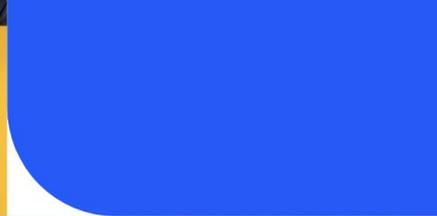




▶ **Investor Presentation**

November 6, 2023



Disclaimers

Forward Looking Statements

This presentation contains “forward-looking statements” within the meaning of the Private Securities Litigation Reform Act of 1995. Forward-looking statements include all statements that are not historical facts, and further include, without limitation, statements reflecting the current views of TaskUs, Inc. (“TaskUs” or the “Company”) with respect to, among other things, our operations, our financial performance, our industry, the impact of the current macroeconomic environment on our business, and other non-historical statements including the statements in the “Financial Outlook” section of this presentation. In some cases, you can identify these forward-looking statements by the use of words such as “outlook,” “believes,” “expects,” “potential,” “continues,” “may,” “will,” “should,” “could,” “seeks,” “predicts,” “intends,” “trends,” “plans,” “estimates,” “anticipates,” “position us” or the negative version of these words or other comparable words. Such forward-looking statements are subject to various risks and uncertainties.

Accordingly, there are or will be important factors that could cause actual outcomes or results to differ materially from those indicated in these statements. These factors include but are not limited to: the dependence of our business on key clients; the risk of loss of business or non-payment from clients; our failure to cost-effectively acquire and retain new clients; the risk that we may provide inadequate service or cause disruptions in our clients’ businesses or fail to comply with the quality standards required by our clients under our agreements; unauthorized or improper disclosure of personal or other sensitive information, or security breaches and incidents; negative publicity or liability or difficulty recruiting and retaining employees; our failure to detect and deter criminal or fraudulent activities or other misconduct by our employees or third parties; global economic and political conditions, especially in the social media and meal delivery and transport industries from which we generate significant revenue; the dependence of our business on our international operations, particularly in the Philippines and India; our failure to comply with applicable data privacy and security laws and regulations; our inability to anticipate clients’ needs by adapting to market technology trends; fluctuations against the US dollar in the local currencies in the countries in which we operate; our inability to maintain and enhance our brand; competitive pricing pressure; unfavorable or uncertain economic and political conditions; our dependence on senior management and key employees; the COVID-19 pandemic, including the resulting global economic uncertainty and measures taken in response to the pandemic; increases in employee expenses and changes to labor laws; failure to attract, hire, train and retain a sufficient number of skilled employees to support operations; reliance on owned and third-party technology and computer systems; failure to maintain asset utilization levels, price appropriately and control costs; the control of affiliates of Blackstone Inc. and our Co-Founders over us; and the dual class structure of our common stock. Additional risks and uncertainties include but are not limited to those described under “Risk Factors” in the Company’s Annual Report on Form 10-K for the year ended December 31, 2022 (the “Annual Report”), filed with the Securities and Exchange Commission (the “SEC”) on March 6, 2023, as such factors may be updated from time to time in our periodic filings with the SEC, which are accessible on the SEC’s website at www.sec.gov. These factors should not be construed as exhaustive and should be read in conjunction with the other cautionary filings with the SEC, which are or will be accessible on the SEC’s website at www.sec.gov. These factors should not be construed as exhaustive and should be read in conjunction with other cautionary statements that are included in the Company’s SEC filings. TaskUs undertakes no obligation to publicly update or revise any forward-looking statement, whether as a result of new information, future developments or otherwise, except as required by law.

Non-GAAP Measures

This presentation includes certain financial measures not presented in accordance with United States generally accepted accounting principles (“GAAP”), including Adjusted Net Income and Adjusted Net Income Margin, Adjusted Earnings Per Share, EBITDA, Adjusted EBITDA and Adjusted EBITDA Margin, Free Cash Flow (excluding payment for earn-out consideration) and Conversion of Adjusted EBITDA (excluding payment for earn-out consideration). Management believes these measures help illustrate underlying trends in TaskUs’ business and uses the measures to establish budgets and operational goals, communicate internally and externally, and manage TaskUs’ business and evaluate its performance. Management also believes these measures help investors compare TaskUs’ operating performance with its results in prior periods. TaskUs anticipates that it will continue to report both GAAP and certain non-GAAP financial measures in its financial results, including non-GAAP results that exclude the impact of certain costs, losses and gains that are required to be included in our profit and loss measures under GAAP. Because TaskUs’ reported non-GAAP financial measures are not calculated in accordance with GAAP, these measures are not comparable to GAAP and may not be comparable to similarly described non-GAAP measures reported by other companies within TaskUs’ industry. Consequently TaskUs’ non-GAAP financial measures should not be evaluated in isolation or supplant comparable GAAP measures, but rather, should be considered together with the information in TaskUs’ consolidated financial statements, which are prepared in accordance with GAAP. Definitions of non-GAAP financial measures and the reconciliations to the most directly comparable measures in accordance with GAAP are provided in subsequent sections of this presentation narrative.

