



## COVID-19 Update

*September 15, 2020*

*This presentation is based on available  
information as of September 14, 2020*

**Golden Oaks**  
Yucaipa, CA

# Forward-Looking Statements, Non-GAAP & Other Information

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FORWARD-LOOKING STATEMENTS AND OTHER INFORMATION. Throughout this presentation, New Senior Investment Group Inc. (NYSE: SNR) is referred to as “New Senior,” the “Company,” “SNR” or “we.”

Certain information in this presentation may constitute “forward-looking statements” within the meaning of the Private Securities Litigation Reform Act of 1995, including without limitation statements regarding expectations with respect to 2020 financial results, the expected impact of the COVID-19 pandemic on our business, liquidity, properties, operators and the health systems and populations that we serve; the cost and effectiveness of measures we have taken to respond to the COVID-19 pandemic, including health and safety protocols and system capacity enhancements that are intended to limit the transmission of COVID-19 at our properties; and our expected occupancy rates. These statements are not historical facts. They represent management’s current expectations regarding future events and are subject to a number of risks and uncertainties, many of which are beyond our control, that could cause actual results to differ materially from those described in the forward-looking statements. These risks and uncertainties include, but are not limited to, risks and uncertainties relating to the continuing impact of COVID-19 on our operations and the operation of our facilities, including ongoing cases at certain of our facilities, our ability to successfully manage the asset management by third parties, and market conditions affecting demand and supply for senior housing. Accordingly, you should not place undue reliance on any forward-looking statements contained herein. For a discussion of these and other risks and important factors that could affect such forward-looking statements, see the sections entitled “Risk Factors” and “Management’s Discussion and Analysis of Financial Condition and Results of Operations” in our most recent annual and quarterly reports filed with the Securities and Exchange Commission, which are available on our website ([www.newseniorgroup.com](http://www.newseniorgroup.com)). New risks and uncertainties emerge from time to time, and it is not possible for us to predict or assess the impact of every factor that may cause our results to differ materially from those anticipated by any forward-looking statements.

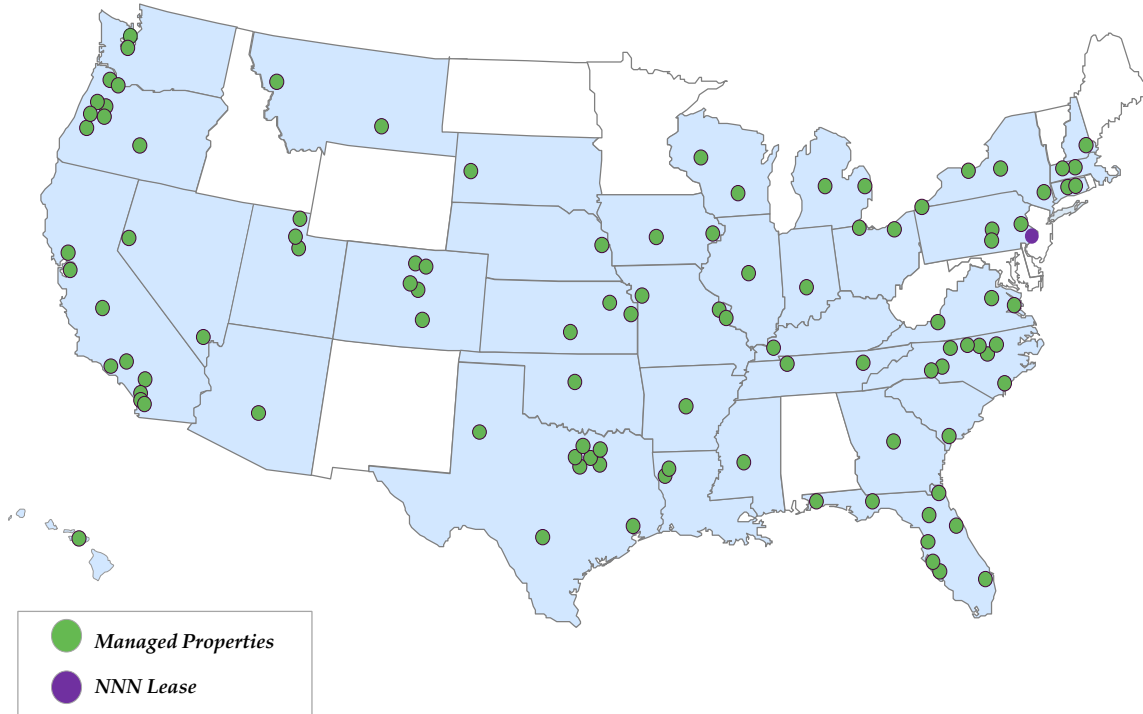
**Forward-looking statements contained herein, and all statements made in this presentation, speak only as of September 14, 2020, and we expressly disclaim any duty or obligation to release publicly any updates or revisions to any statements contained herein to reflect any change in our expectations with regard thereto or change in events, conditions or circumstances on which any statement is based.**

