

UNITED STATES  
SECURITIES AND EXCHANGE COMMISSION  
Washington, D.C. 20549  
FORM 8-K

CURRENT REPORT  
Pursuant to Section 13 or 15(d)  
of the Securities Exchange Act of 1934

Date of Report (date of earliest event reported): November 01, 2022



**CONDUENT INCORPORATED**

(Exact name of registrant as specified in its charter)

001-37817  
(Commission  
File Number)

81-2983623  
(IRS Employer  
Identification No.)

New York  
(State or other jurisdiction of  
incorporation or organization)

100 Campus Drive, Suite 200,  
Florham Park, New Jersey  
07932

(Address of principal executive offices) (Zip Code)

Registrant's telephone number, including area code: (844) 663-2638

Not Applicable

(Former name or former address, if changed since last report)

Check the appropriate box below if the Form 8-K filing is intended to simultaneously satisfy the filing obligation of the registrant under any of the following provisions (see General Instruction A.2. below):

- Written communications pursuant to Rule 425 under the Securities Act (17 CFR 230.425)
- Soliciting material pursuant to Rule 14a-12 under the Exchange Act (17 CFR 240.14a-12)
- Pre-commencement communications pursuant to Rule 14d-2(b) under the Exchange Act (17 CFR 240.14d-2(b))
- Pre-commencement communications pursuant to Rule 13e-4(c) under the Exchange Act (17 CFR 240.13e-4(c))

Indicate by check mark whether the registrant is an emerging growth company as defined in Rule 405 of the Securities Act of 1933 (CFR 230.405) or Rule 12b-2 of the Securities Exchange Act of 1934 (CFR 240.12b-2).  Emerging growth company

If an emerging growth company, indicate by check mark if the registrant has elected not to use the extended transition period for complying with any new or revised financial accounting standards provided pursuant to Section 13(a) of the Exchange Act.

Securities registered pursuant to Section 12(b) of the Act:

Title of each class  
Common Stock, \$0.01 par value

Trading Symbol(s)  
CNDT

Name of each exchange on which registered  
NASDAQ Global Select Market

**Item 2.02. Results of Operations and Financial Condition.**

On November 01, 2022, Conduent Incorporated (Registrant) released its third quarter 2022 earnings and is furnishing to the Securities and Exchange Commission a copy of the earnings press release as Exhibit 99.1 to this Current Report on Form 8-K (the Report) under Item 2.02 of Form 8-K.

The information contained in Item 2.02 of this Report and in Exhibit 99.1 shall not be deemed "filed" with the Commission for purposes of Section 18 of the Exchange Act of 1934, as amended, or otherwise subject to the liability of that section.

**Item 7.01. Regulation FD Disclosure.**

On November 01, 2022, Registrant conducted an earnings call regarding its 2022 third quarter results and is furnishing to the Securities and Exchange Commission a copy of the presentation used during the earnings call as Exhibit 99.2 to this Report under Item 7.01 of Form 8-K.

The information contained in Item 7.01 of this Report and in Exhibit 99.2 to this Report shall not be deemed "filed" with the Commission for purposes of Section 18 of the Exchange Act of 1934, as amended, or otherwise subject to the liability of that section.

**Item 9.01. Financial Statements and Exhibits.**

(d) Exhibits.

<b>Exhibit No.</b>	<b>Description</b>
<a href="#">99.1</a>	Registrant's third quarter 2022 earnings press release dated November 1, 2022
<a href="#">99.2</a>	Registrant's investor presentation dated November 1, 2022
104	Cover Page Interactive Data File (embedded within the Inline XBRL document)

---

## Forward-Looking Statements

This Report and any exhibits to this Report may contain "forward-looking statements" as defined in the Private Securities Litigation Reform Act of 1995, as amended. The words "anticipate," "believe," "estimate," "expect," "plan," "intend," "will," "aim," "should," "could," "forecast," "target," "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. In addition, all statements regarding our belief that our team of talented associates and technology-led solutions strongly position us as the partner that can help our clients through these uncertain times; and our projected financial performance for the full year 2022. In addition, all statements regarding the anticipated effects of the novel coronavirus, or 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 our current views with respect to future events and are subject to certain risks, uncertainties and assumptions. Should one or more of these risks or uncertainties materialize, or should underlying assumptions prove incorrect, actual results may vary materially from those expressed or implied herein as anticipated, believed, estimated, expected or intended or using other similar expressions.

In accordance with the provisions of the Litigation Reform Act, we are making investors aware that such forward-looking statements, because they relate to future events, are by their very nature subject to many important factors and uncertainties that could cause actual results to differ materially from those contemplated by the forward-looking statements contained in this Current Report on Form 8-K, any exhibits to this Current Report on Form 8-K and other public statements we make. 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 actual results to differ materially from those in our forward-looking statements include, but are not limited to: the significant continuing effects of the ongoing 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; 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 (such as the war in the Ukraine), 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; volatility of our stock price and the risk of litigation following a decline in the price of our stock; economic factors such as inflation, the level of economic activity and labor market conditions, as well as rising interest rates 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. Any forward-looking statements made by us in this Form 8-K 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 because of new information, subsequent events or otherwise.

**SIGNATURES**

Pursuant to the requirements of the Securities Exchange Act of 1934, Registrant has duly authorized this Report to be signed on its behalf by the undersigned duly authorized.

Date: November 01, 2022

CONDUENT INCORPORATED

By:

***/s/ STEPHEN WOOD***

Stephen Wood  
Executive Vice President and Chief Financial Officer

---

## Conduent Reports Third Quarter 2022 Financial Results

### Key Q3 2022 Highlights

- Results consistent with expectations
- Revenue and Adj. Revenue<sup>(1)</sup>: \$977M
- Pre-tax Income: \$23M
- Adj. EBITDA Margin<sup>(1)</sup>: 10.7%
- New business signings ACV<sup>(2)</sup>: \$191M
- Annual Recurring Revenue (ARR) signings: \$89M
- Net ARR Activity Metric<sup>(2)</sup> (TTM): \$70M

FLORHAM PARK, NJ, November 1, 2022 - Conduent (NASDAQ: CNDT), a global technology-led business process solutions company, today announced its third quarter 2022 financial results.

Cliff Skelton, Conduent President & CEO stated, "Q3 2022 was a solid quarter for Conduent, continuing to deliver on our financial and client commitments. Q3 2022 also represented a very strong sales quarter, at just under \$200M in new business ACV, and our pipeline continues to expand. We continue to focus on incremental improvements in our sales, operations, technology performance and capabilities to drive sustained success. We are confident about our long-term game plan, especially given recent industry recognition for our solutions and our culture.

Regarding the future, clients are focused on reducing spend and vendor costs while at the same time needing partners that can drive efficiency and resilience. Our team of talented associates and technology-led solutions strongly positions us as the partner that can help our clients through these uncertain times."

**Key Financial Q3 2022 Results**

(\$ in millions, except margin and per share data)	Q3 2022	Q3 2021	Current Quarter Y/Y B/(W)
Revenue	\$977	\$1,038	(5.9)%
Adjusted Revenue <sup>(1)</sup>	\$977	\$1,019	(4.1)%
GAAP Net Income (Loss)	\$15	\$11	36.4%
Adjusted EBITDA <sup>(1)</sup>	\$105	\$119	(11.8)%
Adjusted EBITDA Margin <sup>(1)</sup>	10.7%	11.7%	(100) bps
GAAP Income (Loss) Before Income Tax	\$23	\$19	21.1%
GAAP Diluted EPS	\$0.06	\$0.04	50.0%
Adjusted Diluted EPS <sup>(1)</sup>	\$0.09	\$0.19	(52.6)%
Cash Flow from Operating Activities	\$98	\$55	78.2%
Adjusted Free Cash Flow <sup>(1)</sup>	\$78	\$23	239.1%

**Q3 2022 Performance Commentary**

Conduent's balance sheet remains strong with an ending cash balance of \$587 million, Cash Flow from Operating Activities of \$98 million and Adjusted Free Cash Flow of \$78 million for the quarter.

Revenue and Adjusted Revenue for Q3 2022 were in line with expectations, however, lower than the prior year period, primarily driven by significant, non-recurring stimulus payments volume in our Government Services business in the prior year, as well as unfavorable foreign exchange impact, particularly from the Euro and British pound.

New Business ACV of \$191 million for Q3 2022 increased for the fifth consecutive quarter.

**Additional Q3 2022 and Recent Performance Highlights**

Industry recognition for technology, solutions, culture and governance, including;

- ISG named Conduent a leader across Digital Operations, AI & Analytics, Work From Home and Social Media quadrants in the 2022 ISG Provider Lens™ Contact Center - Customer Experience Services U.S. Report.
- *Newsweek* named Conduent to its list of America's 100 Most Loved Workplaces 2022.
- Brandon Hall Group named Conduent as a Bronze winner in the category of Best Certification Program for Train the Digital Trainer, as part of its 2022 Excellence Awards.
- Everest Group named Conduent as Major Contender in Customer Experience Management.

**FY 2022 Outlook**<sup>(4)</sup>

	FY 2021 Actuals	FY 2022 Outlook
Adj. Revenue <sup>(1)</sup>	\$4,070M	\$3,850M - \$3,950M
Adj. EBITDA <sup>(1)</sup> / Adj. EBITDA Margin <sup>(1)</sup>	\$448M / 11.0%	10.0% - 10.5%
Adj. Free Cash Flow <sup>(2)</sup> as % of Adj. EBITDA <sup>(1)</sup>	Approx. 18% <sup>(3)</sup>	Approx. 15% <sup>(3)</sup>

<sup>(1)</sup> Refer to Appendix for definition and complete non-GAAP reconciliations of Adjusted Revenue, Adjusted EBITDA, Adjusted EBITDA Margin, Adjusted Diluted EPS and Adjusted Free Cash Flow

<sup>(2)</sup> Refer to Appendix for definition.

<sup>(3)</sup> Normalized for the impact of payment of deferred payroll taxes primarily related to the CARES Act of \$32M in 2021 and \$27M in 2022, Adjusted Free Cash Flow as a percentage of Adjusted EBITDA for 2021 is approximately 25% and approximately 22% in 2022. Adjusted Free Cash Flow for 2022 also includes an outstanding US Federal tax refund expected to be received by December 31, 2022.

<sup>(4)</sup> Refer to Appendix for additional information regarding Non-GAAP Outlook

**Conference Call**

Management will present the results during a conference call and webcast on November 1, 2022 at 5:00 p.m. ET.

The call will be available by live audio webcast along with the news release and online presentation slides at <https://investor.conduent.com/>.

