



▶ **Investor
Presentation**

May 9, 2022



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 COVID-19 global pandemic 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” 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 significant clients; our failure to cost-effectively acquire new, high-growth 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 retaining and recruiting employees; our failure to detect and deter criminal or fraudulent activities or other misconduct by our employees; 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 privacy and data security laws and regulations; substantial increases in the costs of technology and telecommunications services or our inability to attract and retain the necessary technologists; our inability to adapt our services and solutions to changes in technology and client expectations; fluctuations against the U.S. dollar in the local currencies in the countries in which we operate; our inability to maintain and enhance our brand; competitive pricing pressure; our dependence on senior management and key employees; the ongoing COVID-19 pandemic, including the resulting global economic uncertainty and measures taken in response to the pandemic; 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, 2021 (the “Annual Report”), filed with the Securities and Exchange Commission (the “SEC”) on March 9, 2022, 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 statements that are included in the Company’s SEC filings. TaskUs undertakes no obligation to publicly update or review 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 generally accepted accounting principles in the United States (“GAAP”), including Adjusted Net Income, Adjusted Net Income Margin, Adjusted Earnings Per Share, EBITDA, Adjusted EBITDA and Adjusted EBITDA Margin, which are used by management in making operating decisions, allocating financial resources, and internal planning and forecasting, and for business strategy purposes, have certain limitations, and should not be construed as alternatives to financial measures determined in accordance with GAAP. The non-GAAP measures as defined by us may not be comparable to similar non-GAAP measures presented by other companies. Our presentation of such measures, which may include adjustments to exclude unusual or non-recurring items, should not be construed as an inference that our future results will be unaffected by other unusual or non-recurring items. A reconciliation is provided elsewhere in this presentation for each historical non-GAAP financial measure to the most directly comparable financial measure stated in accordance with GAAP.

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. For the same reasons, we are unable to address the probable significance of the unavailable information, which could be material to future results.

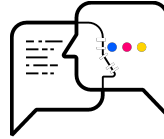


**Outsourcing reimaged
for the innovation age.**

Our Goal

To build the world's largest tech enabled service provider.

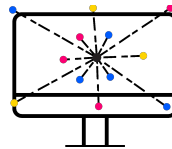
Our Solutions



Digital Customer Experience



Content Security



AI Services

Our Results

57%

Q1'2022 YoY Revenue Growth

\$240mm

Q1'2022 Revenue

141%

Net Revenue Retention Rate (2021)

\$54mm

Q1'2022 Adj EBITDA¹

23%

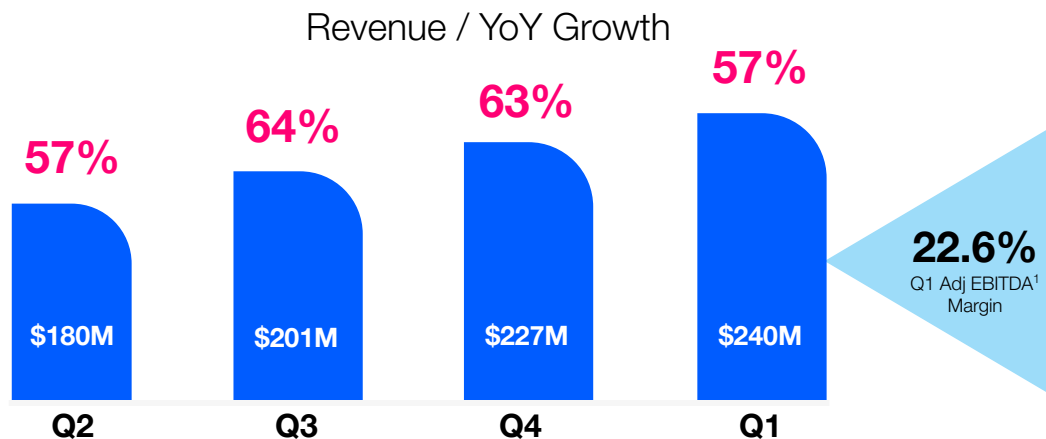
Adj. EBITDA Margin (Q1'2022)¹

60%

Total Client Win Rate (2021)

¹ See appendix for reconciliation to most comparable GAAP measure

▶ Continued Growth Momentum in 2022



Growing & Engaged Team

45,800

Teammates as of March 31, 2022

5,700

Net Positions Added in Q1 2022

4.6

glassdoor
Score²

Client & Growth Highlights

▶ Q1 Key Client Wins including

- Digital transformation for one of largest US airlines
- Content Security expansion with global streaming media brand
- Awarded first enterprise AI Services project for TaskVerse (gig worker platform)

▶ Executing on M&A

- Closed acquisition of heloo in April 2022
- Expanded global footprint (Central & Eastern EU)
- Expected to be accretive to revenue growth rate and Adj EBITDA margin

▶ Expansion of Specialized Services

- Risk & Response (offering within Content Security)
- Learning Experience Services (offering within DCX)

