



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	3Q23	4Q23	FY2023	1Q24	2Q24	3Q24	YTD 3Q24
Consolidated Metrics								
Revenues (GAAP) - YoY % change		1%	(4)%	(3)%	1%	(9)%	(6)%	(5)%
Adjusted revenues (non-GAAP) - YoY % change	(a)	4%	(1)%	1%	3%	(7)%	(6)%	(4)%
Adjusted revenues, excluding Iraq (non-GAAP) - YoY % change	(a)	(4)%	(4)%	(4)%	(1)%	0%	1%	0%
Operating margin (GAAP)		19.2%	15.1%	18.8%	18.3%	17.9%	15.9%	17.4%
Adjusted operating margin (non-GAAP)	(b)	19.6%	16.1%	19.6%	19.7%	19.0%	19.1%	19.2%
Consumer Money Transfer (CMT) Segment Metrics								
Revenues (GAAP) - YoY % change		4%	(1)%	0%	3%	(10)%	(9)%	(6)%
Adjusted revenues (non-GAAP) - YoY % change	(g)	3%	(1)%	0%	3%	(9)%	(8)%	(5)%
Transactions (in millions)		70.6	72.9	279.4	69.0	73.3	72.6	214.9
Transactions - YoY % change		5%	5%	2%	6%	4%	3%	4%
Cross-border principal, as reported - YoY % change		13%	8%	9%	7%	(6)%	0%	0%
Cross-border principal (constant currency) - YoY % change	(h)	11%	7%	9%	7%	(5)%	0%	0%
Operating margin		19.0%	15.3%	18.7%	19.5%	19.8%	20.2%	19.8%
Branded Digital revenues (GAAP) - YoY % change		3%	4%	0%	9%	5%	8%	7%
Branded Digital foreign currency translation and Argentina inflation impact	(k)	0%	0%	0%	0%	2%	1%	1%
Adjusted Branded Digital revenues (non-GAAP) - YoY % change		3%	4%	0%	9%	7%	9%	8%
Branded Digital transactions - YoY % change		12%	13%	11%	13%	13%	15%	13%



	Notes	3Q23	4Q23	FY2023	1Q24	2Q24	3Q24	YTD 3Q24
CMT Segment Regional Metrics - YoY % change								
NA region revenues (GAAP)		(3)%	(1)%	(5)%	2%	1%	(3)%	0%
NA region foreign currency translation impact	(k)	0%	0%	0%	0%	0%	0%	0%
Adjusted NA region revenues (non-GAAP)		(3)%	(1)%	(5)%	2%	1%	(3)%	0%
NA region transactions		7%	6%	5%	6%	6%	3%	5%
EU & CIS region revenues (GAAP)		(9)%	(8)%	(11)%	(5)%	(6)%	0%	(4)%
EU & CIS region foreign currency translation impact	(k)	(1)%	(1)%	0%	0%	2%	1%	2%
Adjusted EU & CIS region revenues (non-GAAP)		(10)%	(9)%	(11)%	(5)%	(4)%	1%	(2)%
EU & CIS region transactions		0%	4%	(6)%	5%	3%	6%	5%
MEASA region revenues (GAAP)		42%	12%	31%	16%	(35)%	(32)%	(21)%
MEASA region foreign currency translation impact	(k)	0%	0%	1%	1%	0%	1%	1%
Adjusted MEASA region revenues (non-GAAP)		42%	12%	32%	17%	(35)%	(31)%	(20)%
MEASA region transactions		9%	7%	6%	6%	0%	0%	2%
LACA region revenues (GAAP)		10%	2%	8%	7%	8%	(2)%	4%
LACA region foreign currency translation and Argentina inflation impact	(k)	(5)%	(4)%	(3)%	(2)%	0%	1%	0%
Adjusted LACA region revenues (non-GAAP)		5%	(2)%	5%	5%	8%	(1)%	4%
LACA region transactions		9%	4%	7%	3%	2%	(2)%	1%
APAC region revenues (GAAP)		(8)%	(7)%	(7)%	(10)%	(11)%	(2)%	(8)%
APAC region foreign currency translation impact	(k)	1%	2%	2%	4%	6%	3%	5%
Adjusted APAC region revenues (non-GAAP)		(7)%	(5)%	(5)%	(6)%	(5)%	1%	(3)%
APAC region transactions		0%	6%	1%	7%	6%	11%	8%