The conference call will also be available by calling 877-407-4019 toll-free. If requested, the conference ID for this call is 13732835.

The international dial-in is 1-201-689-8337. The international conference ID is also 13732835.

A recording of the conference call will be available by calling 1-877-660-6853 three hours after the conference call concludes. The replay ID is 13732835.

The telephone recording will be available until November 15, 2022.

**About Conduent**

Conduent delivers mission-critical services and solutions on behalf of businesses and governments – creating exceptional outcomes for its clients and the millions of people who count on them.

Through our dedicated people, processes, and technologies, Conduent solutions and services enhance customer experience, increase efficiencies, reduce costs, and improve performance for most Fortune 100 companies and more than 500 government entities. Whether it's enabling 1.3 billion customer service interactions, touching three out of every four U.S. patients, delivering 45% of SNAP payments, or empowering 10 million employees through HR services, Conduent services and solutions interact with millions of people every day and move our clients' operations forward. Learn more at <https://www.conduent.com>



**Non-GAAP Financial Measures**

We have reported our financial results in accordance with U.S. generally accepted accounting principles (U.S. 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 U.S. 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 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. Refer to the "Non-GAAP Financial Measures" section attached to this release for a discussion of these non-GAAP measures and their reconciliation to the reported U.S. GAAP measures.

**Forward-Looking Statements**

This release and any attachments to this release may contain "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," "forecast," "target," "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 long-term game plan; our belief that our team of talented associates and technology-led solutions strongly position us as the partner that can help our clients through these uncertain times; our continued focus on incremental improvement in our sales, operations, technology performance and capabilities to drive sustained success; and our projected financial performance for the full year 2022, including all statements made under the section captioned "FY 2022 Outlook" within this release. In addition, all statements regarding anticipated effects of the novel coronavirus, or 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 our current views with respect to future events and are subject to certain risks, uncertainties and assumptions. Should one or more of these risks or uncertainties materialize, or should underlying assumptions prove incorrect, actual results may vary materially from those expressed or implied herein as anticipated, believed, estimated, expected or intended or using other similar expressions.

In accordance with the provisions of the Litigation Reform Act, we are making investors aware that such forward-looking statements, because they relate to future events, are by their very nature subject to many important factors and uncertainties that could cause actual results to differ materially from those contemplated by the forward-looking statements contained in this press release, any exhibits to this press release and other public statements we make. Our actual results may vary materially from those expressed or implied in our forward-looking statements.

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: the significant continuing effects of the ongoing 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; 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 (such as the war in the Ukraine), 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; volatility of our stock price and the risk of litigation following a decline in the price of our stock; economic factors such as inflation, the level of economic activity and labor market conditions, as well as rising interest rates; 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 2021 Annual Report 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 because of new information, subsequent events or otherwise.

###

**Media Contacts:**

Sean Collins, Conduent, +1-310-497-9205, [sean.collins2@conduent.com](mailto:sean.collins2@conduent.com)

**Investor Contacts:**

Giles Goodburn, Conduent, +1-203-216-3546, [ir@conduent.com](mailto:ir@conduent.com)

**CONDUENT INCORPORATED**  
**CONDENSED CONSOLIDATED STATEMENTS OF INCOME (LOSS) (UNAUDITED)**

(in millions, except per share data)	Three Months Ended September 30,		Nine Months Ended September 30,	
	2022	2021	2022	2021
<b>Revenue</b>	\$ 977	\$ 1,038	\$ 2,872	\$ 3,092
<b>Operating Costs and Expenses</b>				
Cost of services (excluding depreciation and amortization)	754	776	2,236	2,335
Selling, general and administrative (excluding depreciation and amortization)	117	131	332	382
Research and development (excluding depreciation and amortization)	2	2	5	3
Depreciation and amortization	54	84	168	265
Restructuring and related costs	4	10	24	31
Interest expense	22	12	59	38
(Gain) loss on divestitures and transaction costs	1	—	(159)	1
Litigation settlements (recoveries), net	—	—	(31)	2
Loss on extinguishment of debt	—	—	—	2
Other (income) expenses, net	—	4	—	4
<b>Total Operating Costs and Expenses</b>	<u>954</u>	<u>1,019</u>	<u>2,634</u>	<u>3,063</u>
<b>Income (Loss) Before Income Taxes</b>	23	19	238	29
Income tax expense (benefit)	8	8	87	17
<b>Net Income (Loss)</b>	<u>\$ 15</u>	<u>\$ 11</u>	<u>\$ 151</u>	<u>\$ 12</u>
<b>Net Income (Loss) per Share:</b>				
Basic	\$ 0.06	\$ 0.04	\$ 0.67	\$ 0.02
Diluted	\$ 0.06	\$ 0.04	\$ 0.66	\$ 0.02

**CONDUENT INCORPORATED**  
**CONDENSED CONSOLIDATED STATEMENTS OF COMPREHENSIVE INCOME (LOSS) (UNAUDITED)**

(in millions)	Three Months Ended September 30,		Nine Months Ended September 30,	
	2022	2021	2022	2021
<b>Net Income (Loss)</b>	\$ 15	\$ 11	\$ 151	\$ 12
<b>Other Comprehensive Income (Loss), Net<sup>(1)</sup></b>				
Currency translation adjustments, net	(37)	(16)	(82)	(23)
Unrecognized gains (losses), net	(1)	—	(2)	(1)
Changes in benefit plans, net	—	—	—	(1)
<b>Other Comprehensive Income (Loss), Net</b>	(38)	(16)	(84)	(25)
<b>Comprehensive Income (Loss), Net</b>	\$ (23)	\$ (5)	\$ 67	\$ (13)

(1) All amounts are net of tax. Tax effects were immaterial.

**CONDUENT INCORPORATED**  
**CONDENSED CONSOLIDATED BALANCE SHEETS (UNAUDITED)**

<i>(in millions, except share data in thousands)</i>	September 30, 2022	December 31, 2021
<b>Assets</b>		
Cash and cash equivalents	\$ 577	\$ 415
Accounts receivable, net	653	699
Assets held for sale	—	184
Contract assets	161	154
Other current assets	250	228
<b>Total current assets</b>	<b>1,641</b>	<b>1,680</b>
Land, buildings and equipment, net	262	281
Operating lease right-of-use assets	205	231
Intangible assets, net	41	52
Goodwill	1,286	1,339
Other long-term assets	486	453
<b>Total Assets</b>	<b>\$ 3,921</b>	<b>\$ 4,036</b>
<b>Liabilities and Equity</b>		
Current portion of long-term debt	\$ 33	\$ 30
Accounts payable	203	198
Accrued compensation and benefits costs	227	243
Unearned income	75	82
Liabilities held for sale	—	29
Other current liabilities	395	443
<b>Total current liabilities</b>	<b>933</b>	<b>1,025</b>
Long-term debt	1,272	1,383
Deferred taxes	117	75
Operating lease liabilities	167	184
Other long-term liabilities	84	95
<b>Total Liabilities</b>	<b>2,573</b>	<b>2,762</b>
Series A convertible preferred stock	142	142
Common stock	2	2
Additional paid-in capital	3,924	3,910
Retained earnings (deficit)	(2,207)	(2,351)
Accumulated other comprehensive loss	(513)	(429)
<b>Total Equity</b>	<b>1,206</b>	<b>1,132</b>
<b>Total Liabilities and Equity</b>	<b>\$ 3,921</b>	<b>\$ 4,036</b>
Shares of common stock issued and outstanding	215,803	215,381
Shares of series A convertible preferred stock issued and outstanding	120	120

**CONDUENT INCORPORATED**  
**CONDENSED CONSOLIDATED STATEMENTS OF CASH FLOWS (UNAUDITED)**

(in millions)	Three Months Ended September 30,		Nine Months Ended September 30,	
	2022	2021	2022	2021
<b>Cash Flows from Operating Activities:</b>				
Net income (loss)	\$ 15	\$ 11	\$ 151	\$ 12
Adjustments required to reconcile net income (loss) to cash flows from operating activities:				
Depreciation and amortization	54	84	168	265
Contract inducement amortization	1	1	2	1
Deferred income taxes	11	(1)	43	(7)
(Gain) loss from investments	—	5	—	5
Amortization of debt financing costs	1	1	3	5
Loss on extinguishment of debt	—	—	—	2
(Gain) loss on divestitures and sales of fixed assets, net	—	—	(166)	1
Stock-based compensation	6	5	15	14
Allowance for credit losses	—	(1)	—	(1)
Changes in operating assets and liabilities	10	(50)	(123)	(139)
Net cash provided by (used in) operating activities	98	55	93	158
<b>Cash Flows from Investing Activities:</b>				
Cost of additions to land, buildings and equipment	(11)	(13)	(62)	(52)
Cost of additions to internal use software	(16)	(17)	(48)	(49)
Proceeds from divestitures	1	2	326	4
Net cash provided by (used in) investing activities	(26)	(28)	216	(97)
<b>Cash Flows from Financing Activities:</b>				
Payments on revolving credit facility	—	—	(100)	—
Payments on debt	(8)	(23)	(24)	(102)
Premium on debt redemption	—	—	—	(2)
Taxes paid for settlement of stock-based compensation	(1)	—	(1)	(1)
Dividends paid on preferred stock	(2)	(2)	(7)	(7)
Net cash provided by (used in) financing activities	(11)	(25)	(132)	(112)
Effect of exchange rate changes on cash, cash equivalents and restricted cash	(4)	(5)	(10)	(7)
Increase (decrease) in cash, cash equivalents and restricted cash	57	(3)	167	(58)
Cash, Cash Equivalents and Restricted Cash at Beginning of Period	530	403	420	458
<b>Cash, Cash Equivalents and Restricted Cash at End of period<sup>(1)</sup></b>	\$ 587	\$ 400	\$ 587	\$ 400

(1) Includes \$10 million and \$6 million restricted cash as of September 30, 2022 and 2021, respectively, that were included in Other current assets on their respective Condensed Consolidated Balance Sheets.

## Appendix

### Definition

#### Net ARR Activity Metric (TTM)

Projected Annual Recurring Revenue for contracts signed in the prior 12 months, less the annualized impact of any client losses, contractual volume and price changes, and other known impacts for which the company was notified in that same time period, which could positively or negatively impact results. The metric annualizes the net impact to revenue. Timing of revenue impact varies and may not be realized within the forward 12-month timeframe. The



metric is for indicative purposes only. This metric excludes COVID-related volume impacts and non-recurring revenue signings. This metric is not indicative of any specific 12 month timeframe.