¹ See appendix for reconciliation to most comparable GAAP measure

² As of March, 2022

► Expertise: Focused on Hi-Tech Clients & the Digital Economy

TARGET MARKETS



Social Media



E-commerce



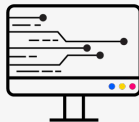
Gaming



Streaming
Media



Food Delivery &
Ride Sharing



HiTech



FinTech



HealthTech

CLIENT HIGHLIGHTS

100+ Clients globally

3 of the top 4 social media sites

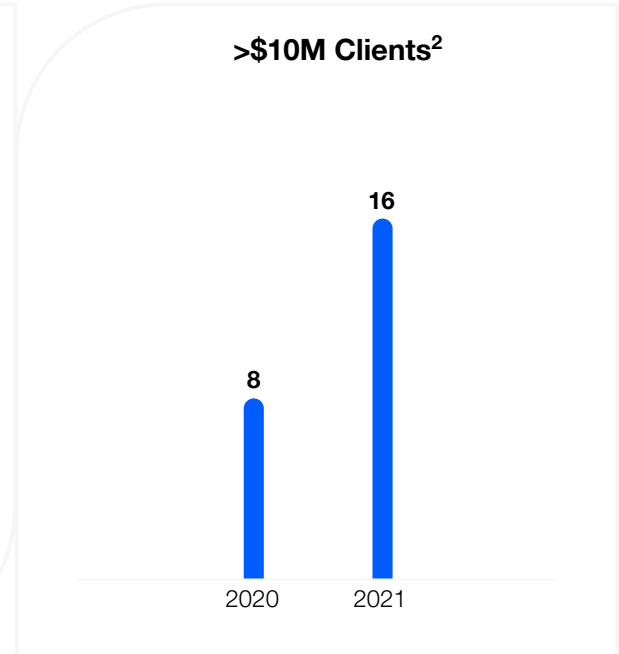
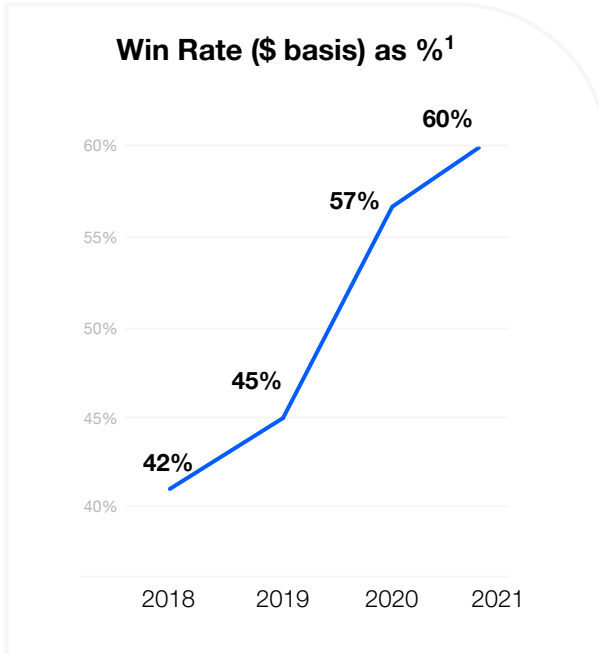
#1 audio and **#1** video streaming
service providers

10+ HealthTech clients

20+ disruptive FinTechs

Note: Client highlights as of December 2021

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



1) Win Rate include opportunities from both New and Existing Clients
2) Based on FY 2021 and 2020 Revenue contribution

► We Move at the Pace of Innovation

Modern

Cloud-based Infrastructure



Digitally Native

Agile

Teammates working

14
days

Post-Contract*

Client-Focused

2021 New Client Win Rate

49%

\$ Basis

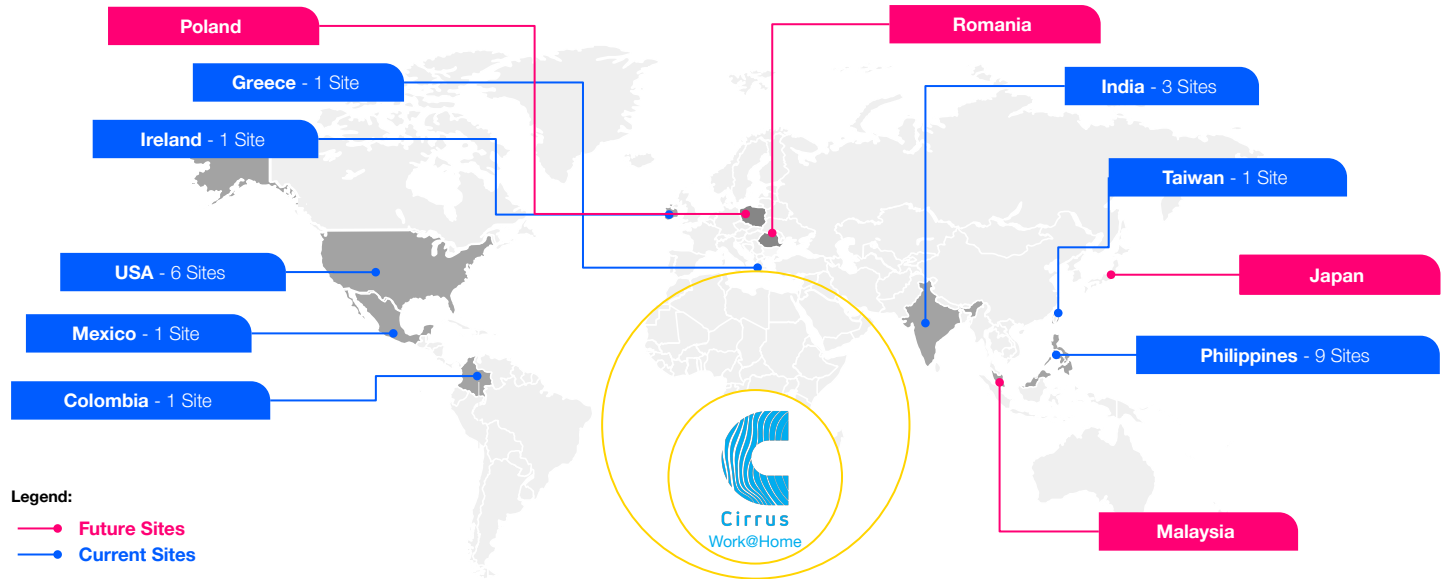
*Represents the average time between signing a new client and teammates fully engaged to work for the year 2021.

