

Fourth Quarter & Full Year 2023 Financial Results

February 6, 2024



Tom Hadley

**Vice President
of Investor Relations**



Forward-Looking Statements

This presentation contains certain statements that are forward-looking within the meaning of the Private Securities Litigation Reform Act of 1995. These statements are not guarantees of future performance and involve certain risks, uncertainties, and assumptions that are difficult to predict. Actual outcomes and results may differ materially from those expressed in, or implied by, our forward-looking statements. Words such as "expects," "intends," "targets," "anticipates," "believes," "estimates," "guides," "provides guidance," "provides outlook," "projects," "designed to," and other similar expressions or future or conditional verbs such as "may," "will," "should," "would," "could," and "might" are intended to identify such forward-looking statements. Readers of this press release of The Western Union Company should not rely solely on the forward-looking statements and should consider all uncertainties and risks discussed in the Risk Factors section and throughout the Annual Report on Form 10-K for the year ended December 31, 2022. The statements are only as of the date they are made, and the Company undertakes no obligation to update any forward-looking statement.

Possible events or factors that could cause results or performance to differ materially from those expressed in our forward-looking statements include the following: (i) events related to our business and industry, such as: changes in general economic conditions and economic conditions in the regions and industries in which we operate, including global economic downturns and trade disruptions, or significantly slower growth or declines in the money transfer, payment service, and other markets in which we operate, including downturns or declines related to interruptions in migration patterns or other events, such as public health emergencies, epidemics, or pandemics, civil unrest, war, terrorism, natural disasters, or non-performance by our banks, lenders, insurers, or other financial services providers; failure to compete effectively in the money transfer and payment service industry, including among other things, with respect to price or customer experience, with global and niche or corridor money transfer providers, banks and other money transfer and payment service providers, including digital, mobile and internet-based services, card associations, and card-based payment providers, and with digital currencies and related exchanges and protocols, and other innovations in technology and business models; geopolitical tensions, political conditions and related actions, including trade restrictions and government sanctions, which may adversely affect our business and economic conditions as a whole, including interruptions of United States or other government relations with countries in which we have or are implementing significant business relationships with agents, clients, or other partners; deterioration in customer confidence in our business, or in money transfer and payment service providers generally; failure to maintain our agent network and business relationships under terms consistent with or more advantageous to us than those currently in place; our ability to adopt new technology and develop and gain market acceptance of new and enhanced services in response to changing industry and consumer needs or trends; mergers, acquisitions, and the integration of acquired businesses and technologies into our Company, divestitures, and the failure to realize anticipated financial benefits from these transactions, and events requiring us to write down our goodwill; decisions to change our business mix; changes in, and failure to manage effectively, exposure to foreign exchange rates, including the impact of the regulation of foreign exchange spreads on money transfers; changes in tax laws, or their interpretation, any subsequent regulation, and unfavorable resolution of tax contingencies; any material breach of security, including cybersecurity, or safeguards of or interruptions in any of our systems or those of our vendors or other third parties; cessation of or defects in various services provided to us by third-party vendors; our ability to realize the anticipated benefits from restructuring-related initiatives, which may include decisions to downsize or to transition operating activities from one location to another, and to minimize any disruptions in our workforce that may result from those initiatives; our ability to attract and retain qualified key employees and to manage our workforce successfully; failure to manage credit and fraud risks presented by our agents, clients, and consumers; adverse rating actions by credit rating agencies; our ability to protect our trademarks, patents, copyrights, and other intellectual property rights, and to defend ourselves against potential intellectual property infringement claims; material changes in the market value or liquidity of securities that we hold; restrictions imposed by our debt obligations; (ii) events related to our regulatory and litigation environment, such as: liabilities or loss of business resulting from a failure by us, our agents, or their subagents to comply with laws and regulations and regulatory or judicial interpretations thereof, including laws and regulations designed to protect consumers, or detect and prevent money laundering, terrorist financing, fraud, and other illicit activity; increased costs or loss of business due to regulatory initiatives and changes in laws, regulations and industry practices and standards, including changes in interpretations, in the United States and abroad, affecting us, our agents or their subagents, or the banks with which we or our agents maintain bank accounts needed to provide our services, including related to anti-money laundering regulations, anti-fraud measures, our licensing arrangements, customer due diligence, agent and subagent due diligence, registration and monitoring requirements, consumer protection requirements, remittances, immigration, and sustainability reporting including climate-related reporting; liabilities, increased costs or loss of business and unanticipated developments resulting from governmental investigations and consent agreements with or enforcement actions by regulators; liabilities resulting from litigation, including class-action lawsuits and similar matters, and regulatory enforcement actions, including costs, expenses, settlements, and judgments; failure to comply with regulations and evolving industry standards regarding consumer privacy, data use, the transfer of personal data between jurisdictions, and information security, failure to comply with the Dodd-Frank Wall Street Reform and Consumer Protection Act, as well as regulations issued pursuant to it and the actions of the Consumer Financial Protection Bureau ("CFPB") and similar legislation and regulations enacted by other governmental authorities in the United States and abroad related to consumer protection; effects of unclaimed property laws or their interpretation or the enforcement thereof; failure to maintain sufficient amounts or types of regulatory capital or other restrictions on the use of our working capital to meet the changing requirements of our regulators worldwide; changes in accounting standards, rules and interpretations, or industry standards affecting our business; and (iii) other events, such as catastrophic events and management's ability to identify and manage these and other risks.

