Conduent Services and Solutions Summary

March 2021

Cautionary Statements

CONDUENT

Forward-Looking Statements

This document contains "forward-looking statements" as defined in the Private Securities Litigation Reform Act of 1995. The words "anticipate," "believe," "estimate," "expect," "plan," "intend," "will," "aim," "should," "could", "may," "continue to," "if," "growing," "projected," "potential," "likely," and similar expressions, as they relate to us, are intended to identify forward-looking statements, but the absence of these words does not mean that a statement is not forward-looking. All statements other than statements of historical fact included in this press release are forward-looking statements, including, but not limited to, statements regarding our financial results, condition and outlook; changes in our operating results; general market and economic conditions; our transformation progress; Net ARR Activity indicating potential annualized revenue impact; our continued focus on improving growth, quality and efficiency across our people, processes and technology; our strategy of continuing to drive value for clients and shareholders and positioning us for long-term success; expectations regarding the benefits of our permanent cost savings actions in 2021; our solid game plan for 2021; our belief that we are well positioned to continue our progress towards growth; and our projected financial performance for the full year 2021, including all statements made under the section captioned "2021 Outlook" within this release. In addition, all statements regarding the anticipated effects of the novel coronavirus ("COVID-19") pandemic and the responses thereto, including the pandemic's impact on general economic and market conditions, as well as on our business, customers, and markets, results of operations and financial condition and anticipated actions to be taken by management to sustain our business during the economic uncertainty caused by the pandemic and related governmental and business actions, as well as other statements that are not strictly historical in nature, are forward looking. These statements reflect management's current beliefs, assumptions and expectations and are subject to a number of factors that may cause actual results to differ materially. As with any projection or forecast, forward-looking statements are inherently susceptible to uncertainty and changes in circumstances. Our actual results may vary materially from those expressed or implied in our forward-looking statements. These forward-looking statements are also subject to the significant continuing impact of the COVID-19 pandemic on our business, operations, financial results and financial condition, which is dependent on developments which are highly uncertain and cannot be predicted.

Important factors and uncertainties that could cause our actual results to differ materially from those in our forward-looking statements include, but are not limited to: government appropriations and termination rights contained in our government contracts; our ability to renew commercial and government contracts, including contracts awarded through competitive bidding processes; our ability to recover capital and other investments in connection with our contracts; our reliance on third-party providers; our ability to deliver on our contractual obligations properly and on time; changes in interest in outsourced business process services; risk and impact of geopolitical events, natural disasters and other factors (such as pandemics, including coronavirus) in a particular country or region on our workforce, customers and vendors; claims of infringement of third-party intellectual property rights; our ability to estimate the scope of work or the costs of performance in our contracts; the loss of key senior management and our ability to attract and retain necessary technical personnel and qualified subcontractors; increases in the cost of telephone and data services or significant interruptions in such services; our failure to develop new service offerings and protect our intellectual property rights; our ability to modernize our information technology infrastructure and consolidate data centers; the failure to comply with laws relating to individually identifiable information and personal health information; the failure to comply with laws relating to processing certain financial transactions, including payment card transactions and debit or credit card transactions; breaches of our information systems or security systems or any service interruptions; our ability to comply with data security standards; changes in tax and other laws and regulations; risk and impact of potential goodwill and other asset impairments; our significant indebtedness; our ability to obtain adequate pricing for our services and to improve our cost structure; our ability to collect our receivables, including those for unbilled services; a decline in revenues from, or a loss of, or a reduction in business from or failure of significant clients; fluctuations in our non-recurring revenue; our failure to maintain a satisfactory credit rating; our ability to receive dividends or other payments from our subsidiaries; developments in various contingent liabilities that are not reflected on our balance sheet, including those arising as a result of being involved in a variety of claims, lawsuits, investigations and proceedings; conditions abroad, including local economics, political environments, fluctuating foreign currencies and shifting regulatory schemes; changes in government regulation and economic, strategic, political and social conditions; the outcome of litigation to which we are a party from time to time; changes in the volatility of our stock price and the risk of litigation following a decline in the price of our stock; the impact of the ongoing COVID-19 pandemic; and other factors that are set forth in the "Risk Factors" section, the "Legal Proceedings" section, the "Management's Discussion and Analysis of Financial Condition and Results of Operations" section and other sections in our Annual Reports on Form 10-K, as well as in our Quarterly Reports on Form 10-Q and Current Reports on Form 8-K filed with or furnished to the Securities and Exchange Commission. Any forward-looking statements made by us in this release speak only as of the date on which they are made. We are under no obligation to, and expressly disclaim any obligation to, update or alter our forward-looking statements, whether as a result of new information, subsequent events or otherwise.