▶ Expanding Our Global Footprint

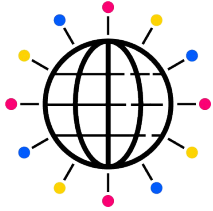
We are in 23 sites across 12 countries, including a fully functional W@H Solution

as of March 31, 2022
Our Global Count

45,800



Note: Expanded into Malaysia and Japan in Q4 2021 and Poland and Romania in Q1 2022; revenue generation expected in 2022



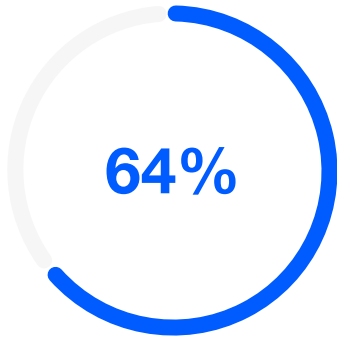
▶ **Service Offerings**



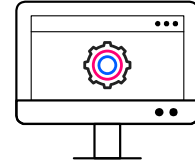
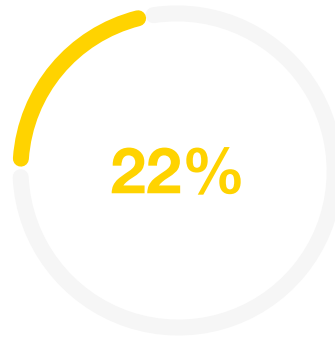
▶ Digital Offerings Powered by Differentiated Technology Solutions



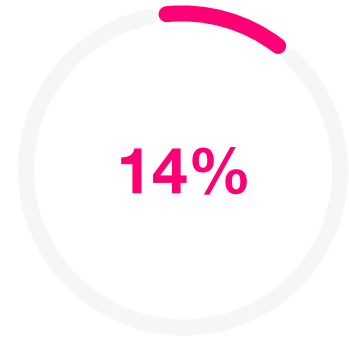
**Digital
Customer Experience**



Content Security



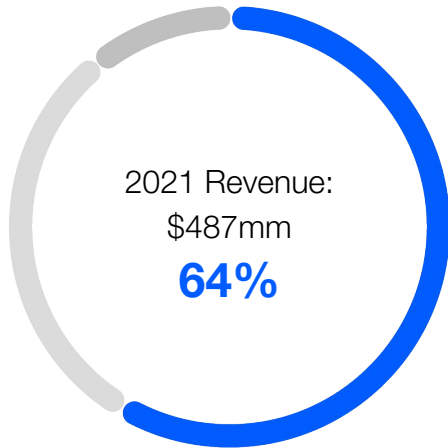
AI Services



Note: Percentages based on contribution to 2021 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, support multiple interactions concurrently and use support staff based in higher margin, offshore markets.



SOLUTIONS:

Omni-Channel Care

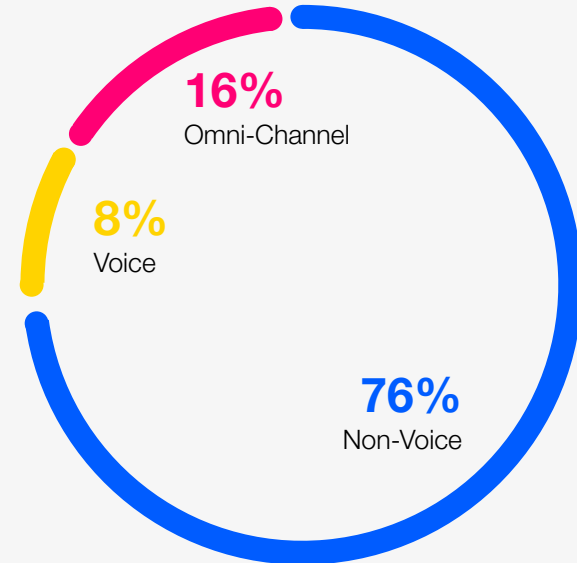
Customer Acquisition

Learning Experience Services

Technical Support

New Product or Market Launches

Consulting Services



Note: Percentage based on 2021 DCX revenue

► Content Security

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



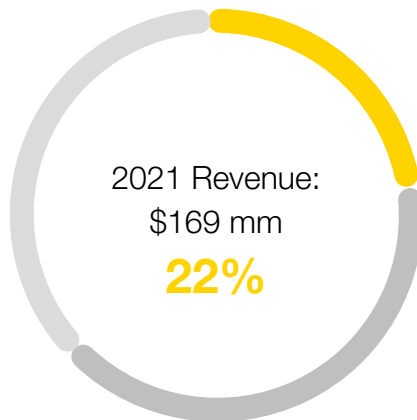
Digital Identity



FinCrime Compliance



Fighting Fraud

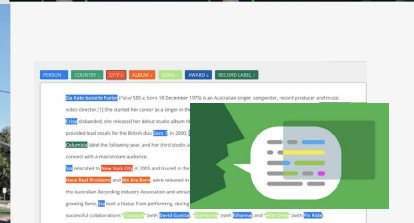
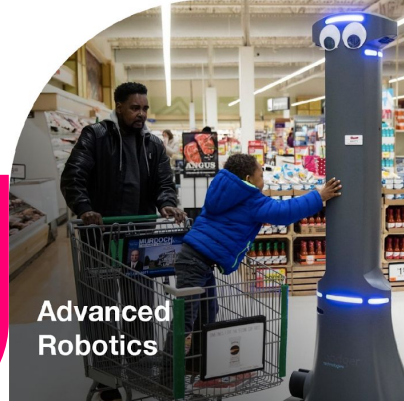
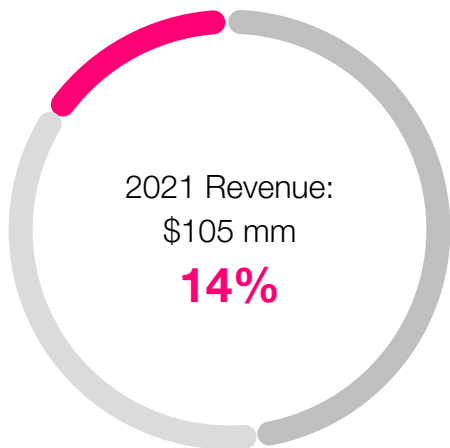


Risk + Response

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 two challenges.

▶ AI Services

In our AI Services practice, 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 these 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.



► Why We Win

Expertise

We specialize in the unique disruptive 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.”

▶ TaskUs Digital Innovation In Action

Digital CX



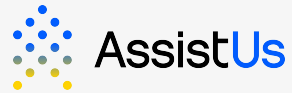
CX CHATBOT

Browser based chatbot leveraging NLP for suggested answers



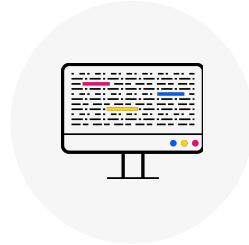
Avg Handle Time reduction and CSAT improvement

Content Security



TAGALL!