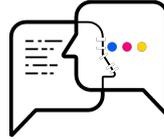
Because GAAP financial measures on a forward-looking basis are not accessible, and reconciling information is not available without unreasonable effort, we have not provided reconciliations for forward-looking non-GAAP measures, other than Free Cash Flow (excluding payment for earn-out consideration). For the same reasons, we are unable to address the probable significance of the unavailable information, which could be material to future results.

Our Vision

**Outsourcing
reimagined
for the
innovation
age**

¹ See appendix for reconciliation to most comparable GAAP measure

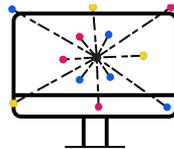
Our Solutions



Digital Customer Experience



Trust and Safety



AI Services

Our Results

26%

2022 YoY
Revenue Growth

\$960mm

2022 Revenue

23%

Headcount Growth
(2022)

\$223mm

2022 Adj
EBITDA¹

23.2%

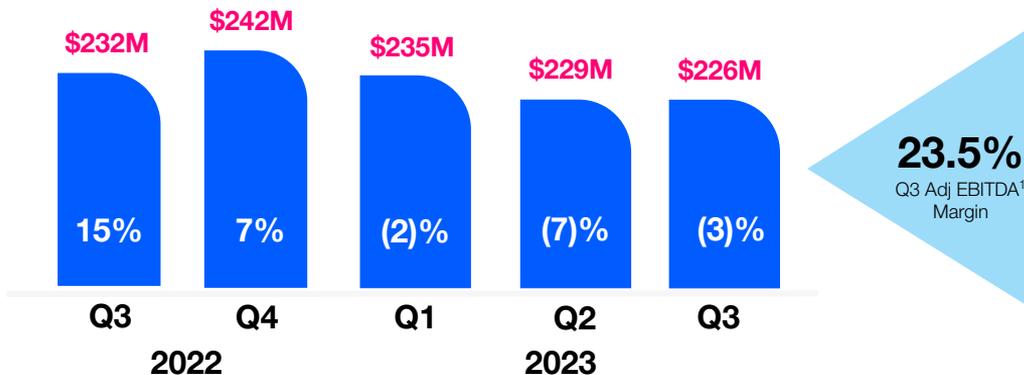
Adj. EBITDA Margin
(2022)¹

62%

Total Client Win Rate

▶ Continued Profitable Performance in Q3 2023

Quarterly Revenue / YoY Growth



Focused & Engaged Team

~47,000
Headcount as of September 30, 2023

Flat
Versus Prior Quarter

Client & Growth Highlights

▶ Q3 Key Client Wins

- DCX contracts with 1) a leading large language model developer - now supporting with all 3 service lines and 2) supporting a provider of healthcare technology & service's open enrollment activities
- Uptick in demand for DCX Sales & Customer Acquisition services in ODT&T, Retail & eCommerce, and Tech
- Trust & Safety (incl. Risk & Response) contracts in On Demand Travel & Transportation, FinTech, and Social Media
- Trust & Safety contract authenticating submissions to a large technology company's app
- AIS contract supporting client's vehicle safety operations

▶ Other Highlights

- Successful results from TaskGPT with MoneyLion and an e-commerce marketplace for unique, creative goods
- Strong growth again in Latin America
- Cost initiatives drove adj. EBITDA margin performance
- Repurchased ~4.5M shares in Q3 2023

