



▶ Investor Presentation

February 28, 2022



Disclaimer

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 our current views 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 most of our 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 prospectus, dated October 20, 2021, as filed with the Securities and Exchange Commission (the "SEC") pursuant to Rule 424(b)(4) of the Securities Act of 1933, as amended, on October 22, 2021, 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 prospectus. Forward-looking statements herein speak as of the date hereof and 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.

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.

This presentation includes market and industry data and forecasts that we have derived from independent consultant reports, publicly available information, various industry publications, other published industry sources and our internal data and estimates. Independent consultant reports, industry publications and other published industry sources generally indicate that the information contained therein was obtained from sources believed to be reliable. Although we believe that these third-party sources are reliable, we do not guarantee the accuracy or completeness of this information, and we have not independently verified this information. Some market data and statistical information are also based on our good faith estimates, which are derived from management's knowledge of our industry and such independent sources referred to above. Certain market, ranking and industry data included elsewhere in this presentation, including the size of certain markets and our size or position and the positions of our competitors within these markets, including our services relative to our competitors, are based on estimates of our management. These estimates have been derived from our management's knowledge and experience in the markets in which we operate, as well as information obtained from surveys, reports by market research firms, our clients, suppliers, trade and business organizations and other contacts in the markets in which we operate and have not been verified by independent sources. Unless otherwise noted, all of our market share and market position information presented in this presentation is an approximation. Our market share and market position in each of our lines of business, unless otherwise noted, is based on our sales relative to the estimated sales in the markets we served. References herein to our being a leader in a market or product category refer to our belief that we have a leading market share position in each specified market, unless the context otherwise requires. As there are no publicly available sources supporting this belief, it is based solely on our internal analysis of our sales as compared to our estimates of sales of our competitors. In addition, the discussion herein regarding our various end markets is based on how we define the end markets for our products, which products may be either part of larger overall end markets or end markets that include other types of products and services. Our internal data and estimates are based upon information obtained from trade and business organizations and other contacts in the markets in which we operate and our management's understanding of industry conditions. Although we believe that such information is reliable, we have not had this information verified by any independent sources. All trademarks, service marks, and trade names appearing in this presentation are the property of their respective holders.

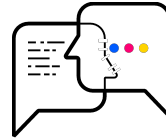


**Outsourcing reimaged
for the innovation age.**

Our Goal

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

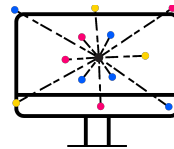
Our Solutions



Digital Customer Experience



Content Security



AI Operations

Our Results

59%

2021 YoY
Revenue Growth

\$761mm

2021 Revenue

141%

Net Revenue Retention
Rate (2021)

\$188mm

2021 Adj EBITDA

24.7%

Adj. EBITDA Margin
(2021)¹

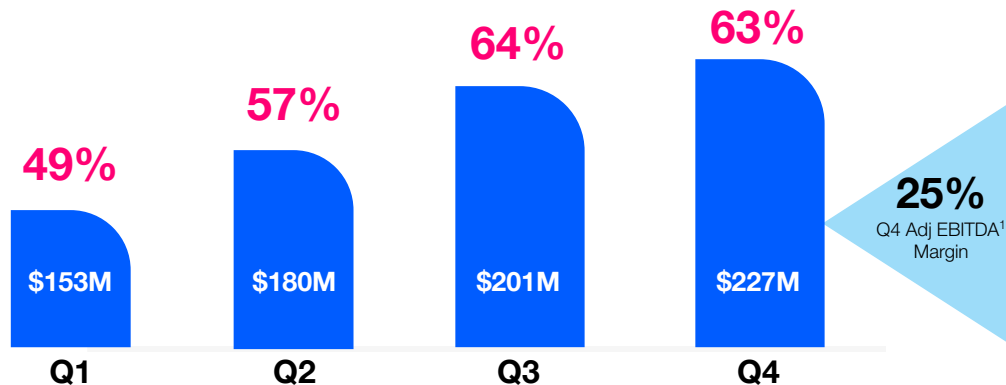
60%

Total Client Win Rate

¹ See appendix for reconciliation to most comparable GAAP measure

▶ Continued Growth Momentum in 2021

Revenue 2021 / YoY Growth



Growing & Engaged Team

40,100

Teammates as of December 31, 2021

16,500

Net Positions Added in FY 2021

4.6

glassdoor Score²

¹ See appendix for reconciliation to most comparable GAAP measure

² As of December, 2021

³ Voluntary attrition for employees with TaskUs for more than 180-days of employment