Browser extension to highlight and contextualize key terms



Processing time improvement and Accuracy improvement

Cross Platform



OMNI SUPERVISOR

RPA enabled productivity alert system designed to support W@H managers



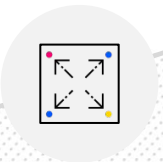
Tasks Per Hour increase

► Future Growth Opportunities



Grow with current clients

141% 2021 Avg. Net Revenue Retention rate



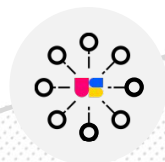
Service line expansion

Expanding offerings to deliver more specialized services to our clients



Global expansion

Expect continued expansion into new geographies in 2022



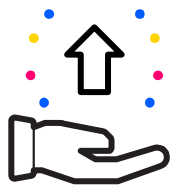
New high-growth clients

Signed 41 new clients in 2021



M&A

Opportunities to expand into higher value services and additional capabilities



► Financials

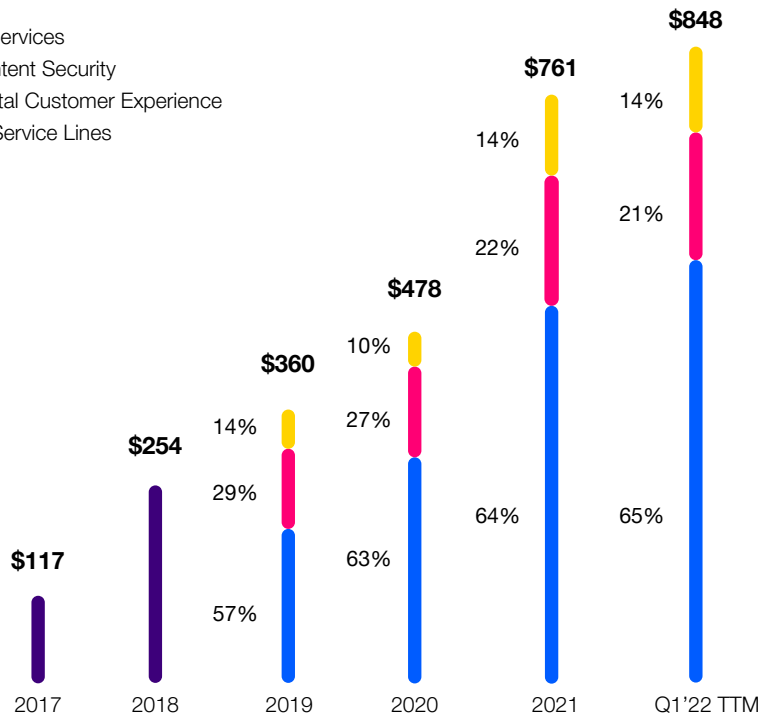


► Organic and Diversified Growth

USD Million

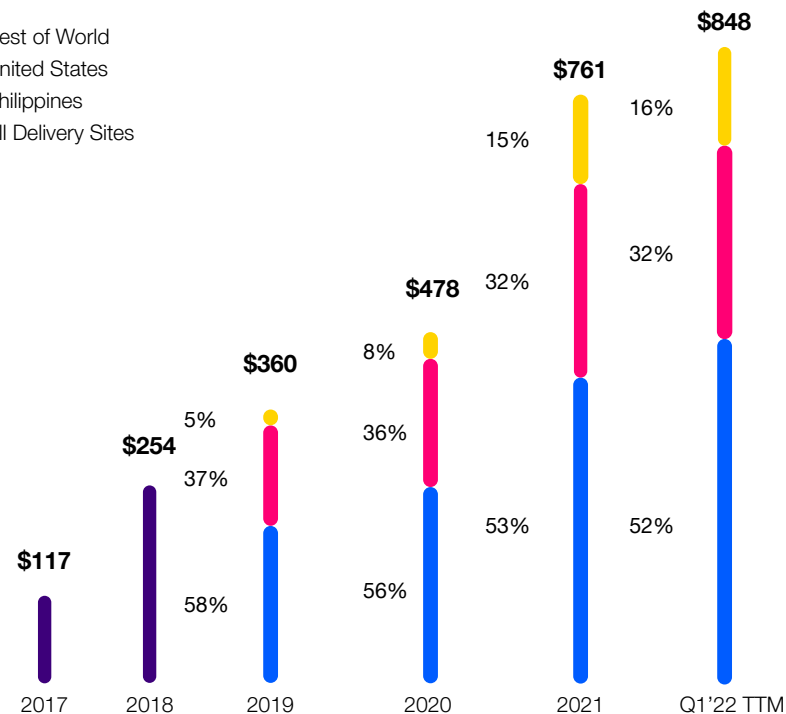
Revenue by Service Line (%)

- AI Services
- Content Security
- Digital Customer Experience
- All Service Lines



Revenue by Delivery Geography (%)