**New Business Annual Contract Value (ACV):** (New Business TCV / contract term) multiplied by 12.

#### Non-GAAP Financial Measures

We have reported our financial results in accordance with U.S. generally accepted accounting principles (U.S. 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 U.S. 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, the Company's 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.

A reconciliation of the following non-GAAP financial measures to the most directly comparable financial measures calculated and presented in accordance with U.S. GAAP are provided below.

These reconciliations also include the income tax effects for our non-GAAP performance measures in total, to the extent applicable. The income tax effects are calculated under the same accounting principles as applied to our reported pre-tax performance measures under ASC 740, which employs an annual effective tax rate method. The noted income tax effect for our non-GAAP performance measures is effectively the difference in income taxes for reported and adjusted pre-tax income calculated under the annual effective tax rate method. The tax effect of the non-GAAP adjustments was calculated based upon evaluation of the statutory tax treatment and the applicable statutory tax rate in the jurisdictions in which such charges were incurred.

#### Adjusted Net Income (Loss), Adjusted Diluted Earnings per Share, Adjusted Weighted Average Common Shares Outstanding, and Adjusted Effective Tax Rate

We make adjustments to Net Income (Loss) before Income Taxes for the following items, as applicable, to the particular financial measure, for the purpose of calculating Adjusted Revenue, Adjusted Net Income (Loss), Adjusted Diluted Earnings per Share, Adjusted Weighted Average Common Shares Outstanding, and Adjusted Effective Tax Rate:

- Amortization of acquired intangible assets. The amortization of acquired intangible assets is driven by acquisition activity, which can vary in size, nature and timing as compared to other companies within our industry and from period to period.
- Restructuring and related costs. Restructuring and related costs include restructuring and asset impairment charges as well as costs associated with our strategic transformation program.
- (Gain) loss on divestitures and transaction costs. Represents (gain) loss on divested businesses and transaction costs.
- Litigation settlements (recoveries), net represents settlements or recoveries for various matters subject to litigation.
- Other charges (credits). This includes Other (income) expenses, net on the Condensed Consolidated Statements of Income (loss) and other insignificant (income) expense associated with providing transition services on the California Medicaid contract loss and other adjustments.
- Abandonment of Cloud Computing Project. This includes charges in connection with the abandonment of a cloud computing project. The costs include writing off previously capitalized costs and remaining hosting fees that would have continued to be incurred without any economic benefit.

- Divestitures.

The Company provides adjusted net income and adjusted EPS financial measures to assist our investors in evaluating our ongoing operating performance for the current reporting period and, where provided, over different reporting periods, by adjusting for certain items which may be recurring or non-recurring and which in our view do not necessarily reflect ongoing performance. We also internally use these measures to assess our operating performance, both absolutely and in comparison to other companies, and in evaluating or making selected compensation decisions.

Management believes that the adjusted effective tax rate, provided as supplemental information, facilitates a comparison by investors of our actual effective tax rate with an adjusted effective tax rate which reflects the impact of the items which are excluded in providing adjusted net income and certain other identified items, and may provide added insight into our underlying business results and how effective tax rates impact our ongoing business.

#### **Adjusted Revenue, Adjusted Operating Income and Adjusted Operating Margin**

We make adjustments to Revenue, Costs and Expenses and Operating Margin, as applicable, for the following items, for the purpose of calculating Adjusted Revenue, Adjusted Operating Income and Adjusted Operating Margin:

- Amortization of acquired intangible assets.
- Restructuring and related costs.
- Interest expense. Interest expense includes interest on long-term debt and amortization of debt issuance costs.
- (Gain) loss on divestitures and transaction costs.
- Litigation settlements (recoveries), net.
- Other charges (credits).
- Abandonment of Cloud Computing Project.
- Divestitures.

We provide our investors with adjusted revenue, adjusted operating income and adjusted operating margin information, as supplemental information, because we believe it offers added insight, by itself and for comparability between periods, by adjusting for certain non-cash items as well as certain other identified items which we do not believe are indicative of our ongoing business, and may also provide added insight on trends in our ongoing business.

#### **Adjusted EBITDA and EBITDA Margin**

We use Adjusted EBITDA and Adjusted EBITDA Margin as an additional way of assessing certain aspects of our operations that, when viewed with the U.S. GAAP results and the accompanying reconciliations to corresponding U.S. GAAP financial measures, provide a more complete understanding of our on-going business. Adjusted EBITDA represents income (loss) before interest, income taxes, depreciation and amortization and contract inducement amortization adjusted for the following items. Adjusted EBITDA Margin is Adjusted EBITDA divided by revenue or adjusted revenue, as applicable.

- Restructuring and related costs.
- (Gain) loss on divestitures and transaction costs.
- Litigation settlements (recoveries), net.
- Abandonment of Cloud Computing Project.
- Other charges (credits).
- Divestitures.

Adjusted EBITDA is not intended to represent cash flows from operations, operating income (loss) or net income (loss) as defined by U.S. GAAP as indicators of operating performance. Management cautions that amounts presented in accordance with Conduent's definition of Adjusted EBITDA and Adjusted EBITDA Margin may not be comparable to similar measures disclosed by other companies because not all companies calculate Adjusted EBITDA and Adjusted EBITDA Margin in the same manner.

**Free Cash Flow**

Free Cash Flow is defined as cash flows from operating activities as reported on the consolidated statement of cash flows, less cost of additions to land, buildings and equipment, cost of additions to internal use software, and proceeds from sales of land, buildings and equipment. We use the non-GAAP measure of Free Cash Flow as a criterion of liquidity. We use Free Cash Flow as a measure of liquidity to determine amounts we can reinvest in our core businesses, such as amounts available to make acquisitions and invest in land, buildings and equipment and internal use software, after required payments on debt. In order to provide a meaningful basis for comparison, we are providing information with respect to our Free Cash Flow reconciled to cash flow provided by operating activities, which we believe to be the most directly comparable measure under U.S. GAAP.

**Adjusted Free Cash Flow**

Adjusted Free Cash Flow is defined as Free Cash Flow from above plus adjustments for litigation insurance recoveries, transaction costs, taxes paid on gains from divestitures and litigation recoveries, and certain other identified adjustments. We use Adjusted Free Cash Flow, in addition to Free Cash Flow, to provide supplemental information to our investors concerning our ability to generate cash from our ongoing operating activities and for performance based components of employee compensation; by excluding these items, we believe we provide useful additional information to our investors to help them further understand our ability to generate cash period-over-period as well as added information on comparability to our competitors. Such as with Free Cash Flow information, as so adjusted, it is specifically not intended to provide amounts available for discretionary spending. We have added certain adjustments to account for items which we do not believe reflect our core business or operating performance, and we computed all periods with such adjusted costs.

**Revenue at Constant Currency**

To better understand trends in our business, we believe that it is helpful to adjust revenue to exclude the impact of changes in the translation of foreign currencies into U.S. Dollars. We refer to this adjusted revenue as "constant currency." Currency impact is determined as the difference between actual growth rates and constant currency growth rates. This currency impact is calculated by translating the current period activity in local currency using the comparable prior-year period's currency translation rate.

**Non-GAAP Outlook**

In providing the outlook for Adjusted EBITDA we exclude certain items which are otherwise included in determining the comparable U.S. GAAP financial measure. A description of the adjustments which historically have been applicable in determining Adjusted EBITDA are reflected in the table below. In addition, for "FY 2021 Actuals" we are excluding the estimated impacts of \$70 million of Revenue and \$39 million of Adjusted EBITDA related to the divestiture of the Midas business. We are providing such outlook only on a non-GAAP basis because the Company is unable without unreasonable efforts to predict with reasonable certainty the totality or ultimate outcome or occurrence of these adjustments for the forward-looking period, which can be dependent on future events that may not be reliably predicted. Based on past reported results, where one or more of these items have been applicable, such excluded items could be material, individually or in the aggregate, to reported results. We have provided an outlook for Adjusted revenue only on a non-GAAP basis using foreign currency translation rates at current period end due to the inability to, without unreasonable efforts, accurately predict foreign currency impact on revenues. Outlook for Adjusted Free Cash Flow is provided as a factor of expected Adjusted EBITDA, and such outlook is only available on a non-GAAP basis for the reasons described above. For the same reason, we are unable to provide a GAAP expected adjusted tax rate, which adjusts for our non-GAAP adjustments.

**Non-GAAP Reconciliations:** Revenue at Constant Currency, Adjusted Net Income (Loss), Adjusted Effective Tax, Adjusted Operating Income (Loss) and Adjusted EBITDA were as follows:

(in millions)	Three Months Ended September 30,		Nine Months Ended September 30,	
	2022	2021	2022	2021
<b>ADJUSTED REVENUE</b>				
Revenue	\$ 977	\$ 1,038	\$ 2,872	\$ 3,092
Adjustment:				
Divestitures <sup>(1)</sup>	—	(19)	(7)	(54)
Adjusted Revenue	977	1,019	2,865	3,038
Foreign currency impact	14	(3)	30	(20)
Revenue at Constant Currency	\$ 991	\$ 1,016	\$ 2,895	\$ 3,018
<b>ADJUSTED NET INCOME (LOSS)</b>				
Net Income (Loss)	\$ 15	\$ 11	\$ 151	\$ 12
Adjustments:				
Amortization of acquired intangible assets <sup>(2)</sup>	2	31	11	103
Restructuring and related costs	4	10	24	31
Loss on extinguishment of debt	—	—	—	2
(Gain) loss on divestitures and transaction costs	1	—	(159)	1
Litigation settlements (recoveries), net	—	—	(31)	2
Other charges (credits)	—	4	—	4
Total Non-GAAP Adjustments	7	45	(155)	143
Income tax adjustments <sup>(3)</sup>	—	(12)	60	(29)
Adjusted Net Income (Loss)	\$ 22	\$ 44	\$ 56	\$ 126
<b>ADJUSTED EFFECTIVE TAX</b>				
Income (Loss) Before Income Taxes	\$ 23	\$ 19	\$ 238	\$ 29
Adjustments:				
Total Non-GAAP Adjustments	7	45	(155)	143
Adjusted PBT Before Adjustment for Divestitures	30	64	83	172
Divestitures <sup>(1)</sup>	—	(10)	(2)	(27)
Adjusted PBT	\$ 30	\$ 54	\$ 81	\$ 145
Income tax expense (benefit)	\$ 8	\$ 8	\$ 87	\$ 17
Income tax adjustments <sup>(3)</sup>	—	12	(60)	29
Adjusted Income Tax Expense (Benefit)	8	20	27	46
Adjusted Net Income (Loss) Before Adjustment for Divestitures	22	44	56	126
Divestitures <sup>(1)</sup>	—	(10)	(2)	(27)
Adjusted Net Income (Loss)	\$ 22	\$ 34	\$ 54	\$ 99