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# Overview

- **New Senior Investment Group (NYSE: SNR) is a publicly-traded REIT with a portfolio of 102 independent living (IL) assets & one NNN leased asset**
  - ✓ 96% of NOI from IL properties, 65% of NOI generated from properties located in secondary and tertiary markets<sup>(1)</sup>
- **Since our last update, we now have final August information and are providing an update on current cases, property status and occupancy trends**

## Geographic Diversification



| Markets <sup>(1)</sup> | Properties | % of NOI <sup>(2)</sup> |
|------------------------|------------|-------------------------|
| Primary                | 32         | 35%                     |
| Secondary              | 32         | 32%                     |
| Tertiary               | 39         | 33%                     |

| Top 5 States   | Properties | % of NOI <sup>(2)</sup> |
|----------------|------------|-------------------------|
| California     | 9          | 11%                     |
| North Carolina | 8          | 10%                     |
| Florida        | 9          | 9%                      |
| Pennsylvania   | 5          | 8%                      |
| Oregon         | 8          | 7%                      |

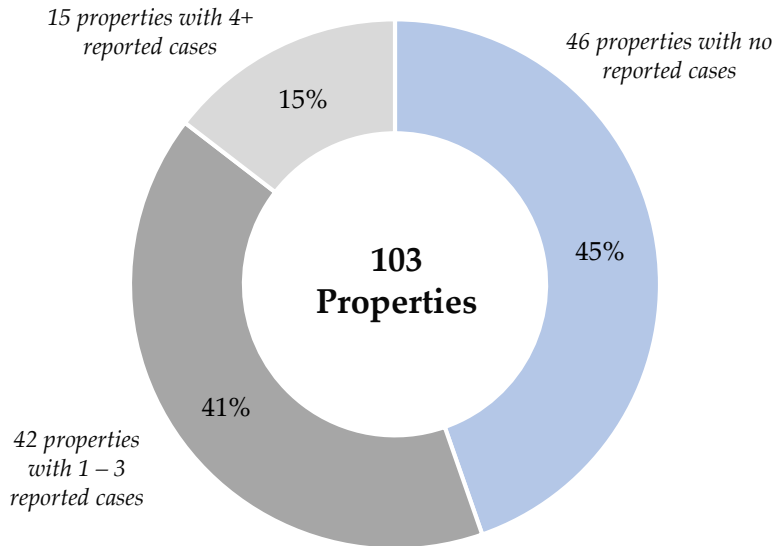
1) As defined by National Investment Center for Seniors Housing & Care (NIC); tertiary markets include Additional markets and markets not covered by NIC.

2) Percentages calculated based on 2Q20 NOI.