Devin McGranahan

President & CEO



Evolve 2025 Driving Transaction Improvements



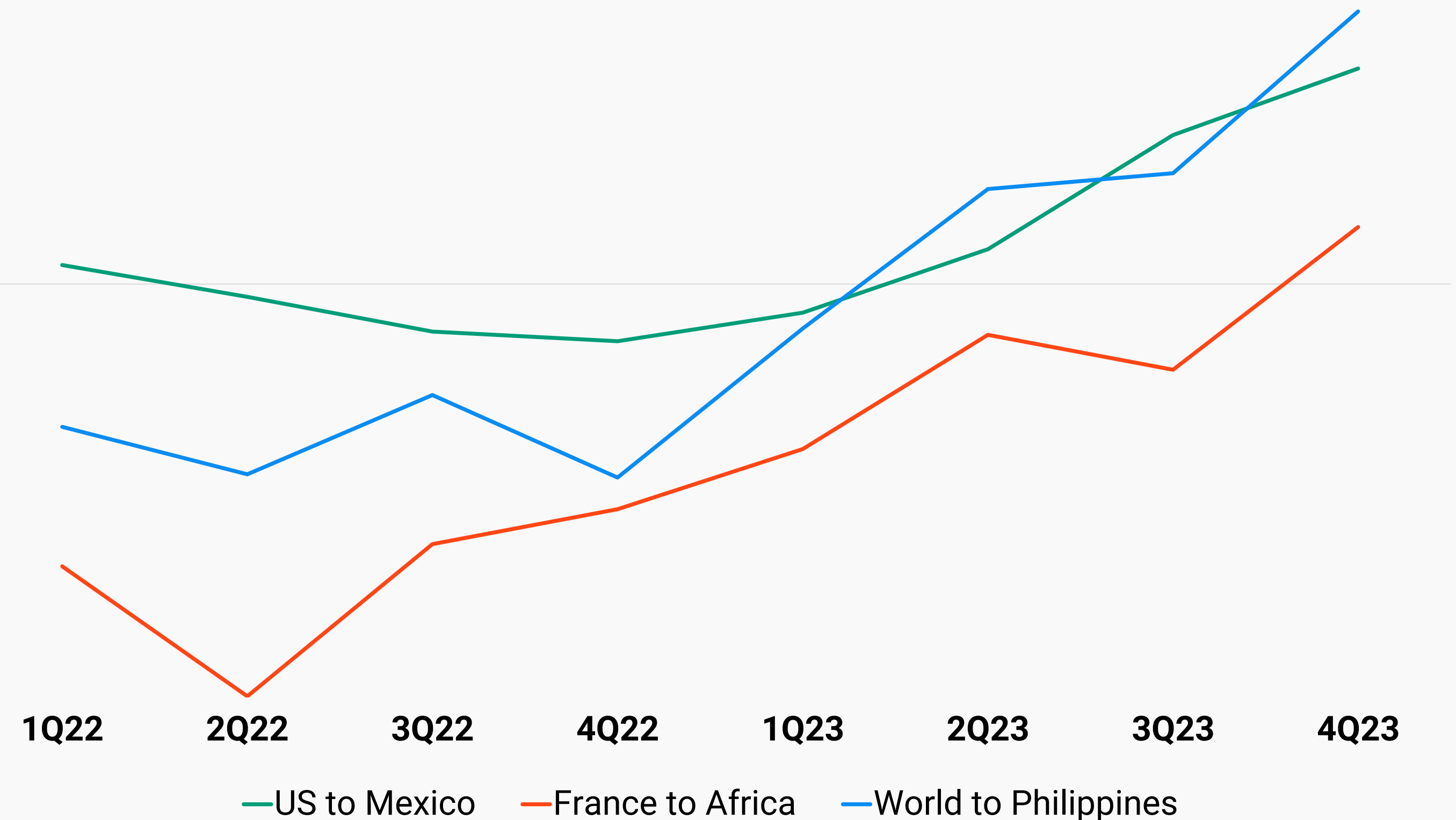
+5%

Q4 2023 Consumer Money
Transfer transactions

+13%

Q4 2023 Branded Digital
transactions

**Consumer Money Transfer
Corridor Transaction Trends**



Fourth Quarter Results

\$1.05 billion

GAAP revenue

15.1%

GAAP operating margin

16.1%

Adjusted operating margin*

\$0.35

GAAP EPS

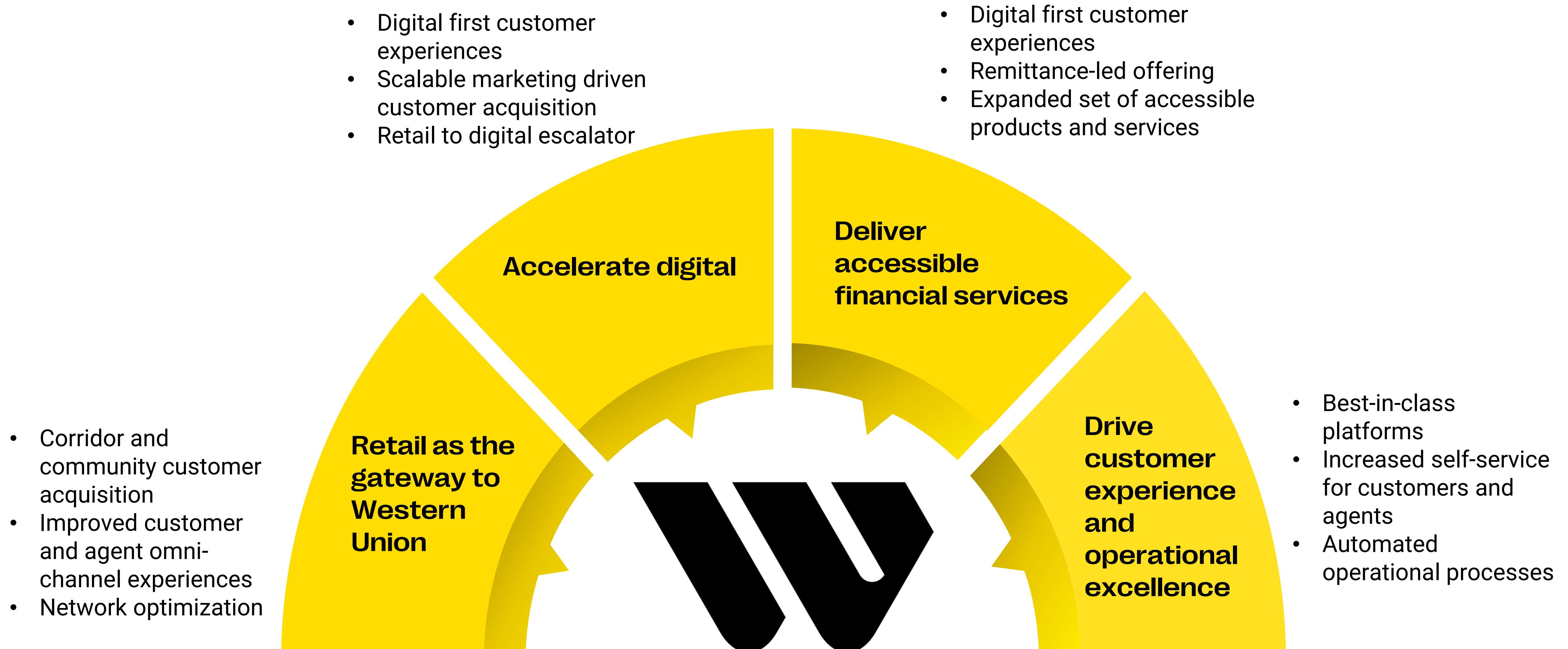
\$0.37

Adjusted EPS*

*Note: See appendix for reconciliation of GAAP to Non-GAAP financial measures.

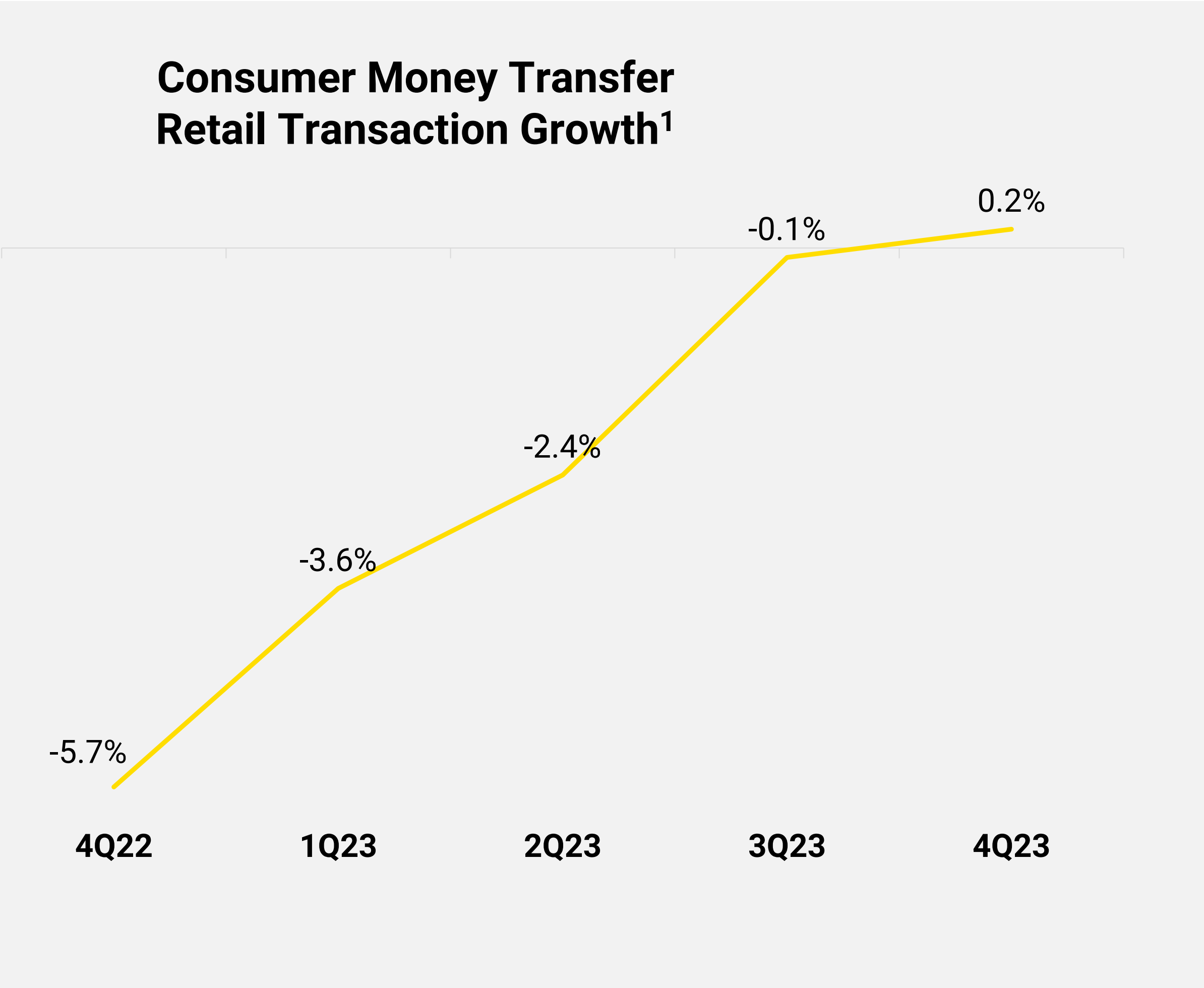


Evolve 2025 Strategy





Retail as the Gateway to Western Union



¹ Excludes the impact related to the Company's suspension of operations in Russia and Belarus and the impact from Iraq