## CONTINUED

(in millions)

	Three Months Ended September 30,		Nine Months Ended September 30,	
	2022	2021	2022	2021
<b>ADJUSTED OPERATING INCOME (LOSS)</b>				
Income (Loss) Before Income Taxes	\$ 23	\$ 19	\$ 238	\$ 29
<b>Adjustments:</b>				
Total non-GAAP adjustments	7	45	(155)	143
Interest expense	22	12	59	38
<b>Adjusted Operating Income (Loss) Before Adjustment for Divestitures</b>	<b>52</b>	<b>76</b>	<b>142</b>	<b>210</b>
Divestitures <sup>(1)</sup>	—	(10)	(2)	(27)
<b>Adjusted Operating Income (Loss)</b>	<b>\$ 52</b>	<b>\$ 66</b>	<b>\$ 140</b>	<b>\$ 183</b>
<b>ADJUSTED EBITDA</b>				
Net Income (Loss)	\$ 15	\$ 11	\$ 151	\$ 12
Income tax expense (benefit)	8	8	87	17
Depreciation and amortization	54	84	168	265
Contract inducement amortization	1	1	2	1
Interest expense	22	12	59	38
<b>EBITDA Before Adjustment for Divestitures</b>	<b>100</b>	<b>116</b>	<b>467</b>	<b>333</b>
Divestitures <sup>(1)</sup>	—	(10)	(2)	(27)
Divestitures depreciation and amortization <sup>(2)</sup>	—	(1)	—	(3)
<b>EBITDA</b>	<b>100</b>	<b>105</b>	<b>465</b>	<b>303</b>
<b>Adjustments:</b>				
Restructuring and related costs	4	10	24	31
(Gain) loss on divestitures and transaction costs	1	—	(159)	1
Litigation settlements (recoveries), net	—	—	(31)	2
Loss on extinguishment of debt	—	—	—	2
Other charges (credits)	—	4	—	4
<b>Adjusted EBITDA</b>	<b>\$ 105</b>	<b>\$ 119</b>	<b>\$ 299</b>	<b>\$ 343</b>

(1) Adjusted for the full impact from revenue and income/loss from divestitures for all periods presented.

(2) Included in Depreciation and amortization on the Consolidated Statements of Income (Loss).

(3) The tax impact of Adjusted Pre-tax income (loss) from continuing operations was calculated under the same accounting principles applied to the 'As Reported' pre-tax income (loss), which employs an annual effective tax rate method to the results and without regard to the adjustments listed.

**Non-GAAP Reconciliations:** Adjusted Weighted Average Shares Outstanding, Adjusted Diluted EPS, Adjusted Effective Tax Rate, Adjusted Operating Margin and Adjusted EBITDA Margin were as follows:

	Three Months Ended September 30,		Nine Months Ended September 30,	
	2022	2021	2022	2021
<i>(Amounts are in whole dollars, shares are in thousands and margins and rates are in %)</i>				
<b>ADJUSTED DILUTED EPS<sup>(1)</sup></b>				
Weighted Average Common Shares Outstanding	215,775	212,633	215,632	212,438
<b>Adjustments:</b>				
Restricted stock and performance units / shares	3,668	7,184	3,384	7,239
<b>Adjusted Weighted Average Common Shares Outstanding</b>	<b>219,443</b>	<b>219,817</b>	<b>219,016</b>	<b>219,677</b>
<b>Diluted EPS from Continuing Operations</b>	<b>\$ 0.06</b>	<b>\$ 0.04</b>	<b>\$ 0.66</b>	<b>\$ 0.02</b>
<b>Adjustments:</b>				
Total non-GAAP adjustments	0.03	0.20	(0.71)	0.65
Income tax adjustments <sup>(2)</sup>	—	(0.05)	0.27	(0.13)
<b>Adjusted Diluted EPS</b>	<b>\$ 0.09</b>	<b>\$ 0.19</b>	<b>\$ 0.22</b>	<b>\$ 0.54</b>
<b>ADJUSTED EFFECTIVE TAX RATE</b>				
Effective tax rate	33.8 %	38.3 %	36.7 %	58.5 %
<b>Adjustments:</b>				
Total non-GAAP adjustments	(6.3)%	(7.9)%	(4.3)%	(31.7)%
<b>Adjusted Effective Tax Rate<sup>(2)</sup></b>	<b>27.5 %</b>	<b>30.4 %</b>	<b>32.4 %</b>	<b>26.8 %</b>
<b>ADJUSTED OPERATING MARGIN</b>				
Income (Loss) Before Income Taxes Margin	2.4 %	1.8 %	8.3 %	0.9 %
<b>Adjustments:</b>				
Total non-GAAP adjustments	0.6 %	4.3 %	(5.5)%	4.7 %
Interest expense	2.3 %	1.2 %	2.1 %	1.2 %
<b>Margin for Adjusted Operating Income Before Adjustment for Divestitures</b>	<b>5.3 %</b>	<b>7.3 %</b>	<b>4.9 %</b>	<b>6.8 %</b>
Divestitures <sup>(3)</sup>	— %	(0.8)%	— %	(0.8)%
<b>Margin for Adjusted Operating Income</b>	<b>5.3 %</b>	<b>6.5 %</b>	<b>4.9 %</b>	<b>6.0 %</b>
<b>ADJUSTED EBITDA MARGIN</b>				
EBITDA Margin Before Adjustment for Divestitures	10.2 %	11.2 %	16.3 %	10.8 %
<b>Adjustments:</b>				
Divestitures <sup>(3)</sup>	— %	(0.9)%	(0.1)%	(0.8)%
<b>EBITDA Margin</b>	<b>10.2 %</b>	<b>10.3 %</b>	<b>16.2 %</b>	<b>10.0 %</b>
Total non-GAAP adjustments	0.5 %	1.3 %	(5.8)%	1.3 %
Divestitures <sup>(3)</sup>	— %	0.9 %	0.1 %	0.8 %
<b>Adjusted EBITDA Margin Before Adjustment for Divestitures</b>	<b>10.7 %</b>	<b>12.5 %</b>	<b>10.5 %</b>	<b>12.1 %</b>
Divestitures <sup>(3)</sup>	— %	(0.8)%	(0.1)%	(0.8)%
<b>Adjusted EBITDA Margin</b>	<b>10.7 %</b>	<b>11.7 %</b>	<b>10.4 %</b>	<b>11.3 %</b>

(1) Average shares for the 2022 and 2021 calculation of adjusted EPS excludes 5.4 million shares associated with our Series A convertible preferred stock and includes the impact of preferred stock dividend of approximately \$2.0 million and \$2.0 million for the three months ended September 30, 2022 and 2021, respectively.

(2) The tax impact of Adjusted Pre-tax income (loss) from continuing operations was calculated under the same accounting principles applied to the 'As Reported' pre-tax income (loss), which employs an annual effective tax rate method to the results and without regard to the Total Non-GAAP adjustments.

(3) Adjusted for the full impact from revenue and income/loss from divestitures for all periods presented.

## Free Cash Flow and Adjusted Free Cash Flow Reconciliation:

(in millions)	Three Months Ended September 30,		Nine Months Ended September 30,	
	2022	2021	2022	2021
<b>Operating Cash Flow</b>	\$ 98	\$ 55	\$ 93	\$ 158
Cost of additions to land, buildings and equipment	(11)	(13)	(62)	(52)
Cost of additions to internal use software	(16)	(17)	(48)	(49)
<b>Free Cash Flow</b>	\$ 71	\$ 25	\$ (17)	\$ 57
Free Cash Flow	\$ 71	\$ 25	\$ (17)	\$ 57
Transaction costs	3	—	6	2
Vendor financed lease payments	(2)	(2)	(7)	(7)
Portion of Texas litigation settlement (recoveries) recognized in Litigation settlements (recoveries), net	—	—	(24)	—
Tax payment related to divestitures and litigation recoveries	6	—	24	—
<b>Adjusted Free Cash Flow</b>	\$ 78	\$ 23	\$ (18)	\$ 52

November 1, 2022

# Conduent Q3 2022 Earnings Results





---

# Cautionary Statements



---

## 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," "aim," "should," "could," "forecast," "target," "may," "continue to," "if," "growing," "projected," "potential," "likely," "further," "going forward," "on the horizon," and similar expressions, as they relate to future events or conditions, 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 presentation 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 long-term game plan; our belief that our team of talented associates and technology-led solutions strongly position us as the partner that can help our clients through these uncertain times; our continued focus on incremental improvement in our sales, operations, technology performance and capabilities to drive sustained success; our projected financial performance for the full year 2022, including all statements made under the sections captioned "FY 2022 Outlook" and "Segment Revenue Trend" within this presentation. In addition, all statements regarding anticipated effects of the novel coronavirus, or COVID-19, pandemic and the responses thereto, including the pandemic's impact on general economic and market conditions, as well as 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 our views with respect to future events and are subject to certain risks, uncertainties and assumptions. Should one or more of these risks or uncertainties materialize, or should underlying assumptions prove incorrect, actual results may vary materially from those expressed or implied herein as anticipated, believed, estimated, expected or intended or using other similar expressions.

In accordance with the provisions of the Litigation Reform Act, we are making investors aware that such forward-looking statements, because they relate to future events, are by their very nature subject to many important factors and uncertainties that could cause actual results to differ materially from those contemplated by the forward-looking statements contained in this presentation and other public statements we make. Our actual results may vary materially from those expressed or implied in our forward-looking statements.

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: the significant continuing impact of the ongoing 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; 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 (such as the war in the Ukraine), natural disasters and other factors (including 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; our 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 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 intangible 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 from the result of being involved in a variety of claims, lawsuits, investigations and proceedings; conditions abroad, including local economics, political environments, fluctuating foreign currencies and regulatory schemes; changes in government regulation and economic, strategic, political and social conditions; volatility of our stock price; and the risk of litigation following a decline in the price of our stock; economic factors such as inflation, the level of economic activity and labor market conditions, as well as rising interest rates; 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 presentation 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 because 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 (U.S. 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 U.S. 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 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. Refer to the "Non-GAAP Financial Measures" section in this document for a discussion of these non-GAAP measures and their reconciliation to the reported U.S. GAAP measures.

