



## Q3 2021 Results

*Nasdaq Global Market: MTBC, MTBCP*

# Safe Harbor Statements

This presentation contains forward-looking statements within the meaning of the safe harbor provisions of the U.S. Private Securities Litigation Reform Act of 1995. These statements relate to anticipated future events, future results of operations or future financial performance. In some cases, you can identify forward-looking statements by terminology such as “anticipate”, “believe”, “continue”, “could”, “estimate”, “expect”, “goals”, “intend”, “likely”, “may”, “might”, “plan”, “potential”, “predict”, “project”, “should”, “will” or the negative of these terms or other comparable terminology.

Our operations involve risks and uncertainties, many of which are outside our control, and any one of which, or a combination of which, could materially affect our results of operations and whether the forward-looking statements ultimately prove to be correct. Forward-looking statements in this presentation include, without limitation, statements reflecting management’s expectations for future financial performance and operating expenditures, including our ability to continue as a going concern, to raise additional capital and to succeed in our future operations, expected growth, profitability and business outlook, increased sales and marketing expenses, and the expected results from the integration of our acquisitions.

Forward-looking statements are neither historical facts nor assurances of future performance. Instead, they are only current predictions and subject to substantial known and unknown risks, uncertainties, and other factors which may cause our (or our industry’s) actual results, levels of activity or performance to be materially different from those anticipated by such statements. These factors include our ability to:

- Manage our growth, including acquiring, partnering with, and effectively integrating acquired businesses into our infrastructure and avoiding legal exposure and liabilities associated with acquired companies and assets;
- Retain our clients and revenue levels, including effectively migrating new clients and maintaining or growing the revenue levels of our new and existing clients;
- Maintain operations in Pakistan and Sri Lanka in a manner that continues to enable us to offer competitively priced products and services;
- Keep pace with a rapidly changing healthcare industry;
- Consistently achieve and maintain compliance with a myriad of federal, state, foreign, local, payor and industry requirements, regulations, rules, laws and contracts;
- Maintain and protect the privacy of confidential and protected Company, client and patient information;
- Develop new technologies, upgrade and adapt legacy and acquired technologies to work with evolving industry standards and third-party software platforms and technologies, and protect and enforce all of these and other intellectual property rights;
- Attract and retain key officers and employees, and the continued involvement of Mahmud Haq as Executive Chairman and A. Hadi Chaudhry as Chief Executive Officer, all of which are critical to our ongoing operations, growing our business and integrating of our newly acquired businesses;
- Comply with covenants contained in our credit agreement with our senior secured lender, Silicon Valley Bank and other future debt facilities;
- Pay our monthly preferred dividends to the holders of our Series A Preferred Stock;
- Compete with other companies developing products and selling services competitive with ours, and who may have greater resources and name recognition than we have;
- Respond to the uncertainty resulting from the ongoing COVID-19 pandemic and the impact it may have on our operations, the demand for our services, and economic activity in general; and
- Keep and increase market acceptance of our products and services.

Although we believe that the expectations reflected in the forward-looking statements contained in this presentation are reasonable, we cannot guarantee future results, levels of activity, performance, or achievements.

In our earnings releases, prepared remarks, conference calls, slide presentations, and webcasts, we may use or discuss non-GAAP financial measures, as defined by SEC Regulation G. The GAAP financial measure most directly comparable to each non-GAAP financial measure used or discussed, and a reconciliation of the differences between each non-GAAP financial measure and the comparable GAAP financial measure, are included in the Appendix to this presentation. Our earnings press releases containing such non-GAAP reconciliations can be found in the Investor Relations section of our web site at [ir.carecloud.com](http://ir.carecloud.com).

The statements in this presentation are made as of the date of this presentation, and the Company does not assume any obligations to update the forward-looking statements provided to reflect events that occur or circumstances that exist after the date on which they were made.