Client & Teammate Highlights Q4 & FY 2021

▶ Q4 Key Client Wins including

- Multiple FinTech wins
- Expansion with largest HealthTech client
- First win with one of the largest tech companies in the world to deliver Learning Experience Solutions

▶ Attracting & retaining talent

- Attrition³ of ~15%
- Met client hiring requirements in 2021
- Expanding global footprint

▶ Growing alongside our clients

- 16 clients with +\$10M revenue in 2021 (up from 8 in 2020)
- Net Revenue Retention of 141%
- Total client win rate of 60%

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

TARGET MARKETS



Social Media



E-commerce



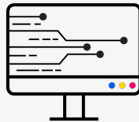
Gaming



Streaming Media



Food Delivery &
Ride Sharing



HiTech



FinTech



HealthTech

CLIENT HIGHLIGHTS

100+ Clients globally

3 of the top 4 social media sites

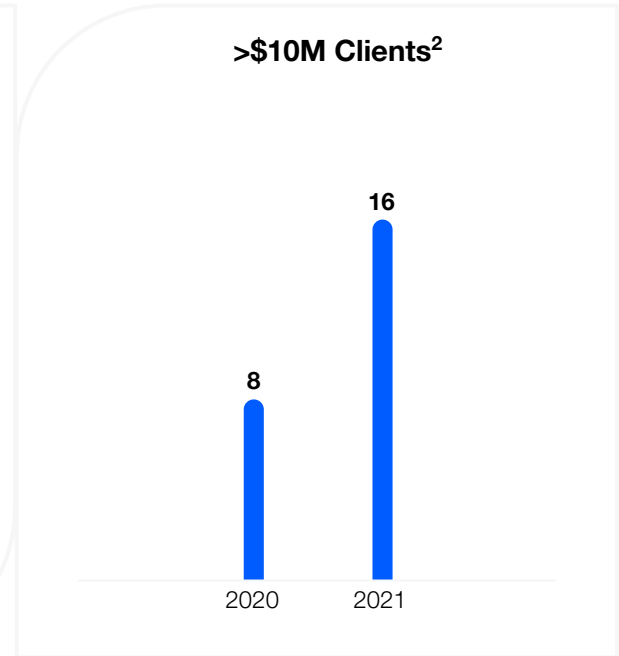
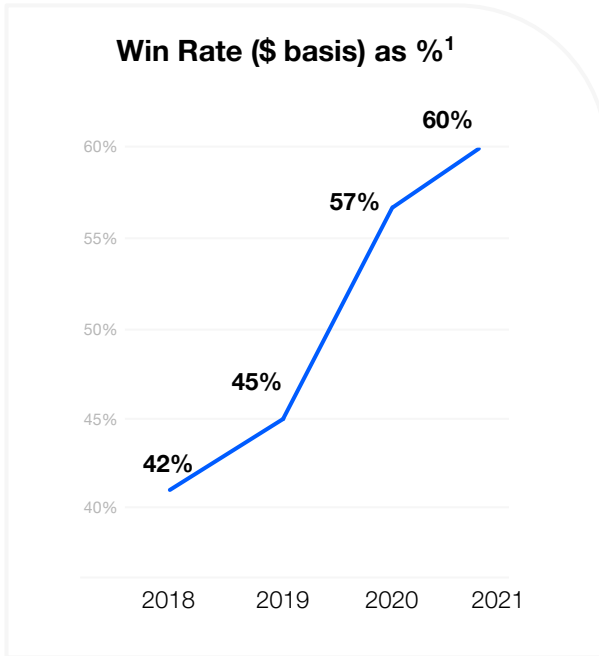
#1 audio and **#1** video streaming service providers

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

► 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.”