---

# Q3 2022 Highlights

## Q3 Results / Metrics

- Adj.Revenue<sup>(1)</sup>: \$977M
- Adj. EBITDA<sup>(1)</sup> / Adj. EBITDA Margin<sup>(1)</sup>: \$105M / 10.7%
- New business signings ACV<sup>(2)</sup>: \$191M
- Net ARR Activity Impact (TTM)<sup>(2,3)</sup>: \$70M

## Q3 Highlights

- Strong sales quarter with expanded pipeline
- ISG named Conduent a leader in Customer Experience in all four quadrants Digital Operations, AI & Analytics, Work From Home and Social Media.
- *Newsweek* named Conduent to its list of America's 100 Most Loved Workplaces 2022.

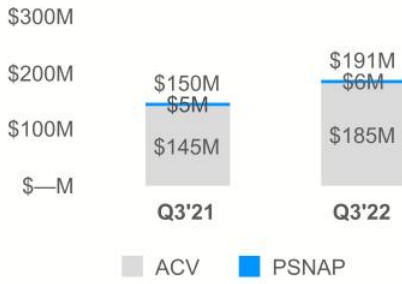
(1) Refer to Appendix for complete Non-GAAP reconciliations of Adjusted Revenue and Adjusted EBITDA/Margin.

(2) Full definition in the Appendix.

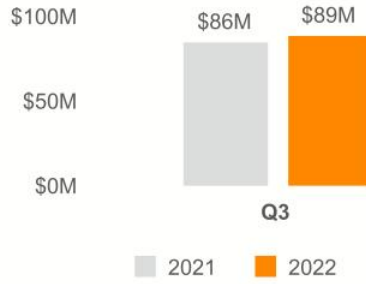
(3) Trailing Twelve Months.

# Key Sales Metrics

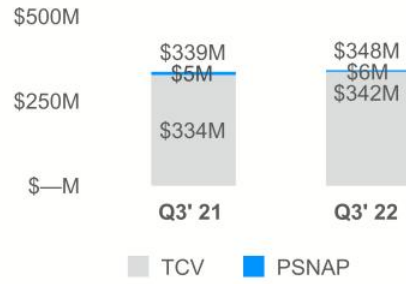
**New Business ACV<sup>(1)</sup>**



**New Business ARR<sup>(1)</sup>**



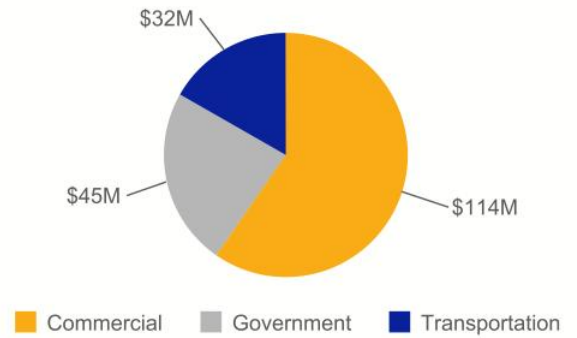
**New Business TCV<sup>(1)</sup>**



**Net ARR Activity (TTM)<sup>(1,2)</sup>**



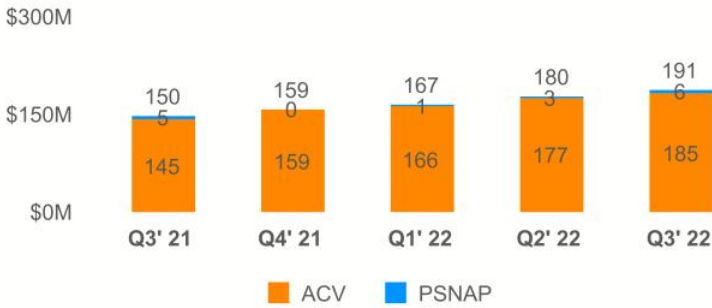
**Q3 New Business ACV<sup>(1)</sup> by Segment**



(1) Full definition in the Appendix.  
 (2) Trailing Twelve Months.

# Key Sales Metrics Trends

## New Business ACV<sup>(1)</sup> Signings



## TCV Signings (incl. ARR<sup>(1)</sup> + NRR<sup>(1)</sup>)



## New Business (ARR<sup>(1)</sup> + NRR<sup>(1)</sup>) Breakdown



## New Business ARR Avg. Contract Length



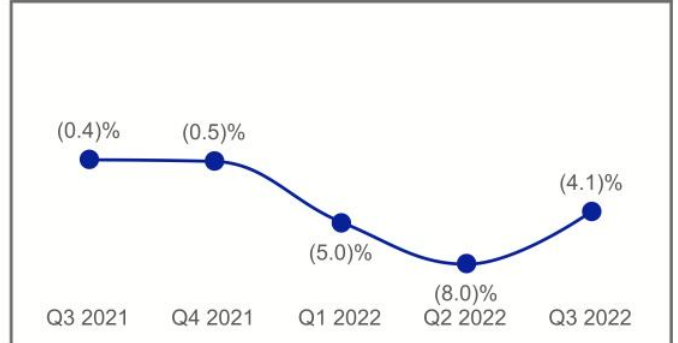
(1) Full definition in the Appendix.

# Q3 2022 P&L Metrics

## Adj. Revenue <sup>(1)</sup>



## Adj. Revenue <sup>(1)</sup> Trend (Y/Y Compare)



## Adj. EBITDA <sup>(1)</sup> / Margin

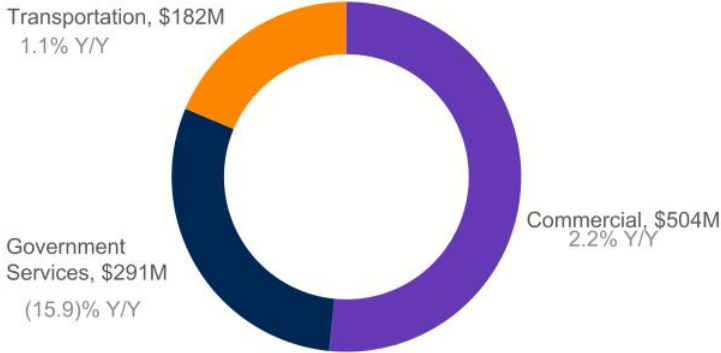


- **Adj. Revenue <sup>(1)</sup>:** Decline driven by lower non-recurring stimulus payments volume and unfavorable exchange rate movement, partially offset by net new business ramp and a \$15M revenue benefit from a large client contract. Excluding Government stimulus payments of \$68M, adjusted revenue was up ~2.8%.
- **Adj. EBITDA <sup>(1)</sup>:** Decline driven by the impact of lower Government stimulus and lost business, partially offset by a \$15M revenue benefit from a large client contract and interest rate increases.
- **Adj. EBITDA Margin <sup>(1)</sup>:** 10.7%, down (100) bps Y/Y

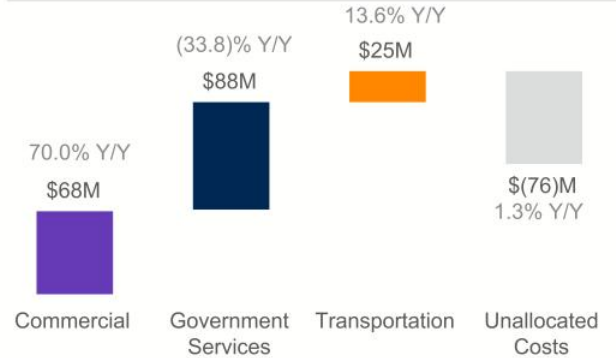
(1) Refer to Appendix for complete Non-GAAP reconciliations of Adjusted Revenue and Adjusted EBITDA/margin.

# Q3 2022 P&L by Segment

## Adj. Revenue <sup>(1)</sup>



## Adj. EBITDA <sup>(1)</sup> Contributions



- **Commercial:** Increase primarily driven by net new business and a \$15M benefit from a large client contract, partially offset by lower volumes and unfavorable exchange rate movement.
- **Government:** Decline driven by non-recurring Stimulus payments volume (approx. \$68M).
- **Transportation:** Slight increase primarily driven by new business ramp partially offset by unfavorable exchange rate movement.

- **Commercial:** Increase driven by cost reductions progress in our efficiency initiatives, higher interest rates and a \$15M benefit from a large client contract; margin 13.5% up 540 bps Y/Y.
- **Government:** Reduction driven by loss of high non-recurring Stimulus payments volume; margin down (820) bps Y/Y.
- **Transportation:** Increase mainly driven by progress in our efficiency initiatives; margin 13.7% up 150 bps Y/Y.

(1) Refer to Appendix for complete Non-GAAP reconciliations of Adjusted Revenue and Adjusted EBITDA/margin.

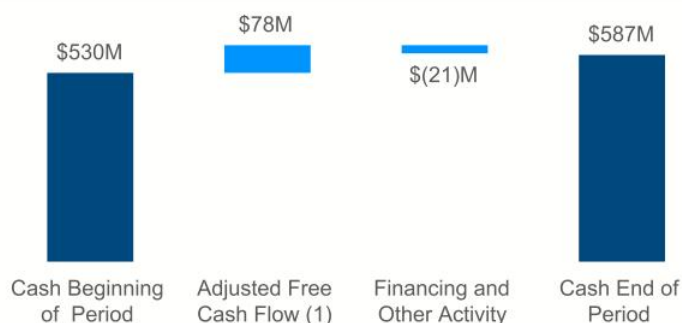
# Q3 2022 Cash Flow and Balance Sheet

- Adj. Free Cash Flow<sup>(1)</sup>: \$78M
- Capex<sup>(6)</sup> as % of revenue: 2.8%
- Net adjusted leverage ratio<sup>(7)</sup>: 1.7x
- \$587M of cash<sup>(2)</sup> at end of Q3 2022

## Balance Sheet

(\$ in millions)	12/31/2021	9/30/2022
Total Cash <sup>(2)</sup>	\$420	\$587
Total Debt <sup>(4)</sup>	1,400	1,484
Term Loan A <sup>(3)</sup> due 2026	265	265
Term Loan B <sup>(3)</sup> due 2028	515	515
Revolving Credit Facility due 2026 <sup>(5)</sup>	100	-
Senior Notes due 2029	520	520
Finance leases and Other loans	40	44
Net adjusted leverage ratio <sup>(7)</sup>	2.1x	1.7x

## Q3 2022 Cash<sup>(2)</sup> Balance Changes



For the complete set of footnotes associated with this slide, please refer to the last page of the Appendix.