	Notes	3Q23	4Q23	FY2023	1Q24	2Q24	3Q24	YTD 3Q24
% of CMT Revenue								
NA region revenues		37%	39%	37%	38%	40%	39%	39%
EU & CIS region revenues		24%	25%	25%	24%	25%	27%	25%
MEASA region revenues		23%	18%	21%	21%	18%	17%	19%
LACA region revenues		11%	12%	11%	12%	12%	11%	12%
APAC region revenues		5%	6%	6%	5%	5%	6%	5%
Branded Digital revenues		21%	23%	22%	23%	24%	25%	24%
Consumer Services (CS)								
Revenues (GAAP) - YoY % change		22%	(1)%	13%	5%	21%	32%	19%
Adjusted revenues (non-GAAP) - YoY % change	(i)	24%	6%	17%	8%	14%	15%	13%
Operating margin		27.5%	26.6%	28.7%	21.3%	11.0%	8.7%	13.3%
% of Total Company Revenue (GAAP)								
Consumer Money Transfer segment revenues		93%	93%	92%	92%	90%	90%	91%
Consumer Services segment revenues		7%	7%	7%	8%	10%	10%	9%
Business Solutions segment revenues		0%	0%	1%	0%	0%	0%	0%



	Notes	3Q23	4Q23	FY2023	1Q24	2Q24	3Q24	YTD 3Q24
Consolidated Metrics								
(a) Revenues (GAAP)		\$ 1,097.8	\$ 1,052.3	\$ 4,357.0	\$ 1,049.1	\$ 1,066.4	\$ 1,036.0	\$ 3,151.5
Foreign currency translation and Argentina inflation impact	(k)	(5.9)	1.2	15.4	5.6	6.4	(5.5)	6.5
Revenues, constant currency, net of Argentina inflation (non-GAAP)		1,091.9	1,053.5	4,372.4	1,054.7	1,072.8	1,030.5	3,158.0
Less Business Solutions revenues, constant currency (non-GAAP)	(k), (n)	—	—	(29.9)	—	—	—	—
Adjusted revenues (non-GAAP)		\$ 1,091.9	\$ 1,053.5	\$ 4,342.5	\$ 1,054.7	\$ 1,072.8	\$ 1,030.5	\$ 3,158.0
Less Iraq revenues (GAAP)	(t)	(86.8)	(32.5)	(263.0)	(64.9)	(34.3)	(9.5)	(108.7)
Adjusted revenues, excluding Iraq (non-GAAP)		\$ 1,005.1	\$ 1,021.0	\$ 4,079.5	\$ 989.8	\$ 1,038.5	\$ 1,021.0	\$ 3,049.3
Prior year revenues (GAAP)		\$ 1,089.6	\$ 1,091.9	\$ 4,475.5	\$ 1,036.9	\$ 1,170.0	\$ 1,097.8	\$ 3,304.7
Less prior year revenues from Business Solutions (GAAP)	(n)	(42.6)	(29.5)	(196.9)	(15.4)	(14.3)	—	(29.7)
Adjusted prior year revenues (non-GAAP)		\$ 1,047.0	\$ 1,062.4	\$ 4,278.6	\$ 1,021.5	\$ 1,155.7	\$ 1,097.8	\$ 3,275.0
Less prior year revenues from Iraq (GAAP)	(t)	(3.7)	(4.0)	(15.1)	(25.3)	(118.4)	(86.8)	(230.5)
Adjusted prior year revenues, excluding Iraq (non-GAAP)		\$ 1,043.3	\$ 1,058.4	\$ 4,263.5	\$ 996.2	\$ 1,037.3	\$ 1,011.0	\$ 3,044.5
Revenues (GAAP) - YoY % change		1%	(4)%	(3)%	1%	(9)%	(6)%	(5)%
Revenues, constant currency, net of Argentina inflation (non-GAAP) - YoY% change		0%	(4)%	(2)%	2%	(8)%	(6)%	(4)%
Adjusted revenues (non-GAAP) - YoY % change		4%	(1)%	1%	3%	(7)%	(6)%	(4)%
Adjusted revenues, excluding Iraq (non-GAAP) - YoY % change		(4)%	(4)%	(4)%	(1)%	0%	1%	0%
(b) Operating income (GAAP)		\$ 210.9	\$ 159.3	\$ 817.5	\$ 192.1	\$ 190.7	\$ 164.9	\$ 547.7
Acquisition, separation, and integration costs	(m)	0.5	0.2	3.1	0.1	0.5	1.7	2.3
Amortization and impairment of acquisition-related intangible assets	(p)	—	—	—	—	2.0	0.2	2.2
Redeployment program costs	(o)	4.1	10.0	29.5	14.0	9.4	18.0	41.4
Russia asset impairments and termination costs	(r)	—	—	—	—	—	12.7	12.7
Less Business Solutions operating income	(n)	—	—	(3.6)	—	—	—	—
Adjusted operating income (non-GAAP)		\$ 215.5	\$ 169.5	\$ 846.5	\$ 206.2	\$ 202.6	\$ 197.5	\$ 606.3
Operating margin (GAAP)		19.2%	15.1%	18.8%	18.3%	17.9%	15.9%	17.4%
Adjusted operating margin (non-GAAP)		19.6%	16.1%	19.6%	19.7%	19.0%	19.1%	19.2%