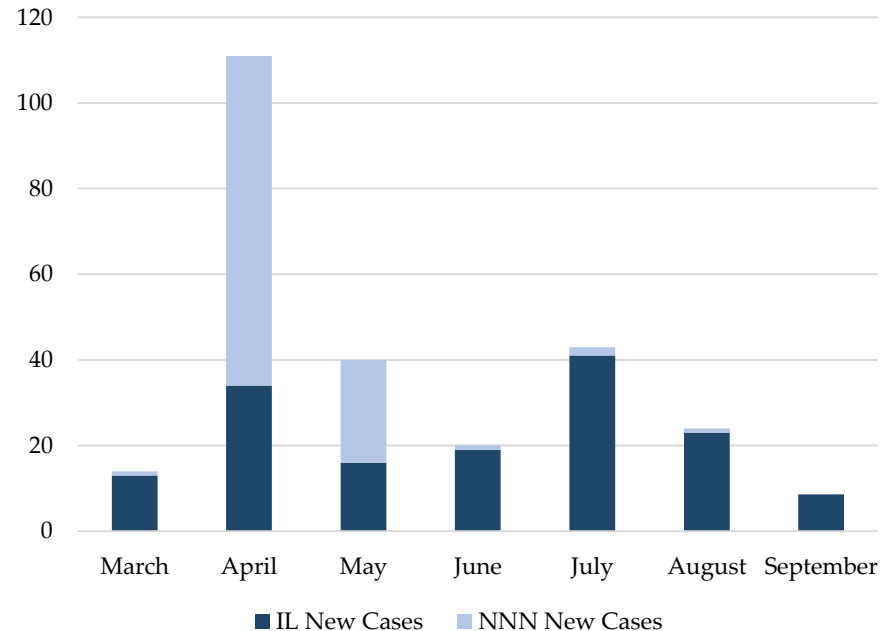
# Known COVID-19 Cases & Status

- As of September 14, our operators reported 7 currently active cases across 7 properties (3 residents / 4 associates)
  - The 3 active resident cases represent less than 0.1% of our total current resident population
- As of September 14, 57 total properties (55% of our portfolio) have reported at least one resident or associate case
  - Of the 57 properties with cases, only 15 have reported over 3 cases, a signal that protocols have remained effective at limiting the spread of the virus within our properties
- Rate of new cases has consistently trended lower since July and is at lowest level since pandemic began

Breakdown of COVID-19 Impacted Properties



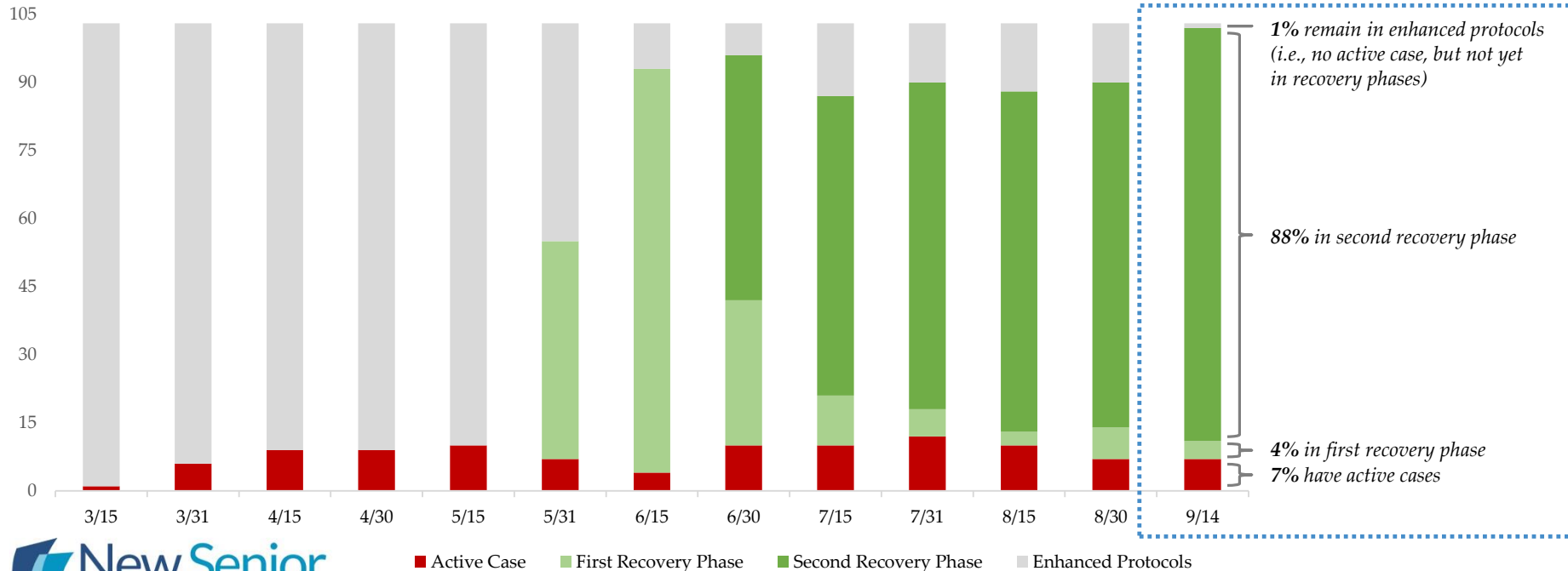
New COVID-19 Cases by Month<sup>(1)</sup>