## Debt Maturity<sup>(8)</sup>





# FY 2022 Outlook <sup>(4)</sup>



	FY 2021 Actuals	FY 2022 Outlook <sup>(4)</sup>
Adj. Revenue <sup>(1)</sup>	\$4,070M	\$3,850M - \$3,950M
Adj. EBITDA <sup>(1)</sup> / Adj. EBITDA Margin <sup>(1)</sup>	\$448M / 11.0%	10.0% - 10.5%
Adj. Free Cash Flow <sup>(2)</sup> as % of Adj. EBITDA <sup>(1)</sup>	Approx. 18% <sup>(3)</sup>	Approx. 15% <sup>(3)</sup>

Other Modelling Considerations		
Government Stimulus Revenue <sup>(4)</sup>	\$227M	\$38M
Interest Expense	\$55M	\$84M
Restructuring	\$45M	Approx. \$40M
CapEx	\$147M	Approx. \$140M

(1) Refer to Appendix for complete Non-GAAP reconciliations of Adjusted Revenue and Adjusted EBITDA/Margin.

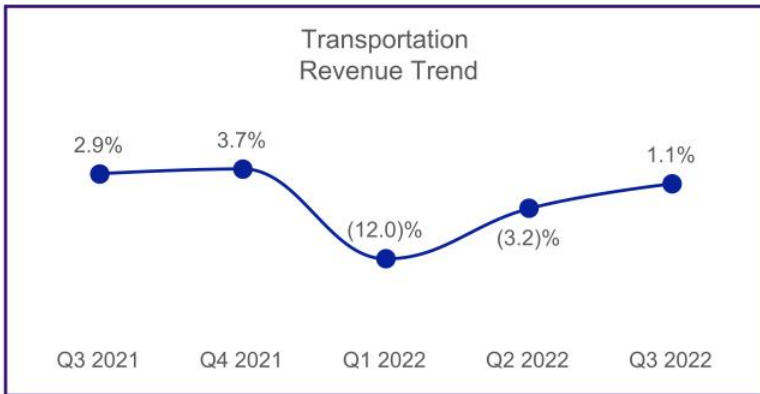
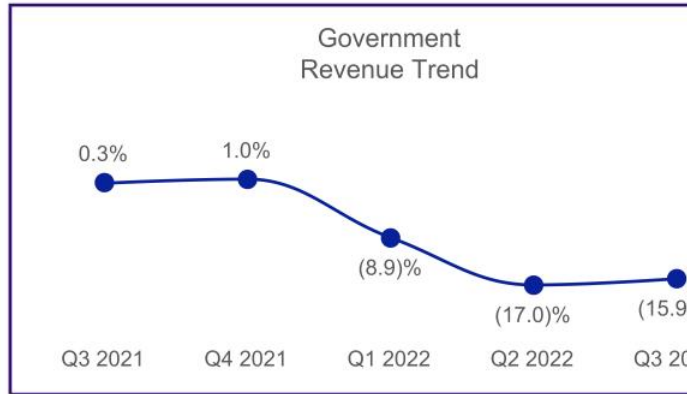
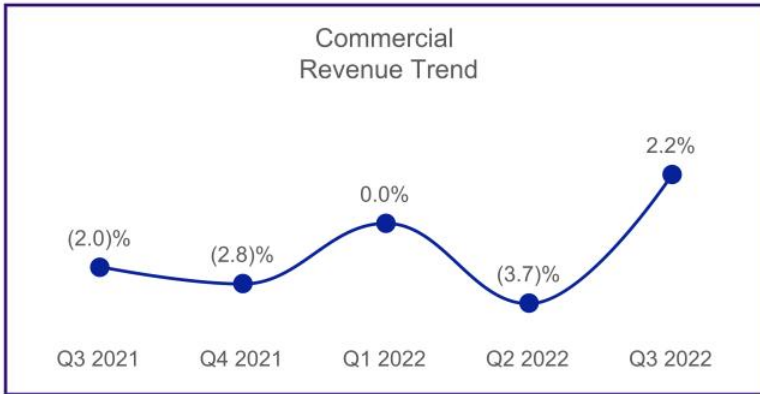
(2) Refer to Appendix for definition and complete non-GAAP reconciliation of Adjusted Free Cash Flow.

(3) Normalized for the impact of payment of deferred payroll taxes primarily related to the CARES Act of \$32M in 2021 and \$27M in 2022, Adjusted Free Cash Flow as a percentage of Adjusted EBITDA for 2021 is approximately 22% in 2022. Adjusted Free Cash Flow for 2022 also includes an outstanding US Federal tax refund expected to be received by December 31, 2022.

(4) Refer to Appendix for definition of Non GAAP Outlook and Government Stimulus Revenue

# Appendix

# Segment Revenue Trend



- **Commercial:**
  - New business ramp, better client retention and interest rates increases support a constant currency growth trajectory over time
- **Government:**
  - The non-recurring payments run-off creates a large growth-over challenge in 2022. Excluding stimulus payments of \$154M, revenue was up year to date
- **Transportation:**
  - This segment is positioned for continued constant currency revenue growth

# Operational Highlights & Recognition

A collaborative, team-oriented culture laser-focused on driving valuable outcomes for clients



Newsweek Top 100  
Most Loved Workplaces 2022



2022 Best  
Certification  
Program - Train the  
Digital Trainer



Global Leader in Customer  
Experience Services - Across Digital  
Operations, AI & Analytics, and WFH



Major Contender in Customer  
Experience Management (CXM)  
in the Americas – Service Provider



2022 Modern Governance 100  
Honoree - Boards and Governance  
Innovator Category

# Definitions

---

**New Business Total Contract Value (TCV):** Estimated total future revenues from contracts signed during the year related to new logo, new service line or expansion with existing customers.

**New Business Non-Recurring Revenue (NRR):** metric measures the non-recurring revenue for any new business signing, includes:

- i. Signing value of any contract with term less than 12 months
- ii. Signing value of project based revenue, not expected to continue long term.

**New Business Annual Recurring Revenue (ARR):** Metric measures the revenue from recurring services provided to the client for any new business signing. ARR represents the recurring services provided to a customer with the opportunity for renewal at the end of the contract term. The calculation ARR is (Total Contract Value less Non-Recurring Revenue) divided by the Contract Term.

**New Business Annual Contract Value (ACV):** (New Business TCV / contract term) multiplied by 12.

**Renewal TCV Signings:** Estimated total future revenues from contracts signed during the year related to renewals.

**Renewal Signings Annual Recurring Revenue (ARR):** Metric measures the revenue from recurring services provided to the client for any renewal signing. ARR represents the recurring services provided to a customer with the opportunity for renewal at the end of the contract term. The calculation ARR is (Total Contract Value less Non-Recurring Revenue) divided by the Contract Term.

**Net ARR Activity:** Projected Annual Recurring Revenue for contracts signed in the prior 12 months, less the annualized impact of any client losses, contractual volume and price changes, and other known impacts for which the company was notified in that same time period, which could positively or negatively impact results. The metric annualizes the net impact to revenue. Timing of revenue impact varies and may not be realized within the forward 12-month timeframe. The metric is for indicative purposes only. This metric excludes COVID-related volume impacts and non-recurring revenue signings. This metric is not indicative of any specific 12 month timeframe.

**Total New Business Pipeline (Cumulative Pipeline):** TCV pipeline of deals in all sell stages. Extends past next 12 month period to include total pipeline. Excludes the impact of divested business as required.

**Implied New Business Average Contract Length:** (New business TCV – New business NRR) / New business ARR = Implied New Business Average Contract Length.

---

# Non-GAAP Financial Measures

## Non-GAAP Financial Measures

We have reported our financial results in accordance with U.S. generally accepted accounting principles (U.S. GAAP). In addition, we have discussed our financial results using non-GAAP measures. We believe that 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, determine 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 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, the Company's 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 non-GAAP financial measures internally to understand, manage and evaluate our business and make operating decisions, and provides 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 measures that 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.

A reconciliation of the following non-GAAP financial measures to the most directly comparable financial measures calculated and presented in accordance with U.S. GAAP are provided below.

These reconciliations also include the income tax effects for our non-GAAP performance measures in total, to the extent applicable. The income tax effects are calculated under the same accounting principles as reported pre-tax performance measures under ASC 740, which employs an annual effective tax rate method. The noted income tax effect for our non-GAAP performance measures is effectively the difference in reported and adjusted pre-tax income calculated under the annual effective tax rate method. The tax effect of the non-GAAP adjustments was calculated based upon evaluation of the statutory tax treatment and the statutory tax rate in the jurisdictions in which such charges were incurred.

### Adjusted Net Income (Loss), Adjusted Diluted Earnings per Share, Adjusted Weighted Average Common Shares Outstanding, and Adjusted Effective Tax Rate.

We make adjustments to Net Income (Loss) before Income Taxes for the following items, as applicable, to the particular financial measure, for the purpose of calculating Adjusted Revenue, Adjusted Net Income (Loss), Adjusted Diluted Earnings per Share, Adjusted Weighted Average Common Shares Outstanding, and Adjusted Effective Tax Rate:

- Amortization of acquired intangible assets. The amortization of acquired intangible assets is driven by acquisition activity, which can vary in size, nature and timing as compared to other companies within our industry from period to period.
- Restructuring and related costs. Restructuring and related costs include restructuring and asset impairment charges as well as costs associated with our strategic transformation program.
- (Gain) loss on divestitures and transaction costs. Represents (gain) loss on divested businesses and transaction costs.
- Litigation settlements (recoveries), net. Litigation settlements (recoveries), net represents provisions for various matters subject to litigation.
- Other charges (credits). This includes Other (income) expenses, net on the Condensed Consolidated Statements of Income (loss) and other insignificant (income) expense associated with providing transition services under the California Medicaid contract loss and other adjustments.
- Abandonment of Cloud Computing Project. This includes charges in connection with the abandonment of a cloud computing project. The costs include writing off previously capitalized costs and remaining hardware that would have continued to be incurred without any economic benefit.
- Divestitures.

The Company provides adjusted net income and adjusted EPS financial measures to assist our investors in evaluating our ongoing operating performance for the current reporting period and, where provided, over reporting periods, by adjusting for certain items which may be recurring or non-recurring and which in our view do not necessarily reflect ongoing performance. We also internally use these measures to assess our performance, both absolutely and in comparison to other companies, and in evaluating or making selected compensation decisions.

Management believes that the adjusted effective tax rate, provided as supplemental information, facilitates a comparison by investors of our actual effective tax rate with an adjusted effective tax rate which reflects the items which are excluded in providing adjusted net income and certain other identified items, and may provide added insight into our underlying business results and how effective tax rates impact our ongoing performance.

---

# Non-GAAP Financial Measures

---

## Adjusted Revenue, Adjusted Operating Income and Adjusted Operating Margin.

We make adjustments to Revenue, Costs and Expenses and Operating Margin, as applicable, for the following items, for the purpose of calculating Adjusted Revenue, Adjusted Operating Income and Adjusted Operating Margin:

- Amortization of acquired intangible assets.
- Restructuring and related costs.
- Interest expense. Interest expense includes interest on long-term debt and amortization of debt issuance costs.
- (Gain) loss on divestitures and transaction costs.
- Litigation settlements (recoveries), net.
- Other charges (credits).
- Abandonment of Cloud Computing Project.
- Divestitures.