► 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

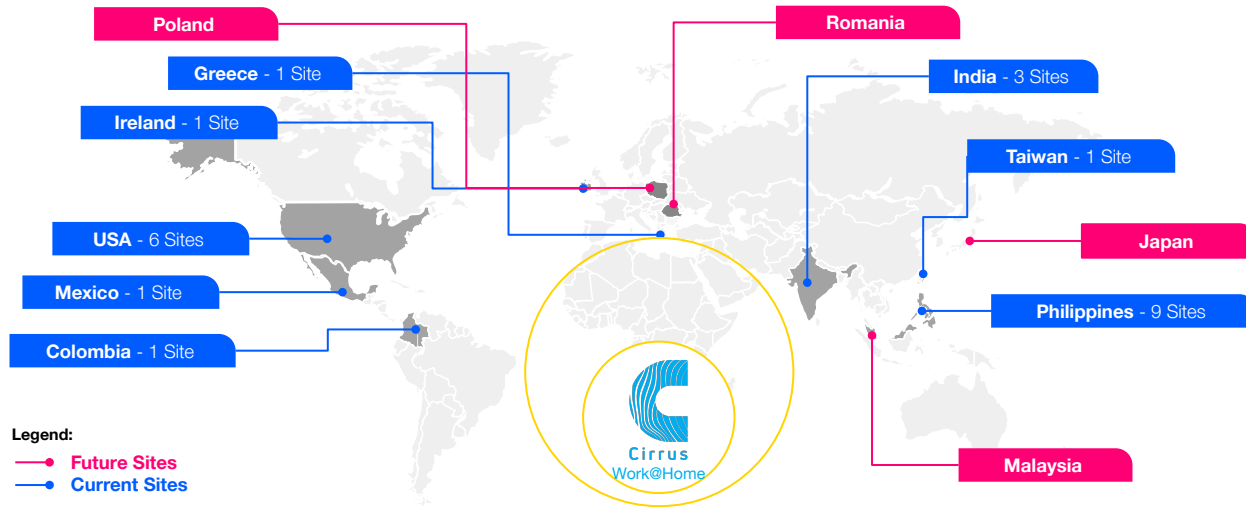
*Represents the average time between signing a new client and teammates fully engaged to work for the year 2021.

▶ Expanding Our Global Footprint

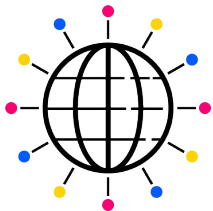
We are in 23 sites across 10 countries, including a fully functional W@H Solution

as of December 31, 2021
Our Global Count

40,100



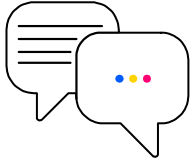
Note: Expanded into Malaysia and Japan in 2021; revenue generation expected in 2022



▶ **Service Offerings**



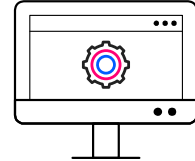
▶ Digital Offerings Powered by Differentiated Technology Solutions