	Notes	3Q23	4Q23	FY2023	1Q24	2Q24	3Q24	YTD 3Q24
Consolidated Metrics cont.								
(c) Net income (GAAP)		\$ 171.0	\$ 127.0	\$ 626.0	\$ 142.7	\$ 141.0	\$ 264.8	\$ 548.5
Acquisition, separation, and integration costs	(m)	0.5	0.2	3.1	0.1	0.5	1.7	2.3
Amortization and impairment of acquisition-related intangible assets	(p)	—	—	—	—	2.0	0.2	2.2
Business Solutions gain	(n)	(18.0)	—	(18.0)	—	—	—	—
Redeployment program costs	(o)	4.1	10.0	29.5	14.0	9.4	18.0	41.4
Russia asset impairments, termination costs, and currency remeasurement	(r)	—	—	—	—	—	13.7	13.7
IRS settlement	(s)	—	—	—	—	—	(137.8)	(137.8)
Income tax expense/(benefit) from other adjustments	(m), (n), (o), (p), (q), (r)	1.7	(4.6)	4.6	(1.5)	(4.0)	(5.6)	(11.1)
Adjusted net income (non-GAAP)		\$ 159.3	\$ 132.6	\$ 645.2	\$ 155.3	\$ 148.9	\$ 155.0	\$ 459.2
(d) Net income (GAAP)		\$ 171.0	\$ 127.0	\$ 626.0	\$ 142.7	\$ 141.0	\$ 264.8	\$ 548.5
Provision for/(benefit from) income taxes		33.3	17.1	119.8	27.3	24.2	(129.1)	(77.6)
Interest income		(3.6)	(4.6)	(15.6)	(3.1)	(3.7)	(2.8)	(9.6)
Interest expense		27.0	26.3	105.3	26.1	31.1	32.2	89.4
Depreciation and amortization		46.0	45.1	183.6	46.6	46.1	43.0	135.7
Other (income)/expense, net		1.2	(6.5)	—	(0.9)	(1.9)	(0.2)	(3.0)
Business Solutions gain	(n)	(18.0)	—	(18.0)	—	—	—	—
Acquisition, separation, and integration costs	(m)	0.5	0.2	3.1	0.1	0.5	1.7	2.3
Amortization and impairment of acquisition-related intangible assets	(p)	—	—	—	—	2.0	0.2	2.2
Redeployment program costs	(o)	4.1	10.0	29.5	14.0	9.4	18.0	41.4
Russia asset impairments and termination costs	(r)	—	—	—	—	—	12.7	12.7
Less Business Solutions operating income	(n)	—	—	(3.6)	—	—	—	—
Adjusted EBITDA (non-GAAP)	(l)	\$ 261.5	\$ 214.6	\$ 1,030.1	\$ 252.8	\$ 248.7	\$ 240.5	\$ 742.0