# Hosts for CareCloud Third Quarter 2021 Earnings Call

Mahmud Haq	Executive Chairman
A. Hadi Chaudhry	CEO and President
Stephen Snyder	Chief Strategy Officer
Bill Korn	Chief Financial Officer
Kim Blanche	General Counsel



**Hadi Chaudhry**  
CEO and President





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connector



CareCloud<sup>®</sup>

# collectiveIQ







**Stephen Snyder**  
Chief Strategy Officer

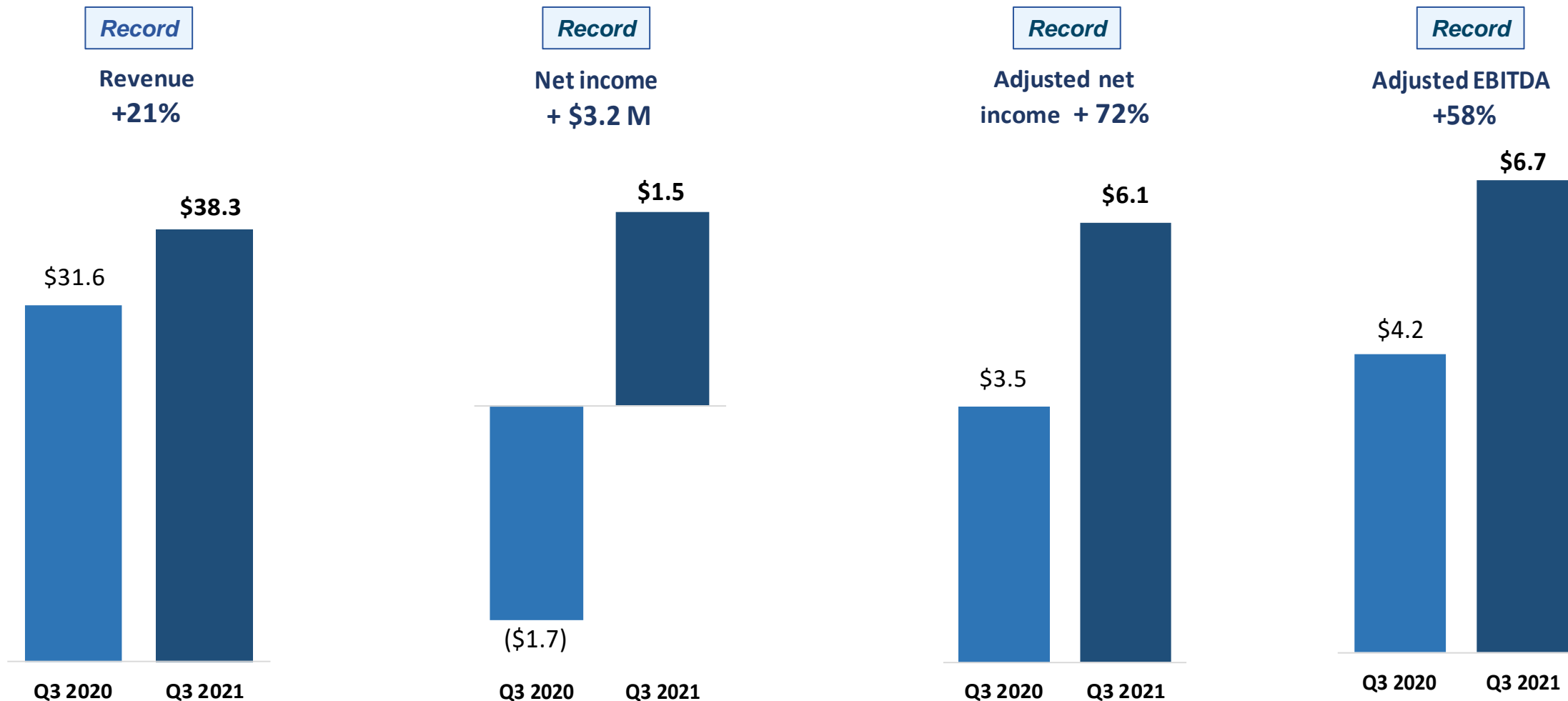




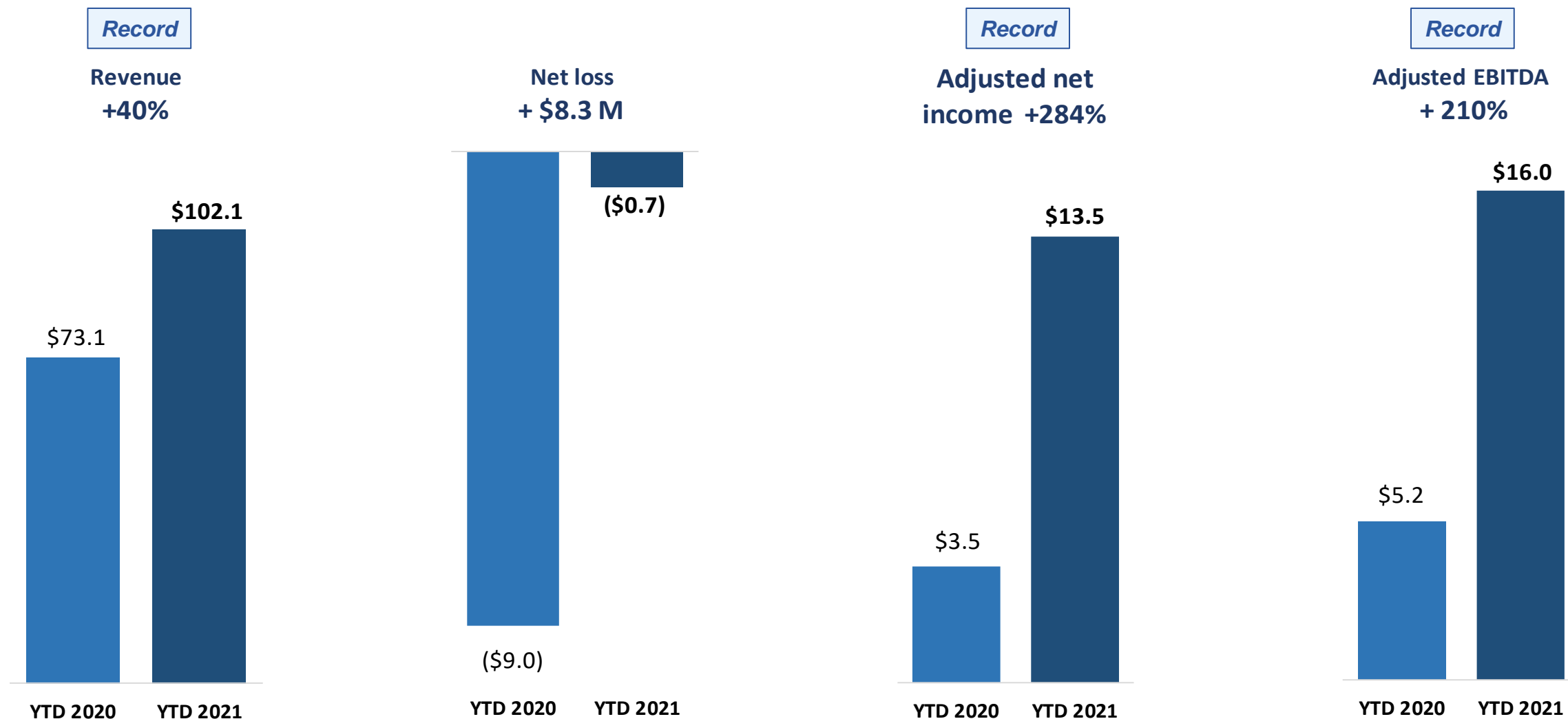