**Digital
Customer Experience**



Content Security



AI Operations

64%

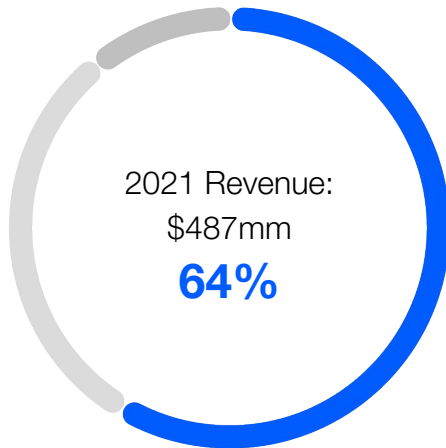
22%

14%

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

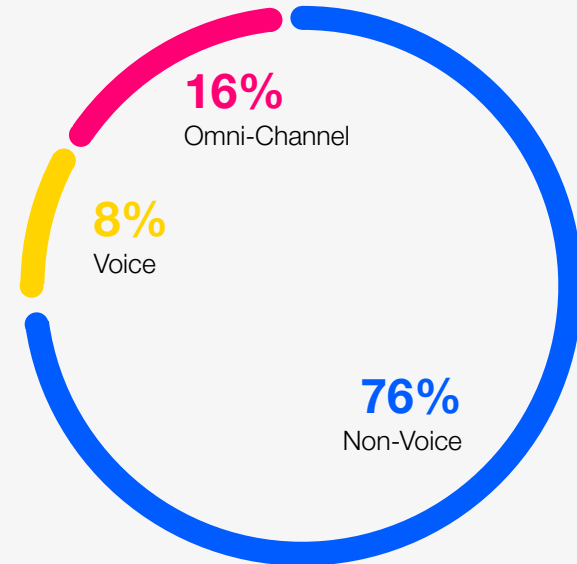
Customer Acquisition

Trust & Safety

Technical Support

New Product or Market Launches

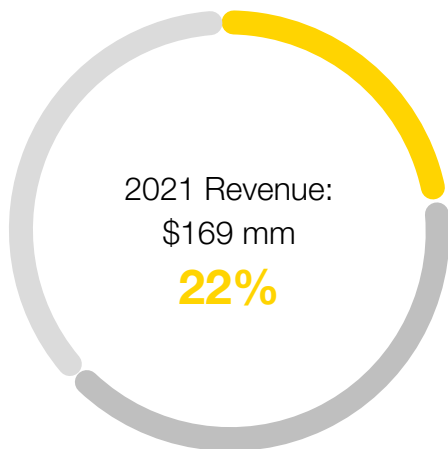
Consulting Services



Note: Percentage based on 2021 Digital CX revenue

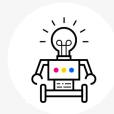
► Content Security: The Digital First Responders

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

We go beyond content moderation to apply best practices to policy development and distribution, product design, quality, and training.



Tools & Innovation

We work with our client's development teams to build tools to identify and remove harmful content. Our proprietary workflow tools improve the efficiency and accuracy of our Content Security professionals.

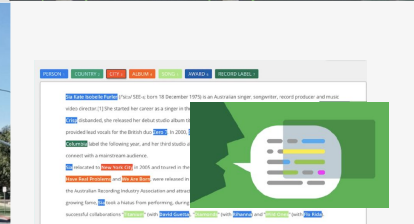
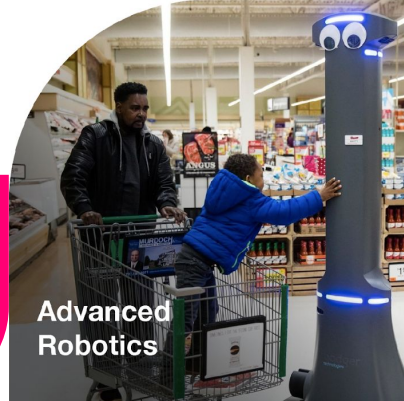
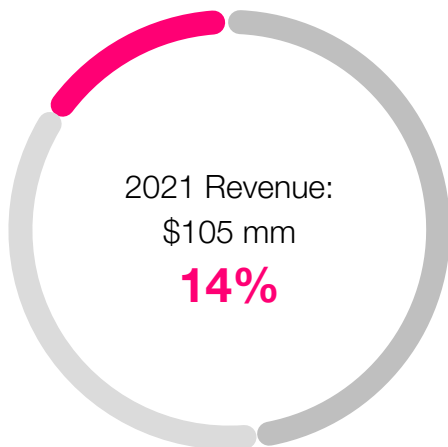


Resiliency Studio

A clinician-led program, backed by an in-house research team, with over 100 mental health professionals delivering support to TaskUs teammates on the frontlines of content moderation.

▶ AI Operations

In our AI Operations 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. We leverage technology, automation, and advanced training design to optimize results for our clients.