	Notes	3Q23	4Q23	FY2023	1Q24	2Q24	3Q24	YTD 3Q24
Consolidated Metrics cont.								
(e) Effective tax rate (GAAP)		16%	12%	16%	16%	15%	(95)%	(16)%
IRS settlement	(s)	0%	0%	0%	0%	0%	102%	29%
Other adjustments	(m), (n), (o), (p), (q), (r)	1%	2%	(1)%	0%	1%	1%	0%
Adjusted effective tax rate (non-GAAP)		<u>17%</u>	<u>14%</u>	<u>15%</u>	<u>16%</u>	<u>16%</u>	<u>8%</u>	<u>13%</u>
(f) Diluted earnings per share (GAAP) (\$- dollars)		\$ 0.46	\$ 0.35	\$ 1.68	\$ 0.41	\$ 0.41	\$ 0.78	\$ 1.61
Pretax impacts from the following:								
Acquisition, separation, and integration costs	(m)	—	—	0.01	—	—	—	—
Amortization and impairment of acquisition-related intangible assets	(p)	—	—	—	—	0.01	—	—
Business Solutions gain	(n)	(0.05)	—	(0.05)	—	—	—	—
Redeployment program costs	(o)	0.01	0.03	0.08	0.04	0.03	0.05	0.12
Russia asset impairments, termination costs, and currency remeasurement	(r)	—	—	—	—	—	0.04	0.04
Income tax expense/(benefit) impacts from the following:								
IRS settlement	(s)	—	—	—	—	—	(0.40)	(0.40)
Other adjustments	(m), (n), (o), (p), (q), (r)	0.01	(0.01)	0.02	—	(0.01)	(0.01)	(0.03)
Adjusted diluted earnings per share (non-GAAP) (\$- dollars)		<u>\$ 0.43</u>	<u>\$ 0.37</u>	<u>\$ 1.74</u>	<u>\$ 0.45</u>	<u>\$ 0.44</u>	<u>\$ 0.46</u>	<u>\$ 1.34</u>



	Notes	3Q23	4Q23	FY2023	1Q24	2Q24	3Q24	YTD 3Q24
CMT Segment Metrics								
(g) Revenues (GAAP)		\$ 1,019.0	\$ 975.5	\$ 4,005.0	\$ 962.0	\$ 965.0	\$ 932.2	\$ 2,859.2
Foreign currency translation and Argentina inflation impact	(k)	(7.1)	(3.4)	4.6	2.5	12.7	7.4	22.6
Revenues, constant currency, net of Argentina inflation (non-GAAP)		\$ 1,011.9	\$ 972.1	\$ 4,009.6	\$ 964.5	\$ 977.7	\$ 939.6	\$ 2,881.8
Prior year revenues (GAAP)		\$ 982.4	\$ 985.2	\$ 3,993.5	\$ 938.3	\$ 1,072.2	\$ 1,019.0	\$ 3,029.5
Revenues (GAAP) - YoY % change		4%	(1)%	0%	3%	(10)%	(9)%	(6)%
Adjusted revenues (non-GAAP) - YoY % change		3%	(1)%	0%	3%	(9)%	(8)%	(5)%
(h) Cross-border principal, as reported (\$- billions)		\$ 26.0	\$ 25.2	\$ 101.7	\$ 24.6	\$ 25.9	\$ 25.9	\$ 76.4
Foreign currency translation impact	(k)	(0.3)	(0.2)	0.0	0.0	0.3	0.1	0.4
Cross-border principal, constant currency (\$- billions)		\$ 25.7	\$ 25.0	\$ 101.7	\$ 24.6	\$ 26.2	\$ 26.0	\$ 76.8
Prior year cross-border principal, as reported (\$- billions)		\$ 23.0	\$ 23.4	\$ 93.6	\$ 23.0	\$ 27.5	\$ 26.0	\$ 76.5
Cross-border principal, as reported - YoY % change		13%	8%	9%	7%	(6)%	0%	0%
Cross-border principal, constant currency - YoY % change		11%	7%	9%	7%	(5)%	0%	0%



	Notes	3Q23	4Q23	FY2023	1Q24	2Q24	3Q24	YTD 3Q24
CS Segment Metrics								
(i)		\$ 78.8	\$ 76.8	\$ 322.3	\$ 87.1	\$ 101.4	\$ 103.8	\$ 292.3
	(k)	1.2	4.8	10.7	3.0	(6.2)	(12.9)	(16.0)
		\$ 80.0	\$ 81.6	\$ 333.0	\$ 90.1	\$ 95.2	\$ 90.9	\$ 276.3
		\$ 64.6	\$ 77.2	\$ 285.1	\$ 83.2	\$ 83.5	\$ 78.8	\$ 245.5
		22%	(1)%	13%	5%	21%	32%	19%
		24%	6%	17%	8%	14%	15%	13%
Business Solutions Segment Metrics								
(j)		\$ —	\$ —	\$ 29.7	\$ —	\$ —	\$ —	\$ —
	(k)	—	—	0.2	—	—	—	—
		\$ —	\$ —	\$ 29.9	\$ —	\$ —	\$ —	\$ —