Optimizing Our Network

+200

New Concept Stores in 2023

+100

New Owned Stores in 2023

~30K

Retail Locations Rebranded in 2023

12 countries

Live with Next Gen Digital App Experience

5 countries

Live with Digital Wallet



4.6 billion

Bank Accounts for Payout



400K

Active Retail Locations



200+

Countries & Territories

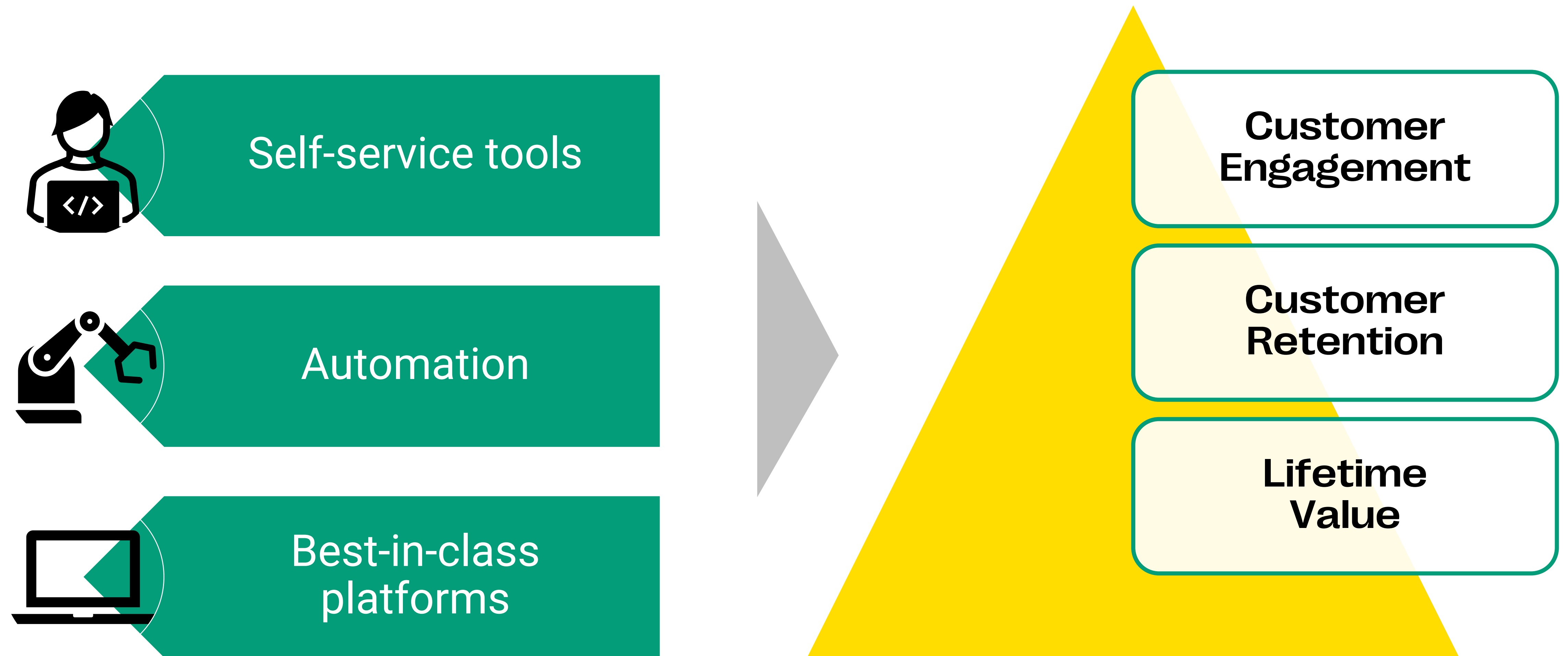


130+

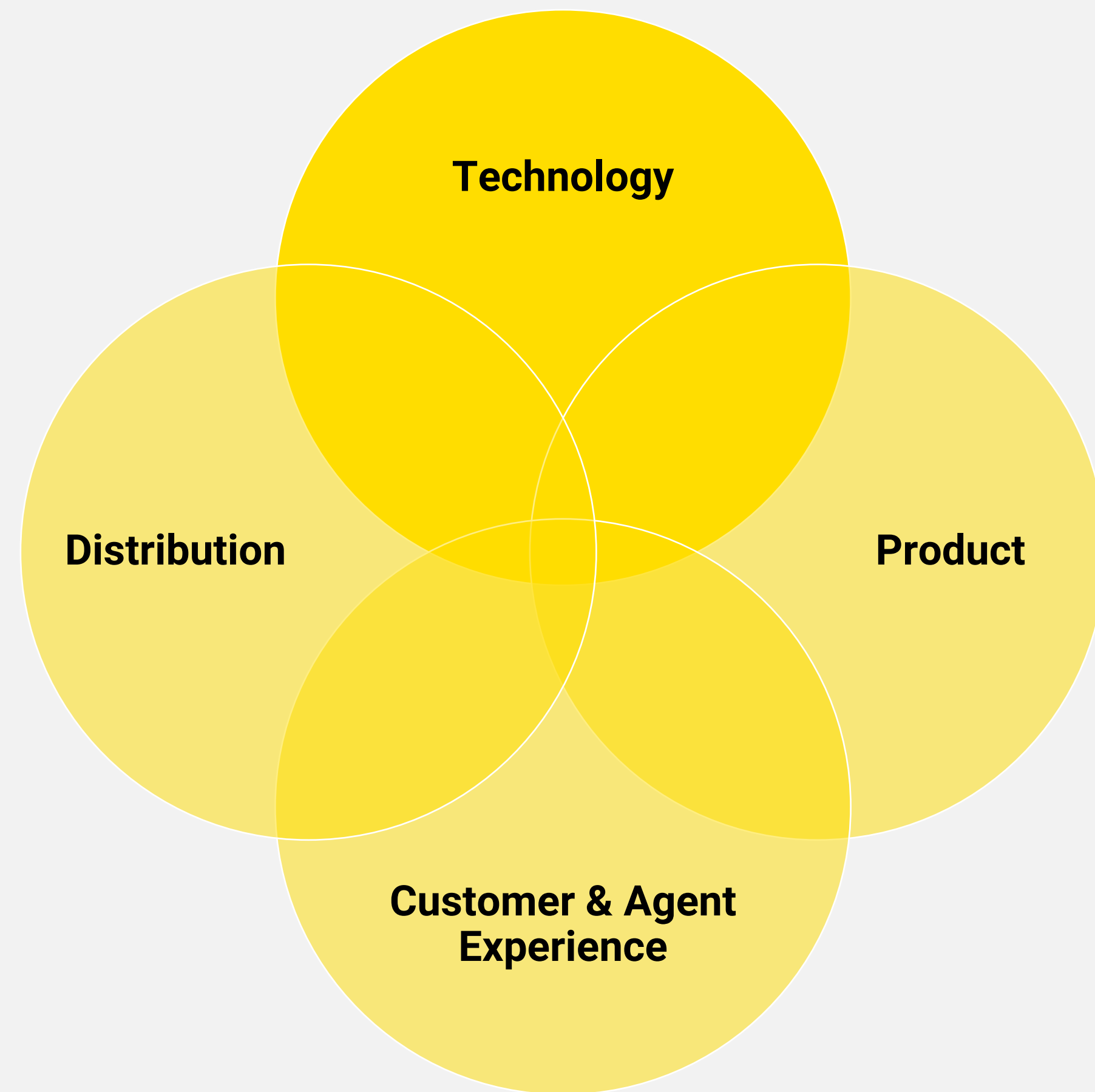
Currencies

Vast Physical & Digital Global Network

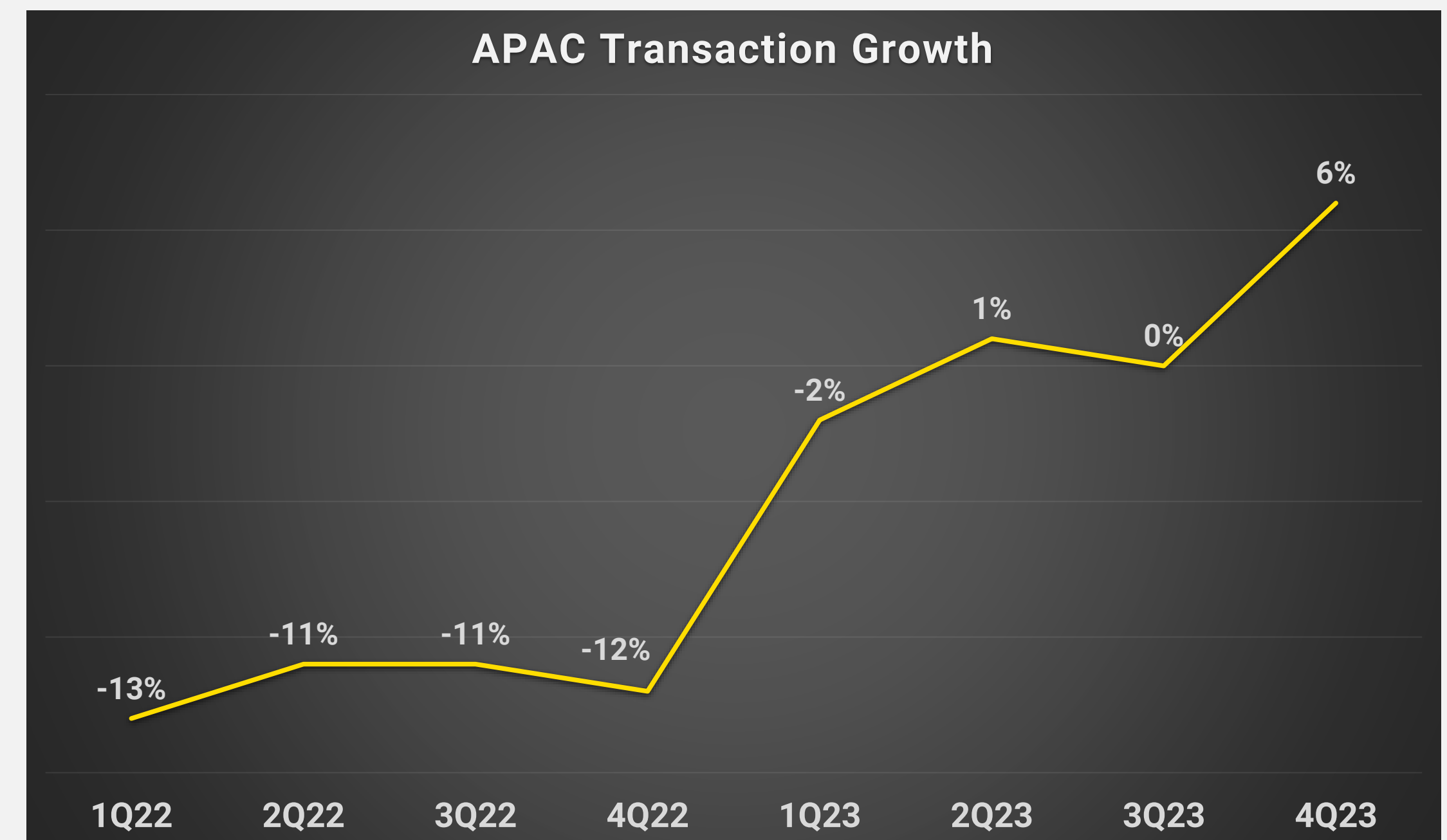
Operational Excellence Enhancing Customer Experience



Go-to-Market Strategy



Having the right go-to-market strategy driving improved transaction trends in APAC