▶ TaskUs Digital Innovation In Action

Digital CX



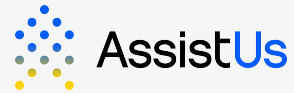
CX CHATBOT

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



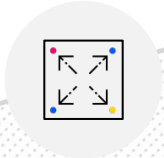
Tasks Per Hour increase

► Future Growth Opportunities



Grow with current clients

141% 2021 Avg. Net Revenue Retention rate



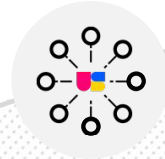
Service line expansion

Expanding offerings to deliver more specialized services to our clients



Global expansion

Expect continued expansion into new geographies in 2022



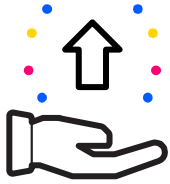
New high-growth clients

Signed 41 new clients in 2021



M&A

Opportunities to expand into higher value services and additional capabilities



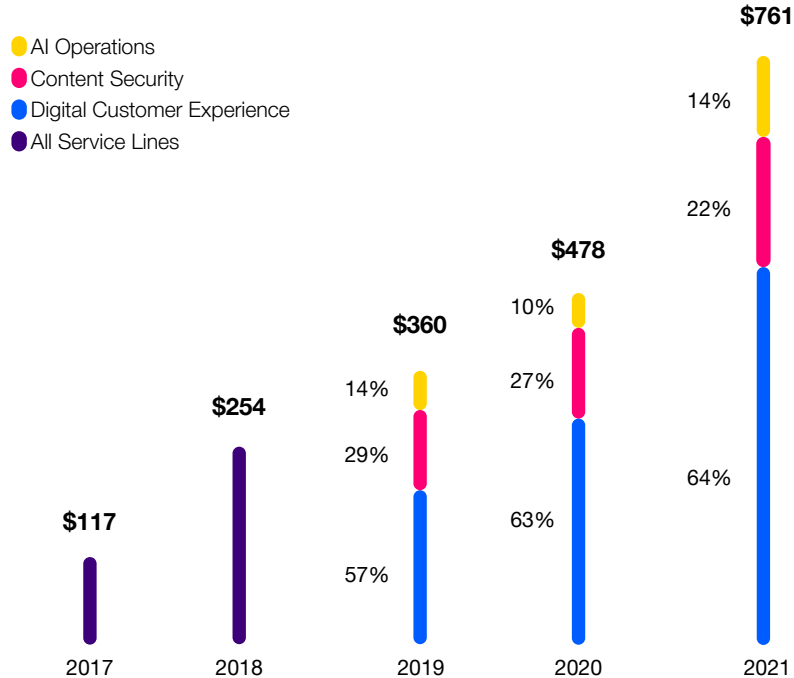
► Financials



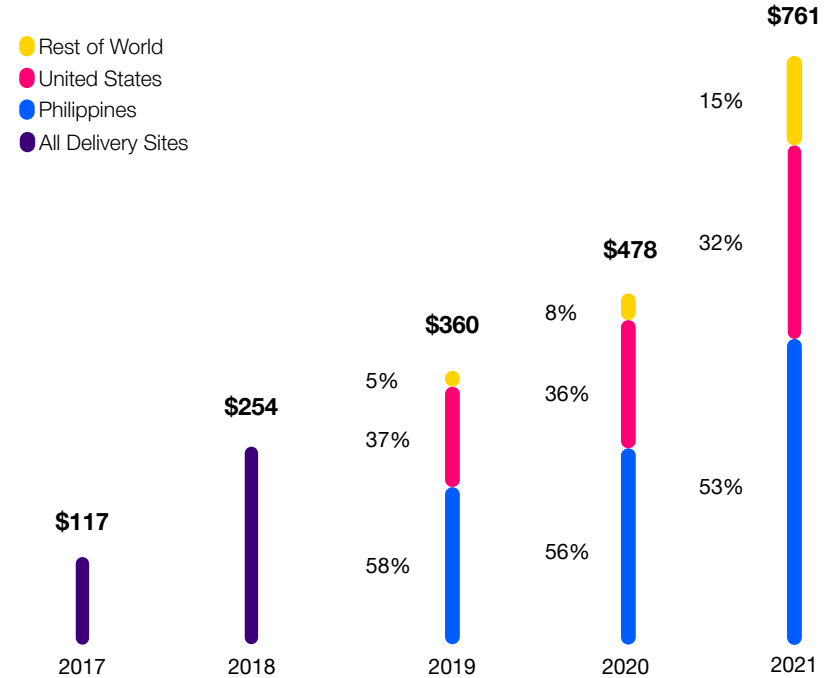
► Organic and Diversified Growth

USD Million

Revenue by Service Line (%)



Revenue by Delivery Geography (%)