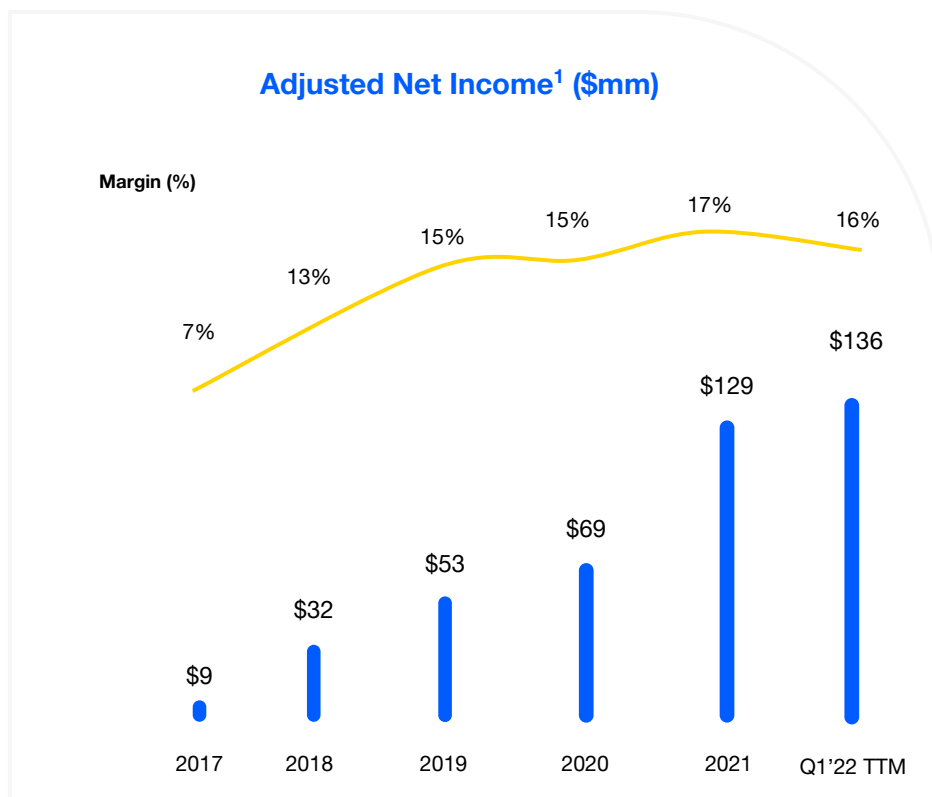
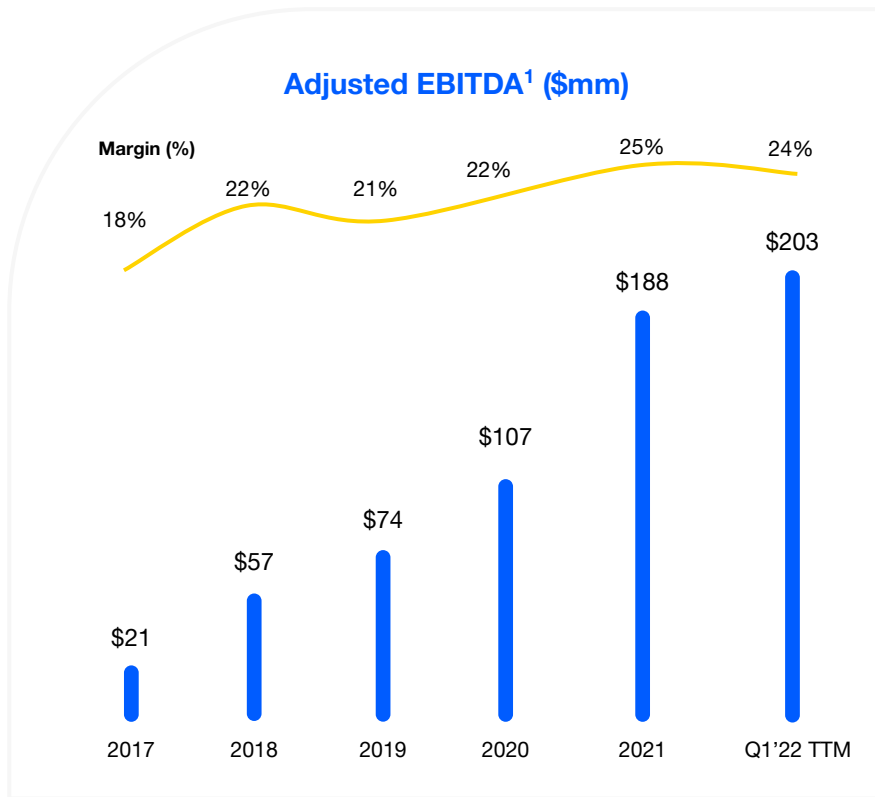
- Rest of World
- United States
- Philippines
- All Delivery Sites



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

► Attractive Profitability and Margin Expansion

USD Million



¹ See Appendix for reconciliation to most comparable GAAP measure

² Unaudited combined information for FY 2018 represents mathematical addition of predecessor results of operations from 1/1/2018 through 9/30/2018 and successor results of operations from 10/1/2018 through 12/31/2018

► Financial Highlights

FY 2021

\$761m

FY 2021 Revenue

59.1%

FY 2021 Revenue Growth YoY

24.7%

FY 2021 Adj. EBITDA Margin¹

Q1 2022

\$240m

Q1 2022 Revenue

56.8%

Q1 2022 Revenue Growth YoY

22.6%

Q1 2022 Adj. EBITDA Margin¹

Recurring revenue model

Consistent track record of growth and profitability

Strong operating leverage

Focus on high growth technology disruptors

Significant cross-sell opportunity

High free cash flow conversion

¹ See appendix for reconciliation to most comparable GAAP measure

► Financial Outlook

	2022 Outlook ¹	
	Second Quarter	Full Year
Revenue (in millions)	\$241.5 to \$243.5	\$980 to \$1,000
<i>Revenue growth (YoY) at midpoint</i>	35%	30%
Adjusted EBITDA Margin	~22.5%	~23.0%

¹ Financial outlook provided as of May 9, 2022 as part of TaskUs's Q1 2022 earnings call