¹ See appendix for reconciliation to most comparable GAAP measure

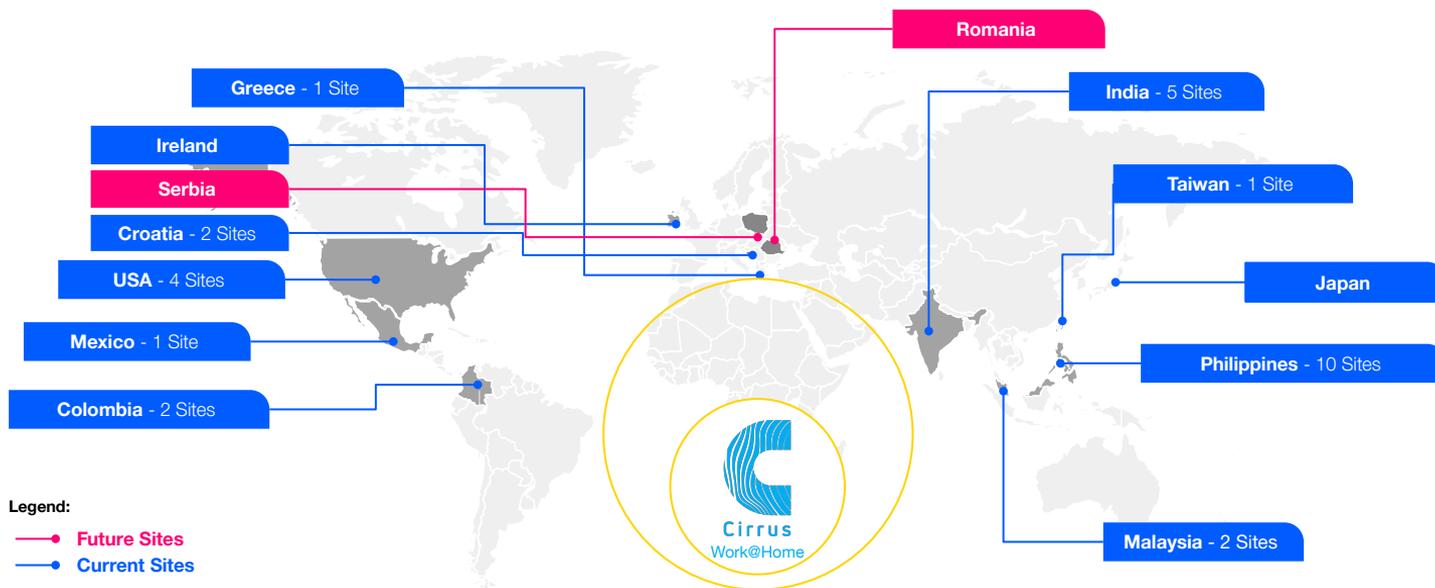
▶ Expanding Our Global Footprint

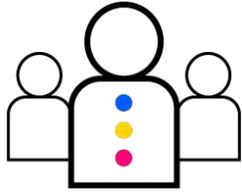
We are in 28 sites across 13 countries, plus a fully functional work at home solution

as of September 30, 2023

Our Headcount

47,000





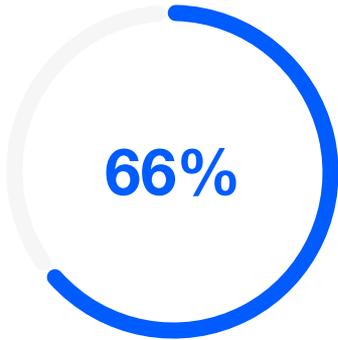
▶ **Service Offerings**



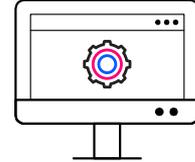
▶ Digital Offerings Powered by Differentiated Technology Solutions



**Digital
Customer Experience**



Trust and Safety



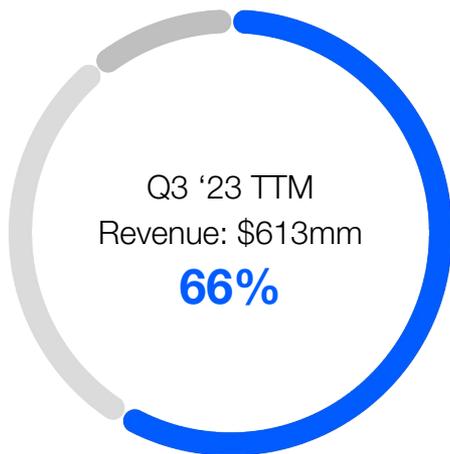
AI Services



Note: Percentages based on contribution to trailing twelve months ending September 2023 revenue

▶ Digital Customer Experience

Ever-increasing user expectations and competition necessitate world class customer care. Founded on innovation and people-first culture, TaskUs delivers consistently excellent CX support for the world's leading brands. The digital nature of the support we provide allows us to automate a greater portion of these interactions using proprietary tools like TaskGPT, support multiple interactions concurrently, and use teammates based in higher margin, offshore markets.



SOLUTIONS:

Omni-Channel Care

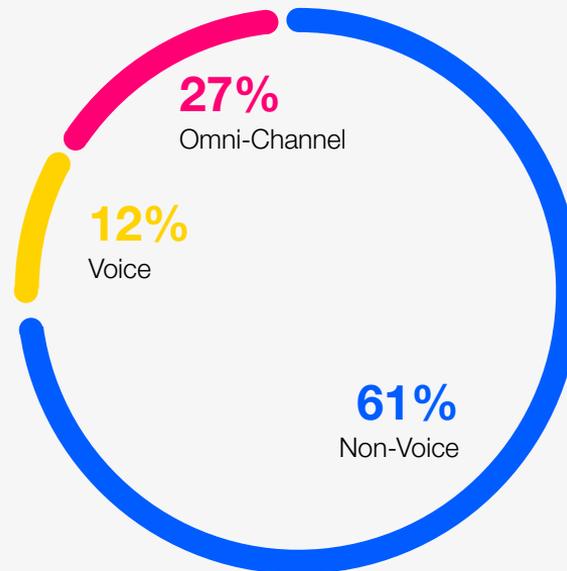
Sales & Customer Acquisition

Learning Experience Services

Technical Support

New Product or Market Launches

Consulting Services



Note: Percentages based on 2022 DCX revenue

► Trust and Safety

Content Moderation

User generated content is growing at an exponential rate. Wherever content is created by users, platforms must review and enforce policy guidelines to protect their communities. Today, TaskUs teammates review content posted by users and advertisers across these social networks as well as dating apps, job sites and marketplaces.