	Notes	3Q23	4Q23	FY2023	1Q24	2Q24	3Q24	YTD 3Q24
Net cash provided by/(used in) operating activities (GAAP)		\$ 254.6	\$ 264.5	\$ 783.1	\$ 94.0	\$ (33.8)	\$ 212.1	\$ 272.3
Depreciation		(9.8)	(9.2)	(39.1)	(9.2)	(9.5)	(8.9)	(27.6)
Amortization		(36.2)	(35.9)	(144.5)	(37.4)	(36.6)	(34.1)	(108.1)
Gain on divestiture of business, excluding transaction costs		18.0	—	18.0	—	—	—	—
Other non-cash items, net		(29.1)	(38.2)	(102.9)	(20.0)	(30.4)	(38.9)	(89.3)
Change in cash, excluding the effects of divestitures, resulting from changes in:								
Other assets		38.4	(54.8)	36.3	46.6	26.3	(17.1)	55.8
Accounts payable and accrued liabilities		(4.5)	(25.1)	22.4	64.4	10.9	(41.3)	34.0
Income taxes payable		(26.4)	8.1	68.1	(8.8)	217.6	194.4	403.2
Other liabilities		(34.0)	17.6	(15.4)	13.1	(3.5)	(1.4)	8.2
Net income (GAAP)		\$ 171.0	\$ 127.0	\$ 626.0	\$ 142.7	\$ 141.0	\$ 264.8	\$ 548.5
Provision for/(benefit from) income taxes		33.3	17.1	119.8	27.3	24.2	(129.1)	(77.6)
Total other (income)/expense, net		6.6	15.2	71.7	22.1	25.5	29.2	76.8
Operating income (GAAP)		\$ 210.9	\$ 159.3	\$ 817.5	\$ 192.1	\$ 190.7	\$ 164.9	\$ 547.7
Acquisition, separation, and integration costs	(m)	0.5	0.2	3.1	0.1	0.5	1.7	2.3
Amortization and impairment of acquisition-related intangible assets	(p)	—	—	—	—	2.0	0.2	2.2
Redeployment program costs	(o)	4.1	10.0	29.5	14.0	9.4	18.0	41.4
Russia asset impairments and termination costs	(r)	—	—	—	—	—	12.7	12.7
Less Business Solutions operating income	(n)	—	—	(3.6)	—	—	—	—
Adjusted operating income (non-GAAP)		\$ 215.5	\$ 169.5	\$ 846.5	\$ 206.2	\$ 202.6	\$ 197.5	\$ 606.3
Depreciation and amortization		46.0	45.1	183.6	46.6	46.1	43.0	135.7
Adjusted EBITDA (non-GAAP)	(u)	\$ 261.5	\$ 214.6	\$ 1,030.1	\$ 252.8	\$ 248.7	\$ 240.5	\$ 742.0
Borrowings								\$ 2,586.7
Cash and cash equivalents								(1,097.6)
Borrowings, less Cash and cash equivalents								\$ 1,489.1
Adjusted EBITDA (non-GAAP, trailing twelve months)								\$ 956.6
Leverage ratio	(v)							2.7
Net leverage ratio	(v)							1.6



2024 Consolidated Outlook Metrics

	Notes	Range	
Revenues (GAAP)		\$ 4,125	\$ 4,200
Foreign currency translation and Argentina inflation impact	(k)	25	25
Revenues, adjusted (non-GAAP)		\$ 4,150	\$ 4,225
Range			
Operating margin (GAAP)		17%	19%
Redeployment program costs	(o)	1%	1%
Impact from acquisition, separation, and integration costs	(m)	0%	0%
Amortization and impairment of acquisition-related intangible assets	(p)	0%	0%
Russia asset impairments and termination costs	(r)	1%	1%
Operating margin, adjusted (non-GAAP)		19%	21%
Range			
Earnings per share (GAAP) (\$- dollars)		\$ 1.94	\$ 2.04
Redeployment program costs	(o)	0.11	0.11
Acquisition, separation, and integration costs	(m)	0.01	0.01
Amortization and impairment of acquisition-related intangible assets	(p)	0.01	0.01
Russia asset impairments, termination costs, and currency remeasurement	(r)	0.04	0.04
Income taxes associated with these adjustments	(m), (o), (p), (q), (r)	(0.01)	(0.01)
IRS settlement	(s)	(0.40)	(0.40)
Earnings per share, adjusted (non-GAAP) (\$- dollars)		\$ 1.70	\$ 1.80



