Non-GAAP operating margin	%	30.0	%	30.9	%	32.8

Non-GAAP reconciliation

THREE MONTHS ENDED

	SEPTEMBE	R 30, 2023	DECEMBER 31, 2023 MAF		MARCH 31, 2024		JUNE 30, 2024		SEPTEMBE	BER 30, 2024	
Income from operations - GAAP	\$	130.7	\$	267.4	\$	143.5	\$	127.0	\$	127.8	
Stock-based compensation		83.8		82.9		78.0		90.5		92.3	
Acquisition-related and other expenses		4.6		4.3		3.0		4.6		4.4	
Amortization of acquired intangible asset	:S	7.1		7.1		6.2		5.8		7.0	
Net gain on real estate assets		_		(157.4)		_		_		<u> </u>	
Workforce reduction expense		1.4		0.4		_		_		_	
Income from operations - Non-GAAP	\$	227.6	\$	204.7	\$	230.7	\$	227.9	\$	231.5	
Non-GAAP operating margin	%	36.0	%	32.2	%	36.5	%	35.9	%	36.2	

Free Cash Flow reconciliation

TWELVE MONTHS ENDED

	2021	2022	2023
Net Cash provided by operating activities	\$ 729.8	\$ 797.3	\$ 783.7
Capital expenditures	(22.1)	(33.8)	(24.3)
Free cash flow	\$ 707.7	\$ 763.5	\$ 759.4



Free Cash Flow reconciliation

THREE MONTHS ENDED

	SEPTEMBER	SEPTEMBER 30, 2023 DECEMBER 31, 2023		M	MARCH 31, 2024 JUNE 30, 2024			SEPTEMBER 30, 2024		
Net Cash provided by operating activities	\$	255.9	\$	200.3	\$	175.5	\$	230.6	\$	274.2
Capital expenditures		(9.4)		(10.0)		(9.2)		(5.9)		(4.1)
Free cash flow	\$	246.5	\$	190.3	\$	166.3	\$	224.7	\$	270.1

Non-GAAP reconciliation

THREE MONTHS ENDED SEPTEMBER 30, 2024

	GAAP	STOCK BASED COMPENSATION	ACQUISITION-RELATED AND OTHER EXPENSES	AMORTIZATION OF ACQUIRED INTANGIBLE ASSETS	NON-GAAP	
Gross Profit	\$ 527.3	\$ 5.8	\$ —	\$ 3.6	\$ 536.7	
Gross margin	83%	1%	-%	1%	84%	
Research and development	225.7	(66.7)	(3.6)	_	155.4	
Research and development margin	35%	(10%)	(1%)	-%	24%	
Sales and marketing	110.5	(6.1)	_	(3.4)	101.0	
Sales and marketing margin	17%	(1%)	-%	(1)%	16%	
General and administrative	63.3	(13.7)	(8.0)	_	48.8	
General and administrative margin	10%	(2%)	-%	-%	8%	
Income from operations	127.8	92.3	4.4	7.0	231.	
Operating margin	20%	14%	1%	1%	36%	

Non-GAAP reconciliation

THREE MONTHS ENDED SEPTEMBER 30, 2023

	GAAP	ACQUISITION- STOCK BASED RELATED AND COMPENSATION OTHER EXPENSES		AMORTIZATION WORKFORCE OF ACQUIRED REDUCTION INTANGIBLE ASSETS EXPENSE		NON-GAAP	
Gross Profit	\$ 513.4	\$ 5.8	\$ -	\$ 3.7	\$ 0.2	\$ 523.1	
Gross margin	81%	1%	-%	1%	-%	83%	
Research and development	216.4	(58.6)	(4.6)	_	(0.6)	152.6	
Research and development margin	34%	(9%)	(1%)	-%	-%	24%	
Sales and marketing	106.3	(5.2)	_	(3.4)	(0.3)	97.4	
Sales and marketing margin	17%	(1%)	-%	(1%)	-%	15%	
General and administrative	60.0	(14.2)	_	_	(0.3)	45.5	
General and administrative margin	9%	(2%)	-%	-%	-%	7%	
Income from operations	130.7	83.8	4.6	7.1	1.4	227.6	
Operating margin	21%	13%	1%	1%	-%	36%	