Policy Development



Tools & Innovation



Resiliency Studio



Digital Identity



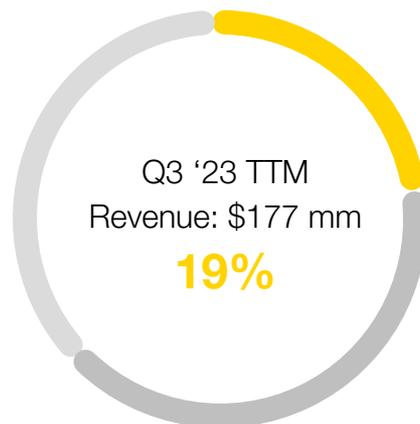
FinCrime Compliance



Fighting Fraud

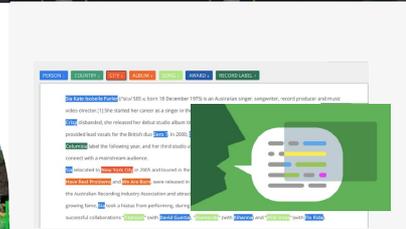
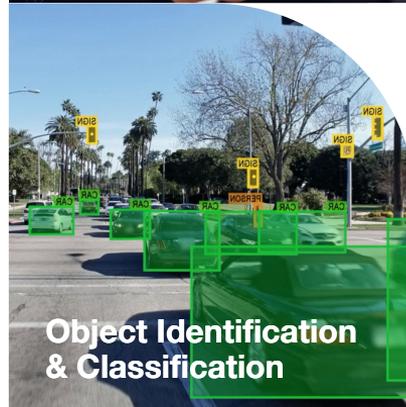
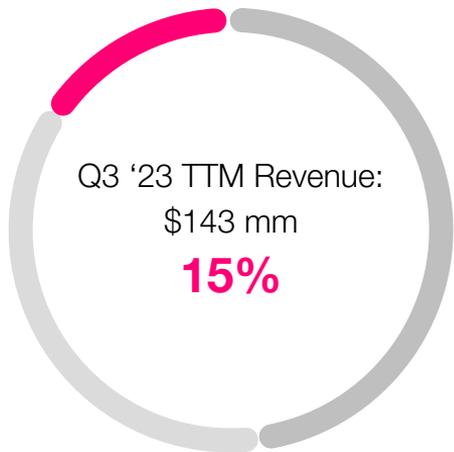
Risk + Response

TaskUs solves for two growing problems faced by tech disruptors: the reputational risks posed by new forms of online fraud and financial crime and the cost of complying with increasing regulatory complexity. TaskUs Risk + Response provides digital identity verification, fincrime compliance, and anti-fraud solutions to help businesses overcome these challenges.



▶ AI Services

In our AI Services service line, our teammates tag and annotate data sets to create the raw material that artificial intelligence is built on. Nearly every AI application being built today requires the kinds of custom data sets curated by professional annotators and gig-workers from our TaskVerse platform. We leverage technology, automation, and advanced training design to optimize results for our clients. We are excited about future potential services including model development and engineering, and Generative AI Services.





▶ **Why We Win +
Growth Strategies**



► Why We Win

Expertise

We specialize in the unique innovative industry segments of our clients. We build teams of experts, processes and tools for each segment.

Culture

We have built a culture that feels much more like our tech clients than the service providers we compete with.

Speed

We are agile, flexible and responsive. Our clients are growing exponentially. We understand “speed matters”.

► Expertise: Focused on The World's Most Innovative Companies

TARGET MARKETS



Social Media



Retail +
E-commerce



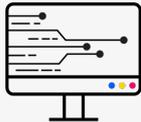
Entertainment +
Gaming



Streaming
Media



On Demand
Travel +
Transportation



Technology



FinTech



HealthTech

CLIENT HIGHLIGHTS

150+ Clients globally

3 of the top 5 social media sites

#1 audio and **#1** video streaming
service providers

10+ HealthTech clients

25+ innovative FinTech clients

Note: Client highlights as of Year End 2022

► Focused Growth Levers for FY 2023

Three Growth Levers

1

Continued Growth with Big Tech and Enterprise clients

Expansion with the new and existing large global tech and enterprise clients. As these clients ramp up cost savings initiatives, there are meaningful opportunities for TaskUs.

2

Leveraging our Industry Expertise to Cross-Sell our Specialized Services

Take advantage of the significant opportunities where we are perfectly positioned via our specialized service offerings. Opportunities in areas such as Healthtech and the Generative AI space are particularly exciting.

3

Global Expansion with Clients in Europe and Asia

Our growth with clients in Europe and Asia has significant runway. Our heloo acquisition has furthered our reputation in Europe. Asian language support presents attractive growth opportunities.