# Status of Our Properties

- In mid-March, our operators began implementing various restrictions and protocols within our properties
  - Closed communal dining and group activities, restricted access to non-essential visitors, prohibited sales tours, etc.
- In recent months, focus has shifted to safely lifting restrictions within our properties in a phased approach
  - First Recovery Phase: Re-introduce limited communal dining and activities to begin to restore resident engagement
  - Second Recovery Phase: Increase participation in dining and activities, visitors by appointment, internal sales tours, etc.
  - Third Recovery Phase: Return to operations that are largely similar to pre-COVID-19 operations
- As of September 14, 92% of our properties are in the First or Second Recovery Phases described above

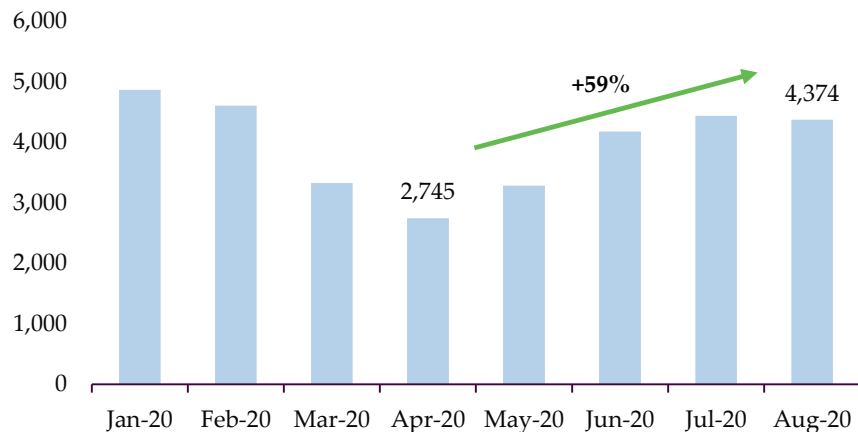
SNR Property Status Trend



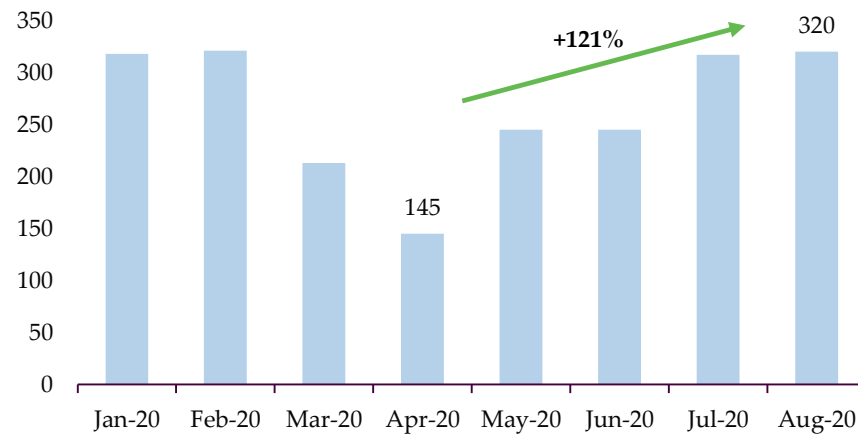
# Recent Occupancy Trends

- August leads, move-ins, and move-outs were mostly in line with July; occupancy declined 50bps from July

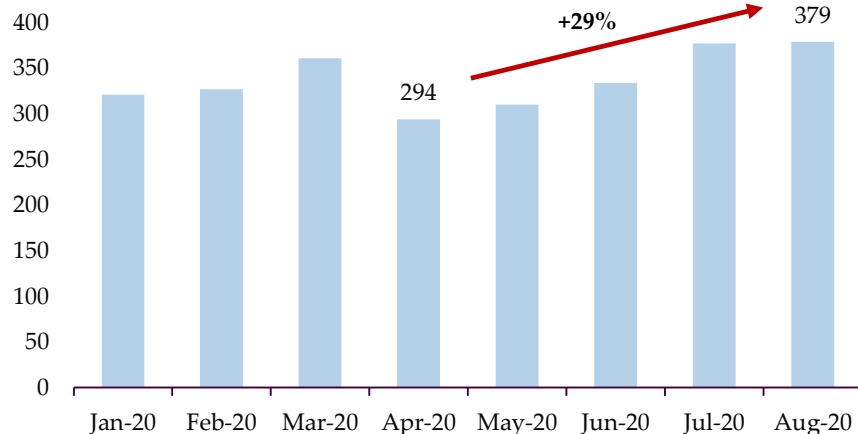
## Monthly Leads



## Monthly Move-Ins



## Monthly Move-Outs



## Monthly Ending Occupancy (Decline in bps)