Delivering Accessible Financial Services



Bill Payment



Digital Wallet



FX Exchange



Lending Partnerships



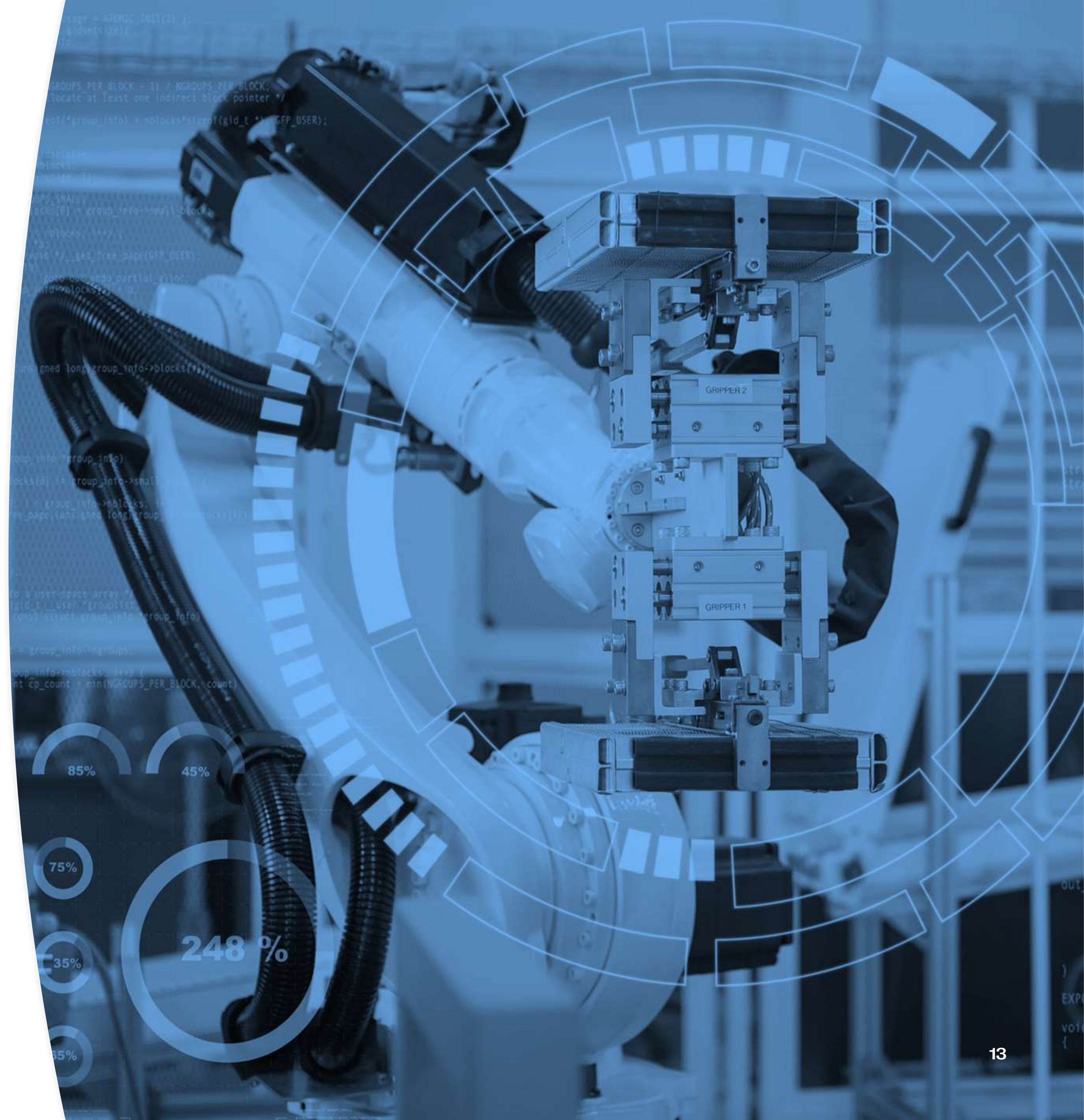
Prepaid Card



Retail Money Order

Leveraging AI to Enhance Operational and Business Performance

- Robotic processing automation already utilized in areas such as agent collections and reactivation, customer refund processing, risk exception decisioning, agent credit increases, and receiver name changes
- Early in AI journey but believe it has the potential to provide additional value to shareholders over time





Western Union and VISA Expand Strategic Relationship

Enabling further collaboration between the two
companies across 40 countries and 5 regions



Millions of Loyal Customers

Trusted Brand

Vast Global Network

Dedicated Team

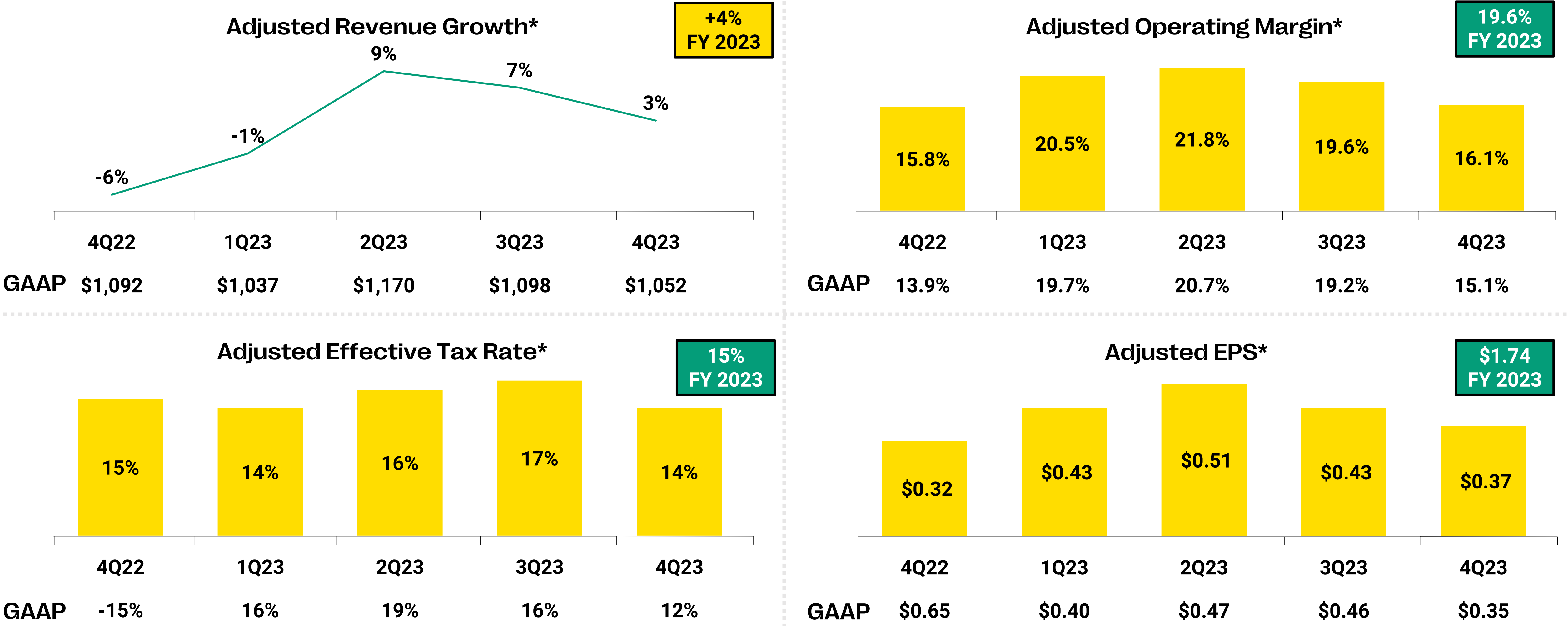
Matt Cagwin

Chief Financial Officer





Business Trends



*Note: See appendix for reconciliation of GAAP to Non-GAAP financial measures.