► Strong Track Record of Sales Wins Across New and Existing Clients



1) Total Win Rate include opportunities from both New and Existing Clients
2) Based on Revenue contribution



► **Financial Performance**

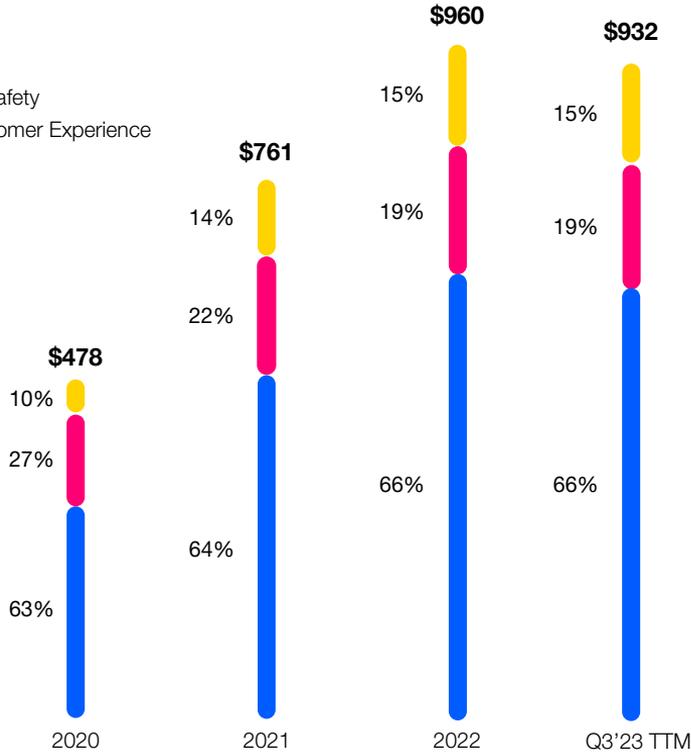


► Specialized Services Revenue Profile

Revenue by Service Line (%)

USD Million

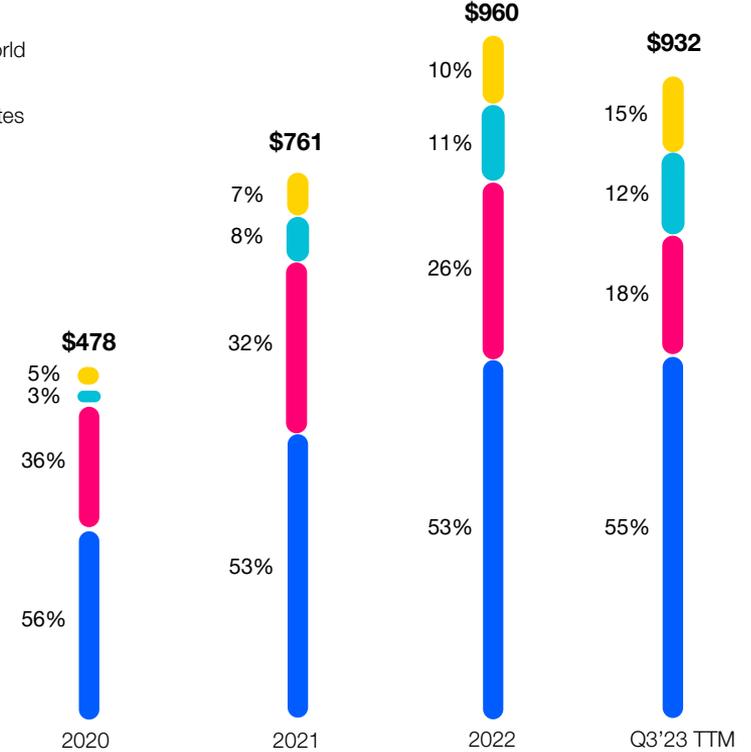
- AI Services
- Trust and Safety
- Digital Customer Experience



Revenue by Delivery Geography (%)