We provide our investors with adjusted revenue, adjusted operating income and adjusted operating margin information, as supplemental information, because we believe it offers added insight, by itself and for comparability between periods, by adjusting for certain non-cash items as well as certain other identified items which we do not believe are indicative of our ongoing business, and may also provide added insight on trends in our ongoing business.

---

---

# Non-GAAP Financial Measures

---

## Adjusted EBITDA and EBITDA Margin

We use Adjusted EBITDA and Adjusted EBITDA Margin as an additional way of assessing certain aspects of our operations that, when viewed with the U.S. GAAP results and the accompanying reconciliations to corresponding U.S. GAAP financial measures, provide a more complete understanding of our on-going business. Adjusted EBITDA represents income (loss) before interest, income taxes, depreciation and amortization and contract inducement amortization adjusted for the following items. Adjusted EBITDA Margin is Adjusted EBITDA divided by revenue or adjusted revenue, as applicable:

- Restructuring and related costs.
- (Gain) loss on divestitures and transaction costs.
- Litigation settlements (recoveries), net.
- Abandonment of Cloud Computing Project.
- Other charges (credits).
- Divestitures.

Adjusted EBITDA is not intended to represent cash flows from operations, operating income (loss) or net income (loss) as defined by U.S. GAAP as indicators of operating performance. Management cautions that amounts presented in accordance with Conduent's definition of Adjusted EBITDA and Adjusted EBITDA Margin may not be comparable to similar measures disclosed by other companies because not all companies calculate Adjusted EBITDA and Adjusted EBITDA Margin in the same manner.

---



---

# Non-GAAP Financial Measures

---

## Free Cash Flow

Free Cash Flow is defined as cash flows from operating activities as reported on the consolidated statement of cash flows, less cost of additions to land, buildings and equipment, cost of additions to internal use software, and proceeds from sales of land, buildings and equipment. We use the non-GAAP measure of Free Cash Flow as a criterion of liquidity. We use Free Cash Flow as a measure of liquidity to determine amounts we can reinvest in our core businesses, such as amounts available to make acquisitions and invest in land, buildings and equipment and internal use software, after required payments on debt. In order to provide a meaningful basis for comparison, we are providing information with respect to our Free Cash Flow reconciled to cash flow provided by operating activities, which we believe to be the most directly comparable measure under U.S. GAAP.

## Adjusted Free Cash Flow

Adjusted Free Cash Flow is defined as Free Cash Flow from above plus adjustments for litigation insurance recoveries, transaction costs, taxes paid on gains from divestitures and litigation recoveries, and certain other identified adjustments. We use Adjusted Free Cash Flow, in addition to Free Cash Flow, to provide supplemental information to our investors concerning our ability to generate cash from our ongoing operating activities and for performance based components of employee compensation; by excluding these items, we believe we provide useful additional information to our investors to help them further understand our ability to generate cash period-over-period as well as added information on comparability to our competitors. Such as with Free Cash Flow information, as so adjusted, it is specifically not intended to provide amounts available for discretionary spending. We have added certain adjustments to account for items which we do not believe reflect our core business or operating performance, and we computed all periods with such adjusted costs.

## Revenue at Constant Currency

To better understand trends in our business, we believe that it is helpful to adjust revenue to exclude the impact of changes in the translation of foreign currencies into U.S. Dollars. We refer to this adjusted revenue as "constant currency." Currency impact is determined as the difference between actual growth rates and constant currency growth rates. This currency impact is calculated by translating the current period activity in local currency using the comparable prior-year period's currency translation rate.

## Non-GAAP Outlook

In providing the outlook for Adjusted EBITDA we exclude certain items which are otherwise included in determining the comparable U.S. GAAP financial measure. A description of the adjustments which historically have been applicable in determining Adjusted EBITDA are reflected in the table within this presentation. In addition, for "Full Year 2021 Actuals" we are excluding the estimated impacts of \$70 million of Revenue and \$39 million of Adjusted EBITDA related to the divestiture of the Midas business. We are providing such outlook only on a non-GAAP basis because the Company is unable without unreasonable efforts to predict with reasonable certainty the totality or ultimate outcome or occurrence of these adjustments for the forward-looking period, which can be dependent on future events that may not be reliably predicted. Based on past reported results, where one or more of these items have been applicable, such excluded items could be material, individually or in the aggregate, to reported results. We have provided an outlook for Adjusted revenue only on a non-GAAP basis using foreign currency translation rates as of current period end due to the inability to, without unreasonable efforts, accurately predict foreign currency impact on revenues. Outlook for Adjusted Free Cash Flow is provided as a factor of expected Adjusted EBITDA, and such outlook is only available on a non-GAAP basis for the reasons described above. For the same reason, we are unable to provide GAAP expected adjusted tax rate, which adjusts for our non-GAAP adjustments.

## Government Stimulus Revenue

Revenue from payment volumes in our Government Services segment resulting from the Pandemic Supplemental Nutritional Assistance Program (PSNAP) and supplemental unemployment insurance.

---

# Non-GAAP Reconciliations

Revenue at Constant Currency, Adjusted Net Income (Loss), Adjusted Effective Tax Rate, Adjusted Operating Income (Loss) and Adjusted EBITDA

(in millions)	Q3 2022	Q2 2022	Q1 2022	FY 2021	Q4 2021	Q3 2021	Q2 2021	Q1 2021
<b>Revenue</b>	\$ 977	\$ 928	\$ 967	\$ 4,140	\$ 1,048	\$ 1,038	\$ 1,026	\$ 1,028
<b>Adjustment:</b>								
Divestitures <sup>(1)</sup>	—	—	(7)	(70)	(16)	(19)	(17)	(18)
<b>Adjusted Revenue</b>	977	928	960	4,070	1,032	1,019	1,009	1,010
Foreign currency impact	14	11	5	(17)	3	(3)	(10)	(7)
<b>Revenue at Constant Currency</b>	<u>\$ 991</u>	<u>\$ 939</u>	<u>\$ 965</u>	<u>\$ 4,053</u>	<u>\$ 1,035</u>	<u>\$ 1,016</u>	<u>\$ 999</u>	<u>\$ 1,003</u>
<b>ADJUSTED NET INCOME (LOSS)</b>								
<b>Income (Loss) From Continuing Operations</b>	\$ 15	\$ —	\$ 136	\$ (28)	\$ (40)	\$ 11	\$ 12	\$ (11)
<b>Adjustments:</b>								
Amortization of acquired intangible assets <sup>(2)</sup>	2	3	6	135	32	31	32	40
Restructuring and related costs	4	11	9	45	14	10	8	13
Loss on extinguishment of debt	—	—	—	15	13	—	2	—
(Gain) loss on divestitures and transaction costs	1	3	(163)	3	2	—	(1)	2
Litigation settlements (recoveries), net	—	(3)	(28)	3	1	—	1	1
Abandonment of Cloud Computing Project	—	—	—	32	32	—	—	—
Other charges (credits)	—	(1)	1	6	2	4	—	—
<b>Total Non-GAAP Adjustments</b>	7	13	(175)	239	96	45	42	56
Income tax adjustments <sup>(3)</sup>	—	(4)	64	(54)	(25)	(12)	(8)	(9)
<b>Adjusted Net Income</b>	<u>\$ 22</u>	<u>\$ 9</u>	<u>\$ 25</u>	<u>\$ 157</u>	<u>\$ 31</u>	<u>\$ 44</u>	<u>\$ 46</u>	<u>\$ 36</u>

# CONTINUED

(in millions)

## ADJUSTED EFFECTIVE TAX

	Q3 2022	Q2 2022	Q1 2022	FY 2021	Q4 2021	Q3 2021	Q2 2021	Q1 2021
<b>Income (Loss) Before Income Taxes</b>	\$ 23	\$ 5	\$ 210	\$ (25)	\$ (54)	\$ 19	\$ 19	\$ (9)
<b>Adjustment:</b>								
Total Non-GAAP Adjustments	7	13	(175)	239	96	45	42	56
<b>Adjusted PBT Before Adjustment for Divestitures</b>	30	18	35	214	42	64	61	47
Divestitures <sup>(1)</sup>	—	—	(2)	(32)	(5)	(10)	(8)	(9)
<b>Adjusted PBT</b>	<u>\$ 30</u>	<u>\$ 18</u>	<u>\$ 33</u>	<u>\$ 182</u>	<u>\$ 37</u>	<u>\$ 54</u>	<u>\$ 53</u>	<u>\$ 38</u>
Income tax expense (benefit)	\$ 8	\$ 5	\$ 74	\$ 3	\$ (14)	\$ 8	\$ 7	\$ 2
Income tax adjustments <sup>(3)</sup>	—	4	(64)	54	25	12	8	9
<b>Adjusted Income Tax Expense (Benefit)</b>	<u>8</u>	<u>9</u>	<u>10</u>	<u>57</u>	<u>11</u>	<u>20</u>	<u>15</u>	<u>11</u>
<b>Adjusted Net Income (Loss) Before Adjustment for Divestitures</b>	22	9	25	157	31	44	46	36
Divestitures <sup>(1)</sup>	—	—	(2)	(32)	(5)	(10)	(8)	(9)
<b>Adjusted Net Income (Loss)</b>	<u>\$ 22</u>	<u>\$ 9</u>	<u>\$ 23</u>	<u>\$ 125</u>	<u>\$ 26</u>	<u>\$ 34</u>	<u>\$ 38</u>	<u>\$ 27</u>
<b>ADJUSTED OPERATING INCOME (LOSS)</b>								
<b>Income (Loss) Before Income Taxes</b>	\$ 23	\$ 5	\$ 210	\$ (25)	\$ (54)	\$ 19	\$ 19	\$ (9)
<b>Adjustment:</b>								
Total non-GAAP adjustments	7	13	(175)	239	96	45	42	56
Interest expense	22	18	19	55	17	12	13	13
<b>Adjusted Operating Income (Loss) Before Adjustment for Divestitures</b>	52	36	54	269	59	76	74	60
Divestitures <sup>(1)</sup>	—	—	(2)	(32)	(5)	(10)	(8)	(9)
<b>Adjusted Operating Income (Loss)</b>	<u>\$ 52</u>	<u>\$ 36</u>	<u>\$ 52</u>	<u>\$ 237</u>	<u>\$ 54</u>	<u>\$ 66</u>	<u>\$ 66</u>	<u>\$ 51</u>