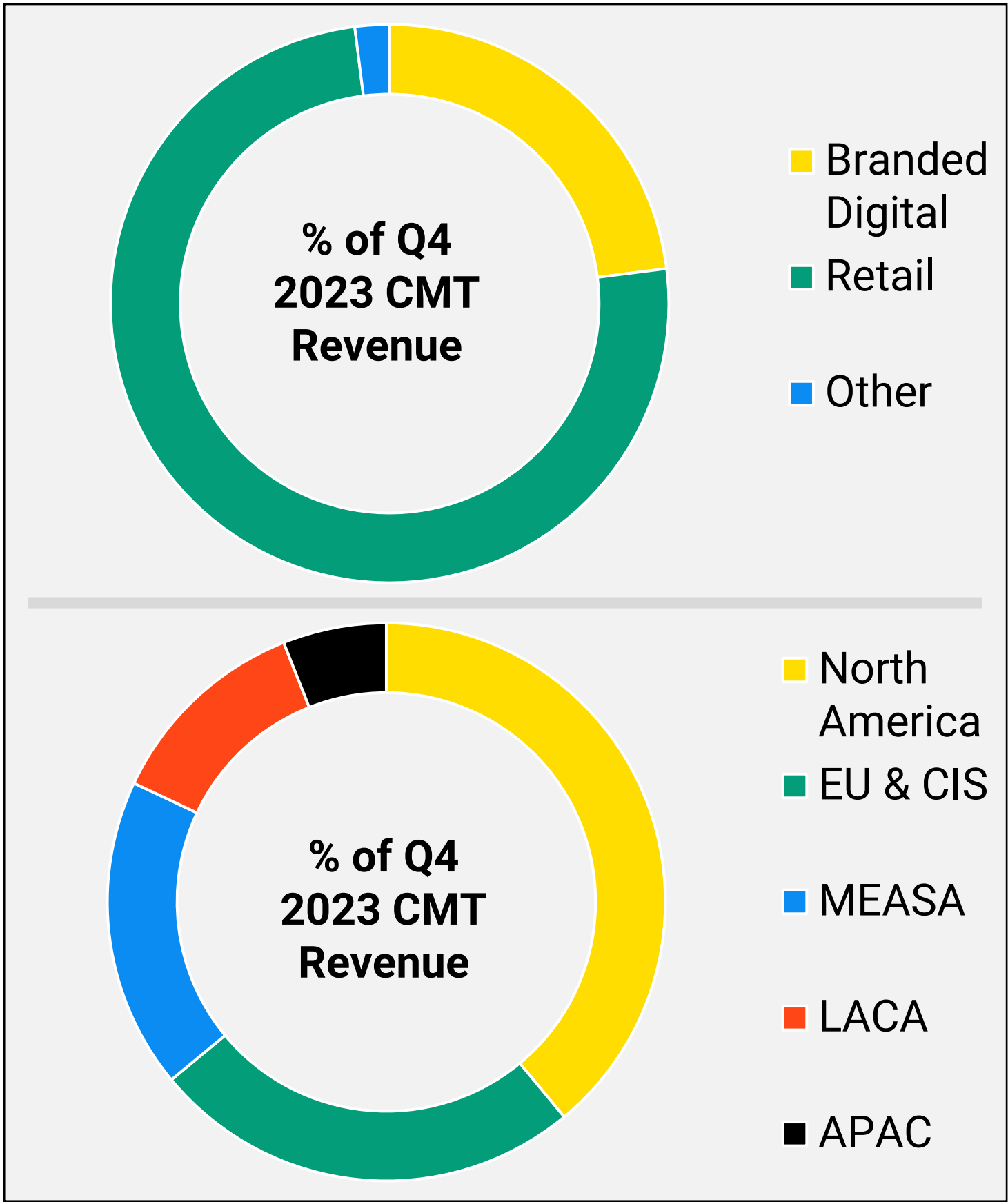
Consumer Money Transfer (CMT) Business Trends



Key Highlights

- Branded Digital business showing continued momentum after reaching positive revenue growth in Q3
- Maintained stable transaction trends in the Retail business for the second consecutive quarter

	Q4 2023
CMT adj. revenue growth*	(1%)
CMT transaction growth	5%
CMT cross-border principal growth (cc)	7%
Branded Digital revenue growth	4%
Branded Digital transaction growth	13%



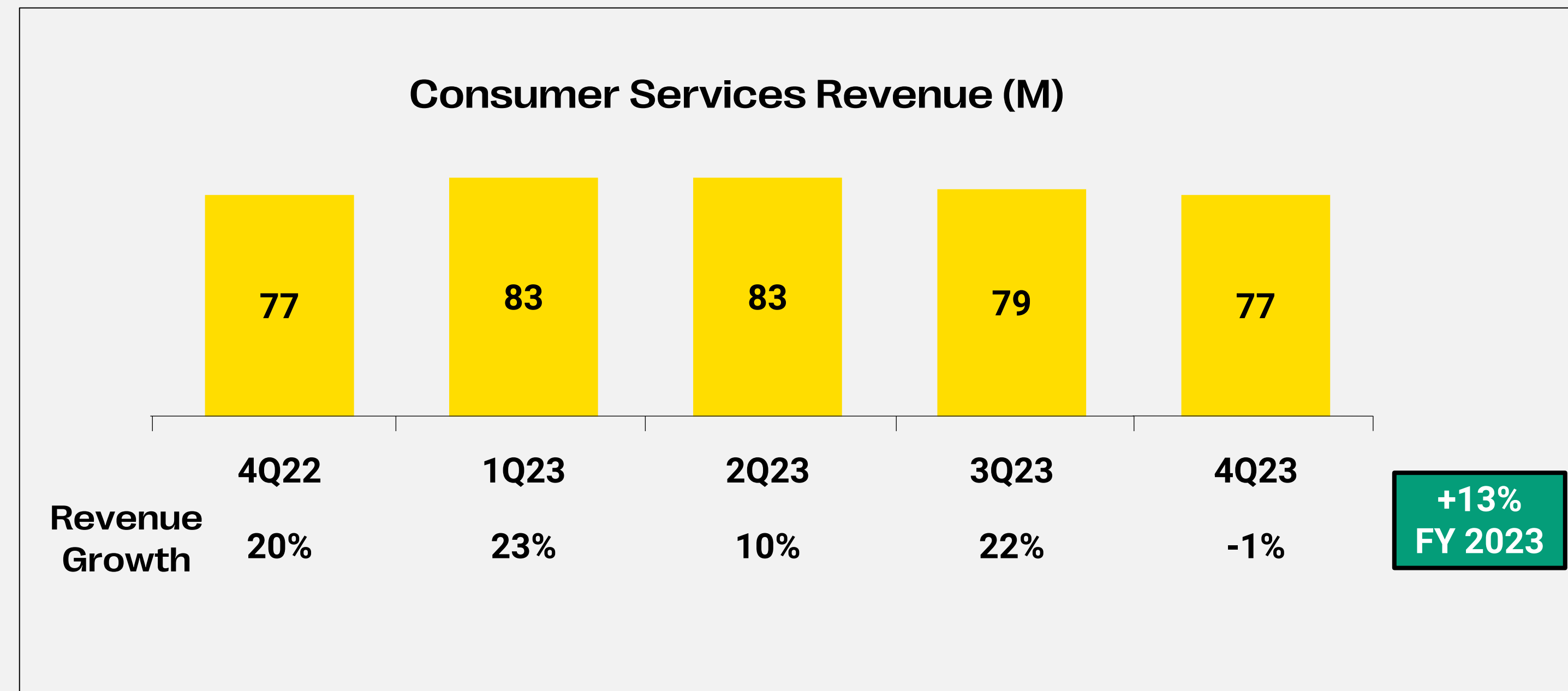
*Note: See appendix for reconciliation of GAAP to Non-GAAP financial measures.

Consumer Services

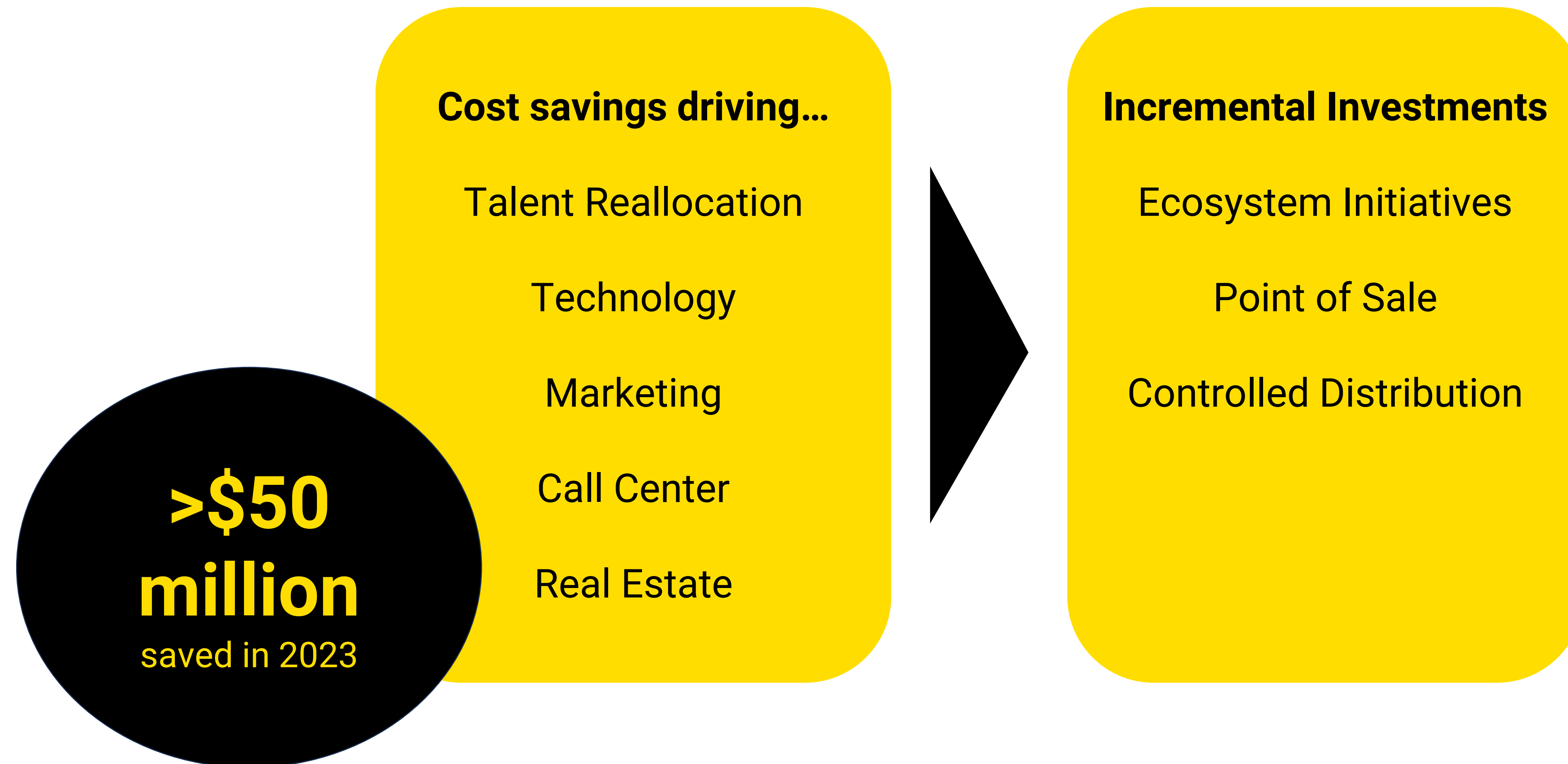


Consumer Services Highlights

- Revenue increased 13% in 2023
- Revenue declined 1% in Q4 impacted by the devaluation of the Argentine peso and the retail money order portfolio
- Includes ecosystem revenue streams from bill payments, retail money order, FX exchange, prepaid card, lending partnerships, and digital wallets
- Expect Consumer Services to grow double-digits in 2024



Disciplined Cost Management Funding Investments



Financial Highlights

YTD as of December 31, 2023

Cash flow from operations	\$783 million
Adjusted free cash flow conversion	>100%
Dividends paid	\$346 million
Share repurchases	\$300 million
Capital expenditures	\$148 million
Cash balance	\$1.27 billion
Debt outstanding	\$2.50 billion



2024 Financial Outlook



▶ GAAP	\$4,075 to \$4,175	18% to 20%	\$1.57 to \$1.67
▶ Adjusted*	\$4,100 to \$4,200	19% to 21%	\$1.65 to \$1.75

*Note: See appendix for reconciliation of GAAP to Non-GAAP financial measures.