USD Million

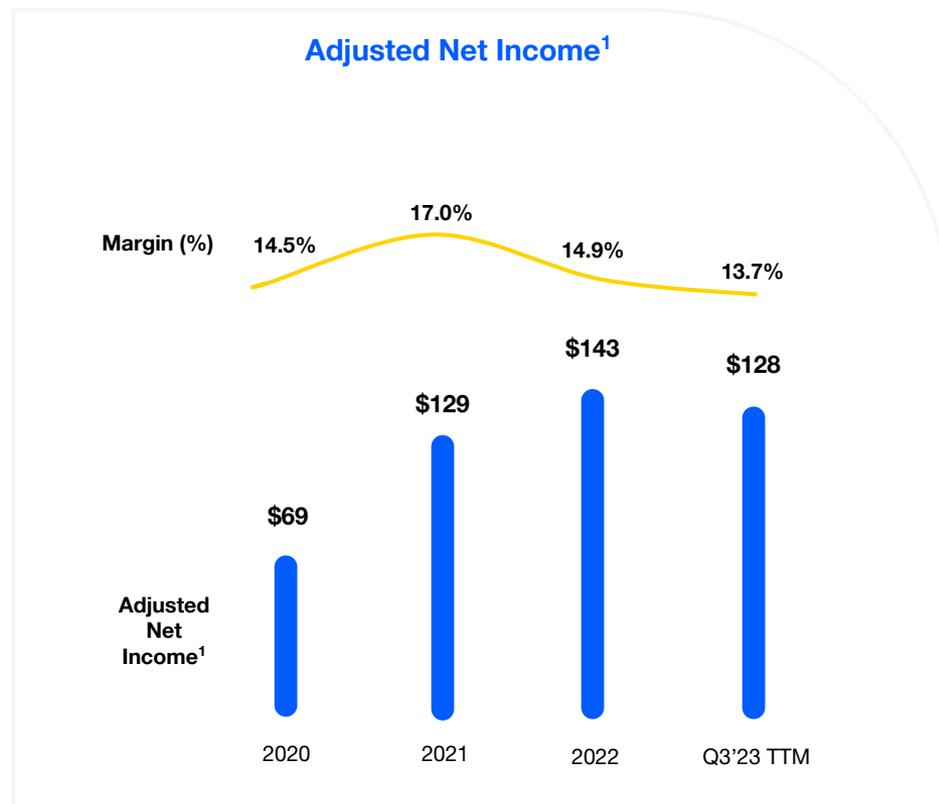
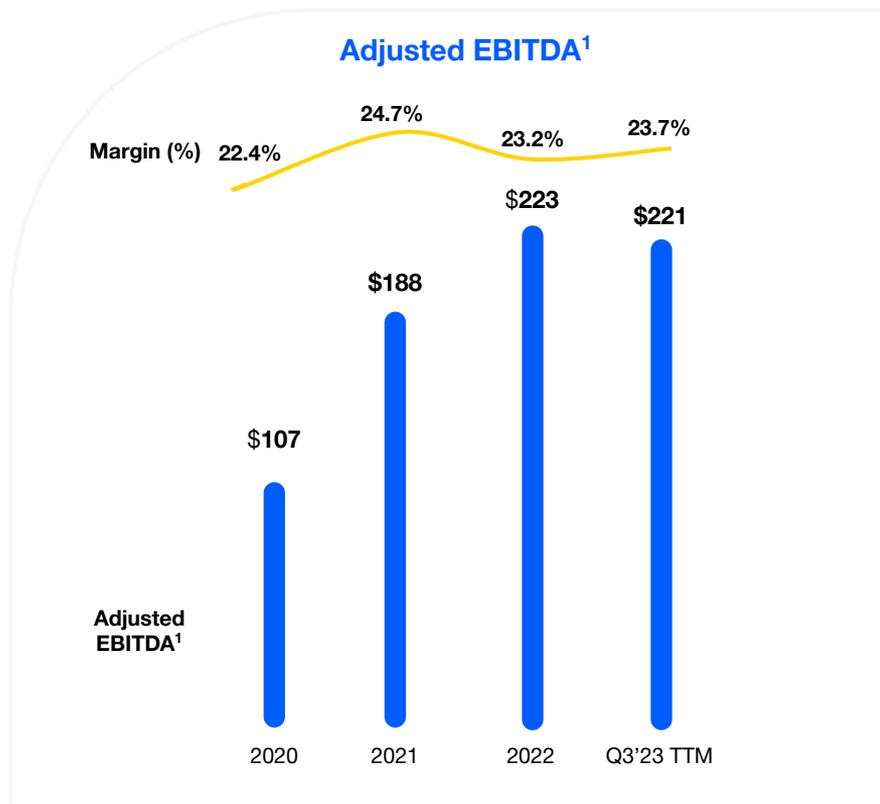
- Rest of World
- India
- United States
- Philippines



Note: Numbers may not sum to 100% due to rounding

► Attractive Profitability and Margin Profile

USD Million



¹ See Appendix for reconciliation to most comparable GAAP measure

► Financial Highlights

FY 2022

\$960m

FY 2022 Revenue

26.3%

FY 2022 Revenue Growth YoY

23.2%

FY 2022 Adj. EBITDA Margin¹

Q3 2023

\$226m

Q3 2023 Revenue

(2.8)%

Q3 2023 Revenue Decline YoY

23.5%

Q3 2023 Adj. EBITDA Margin¹

Increasingly diversified revenue base

Consistent track record of profitability

Significant operating leverage

Strong free cash flow

Low leverage on balance sheet

Capital returns to shareholders via repurchases

¹ See appendix for reconciliation to most comparable GAAP measure

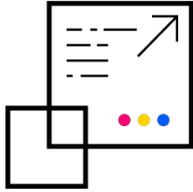
► Increasing our 2023 Outlook

(in \$ millions)	2023 Outlook ¹	
	Fourth Quarter	Full Year
Revenue	\$225 to \$227	\$915 to \$917
<i>Revenue change (YoY) at midpoint</i>	<i>(6.7)%</i>	<i>(4.6)%</i>
Adjusted EBITDA Margin	~22.5%	~23.3%
Free Cash Flow, excl heloo earn-out	-	\$115+

¹ Financial outlook provided as of November 6, 2023 as part of TaskUs' Q3 2023 earnings call. With respect to the non-GAAP Adjusted EBITDA margin outlook provided above, a reconciliation to the closest GAAP financial measure has not been provided as the quantification of certain items included in the calculation of GAAP net income cannot be calculated or predicted at this time without unreasonable efforts. Net cash provided by operating activities for the full year 2023 (excluding the impact from the heloo earn-out) is expected to be approximately \$150 million and purchase of property and equipment is expected to be approximately \$35 million. The earn-out associated with the heloo acquisition was approximately \$18.3 million.