**Outsourcing reimaged
for the innovation age.**

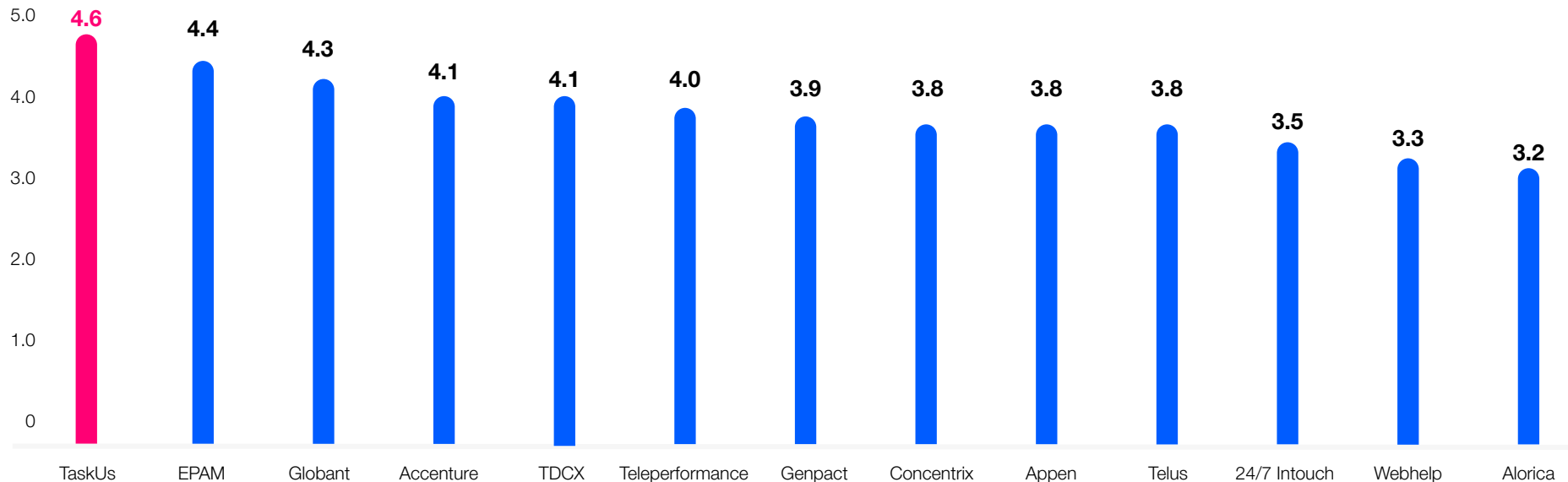


▶ **Appendix**





Rating as of March 2022



► Non-GAAP Reconciliations

Adjusted EBITDA

USD Thousand

	Three months ended March 31,	
	2022	2021
Net income	\$ 11,586	\$ 16,507
Provision for income taxes	6,313	3,559
Financing expenses	1,602	1,581
Depreciation	8,901	6,203
Amortization of intangible assets	4,711	4,712
EBITDA	\$ 33,113	\$ 32,562
Transaction costs	192	3,329
Foreign currency losses	1,153	787
Loss (gain) on disposal of assets	(15)	27
COVID-19 related expenses	—	2,394
Natural disaster	—	442
Stock-based compensation expense	19,688	—
Adjusted EBITDA	\$ 54,131	\$ 39,541
Net Income Margin	4.8%	10.8%
Adjusted EBITDA Margin	22.6%	25.9%

► Non-GAAP Reconciliations

Adjusted Net Income

USD Thousand

	Three months ended March 31,	
	2022	2021
Net income	\$ 11,586	\$ 16,507
Amortization of intangible assets	4,711	4,712
Transaction costs	192	3,329
Foreign currency losses	1,153	787
Loss (gain) on disposal of assets	(15)	27
COVID-19 related expenses	—	2,394
Natural disaster costs	—	442
Stock-based compensation expense	19,688	—
Tax impact of adjustments	(2,350)	—
Adjusted Net Income	\$ 34,965	\$ 28,198
Net Income Margin	4.8%	10.8%
Adjusted Net Income Margin	14.6%	18.4%

▶ Non-GAAP Reconciliations

Adjusted earnings per share

	Three months ended March 31,	
	2022	2021
GAAP diluted EPS	\$ 0.11	\$ 0.18
Per share adjustments to net income	0.23	0.13
Adjusted EPS	\$ 0.34	\$ 0.31
Weighted-average common stock outstanding - Diluted	104,122,026	91,737,020

► Non-GAAP Reconciliation

Revenue Trailing Twelve Month (TTM) Data

USD Thousand

	Three Months ended March 31,	Year ended December 31,	Three Months ended March 31,	TTM Q1
	2021	2021	2022	2022
Revenue by Service Offering				
Digital Customer Experience	\$ 99,711	\$ 486,679	\$ 159,731	\$ 546,699
Content Security	36,127	169,080	45,852	178,805
AI Services	17,033	104,944	34,097	122,008
Service revenue	\$ 152,871	\$ 760,703	\$ 239,680	\$ 847,512
Revenue by Geographical Location				
Philippines	\$ 84,578	\$ 402,340	\$ 120,080	\$ 437,842
United States	50,757	246,642	79,131	275,016
Rest of World	17,536	111,721	40,469	134,654
Service revenue	\$ 152,871	\$ 760,703	\$ 239,680	\$ 847,512

	Three Months ended March 31,	Year ended December 31,	Three Months ended March 31,	TTM Q1
	2021	2021	2022	2022
Service revenue	\$ 152,871	\$ 760,703	\$ 239,680	\$ 847,512
Net income (loss)	\$ 16,507	\$ (58,698)	\$ 11,586	\$ (63,619)
Amortization of intangible assets	4,712	18,847	4,711	18,846
Transaction costs	3,329	6,969	192	3,832
Foreign currency losses	787	809	1,153	1,175
Loss (gain) on disposal of assets	27	52	(15)	10
COVID-19 related expenses	2,394	6,105	-	3,711
Natural disaster costs	442	442	-	-
Phantom shares bonus	-	129,362	-	129,362
Teammate IPO bonus	-	4,361	-	4,361
Stock-based compensation expense	-	46,384	19,688	66,072
Tax impacts of adjustments	-	(25,244)	(2,350)	(27,594)
Adjusted Net Income	\$ 28,198	\$ 129,389	\$ 34,965	\$ 136,156
Net Income Margin	10.8%	(7.7)%	4.8%	(7.5)%
Adjusted Net Income Margin	18.4%	17.0%	14.6%	16.1%