Key Drivers

Previous Key Drivers		
Key Driver	Aspirations	2023 Results
Increase retention in Retail	+200 bps annually	+70 bps
Drive omnichannel experiences	Over 20% growth in omnichannel customers annually	(4%)
Grow new branded digital customers	Double-digit growth annually	+13%
Expand ecosystem	100K customers per month	250K onboarded ecosystem customers

Updated Key Drivers for 2024	
Key Driver	Aspirations
Increase retention in Retail and Branded Digital	+200 bps annually
Drive omnichannel experiences	No longer reporting, but benefits will be captured in new branded digital customer growth and expanded ecosystem
Grow new branded digital customers	Double-digit growth annually
Expand ecosystem	Double-digit growth annually in Consumer Services

Questions and Answers



Appendix

Fourth Quarter 2023





Key Statistics and Reconciliation of Non-GAAP Measures

Western Union's management believes the non-GAAP financial measures presented within this presentation provide meaningful supplemental information regarding the Company's results to assist management, investors, analysts, and others in understanding the Company's financial results and to better analyze operating, profitability, and other financial performance trends in the Company's underlying business because they provide consistency and comparability to prior periods or eliminate currency volatility, increasing the comparability of the Company's underlying results and trends.

A non-GAAP financial measure should not be considered in isolation or as a substitute for the most comparable GAAP financial measure. A non-GAAP financial measure reflects an additional way of viewing aspects of the Company's operations that, when viewed with the Company's GAAP results and the reconciliation to the corresponding GAAP financial measure, provides a more complete understanding of the Company's business. Users of the financial statements are encouraged to review the Company's financial statements and publicly-filed reports in their entirety and not to rely on any single financial measure. A reconciliation of non-GAAP financial measures to the most directly comparable GAAP financial measures is included below, where not previously reconciled above.

Amounts included below are in millions, unless indicated otherwise.



	Notes	4Q22	FY2022	1Q23	2Q23	3Q23	4Q23	FY2023
Consolidated Metrics								
Revenues (GAAP) - YoY % change		(15)%	(12)%	(10)%	3%	1%	(4)%	(3)%
Adjusted revenues (non-GAAP) - YoY % change	(a)	(6)%	(4)%	(1)%	9%	7%	3%	4%
Operating margin (GAAP)		13.9%	19.8%	19.7%	20.7%	19.2%	15.1%	18.8%
Adjusted operating margin (non-GAAP)	(b)	15.8%	20.4%	20.5%	21.8%	19.6%	16.1%	19.6%
Consumer Money Transfer (CMT) Segment Metrics								
Revenues (GAAP) - YoY % change		(11)%	(9)%	(6)%	4%	4%	(1)%	0%
Adjusted revenues (non-GAAP) - YoY % change	(h)	(9)%	(6)%	(5)%	5%	3%	(1)%	1%
Transactions (in millions)		69.3	274.1	65.3	70.6	70.6	72.9	279.4
Transactions - YoY % change		(12)%	(10)%	(6)%	4%	5%	5%	2%
Cross-border principal, as reported - YoY % change		(12)%	(10)%	(3)%	17%	13%	8%	9%
Cross-border principal (constant currency) - YoY % change	(i)	(9)%	(7)%	(1)%	18%	11%	7%	9%
Operating margin		14.1%	19.2%	18.9%	21.5%	19.0%	15.3%	18.7%
Branded Digital revenues (GAAP) - YoY % change		(8)%	(3)%	(7)%	(2)%	3%	4%	0%
Branded Digital foreign currency translation impact	(k)	2%	2%	1%	0%	0%	0%	0%
Adjusted Branded Digital revenues (non-GAAP) - YoY % change		(6)%	(1)%	(6)%	(2)%	3%	4%	0%
Branded Digital transactions - YoY % change		2%	0%	7%	12%	12%	13%	11%



	Notes	4Q22	FY2022	1Q23	2Q23	3Q23	4Q23	FY2023
CMT Segment Regional Metrics - YoY % change								
NA region revenues (GAAP)		(7)%	(4)%	(8)%	(8)%	(3)%	(1)%	(5)%
NA region foreign currency translation impact	(k)	0%	0%	0%	1%	0%	0%	0%
Adjusted NA region revenues (non-GAAP)		<u>(7)%</u>	<u>(4)%</u>	<u>(8)%</u>	<u>(7)%</u>	<u>(3)%</u>	<u>(1)%</u>	<u>(5)%</u>
NA region transactions		(2)%	(5)%	1%	4%	7%	6%	5%
EU & CIS region revenues (GAAP)		(23)%	(20)%	(16)%	(12)%	(9)%	(8)%	(11)%
EU & CIS region foreign currency translation impact	(k)	6%	5%	3%	2%	(1)%	(1)%	0%
Adjusted EU & CIS region revenues (non-GAAP)		<u>(17)%</u>	<u>(15)%</u>	<u>(13)%</u>	<u>(10)%</u>	<u>(10)%</u>	<u>(9)%</u>	<u>(11)%</u>
EU & CIS region transactions		(31)%	(25)%	(23)%	(1)%	0%	4%	(6)%
MEASA region revenues (GAAP)		(9)%	(4)%	5%	66%	42%	12%	31%
MEASA region foreign currency translation impact	(k)	2%	2%	1%	1%	0%	0%	1%
Adjusted MEASA region revenues (non-GAAP)		<u>(7)%</u>	<u>(2)%</u>	<u>6%</u>	<u>67%</u>	<u>42%</u>	<u>12%</u>	<u>32%</u>
MEASA region transactions		(5)%	(1)%	(3)%	8%	9%	7%	6%
LACA region revenues (GAAP)		11%	4%	15%	6%	10%	2%	8%
LACA region foreign currency translation impact	(k)	2%	3%	2%	2%	(2)%	1%	1%
Adjusted LACA region revenues (non-GAAP)		<u>13%</u>	<u>7%</u>	<u>17%</u>	<u>8%</u>	<u>8%</u>	<u>3%</u>	<u>9%</u>
LACA region transactions		8%	5%	9%	8%	9%	4%	7%
APAC region revenues (GAAP)		(20)%	(13)%	(8)%	(7)%	(8)%	(7)%	(7)%
APAC region foreign currency translation impact	(k)	6%	4%	3%	3%	1%	2%	2%
Adjusted APAC region revenues (non-GAAP)		<u>(14)%</u>	<u>(9)%</u>	<u>(5)%</u>	<u>(4)%</u>	<u>(7)%</u>	<u>(5)%</u>	<u>(5)%</u>
APAC region transactions		(12)%	(12)%	(2)%	1%	0%	6%	1%



	Notes	4Q22	FY2022	1Q23	2Q23	3Q23	4Q23	FY2023
% of CMT Revenue								
NA region revenues		39%	40%	38%	35%	37%	39%	37%
EU & CIS region revenues		27%	28%	26%	24%	24%	25%	25%
MEASA region revenues		16%	16%	19%	26%	23%	18%	21%
LACA region revenues		12%	10%	11%	10%	11%	12%	11%
APAC region revenues		6%	6%	6%	5%	5%	6%	6%
Branded Digital revenues		21%	22%	22%	21%	21%	23%	22%
Consumer Services (CS)								
Revenues (GAAP) - YoY % change		20%	12%	23%	10%	22%	(1)%	13%
Operating margin		35.5%	35.4%	38.6%	22.0%	27.5%	26.6%	28.7%
% of Total Company Revenue (GAAP)								
Consumer Money Transfer segment revenues		90%	89%	91%	92%	93%	93%	92%
Business Solutions segment revenues		3%	5%	1%	1%	0%	0%	1%
Consumer Services segment revenues		7%	6%	8%	7%	7%	7%	7%