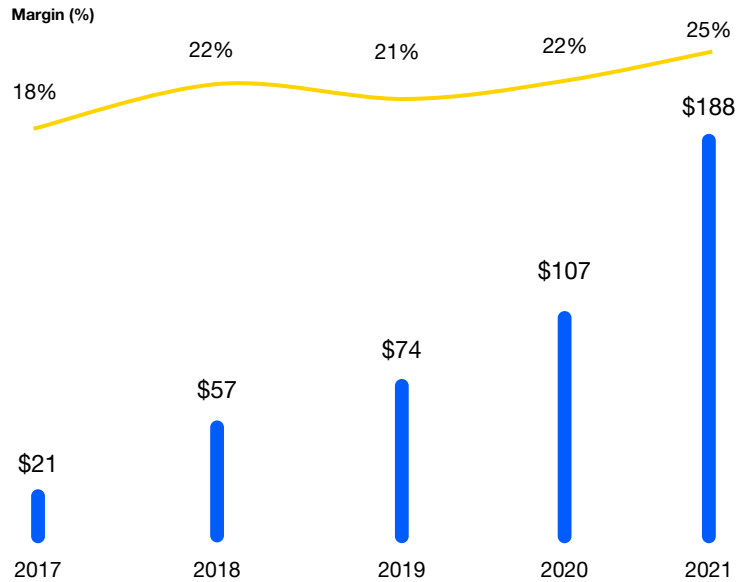


Note: Numbers may not sum to 100% due to rounding

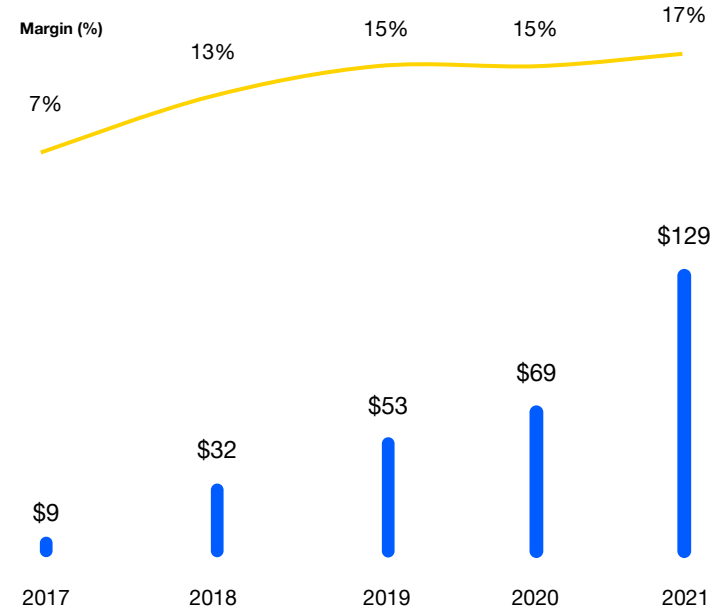
► Attractive Profitability and Margin Expansion

USD Million

Adjusted EBITDA¹ (\$mm)



Adjusted Net Income¹ (\$mm)



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 Highlight

Q4 2021

\$227m

Q4 2021 Revenue

63.4%

Q4 2021 Revenue Growth YoY

24.8%

Q4 2021 Adj. EBITDA Margin¹

FY 2021

\$761m

FY 2021 Revenue

59.1%

FY 2021 Revenue Growth YoY

24.7%

FY 2021 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

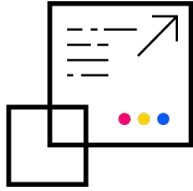
► Financial Outlook

	2022 Outlook ¹	
	First Quarter	Full Year
Revenue (in millions)	\$229.0 to \$232.2	\$980 to \$1,000
<i>Revenue growth (YoY) at midpoint</i>	50.8%	30.1%
Adjusted EBITDA Margin	~22.5%	~23.0%

¹ Financial outlook provided as of February 28, 2022 as part of TaskUs's Q4 & FY 2021 earnings call