▶ Non-GAAP Reconciliation

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

	Three Months ended March 31,	Year ended December 31,	Three Months ended March 31,	TTM Q1
	2021	2021	2022	2022
Service revenue	\$ 152,871	\$ 760,703	\$ 239,680	\$ 847,512
Net income (loss)	\$ 16,507	\$ (58,698)	\$ 11,586	\$ (63,619)
Provision for (benefit from) income taxes	3,559	(2,265)	6,313	489
Financing expenses	1,581	6,504	1,602	6,525
Depreciation	6,203	29,038	8,901	31,736
Amortization of intangible assets	4,712	18,847	4,711	18,846
EBITDA	\$ 32,562	\$ (6,574)	\$ 33,113	\$ (6,023)
Transaction costs	3,329	6,969	192	3,832
Foreign currency losses	787	809	1,153	1,175
Loss (gain) on disposal of assets	27	52	(15)	10
COVID-19 related expenses	2,394	6,105	-	3,711
Natural disaster costs	442	442	-	-
Phantom shares bonus	-	129,362	-	129,362
Teammate IPO bonus	-	4,361	-	4,361
Stock-based compensation expense	-	46,384	19,688	66,072
Adjusted EBITDA	\$ 39,541	\$ 187,910	\$ 54,131	\$ 202,500
Net (Loss) Income Margin	10.8 %	(7.7)%	4.8 %	(7.5)%
Adjusted EBITDA Margin	25.9 %	24.7 %	22.6 %	23.9 %

▶ Non-GAAP Reconciliation

Adjusted EBITDA Trailing Twelve Month (TTM) Data

► Reconciliations of Adjusted Net Income

	2017 (unaudited)	Jan 1, 2018 through Sep 30, 2018	Oct 1, 2018 through Dec 31, 2018	Year Ended December 31, 2018	Year Ended December 31, 2019	Year Ended December 31, 2020	Year Ended December 31, 2021
Net Income (loss)	\$9.0	\$33.1	\$(0.9)	\$32.2	\$33.9	\$34.5	\$(58.7)
Amortization of intangible assets			4.7	4.7	18.8	18.8	18.8
Offering costs						0.9	7.0
Transaction related costs		3.7	5.8	9.5			
Foreign currency (gains) losses	(0.4)	1.7	(0.4)	1.3	(2.0)	(1.5)	0.8
Loss (gain) on disposal of assets	0.0	(0.0)	0.6	0.6	2.2	1.1	0.1
Tax benefit from transaction related costs		(15.9)		(15.9)			
COVID-19 related expenses						7.5	6.1
Severance costs						2.6	
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
Tax impacts of adjustments							-25.2
Adjusted Net Income	\$8.6	\$22.6	\$9.8	\$32.4	\$53.0	\$69.4	\$129.4
Net Income (Loss) Margin	7.7%	19.6%	(1.0)%	12.7%	9.4%	7.2%	(7.7)%
Adjusted Net Income Margin	7.3%	13.4%	11.4%	12.7%	14.7%	14.5%	17.0%

	2017 (unaudited)	Jan 1, 2018 through Sep 30, 2018	Oct 1, 2018 through Dec 31, 2018	Year Ended December 31, 2018	Year Ended December 31, 2019	Year Ended December 31, 2020	Year Ended December 31, 2021
Net Income (loss)	\$9.0	\$33.1	\$(0.9)	\$32.2	\$33.9	\$34.5	\$(58.7)
Provision for (benefit from) income taxes	5.0	(9.0)	3.4	(5.5)	(4.4)	9.9	(2.3)
Financing expenses	0.3	0.5	1.5	2.0	7.4	7.5	6.5
Depreciation	7.1	8.6	3.7	12.2	16.3	20.2	29.0
Amortization of intangible assets			4.7	4.7	18.8	18.8	18.8
EBITDA	\$21.4	\$33.2	\$12.4	\$45.6	\$72.1	\$90.9	\$(6.6)
Offering costs						0.9	7.0
Transaction related costs		3.7	5.8	9.5			
Foreign currency (gains) losses	(0.4)	1.7	(0.4)	1.3	(2.0)	(1.5)	0.8
Loss (gain) on disposal of assets	0.0	(0.0)	0.6	0.6	2.2	1.1	0.1
Settlement of 2018 Credit Facility					2.0		
COVID-19 related expenses						7.5	6.1
Severance costs						2.6	
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
Adjusted EBITDA	\$21.0	\$38.6	\$18.4	\$57.0	\$74.2	\$106.9	\$187.9
Net Income (Loss) Margin	7.7%	19.6%	(1.0)%	12.7%	9.4%	7.2%	(7.7)%
Adjusted EBITDA Margin	17.9%	22.9%	21.4%	22.4%	20.6%	22.4%	24.7%

► Reconciliations of Adjusted EBITDA