- (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. Constant currency results also reflect the impact of Argentina inflation, where indicated, due to its economy being hyperinflationary. The Company estimates Argentina inflation as the revenue growth not attributable to either transaction growth or the change in price (revenue divided by principal). Argentina inflation has historically had a more significant impact to revenues in the Company's Consumer Services segment, as proportionally, there are higher revenues generated from Argentina in the Company's Consumer Services segment, relative to its Consumer Money Transfer segment.
- (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, and integration costs directly related to the Company's acquisitions. Beginning in 2024, the expenses are not included in the measurement of segment operating income provided to the Chief Operating Decision Maker (“CODM”) for purposes of performance assessment and resource allocation.
- (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 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.
- (o) Represented severance, expenses associated with streamlining the Company's organizational and legal structure, and other expenses associated with the Company's program which redeployed expenses in its cost base through optimizations in vendor management, real estate, marketing, and people strategy as previously announced in October 2022. Expenses incurred under the program also included non-cash impairments of operating lease right-of-use assets and property and equipment. The expenses were not included in the measurement of segment operating income provided to the CODM for purposes of performance assessment and resource allocation. The Company had 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.
- (p) Represents the incremental non-cash amortization and impairment of acquired intangible assets in connection with recent business acquisitions. The expenses are not included in the measurement of segment operating income provided to the CODM for purposes of performance assessment and resource allocation. These expenses are therefore excluded from the Company's segment operating income results.



- (q) In addition to the income tax effects of the adjustments described above, the second quarter of 2024 included an adjustment to exclude an income tax benefit of \$2.6 million related to the non-cash impact of remeasuring the Company's deferred tax assets and liabilities for tax law changes that were enacted in that period in Barbados.
- (r) While the Company had previously made a decision to suspend its operations in Russia, in the third quarter of 2024, the Company decided to pursue either liquidating or selling the Russian assets, which triggered a review of the carrying value of these assets. In the third quarter of 2024, the Company recorded asset impairments of \$12 million related to its assets in Russia. Amounts presented also include the costs associated with operating the Russian entity which are no longer needed for the Company's ongoing operations. Beginning with the third quarter of 2024, the expenses have only been incurred in order to complete the liquidation or possible sale of the Russian assets. Additionally, where indicated, the Company has excluded the impact of the foreign currency remeasurement of the Russian ruble because of the decision to liquidate or sell the Russian assets. These costs are not included in the measurement of segment operating income provided to the CODM for purposes of performance assessment and resource allocation.
- (s) In the third quarter of 2024, the Company entered into a settlement with the U.S. Internal Revenue Service ("IRS") regarding the Company's 2017 and 2018 federal income tax returns. The Company is contesting the one remaining unagreed adjustment at the IRS Appeals level and has fully reserved for this unagreed adjustment. The Company has excluded the non-cash reversal of the uncertain tax position liability associated with the settlement because of the significance of this settlement on its reported results.
- (t) Represents revenues from transactions originated in Iraq. Beginning in March 2023, the Company experienced a significant increase in its business originating from Iraq. The Company believes this volume to have been the effect of policy changes by United States and Iraqi regulators. Over the past several months, the Company has been in regular discussions with policymakers in both the United States and Iraq about the elevated remittance volumes flowing through its network in Iraq. In July 2023, the United States Treasury and the Federal Reserve Bank of New York announced actions that banned 14 Iraqi banks, some of whom were the Company's agents, from conducting U.S. dollar transactions. Additionally, in October 2023, the Central Bank of Iraq suspended the Company's largest agent in the country, although that agent was later reinstated and resumed offering the Company's services. The effect of fluctuations between the Iraqi dinar and United States dollar on reported revenues was not significant for these periods. Because of the significant volatility in revenues and challenges in offering the Company's services in the country, management believes that revenue measures that exclude the Iraq revenues provide better consistency and comparability to prior periods and assist in understanding trends in the Company's ongoing revenues.
- (u) 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.
- (v) 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.