	Notes	4Q22	FY2022	1Q23	2Q23	3Q23	4Q23	FY2023
Consolidated Metrics								
(a) Revenues (GAAP)		\$ 1,091.9	\$ 4,475.5	\$ 1,036.9	\$ 1,170.0	\$ 1,097.8	\$ 1,052.3	\$ 4,357.0
Foreign currency translation impact	(k)	49.4	185.5	35.2	40.6	25.6	41.9	143.3
Revenues, constant currency (non-GAAP)		1,141.3	4,661.0	1,072.1	1,210.6	1,123.4	1,094.2	4,500.3
Less Business Solutions revenues, constant currency (non-GAAP)	(k), (n)	(34.0)	(216.4)	(16.0)	(13.9)	—	—	(29.9)
Adjusted revenues (non-GAAP)		<u>\$ 1,107.3</u>	<u>\$ 4,444.6</u>	<u>\$ 1,056.1</u>	<u>\$ 1,196.7</u>	<u>\$ 1,123.4</u>	<u>\$ 1,094.2</u>	<u>\$ 4,470.4</u>
Prior year revenues (GAAP)		\$ 1,284.8	\$ 5,070.8	\$ 1,155.7	\$ 1,138.3	\$ 1,089.6	\$ 1,091.9	\$ 4,475.5
Less prior year revenues from Business Solutions (GAAP)	(n)	(109.2)	(421.8)	(89.1)	(35.7)	(42.6)	(29.5)	(196.9)
Adjusted prior year revenues (non-GAAP)		<u>\$ 1,175.6</u>	<u>\$ 4,649.0</u>	<u>\$ 1,066.6</u>	<u>\$ 1,102.6</u>	<u>\$ 1,047.0</u>	<u>\$ 1,062.4</u>	<u>\$ 4,278.6</u>
Revenues (GAAP) - YoY % change		(15)%	(12)%	(10)%	3%	1%	(4)%	(3)%
Revenues, constant currency (non-GAAP) - YoY% change		(11)%	(8)%	(7)%	6%	3%	0%	1%
Adjusted revenues (non-GAAP) - YoY % change		(6)%	(4)%	(1)%	9%	7%	3%	4%
(b) Operating income (GAAP)								
Acquisition and separation costs	(m)	1.6	13.9	—	2.4	0.5	0.2	3.1
Russia/Belarus exit costs	(o)	(0.6)	10.0	—	—	—	—	—
Operating expense redeployment program costs	(q)	21.8	21.8	7.1	8.3	4.1	10.0	29.5
Less Business Solutions operating income	(n)	(6.6)	(56.6)	(1.9)	(1.7)	—	—	(3.6)
Adjusted operating income (non-GAAP)		<u>\$ 167.8</u>	<u>\$ 874.0</u>	<u>\$ 209.9</u>	<u>\$ 251.6</u>	<u>\$ 215.5</u>	<u>\$ 169.5</u>	<u>\$ 846.5</u>
Operating margin (GAAP)		13.9%	19.8%	19.7%	20.7%	19.2%	15.1%	18.8%
Adjusted operating margin (non-GAAP)		15.8%	20.4%	20.5%	21.8%	19.6%	16.1%	19.6%

	Notes	4Q22	FY2022	1Q23	2Q23	3Q23	4Q23	FY2023
(c) Net income (GAAP)		\$ 249.4	\$ 910.6	\$ 151.8	\$ 176.2	\$ 171.0	\$ 127.0	\$ 626.0
Acquisition and separation costs	(m)	1.6	13.9	—	2.4	0.5	0.2	3.1
Business Solutions gain	(n)	(96.9)	(248.3)	—	—	(18.0)	—	(18.0)
Russia/Belarus exit costs	(o)	(0.6)	10.0	—	—	—	—	—
Operating expense redeployment program costs	(q)	21.8	21.8	7.1	8.3	4.1	10.0	29.5
Income tax benefit from reversal of significant uncertain tax positions	(p)	(68.5)	(81.7)	—	—	—	—	—
Income tax expense/(benefit) from other adjustments	(m), (n), (o), (q)	14.7	58.4	3.7	3.8	1.7	(4.6)	4.6
Adjusted net income (non-GAAP)		<u>\$ 121.5</u>	<u>\$ 684.7</u>	<u>\$ 162.6</u>	<u>\$ 190.7</u>	<u>\$ 159.3</u>	<u>\$ 132.6</u>	<u>\$ 645.2</u>
(d) Net income (GAAP)		\$ 249.4	\$ 910.6	\$ 151.8	\$ 176.2	\$ 171.0	\$ 127.0	\$ 626.0
Provision/(benefit) for income taxes		(32.9)	98.0	29.2	40.2	33.3	17.1	119.8
Interest income		(6.6)	(13.9)	(3.2)	(4.2)	(3.6)	(4.6)	(15.6)
Interest expense		26.2	101.0	25.0	27.0	27.0	26.3	105.3
Depreciation and amortization		46.4	183.8	46.6	45.9	46.0	45.1	183.6
Other expense, net		12.4	37.5	1.9	3.4	1.2	(6.5)	—
Business Solutions gain	(n)	(96.9)	(248.3)	—	—	(18.0)	—	(18.0)
Acquisition and separation costs	(m)	1.6	13.9	—	2.4	0.5	0.2	3.1
Russia/Belarus exit costs	(o)	(0.6)	10.0	—	—	—	—	—
Operating expense redeployment program costs	(q)	21.8	21.8	7.1	8.3	4.1	10.0	29.5
Less Business Solutions operating income	(n)	(6.6)	(56.6)	(1.9)	(1.7)	—	—	(3.6)
Adjusted EBITDA (non-GAAP)	(l)	<u>\$ 214.2</u>	<u>\$ 1,057.8</u>	<u>\$ 256.5</u>	<u>\$ 297.5</u>	<u>\$ 261.5</u>	<u>\$ 214.6</u>	<u>\$ 1,030.1</u>
(e) Net cash provided by operating activities (GAAP)								\$ 783.1
Payments for capitalized contract costs								(36.4)
Payments for internal use software								(88.5)
Purchases of property and equipment								(22.9)
Free cash flow (non-GAAP)								<u>\$ 635.3</u>
Tax payment associated with the 2017 United States federal tax liability	(r)							119.5
Adjusted free cash flow (non-GAAP)								<u>\$ 754.8</u>
Adjusted net income (non-GAAP)								\$ 645.2
Adjusted free cash flow conversion (non-GAAP)								117%



	Notes	4Q22	FY2022	1Q23	2Q23	3Q23	4Q23	FY2023
Consolidated Metrics cont.								
(f) Effective tax rate (GAAP)		(15)%	10%	16%	19%	16%	12%	16%
Reversal of significant uncertain tax positions	(p)	32%	8%	0%	0%	0%	0%	0%
Other adjustments	(m), (n), (o), (q)	(2%)	(3%)	(2%)	(3%)	1%	2%	(1%)
Adjusted effective tax rate (non-GAAP)		<u>15%</u>	<u>15%</u>	<u>14%</u>	<u>16%</u>	<u>17%</u>	<u>14%</u>	<u>15%</u>
(g) Diluted earnings per share (GAAP) (\$- dollars)		\$ 0.65	\$ 2.34	\$ 0.40	\$ 0.47	\$ 0.46	\$ 0.35	\$ 1.68
Pretax impacts from the following:								
Acquisition and separation costs	(m)	—	0.03	—	0.01	—	—	0.01
Business Solutions gain	(n)	(0.25)	(0.64)	—	—	(0.05)	—	(0.05)
Russia/Belarus exit costs	(o)	—	0.03	—	—	—	—	—
Operating expense redeployment program costs	(q)	0.06	0.06	0.02	0.02	0.01	0.03	0.08
Income tax expense/(benefit) impacts from the following:								
Reversal of significant uncertain tax positions	(p)	(0.18)	(0.21)	—	—	—	—	—
Other adjustments	(m), (n), (o), (q)	0.04	0.15	0.01	0.01	0.01	(0.01)	0.02
Adjusted diluted earnings per share (non-GAAP) (\$- dollars)		<u>\$ 0.32</u>	<u>\$ 1.76</u>	<u>\$ 0.43</u>	<u>\$ 0.51</u>	<u>\$ 0.43</u>	<u>\$ 0.37</u>	<u>\$ 1.74</u>

	Notes	4Q22	FY2022	1Q23	2Q23	3Q23	4Q23	FY2023
CMT Segment Metrics								
(h) Revenues (GAAP)		\$ 985.2	\$ 3,993.5	\$ 938.3	\$ 1,072.2	\$ 1,019.0	\$ 975.5	\$ 4,005.0
Foreign currency translation impact	(k)	30.9	116.9	13.8	8.5	(3.3)	2.1	21.1
Revenues, constant currency (non-GAAP)		<u>\$ 1,016.1</u>	<u>\$ 4,110.4</u>	<u>\$ 952.1</u>	<u>\$ 1,080.7</u>	<u>\$ 1,015.7</u>	<u>\$ 977.6</u>	<u>\$ 4,026.1</u>
Prior year revenues (GAAP)		\$ 1,111.5	\$ 4,394.0	\$ 999.0	\$ 1,026.9	\$ 982.4	\$ 985.2	\$ 3,993.5
Revenues (GAAP) - YoY % change		(11%)	(9%)	(6)%	4%	4%	(1)%	0%
Adjusted revenues (non-GAAP) - YoY % change		(9%)	(6%)	(5%)	5%	3%	(1)%	1%
(i) Cross-border principal, as reported (\$- billions)		\$ 23.4	\$ 93.6	\$ 23.0	\$ 27.5	\$ 26.0	\$ 25.2	\$ 101.7
Foreign currency translation impact	(k)	0.8	3.3	0.5	0.0	(0.3)	(0.2)	0.0
Cross-border principal, constant currency (\$- billions)		<u>\$ 24.2</u>	<u>\$ 96.9</u>	<u>\$ 23.5</u>	<u>\$ 27.5</u>	<u>\$ 25.7</u>	<u>\$ 25.0</u>	<u>\$ 101.7</u>
Prior year cross-border principal, as reported (\$- billions)		\$ 26.5	\$ 104.1	\$ 23.8	\$ 23.4	\$ 23.0	\$ 23.4	\$ 93.6
Cross-border principal, as reported - YoY % change		(12%)	(10%)	(3)%	17%	13%	8%	9%
Cross-border principal, constant currency - YoY % change		(9%)	(7%)	(1%)	18%	11%	7%	9%
Business Solutions Segment Metrics								
(j) Revenues (GAAP)		\$ 29.5	\$ 196.9	\$ 15.4	\$ 14.3	\$ —	\$ —	\$ 29.7
Foreign currency translation impact		4.5	19.5	0.6	(0.4)	—	—	0.2
Revenues, constant currency (non-GAAP)	(k)	<u>\$ 34.0</u>	<u>\$ 216.4</u>	<u>\$ 16.0</u>	<u>\$ 13.9</u>	<u>\$ —</u>	<u>\$ —</u>	<u>\$ 29.9</u>
Prior year revenues (GAAP)		\$ 109.2	\$ 421.8	\$ 89.1	\$ 35.7	\$ 42.6	\$ 29.5	\$ 196.9
Revenues (GAAP) - YoY % change		(73)%	(53)%	(83)%	(60)%	*	*	(85)%
Adjusted revenues (non-GAAP) - YoY % change		(69)%	(49)%	(82)%	(61)%	*	*	(85)%

* Calculation not meaningful.