**Outsourcing reimaged
for the innovation age.**

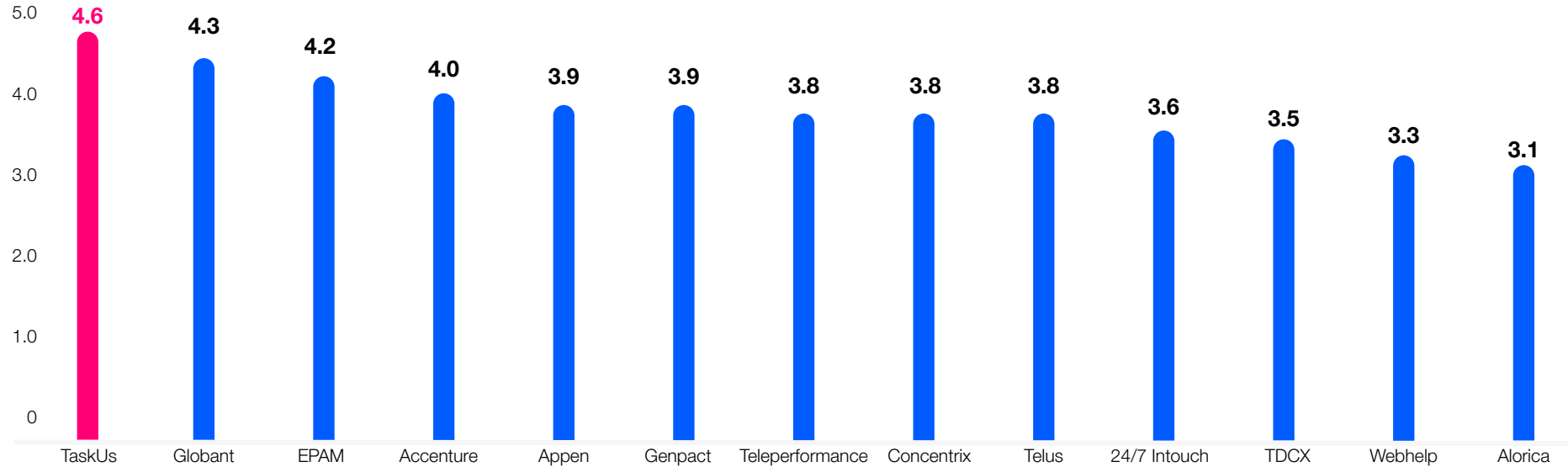


▶ **Appendix**





Rating as of December 2021



► Non-GAAP Reconciliations

Adjusted EBITDA

USD Thousand

	Three months ended December 31,		Year ended December 31,	
	2021	2020	2021	2020
Net (loss) income	\$ 19,102	\$ 13,554	\$ (58,698)	\$ 34,533
Provision for (benefit from) income taxes	(460)	5,354	(2,265)	9,886
Financing expenses	1,696	1,633	6,504	7,482
Depreciation	8,684	5,930	29,038	20,155
Amortization of intangible assets	4,712	4,712	18,847	18,847
EBITDA	\$ 33,734	\$ 31,183	\$ (6,574)	\$ 90,903
Offering costs	720	511	6,969	896
Foreign currency gains	332	(2,438)	809	(1,511)
Loss (gain) on disposal of assets	(2)	966	52	1,116
COVID-19 related expenses	—	2,473	6,105	7,541
Severance costs	—	(70)	—	2,557
Lease termination costs	—	315	—	1,815
Natural disaster	—	—	442	—
Contingent consideration	—	—	—	3,570
Phantom share bonus	—	—	129,362	—
Teammate recognition bonus	—	—	4,361	—
Stock based compensation expense	21,370	—	46,384	—
Adjusted EBITDA	\$ 56,154	\$ 32,940	\$ 187,910	\$ 106,887
Net (Loss) Income Margin	8.4%	9.8%	-7.7%	7.2%
Adjusted EBITDA Margin	24.8%	23.7%	24.7%	22.4%