**Outsourcing reimaged
for the innovation age.**



▶ **Appendix**



► Non-GAAP Reconciliations

Adjusted EBITDA

USD Thousand

	Three months ended September 30,		Nine months ended September 30,	
	2023	2022	2023	2022
Net income	\$9,772	\$5,365	\$29,413	\$24,680
Provision for income taxes	4,565	3,895	17,925	12,271
Financing expenses	5,712	3,859	16,141	7,665
Depreciation	9,762	9,428	29,502	27,986
Amortization of intangible assets	5,027	5,087	15,276	14,765
EBITDA	\$34,838	\$27,634	\$108,257	\$87,367
Transaction costs	-	39	245	588
Earn-out consideration	(53)	3,648	7,863	4,976
Foreign currency losses	3,494	7,713	1,316	16,367
Loss (gain) on disposal of assets	640	(8)	772	(18)
Severance costs	60	-	1,628	821
Stock-based compensation expense	13,946	16,430	42,725	55,160
Adjusted EBITDA	\$52,925	\$55,456	\$162,806	\$165,261
Net Income Margin	4.3%	2.3%	4.3%	3.4%
Adjusted EBITDA Margin	23.5%	23.9%	23.6%	23.0%

► Non-GAAP Reconciliations

Adjusted Net Income

USD Thousand

	Three months ended September 30,		Nine months ended September 30,	
	2023	2022	2023	2022
Net income	\$9,772	\$5,365	\$29,413	\$24,680
Amortization of intangible assets	5,027	5,087	15,276	14,765
Transaction costs	-	39	245	588
Earn-out consideration	(53)	3,648	7,863	4,976
Foreign currency losses	3,494	7,713	1,316	16,367
Loss (gain) on disposal of assets	640	(8)	772	(18)
Severance costs	60	-	1,628	821
Stock-based compensation expense	13,946	16,430	42,725	55,160
Tax impacts of adjustments	(2,925)	(2,469)	(4,944)	(7,827)
Adjusted Net Income	\$29,961	\$35,805	\$94,294	\$109,512
Net Income Margin	4.3%	2.3%	4.3%	3.4%
Adjusted Net Income Margin	13.3%	15.4%	13.7%	15.2%

► Non-GAAP Reconciliations

Adjusted earnings per share

	Three months ended September 30,		Nine months ended September 30,	
	2023	2022	2023	2022
GAAP diluted EPS	\$ 0.10	\$ 0.05	\$ 0.30	\$ 0.24
Per share adjustments to net income	0.22	0.30	0.66	0.82
Adjusted EPS	\$ 0.32	\$ 0.35	\$ 0.96	\$ 1.06
Weighted-average common stock outstanding - Diluted	94,035,111	101,920,413	97,729,230	103,073,208

▶ Non-GAAP Reconciliations

Free Cash Flow

USD Thousand

	Three months ended September 30,		Nine months ended September 30,	
	2023	2022	2023	2022
Adjusted EBITDA	\$52,925	\$55,456	\$162,806	\$165,261
Net cash provided by operating activities	\$21,682	\$41,498	\$103,895	\$114,464
Purchase of property and equipment	(7,859)	(6,653)	(22,904)	(36,010)
Free Cash Flow	\$ 13,823	\$ 34,845	\$ 80,991	\$78,454
Payment for earn-out consideration	\$18,341	-	18,341	-
Free Cash Flow (excluding payment for earn-out consideration)	\$32,164	\$34,845	\$99,332	\$78,454
Conversion of Adjusted EBITDA	26.1%	62.8%	49.7%	47.5%
Conversion of Adjusted EBITDA (excluding payment for earn-out consideration)	60.8%	62.8%	61.0%	47.5%

► Non-GAAP Reconciliation

Revenue Trailing Twelve Month (TTM) Data

USD Thousand

	Nine months ended September 30,	Year ended December 31,	Nine months ended September 30,	TTM Q3
	2022	2022	2023	2023
Revenue by Service Offering				
Digital Customer Experience	\$478,625	\$637,587	\$454,004	\$612,966
Trust and Safety	136,093	178,409	134,494	176,810
AI Services	103,551	144,493	101,603	142,545
Service revenue	\$718,269	\$960,489	\$690,101	\$932,321
Revenue by Geographical Location				
Philippines	\$371,909	\$504,361	\$380,539	\$512,991
United States	202,444	252,457	116,318	166,331
India	74,692	102,561	86,617	114,486
Rest of World	69,224	101,110	106,627	138,513
Service revenue	\$718,269	\$960,489	\$690,101	\$932,321