	Notes	4Q22	FY2022	1Q23	2Q23	3Q23	4Q23	FY2023
Net cash provided by operating activities (GAAP)		\$ 59.2	\$ 581.6	\$ 137.3	\$ 126.7	\$ 254.6	\$ 264.5	\$ 783.1
Depreciation		(10.9)	(42.7)	(10.2)	(9.9)	(9.8)	(9.2)	(39.1)
Amortization		(35.4)	(141.1)	(36.4)	(36.0)	(36.2)	(35.9)	(144.5)
Gain on divestiture of business, excluding transaction costs		99.0	254.8	—	—	18.0	—	18.0
Other non-cash items, net, including deferred taxes		(34.7)	(88.7)	(19.3)	(16.3)	(29.1)	(38.2)	(102.9)
Change in cash, excluding the effects of divestitures, resulting from changes in:								
Other assets		42.8	209.2	28.1	24.6	38.4	(54.8)	36.3
Accounts payable and accrued liabilities		8.0	(42.6)	62.2	(10.2)	(4.5)	(25.1)	22.4
Income taxes payable		123.1	152.7	(17.2)	103.6	(26.4)	8.1	68.1
Other liabilities		(1.7)	27.4	7.3	(6.3)	(34.0)	17.6	(15.4)
Net income (GAAP)		\$ 249.4	\$ 910.6	\$ 151.8	\$ 176.2	\$ 171.0	\$ 127.0	\$ 626.0
Provision/(benefit) for income taxes		(32.9)	98.0	29.2	40.2	33.3	17.1	119.8
Total other (income)/expense, net		(64.9)	(123.7)	23.7	26.2	6.6	15.2	71.7
Operating income (GAAP)		\$ 151.6	\$ 884.9	\$ 204.7	\$ 242.6	\$ 210.9	\$ 159.3	\$ 817.5
Acquisition and separation costs	(m)	1.6	13.9	—	2.4	0.5	0.2	3.1
Russia/Belarus exit costs	(o)	(0.6)	10.0	—	—	—	—	—
Operating expense redeployment program costs	(q)	21.8	21.8	7.1	8.3	4.1	10.0	29.5
Less Business Solutions operating income	(n)	(6.6)	(56.6)	(1.9)	(1.7)	—	—	(3.6)
Adjusted operating income (non-GAAP)		\$ 167.8	\$ 874.0	\$ 209.9	\$ 251.6	\$ 215.5	\$ 169.5	\$ 846.5
Depreciation and amortization		46.4	183.8	46.6	45.9	46.0	45.1	183.6
Adjusted EBITDA (non-GAAP)	(s)	\$ 214.2	\$ 1,057.8	\$ 256.5	\$ 297.5	\$ 261.5	\$ 214.6	\$ 1,030.1
Borrowings								\$ 2,504.6
Cash and cash equivalents								(1,268.6)
Borrowings, less Cash and cash equivalents								\$ 1,236.0
Adjusted EBITDA (non-GAAP, trailing twelve months)								\$ 1,030.1
Leverage ratio	(t)							2.4
Net leverage ratio	(t)							1.2

2024 Consolidated Outlook Metrics

	Notes	Range	
Revenues (GAAP)		\$ 4,075	\$ 4,175
Foreign currency translation impact, net of Argentina inflation	(k)	25	25
Revenues, adjusted (non-GAAP)		<u>\$ 4,100</u>	<u>\$ 4,200</u>
		Range	
Operating margin (GAAP)		18%	20%
Operating expense redeployment program costs	(q)	1%	1%
Impact from acquisition and separation costs	(m)	0%	0%
Operating margin, adjusted (non-GAAP)		<u>19%</u>	<u>21%</u>
		Range	
Earnings per share (GAAP) (\$- dollars)		\$ 1.57	\$ 1.67
Operating expense redeployment program costs	(q)	0.08	0.08
Acquisition and separation costs	(m)	—	—
Income taxes associated with these adjustments	(m), (q)	—	—
Earnings per share, adjusted (non-GAAP) (\$- dollars)		<u>\$ 1.65</u>	<u>\$ 1.75</u>

- (k) Represents the impact from the fluctuation in exchange rates between all foreign currency denominated amounts and the United States dollar. Constant currency results exclude any benefit or loss caused by foreign exchange fluctuations between foreign currencies and the United States dollar, net of foreign currency hedges, which would not have occurred if there had been a constant exchange rate. Beginning in 2024, the Company will also remove the effect of Argentina inflation from its adjusted revenues, due to Argentina's hyperinflationary economy.
- (l) Earnings before Interest, Taxes, Depreciation, and Amortization ("EBITDA") results from taking operating income and adjusting for depreciation and amortization expenses. EBITDA results provide an additional performance measurement calculation which helps neutralize the operating income effect of assets acquired in prior periods.
- (m) Represents the impact from expenses incurred in connection with the Company's acquisition and divestiture activity, including for the review and closing of these transactions. Also includes costs associated with the divestiture of the Business Solutions business, primarily related to severance and non-cash impairments of property and equipment and an operating lease right-of-use asset.
- (n) During 2021, the Company entered into an agreement to sell its Business Solutions business to Goldfinch Partners LLC and The Baupost Group LLC (collectively, the "Buyer"). The sale was completed in three closings, the first of which occurred on March 1, 2022 with the entirety of the cash consideration collected at that time and allocated to the closings on a relative fair value basis. The first closing excluded the operations in the European Union and the United Kingdom and resulted in a gain of \$151.4 million. The second closing, which included the United Kingdom operations, occurred on December 31, 2022 and resulted in a gain of \$96.9 million. The final closing, which included the European Union operations, occurred on July 1, 2023 and resulted in a gain of \$18.0 million. Revenues have been adjusted to exclude the carved out financial information for the Business Solutions business to compare the year-over-year changes and trends in the Company's continuing businesses, excluding the effects of this divestiture. While the sale of the Company's Business Solutions business does not qualify for or represent discontinued operations, the Company has also adjusted operating income, beginning in the first quarter of 2022 and concurrent with the sale, to exclude the carved out direct profit of the Business Solutions business. The operations of the Business Solutions business sold continued to be included in Revenues and Operating income until their respective closings. However, between the first and final closings, the Company was required to pay the Buyer a measure of the profits from these operations, while owned by the Company, adjusted for other charges, and this expense was recognized in Other expense, net. Therefore, the Company believes that providing this information enhances investors' understanding of the profitability of the Company's remaining businesses. The Company has also excluded the gain on the sale, net of related taxes, from its results.
- (o) Represents the exit costs incurred in connection with the Company's suspension of its operations in Russia and Belarus primarily related to severance and non-cash impairments of property and equipment, an operating lease right-of-use asset, and other intangible assets.

- (p) Represents non-cash reversals of significant uncertain tax positions. While the Company continues to reverse its uncertain tax positions upon settlements with taxing authorities, the lapse of the applicable statute of limitations, and other events, the Company has excluded certain reversals of uncertain tax positions in the third and fourth quarter of 2022 because of the significance of these reversals on its reported results.
- (q) Represents severance, expenses associated with streamlining the Company's organizational and legal structure, and other expenses associated with the Company's program to redeploy expenses in its cost base through optimizations in vendor management, real estate, marketing, and people strategy as previously announced in October 2022. In the fourth quarter of 2023 and 2022, expenses incurred under the program also included non-cash impairments of operating lease right-of-use assets and property and equipment. The expenses are not included in the measurement of segment operating income provided to the Chief Operating Decision Maker for purposes of performance assessment and resource allocation. The Company has also excluded a tax benefit directly associated with streamlining the Company's legal structure in the fourth quarter of 2023 from its measures of adjusted net income, adjusted effective tax rate, and adjusted diluted earnings per share.
- (r) Represents an installment payment on the tax liability on certain of our previously undistributed earnings pursuant to United States tax reform legislation enacted in December 2017.
- (s) Adjusted EBITDA results used in the gross and net leverage ratio calculations provide an additional liquidity measurement which helps neutralize the effects of assets acquired in prior periods.
- (t) Leverage ratio is computed by dividing borrowings by adjusted EBITDA for the trailing twelve months, and net leverage ratio is computed by dividing borrowings, less cash and cash equivalents, by adjusted EBITDA for the trailing twelve months. Both ratios are used by management to understand the Company's level of borrowings relative to historical adjusted EBITDA.



Thank you.