► Non-GAAP Reconciliations¹

Adjusted Net Income

USD Thousand

	Three months ended December 31,		Year ended December 31,	
	2021	2020	2021	2020
Net (loss) income	\$ 19,102	\$ 13,554	\$ (58,698)	\$ 34,533
Amortization of intangible assets	4,712	4,712	18,847	18,847
Offering costs	720	511	6,969	896
Foreign currency gains	332	(2,438)	809	(1,511)
Loss (gain) on disposal of assets	(2)	966	52	1,116
COVID-19 related expenses	0	2,473	6,105	7,541
Severance costs	0	(70)	0	2,557
Lease termination costs	0	315	0	1,815
Natural disaster costs	0	0	442	0
Contingent consideration	0	0	0	3,570
Phantom share bonus	0	0	129,362	0
Teammate recognition bonus	0	0	4,361	0
Stock based compensation expense	21,370	0	46,384	0
Tax impact of adjustments	(9,172)	0	(25,244)	0
Adjusted Net Income	\$ 37,062	\$ 20,023	\$ 129,389	\$ 69,364
Net (Loss) Income Margin	8.4%	9.8%	-7.7%	7.2%
Adjusted Net Income Margin	16.3%	14.4%	17.0%	14.5%

▶ Non-GAAP Reconciliations

Adjusted earnings per share

	Three months ended December 31,		Year ended December 31,	
	2021	2020	2021	2020
GAAP diluted EPS	\$ 0.17	\$ 0.15	\$ (0.62)	\$ 0.38
Per share adjustments to net (loss) income ¹	0.17	0.07	1.98	0.38
Per share adjustments for GAAP anti-dilutive shares ²	0.00	0.00	(0.10)	0.00
Adjusted EPS	\$ 0.34	\$ 0.22	\$ 1.26	\$ 0.76
Weighted-average common stock outstanding - Diluted	110,513,820	91,737,020	94,832,137	91,737,020
GAAP anti-dilutive shares ²	0	0	7,476,384	0
Adjusted weighted-average shares outstanding	110,513,820	91,737,020	102,308,521	91,737,020

► Reconciliations of Adjusted Net Income

USD Million

	2017 (unaudited)	Jan 1, 2018 through Sep 30, 2018	Oct 1, 2018 through Dec 31, 2018	Full Year 2018	2019	2020
Net Income (loss)	\$9.0	\$33.1	\$(0.9)	\$32.2	\$33.9	\$34.5
Amortization of intangible assets			4.7	4.7	18.8	18.8
Offering costs						0.9
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)
Loss (gain) on disposal of assets	0.0	(0.0)	0.6	0.6	2.2	1.1
Tax benefit from transaction related costs		(15.9)		(15.9)		
COVID-19 related expenses						7.5
Severance costs						2.6
Lease termination costs						1.8
Natural disaster costs						
Contingent consideration						3.6
Adjusted Net Income	\$8.6	\$22.6	\$9.8	\$32.4	\$53.0	\$69.4
Net Income (Loss) Margin	7.7%	19.6%	(1.0)%	12.7%	9.4%	7.2%
Adjusted Net Income Margin	7.3%	13.4%	11.4%	12.7%	14.7%	14.5%

► Reconciliations of Adjusted EBITDA

USD Million

	2017 (unaudited)	Jan 1, 2018 through Sep 30, 2018	Oct 1, 2018 through Dec 31, 2018	Full Year 2018	2019	2020
Net Income (loss)	\$9.0	\$33.1	\$(0.9)	\$32.2	\$33.9	\$34.5
Provision for (benefit from) income taxes	5.0	(9.0)	3.4	(5.5)	(4.4)	9.9
Financing expenses	0.3	0.5	1.5	2.0	7.4	7.5
Depreciation	7.1	8.6	3.7	12.2	16.3	20.2
Amortization of intangible assets			4.7	4.7	18.8	18.8
EBITDA	\$21.4	\$33.2	\$12.4	\$45.6	\$72.1	\$90.9
Offering costs						0.9
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)
Loss (gain) on disposal of assets	0.0	(0.0)	0.6	0.6	2.2	1.1
Settlement of 2018 Credit Facility					2.0	
COVID-19 related expenses						7.5
Severance costs						2.6
Lease termination costs						1.8
Natural disaster costs						
Contingent consideration						3.6
Adjusted EBITDA	\$21.0	\$38.6	\$18.4	\$57.0	\$74.2	\$106.9
Net Income (Loss) Margin	7.7%	19.6%	(1.0)%	12.7%	9.4%	7.2%
Adjusted EBITDA Margin	17.9%	22.9%	21.4%	22.4%	20.6%	22.4%