▶ Non-GAAP Reconciliation

*Adjusted EBITDA Trailing
Twelve Month (TTM)
Data*

	Nine months ended September 30,	Year ended December 31,	Nine months ended September 30,	TTM Q3
	2022	2022	2023	2023
Service revenue	\$718,269	\$960,489	\$690,101	\$932,321
Net income	\$24,680	\$ 40,422	\$29,413	\$45,155
Provision for Income taxes	12,271	24,111	17,925	29,765
Financing expenses	7,665	11,921	16,141	20,397
Depreciation	27,986	37,915	29,502	39,431
Amortization of intangible assets	14,765	19,882	15,276	20,393
EBITDA	\$87,367	\$ 134,251	\$108,257	\$155,141
Transaction costs	588	953	245	610
Earn-out consideration	4,976	9,729	7,863	12,616
Foreign currency losses (gains)	16,367	7,967	1,316	(7,084)
Loss (gain) on disposal of assets	(18)	31	772	821
Severance	821	821	1,628	1,628
Stock-based compensation expense	55,160	69,452	42,725	57,017
Adjusted EBITDA	\$165,261	\$ 223,204	\$162,806	\$220,749
Net Income Margin	3.4%	4.2%	4.3%	4.8%
Adjusted EBITDA Margin	23.0%	23.2%	23.6%	23.7%

▶ Non-GAAP Reconciliation

*Adjusted Net Income
Trailing Twelve Month
(TTM) Data*

	Nine months ended September 30,	Year ended December 31,	Nine months ended September 30,	TTM Q3
	2022	2022	2023	2023
Service revenue	\$718,269	\$960,489	\$690,101	\$932,321
Net income	\$24,680	\$ 40,422	\$29,413	\$45,155
Amortization of intangible assets	14,765	19,882	15,276	20,393
Transaction costs	588	953	245	610
Earn-out consideration	4,976	9,729	7,863	12,616
Foreign currency losses (gains)	16,367	7,967	1,316	(7,084)
Loss (gain) on disposal of assets	(18)	31	772	821
Severance costs	821	821	1,628	1,628
Stock-based compensation expense	55,160	69,452	42,725	57,017
Tax impacts of adjustments	(7,827)	(6,442)	(4,944)	(3,559)
Adjusted Net Income	\$109,512	\$ 142,815	\$94,294	\$127,597
Net Income Margin	3.4%	4.2%	4.3%	4.8%
Adjusted Net Income Margin	15.2%	14.9%	13.7%	13.7%

► Reconciliations of Adjusted EBITDA

	Year ended December 31,		
	2020	2021	2022
Net Income (loss)	\$34.5	\$(58.7)	\$40.4
Provision for (benefit from) income taxes	9.9	(2.3)	24.1
Financing expenses	7.5	6.5	11.9
Depreciation	20.2	29.0	37.9
Amortization of intangible assets	18.8	18.8	19.9
EBITDA	\$90.9	\$(6.6)	\$134.3
Offering costs	0.9	7.0	1.0
Transaction related costs	-	-	9.7
Foreign currency (gains) losses	(1.5)	0.8	8.0
Loss (gain) on disposal of assets	1.1	0.1	0.0
Settlement of 2018 Credit Facility	-	-	-
COVID-19 related expenses	7.5	6.1	-
Severance costs	2.6	-	0.8
Lease termination costs	1.8	-	-
Natural disaster costs	-	0.4	-
Contingent consideration	3.6	-	-
Phantom shares bonus	-	129.4	-
Teammate IPO bonus	-	4.4	-
Stock-based compensation expense	-	46.4	69.5
Adjusted EBITDA	\$106.9	\$187.9	\$223.2
Net Income (Loss) Margin	7.2%	(7.7)%	4.2%
Adjusted EBITDA Margin	22.4%	24.7%	23.2%

► Reconciliations of Adjusted Net Income

	Year ended December 31,		
	2020	2021	2022
Net Income (loss)	\$34.5	\$(58.7)	\$40.4
Amortization of intangible assets	18.8	18.8	19.9
Offering costs	0.9	7.0	1.0
Transaction related costs	-	-	9.7
Foreign currency (gains) losses	(1.5)	0.8	8.0
Loss (gain) on disposal of assets	1.1	0.1	0.0
COVID-19 related expenses	7.5	6.1	-
Severance costs	2.6	-	0.8
Lease termination costs	1.8	-	-
Natural disaster costs	-	0.4	-
Contingent consideration	3.6	-	-
Phantom shares bonus	-	129.4	-
Teammate IPO bonus	-	4.4	-
Stock-based compensation expense	-	46.4	69.5
Tax impacts of adjustments	-	(25.2)	(6.4)
Adjusted Net Income	\$69.4	\$129.4	\$142.8
Net Income (Loss) Margin	7.2%	(7.7)%	4.2%
Adjusted Net Income Margin	14.5%	17.0%	14.9%