Cautionary Statements

Non-GAAP Financial Measures

We have reported our financial results in accordance with U.S. generally accepted accounting principles (GAAP). In addition, we have discussed our financial results using non-GAAP measures. We believe these non-GAAP measures allow investors to better understand the trends in our business and to better understand and compare our results. Accordingly, we believe it is necessary to adjust several reported amounts, determined in accordance with GAAP, to exclude the effects of certain items as well as their related tax effects. Management believes that these non-GAAP financial measures provide an additional means of analyzing the results of the current period against the corresponding prior period. However, these non-GAAP financial measures should be viewed in addition to, and not as a substitute for, our reported results prepared in accordance with U.S. GAAP. Our non-GAAP financial measures are not meant to be considered in isolation or as a substitute for comparable U.S. GAAP measures and should be read only in conjunction with our Consolidated Financial Statements prepared in accordance with U.S. GAAP. Our management regularly uses our supplemental non-GAAP financial measures internally to understand, manage and evaluate our business and make operating decisions, and providing such non-GAAP financial measures to investors allows for a further level of transparency as to how management reviews and evaluates our business results and trends. These non-GAAP measures are among the primary factors management uses in planning for and forecasting future periods. Compensation of our executives is based in part on the performance of our business based on certain of these non-GAAP measures.

Purpose

We deliver mission-critical services and solutions on behalf of businesses and governments – *creating exceptional outcomes for our clients and the millions of people who count on them.*

- Automating processes
- Improving efficiencies
- Enabling growth
- Reducing costs
- Improving end-user outcomes, satisfaction and loyalty

An Essential Partner to our Clients

CONDUENT

Our Clients

Exceptional Outcomes

Efficiencies
Cost Savings
Growth

CONDUENT
Mission-critical
Services & Solutions

Contact Centers

Human Resource Services

Transaction Processing

Transportation

Healthcare

Government

The Millions of People Who Count on Them

Improved End User Experiences

Streamlined & Effective
Simple & Satisfying
Improved Outcomes

Who We Are

Among the Largest Business Services Companies in the Market

COMMERCIAL

On behalf of global enterprises, we transform business processes by automating and streamlining mission-critical operations through our deep industry experience and the latest technology solutions, to drive efficiencies, reduce costs, increase compliance and enable revenue growth, while enhancing the end user experience.

Core Offerings

- HR Services
- Medical Claims Management
- Healthcare Solutions
- Customer Experience Management
- Document Management
- Business Operations Solutions
- Financial Industry Solutions
- Finance, Accounting, & Procurement

GOVERNMENT

On behalf of federal, state and local governments, we deliver mission-critical services and solutions that reduce costs, increase program participation, and improve compliance for agencies while providing intuitive, easy-to-use tools for the people and communities they serve.

Core Offerings

- Child Support Solutions
- Payment Solutions
- Government Healthcare Solutions
- Labor, Workforce & General Government

TRANSPORTATION

On behalf of government agencies and authorities in the transportation industry, we deliver mission-critical mobility and payment solutions that improve automation, interoperability, and decision-making to streamline operations, increase revenue, and reduce congestion while creating safer communities and seamless travel experiences for consumers.
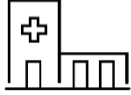
Core Offerings

- Road Usage Charging
- Transit
- Curbside Management
- Public Safety

~52%
of revenue [1]

~31%
of revenue [1]