# CONTINUED

(in millions)	Q3 2022	Q2 2022	Q1 2022	FY 2021	Q4 2021	Q3 2021	Q2 2021	Q1 2021
<b>ADJUSTED EBITDA</b>								
<b>Net Income (Loss)</b>	\$ 15	\$ —	\$ 136	\$ (28)	\$ (40)	\$ 11	\$ 12	\$ (11)
Income tax expense (benefit)	8	5	74	3	(14)	8	7	2
Depreciation and amortization	54	53	61	352	87	84	86	95
Contract inducement amortization	1	1	—	1	—	1	—	—
Interest expense	22	18	19	55	17	12	13	13
<b>EBITDA Before Adjustment for Divestitures</b>	100	77	290	383	50	116	118	99
Divestitures <sup>(1)</sup>	—	—	(2)	(32)	(5)	(10)	(8)	(9)
Divestitures depreciation and amortization <sup>(1)</sup>	—	—	—	(7)	(4)	(1)	(1)	(1)
<b>EBITDA</b>	100	77	288	344	41	105	109	89
<b>Adjustments:</b>								
Restructuring and related costs	4	11	9	45	14	10	8	13
Loss on extinguishment of debt	—	—	—	15	13	—	2	—
(Gain) loss on divestitures and transaction costs	1	3	(163)	3	2	—	(1)	2
Litigation settlements (recoveries), net	—	(3)	(28)	3	1	—	1	1
Abandonment of Cloud Computing Project	—	—	—	32	32	—	—	—
Other charges (credits)	—	(1)	1	6	2	4	—	—
<b>Adjusted EBITDA</b>	<b>\$ 105</b>	<b>\$ 87</b>	<b>\$ 107</b>	<b>\$ 448</b>	<b>\$ 105</b>	<b>\$ 119</b>	<b>\$ 119</b>	<b>\$ 105</b>

1. Adjusted for the full impact from revenue and income/loss from divestitures for all periods presented.
2. Included in Depreciation and amortization on the Consolidated Statements of Income (Loss).
3. The tax impact of Adjusted Pre-tax income (loss) from continuing operations was calculated under the same accounting principles applied to the 'As Reported' pre-tax income (loss), which employs an annual effective tax rate method to the results and without regard to the adjustments listed.

# Non-GAAP Reconciliations

Adjusted Weighted Average Shares Outstanding, Adjusted Diluted EPS, Adjusted Effective Tax Rate, Adjusted Operating Margin, and Adjusted EBITDA Margin

(Amounts are in whole dollars, shares are in thousands and margins are in %)	Q3 2022	Q2 2022	Q1 2022	FY 2021	Q4 2021	Q3 2021	Q2 2021	Q1 2021
<b>ADJUSTED DILUTED EPS<sup>(1)</sup></b>								
<b>Weighted Average Common Shares Outstanding</b>	215,775	215,629	215,503	212,719	213,410	212,633	212,450	212,311
<b>Adjustments:</b>								
Restricted stock and performance units / shares	3,668	3,489	2,994	7,152	7,212	7,184	7,715	7,715
<b>Adjusted Weighted Average Common Shares Outstanding</b>	<u>219,443</u>	<u>219,118</u>	<u>218,497</u>	<u>219,871</u>	<u>220,622</u>	<u>219,817</u>	<u>220,165</u>	<u>220,026</u>
Diluted EPS from Continuing Operations	\$ 0.06	\$ (0.01)	\$ 0.61	\$ (0.18)	\$ (0.20)	\$ 0.04	\$ 0.04	\$ (0.01)
<b>Adjustments:</b>								
Total non-GAAP adjustments	0.03	0.06	(0.80)	1.10	0.44	0.20	0.20	0
Income tax adjustments <sup>(2)</sup>	—	(0.02)	0.29	(0.25)	(0.11)	(0.05)	(0.04)	(0)
<b>Adjusted Diluted EPS</b>	<u>\$ 0.09</u>	<u>\$ 0.03</u>	<u>\$ 0.10</u>	<u>\$ 0.67</u>	<u>\$ 0.13</u>	<u>\$ 0.19</u>	<u>\$ 0.20</u>	<u>\$ 0</u>
<b>ADJUSTED EFFECTIVE TAX RATE</b>								
<b>Effective tax rate</b>	33.8 %	99.6 %	35.2 %	(9.7)%	26.6 %	38.3 %	38.2 %	(2.0)%
<b>Adjustments:</b>								
Total non-GAAP adjustments	(6.3)	(52.9)	(5.6)	36.3	(1.2)	(7.9)	(12.5)	4
<b>Adjusted Effective Tax Rate<sup>(2)</sup></b>	<u>27.5 %</u>	<u>46.7 %</u>	<u>29.6 %</u>	<u>26.6 %</u>	<u>25.4 %</u>	<u>30.4 %</u>	<u>25.7 %</u>	<u>2.0%</u>

# CONTINUED

(Margins are in %)	Q3 2022	Q2 2022	Q1 2022	FY 2021	Q4 2021	Q3 2021	Q2 2021	Q1 2021
<b>ADJUSTED OPERATING MARGIN</b>								
<b>Income (Loss) Before Income Taxes Margin</b>	2.4 %	0.5 %	21.7 %	(0.6)%	(5.2)%	1.8 %	1.9 %	(0.9)%
<b>Adjustments:</b>								
Total non-GAAP adjustments	0.6	1.5	(18.1)	5.8	9.2	4.3	4.0	5.4
Interest expense	2.3	1.9	2.0	1.3	1.6	1.2	1.3	1.3
<b>Margin for Adjusted Operating Income Before Adjustment for Divestitures</b>	5.3	3.9	5.6	6.5	5.6	7.3	7.2	5.8
Divestitures <sup>(3)</sup>	—	—	(0.2)	(0.7)	(0.4)	(0.8)	(0.7)	(0.8)
<b>Margin for Adjusted Operating Income</b>	<u>5.3 %</u>	<u>3.9 %</u>	<u>5.4 %</u>	<u>5.8 %</u>	<u>5.2 %</u>	<u>6.5 %</u>	<u>6.5 %</u>	<u>5.0 %</u>
<b>ADJUSTED EBITDA MARGIN</b>								
<b>EBITDA Margin Before Adjustment for Divestitures</b>	10.2 %	8.3 %	30.0 %	9.3 %	4.8 %	11.2 %	11.5 %	9.6 %
Divestitures <sup>(3)</sup>	—	—	—	(0.8)	(0.8)	(0.9)	(0.7)	(0.8)
<b>EBITDA Margin</b>	10.2	8.3	30.0	8.5	4.0	10.3	10.8	8.8
Total non-GAAP adjustments	0.5	1.1	(18.7)	2.5	6.1	1.3	1.0	1.6
Divestitures <sup>(3)</sup>	—	—	—	0.8	0.8	0.9	0.7	0.8
<b>Adjusted EBITDA Margin Before Adjustment for Divestitures</b>	10.7	9.4	11.3	11.8	10.9	12.5	12.5	11.2
Divestitures <sup>(3)</sup>	—	—	(0.2)	(0.8)	(0.7)	(0.8)	(0.7)	(0.8)
<b>Adjusted EBITDA Margin</b>	<u>10.7 %</u>	<u>9.4 %</u>	<u>11.1 %</u>	<u>11.0 %</u>	<u>10.2 %</u>	<u>11.7 %</u>	<u>11.8 %</u>	<u>10.4 %</u>

1. Average shares for the 2022 and 2021 calculation of adjusted EPS excludes 5.4 million shares associated with our Series A convertible preferred stock and includes the impact of the preferred stock dividend of approximately \$2 million each quarter.
2. The tax impact of Adjusted Pre-tax income (loss) from continuing operations was calculated under the same accounting principles applied to the 'As Reported' pre-tax income (loss), which employs an annual effective tax rate method to the results and without regard to the Total Non-GAAP adjustments.
3. Adjusted for the full impact from revenue and income/loss from divestitures for all periods presented.

# Non-GAAP Reconciliation: Free Cash Flow and Adj. Free Cash Flow

(in millions)	Q3 2022	Q2 2022	Q1 2022	FY 2021	Q4 2021	Q3 2021	Q2 2021	Q1 2021
<b>Operating Cash Flow</b>	\$ 98	\$ (16)	\$ 11	\$ 243	\$ 85	\$ 55	\$ 105	\$ (2)
Cost of additions to land, buildings and equipment	(11)	(17)	(34)	(80)	(28)	(13)	(25)	(14)
Cost of additions to internal use software	(16)	(16)	(16)	(67)	(18)	(17)	(16)	(16)
<b>Free Cash Flow</b>	<b>71</b>	<b>(49)</b>	<b>(39)</b>	<b>96</b>	<b>39</b>	<b>25</b>	<b>64</b>	<b>(32)</b>
Transaction costs	3	2	1	2	—	—	1	1
Vendor financed lease payments	(2)	(2)	(3)	(9)	(2)	(2)	(3)	(2)
Portion of Texas litigation settlement (recoveries) recognized in Litigation settlements (recoveries), net	—	—	(24)	—	—	—	—	—
Tax payment related to divestitures and litigation recoveries	6	18	—	—	—	—	—	—
<b>Adjusted Free Cash Flow</b>	<b>\$ 78</b>	<b>\$ (31)</b>	<b>\$ (65)</b>	<b>\$ 89</b>	<b>\$ 37</b>	<b>\$ 23</b>	<b>\$ 62</b>	<b>\$ (33)</b>

## The below footnotes correspond to the "Q3 2022 Cash Flow and Balance Sheet" slide

(1) Refer to Appendix for complete non-GAAP reconciliations of Adjusted Free Cash Flow.

(2) Total Cash includes \$10M and \$5M of restricted cash as of September 30, 2022 and December 31, 2021, respectively.

(3) Revolving credit facility and Term Loan A interest rate: LIBOR + 225 bps; Term Loan B: LIBOR + 425 bps.

(4) Total Debt as of September 30, 2022 and December 31, 2021 includes Term Loan A, Term Loan B, Senior Notes and Revolving credit facility borrowings and excludes finance leases and other as well as defer financing costs.

(5) \$548M of available capacity under Revolving Credit Facility as of September 30, 2022. A \$100M borrowing under the Revolver was fully repaid in February 2022.

(6) Capex refers to additions to Land, Buildings & Equipment and Internal Use Software.

(7) Net debt (Total Debt less unrestricted cash) divided by TTM Adjusted EBITDA (not adjusted for divestitures).

(8) Debt maturity amounts exclude finance leases, other loans and potential mandatory prepayments.