~17%
of revenue [1]

Conduent Services & Solutions

Commercial Healthcare

- Payer
- Provider
- Pharma & Life Sciences
- Medical Claims Management

Commercial Contact Center

- Phone
- Email
- Chat
- Self-service

Commercial HR Services

- Health & Wellness
- Wealth & Retirement
- HR Management
- Learning & Development

Commercial Transaction Processing

- Customer Communications
- Document & Data Management
- Payments Processing
- Finance, Accounting & Procurement

Transportation

- Roadway Usage
- Transit
- Curbside Management
- Public Safety

Government

- Payments
- Child Support
- Case Management
- Eligibility & Enrollment
- Government Healthcare

Mission-critical Services and Solutions

CONDUENT

Commercial Healthcare

On behalf of the healthcare industry, we deliver mission-critical administration, clinical support and medical management solutions across the health ecosystem to reduce costs, increase compliance and enhance utilization, while improving health outcomes and experience for members and patients.

Transportation

On behalf of government agencies and authorities in the transportation industry, we deliver mission-critical mobility and payment solutions that improve automation, interoperability, and decision-making to streamline operations, increase revenue, and reduce congestion while creating safer communities and seamless travel experiences for consumers.

Government

On behalf of federal, state and local governments, we deliver mission-critical services and solutions that reduce costs, increase program participation, and improve compliance for agencies while providing intuitive, easy-to-use tools for the people and communities they serve.

Transaction Processing

On behalf of businesses and governments, we transform business processes by automating and streamlining mission-critical operations through the latest technology solutions, to drive efficiencies, improve security and enable revenue growth, while creating a seamless end user experience.

Contact Center

On behalf of businesses and governments, we deliver mission-critical contact center services ensuring personalized, empathetic end-user experiences in the channel of choice, to reduce costs, enable scale, and revenue growth, while driving speed to resolution and customer satisfaction.

HR Services

On behalf of global organizations and governments, we deliver mission-critical, technology-enabled HR services and solutions that improve business processes across the employee journey to maximize business performance, while increasing employee satisfaction, engagement and overall wellbeing.

Transportation Solutions

Solutions

Curbside Management

Public Safety

Road Usage Charging

Transit

On behalf of government agencies and authorities in the transportation industry, we deliver mission-critical mobility and payment solutions that improve automation, interoperability, and decision-making to streamline operations, increase revenue, and reduce congestion while creating safer communities and seamless travel experiences for consumers.

- Citation & Permit Administration
- Enforcement
- Asset & Resource Management
- Business Intelligence & Data Analytics
- Curbside Demand Management

- Photo Enforcement
- Data Analytics
- Violations Processing

- Tolling
- Urban Congestion Management
- Mileage-Based User

- Fare Collection
- Intelligent Mobility
- CAD/AVL

Enabling Technology

Digital Process Optimization

Mobility

Artificial Intelligence

Analytics

AR/VR

Automation

Government Services

CONDUENT

Solutions

On behalf of federal, state and local governments, we deliver mission-critical services and solutions that reduce costs, increase program participation, and improve compliance for agencies while providing intuitive, easy-to-use tools for the people and communities they serve.

Government Healthcare

- Medicaid Management
- Provider Services
- Medicaid Business Intelligence
- Pharmacy Benefits Management
- Eligibility
- Electronic Visit Verification
- Case Management

Payments Solutions

- Card Solutions – Closed Loop
  - EBT, WIC, ECC
- Card Solutions – Open Loop
  - EPC, Way2Go, DirectExpress

Child Support Services

- State Disbursement Unit (SDU) Solutions
- Child Support Enforcement Systems (CSES)
- Child Support Payment Cards
- ExpertPay™
- Print and Mail
- Child Care Credentialing and Case Management

Labor, Workforce, and General Government Solutions

- Unemployment Insurance / HRS
- Workers Compensation
- Parks and Recreation
- Utilities
- Information Technology (Cloud)

Enabling Technology

Portals   Mobile Apps   Artificial Intelligence   Cognitive Analytics   Automation   Digital Process Optimization   End User Experience

Commercial Healthcare Services & Solutions

CONDUENT

Services & Solutions

Payer

Provider

Pharma & Life Sciences

Medical Claims Management

On behalf of the healthcare industry, we deliver mission-critical administration, clinical support and medical management solutions across the health ecosystem to reduce costs, increase compliance and enhance utilization, while improving health outcomes and experience for members and patients.

Payer	Provider	Pharma & Life Sciences	Medical Claims Management
• Member Engagement	• Midas Health Analytics	• Patient Access Solutions	• Medical Bill Review
• Eligibility & Authorizations	• Clinical & Quality Management	• Patient & Provider Engagement Solutions	• Injury & Loss Reporting
• Core Administration Processing	• Community Health Solutions	• Clinical Trial Support	• 24/7/365 Nurse Triage
• Audit & Compliance			• Utilization Review
• Payment Integrity			

Conduent Analytics

Infection Surveillance

Comparative Analytics

Case Management

Patient Safety

Data Curation & Dashboards

Enabling Technology

End User Experience

Mobility

Artificial Intelligence

Automation

13

Business Operations Solutions

Services & Solutions

On behalf of businesses and governments, we transform business processes by automating and streamlining mission-critical operations through our deep industry experience and the latest technology solutions, to drive efficiencies, improve security and enable revenue growth, while enhancing the end user experience.

Document Management and Automation

- Document Imaging
- Data Extraction and Classification
- Business Process Automation
- Assessment and Insights

Financial Industry Solutions

- Financial Services Operations
- Core Banking Operations
- Capital Markets Operations

Finance, Accounting & Procurement

- F&A Document Digitization
- Source-to-Pay
- Digital Payment Services
- Order-to-Cash
- Record-to-Report
- Transformational Consulting

Legal, Compliance and Analytics

- eDiscovery Services
- Managed Review and Legal Staffing
- Document Analytics
- Customer Experience Analytics and Content Monitoring

Enabling Technology

- Digital Process Automation
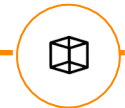- Transaction-Intensive Processing
- Artificial Intelligence
- Analytics
- Automation
- Blockchain

Customer Experience Management Solutions

CONDUENT

Customer Experience Management

Customer Contact Services

Customer Engagement Platform

Customer Communications

CX Analytics

On behalf of businesses and governments, we deliver mission-critical omnichannel customer experience management services and solutions, both human and digital, throughout the entire customer life cycle, ensuring personalized, empathetic end-user experiences to reduce costs, enable scale, and grow revenue, while driving insights, speed to resolution and customer satisfaction.

- Customer Care
- Sales
- Retention
- Tech Support
- Collections

- Customer Data Platform
- Customer Journey Orchestration
- Real-time Decisioning Engine

- Customer Communications Management (CCM)
- Multichannel Communication Services
- Interactive Engagement Solutions

- Call Analytics
- Data Analytics

Enabling Technology

Digital Process Optimization

Mobile

Artificial Intelligence

Analytics

Automation

HR Services & Solutions

CONDUENT

Services & Solutions

Health & Wellness
- RightOpt
- BenefitWallet
- Health & Welfare Administration
- Compliance Management
- Annual Enrollment Management

Wealth & Retirement
- Defined Benefit Administration
- Defined Contribution Administration
- Financial Wellness
- Non-Qualified Plan Administration
- Total Rewards
- BenefitWallet

HR Management
- Recruitment & Onboarding Administration
- Workforce & Talent Management
- Payroll Administration
- Separation & Severance Solution

Workforce Enablement
- Learning Administration & Delivery
- Learning Content Design & Curation
- Employee Engagement & Communications

On behalf of global organizations and governments, we deliver mission-critical, technology-enabled HR services and solutions that improve business processes across the employee journey to maximize business performance, while increasing employee satisfaction, engagement and overall wellbeing.

Enabling Technology

- Life@Work
- Conduent Access Point
- Artificial Intelligence
- Analytics
- Automation
- AR/VR
- Case Management

CONDUENT