**Bill Korn**  
Chief Financial Officer



# Q3 2021 Highlights

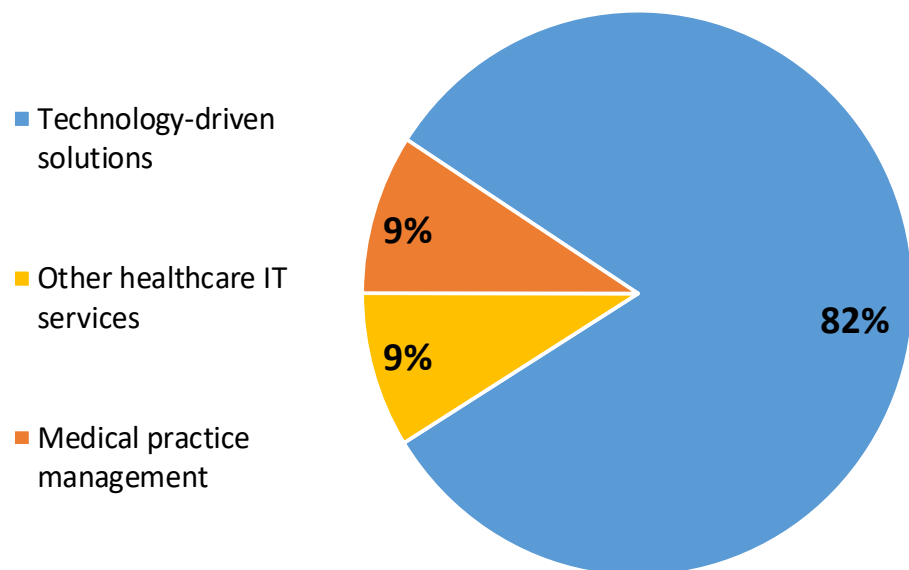


# Year to Date 2021 Highlights

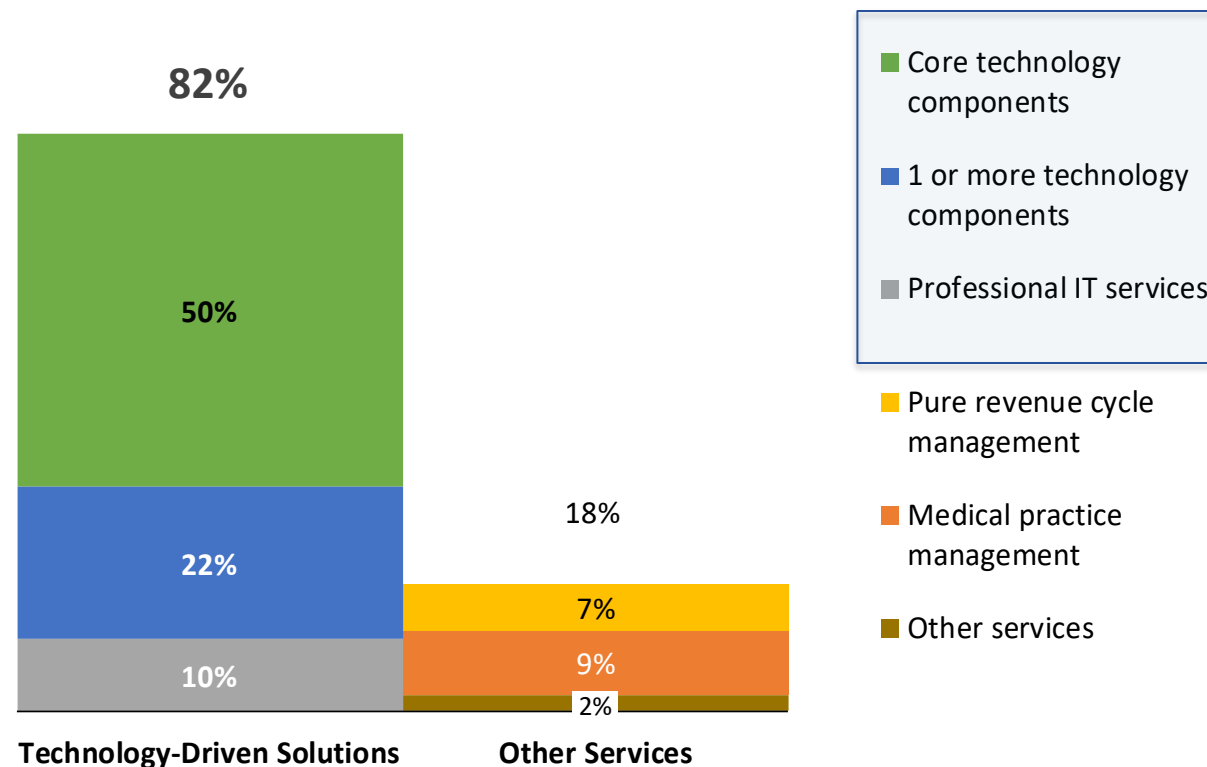


# Technology-Driven Business Solutions

YTD 2021 Revenues

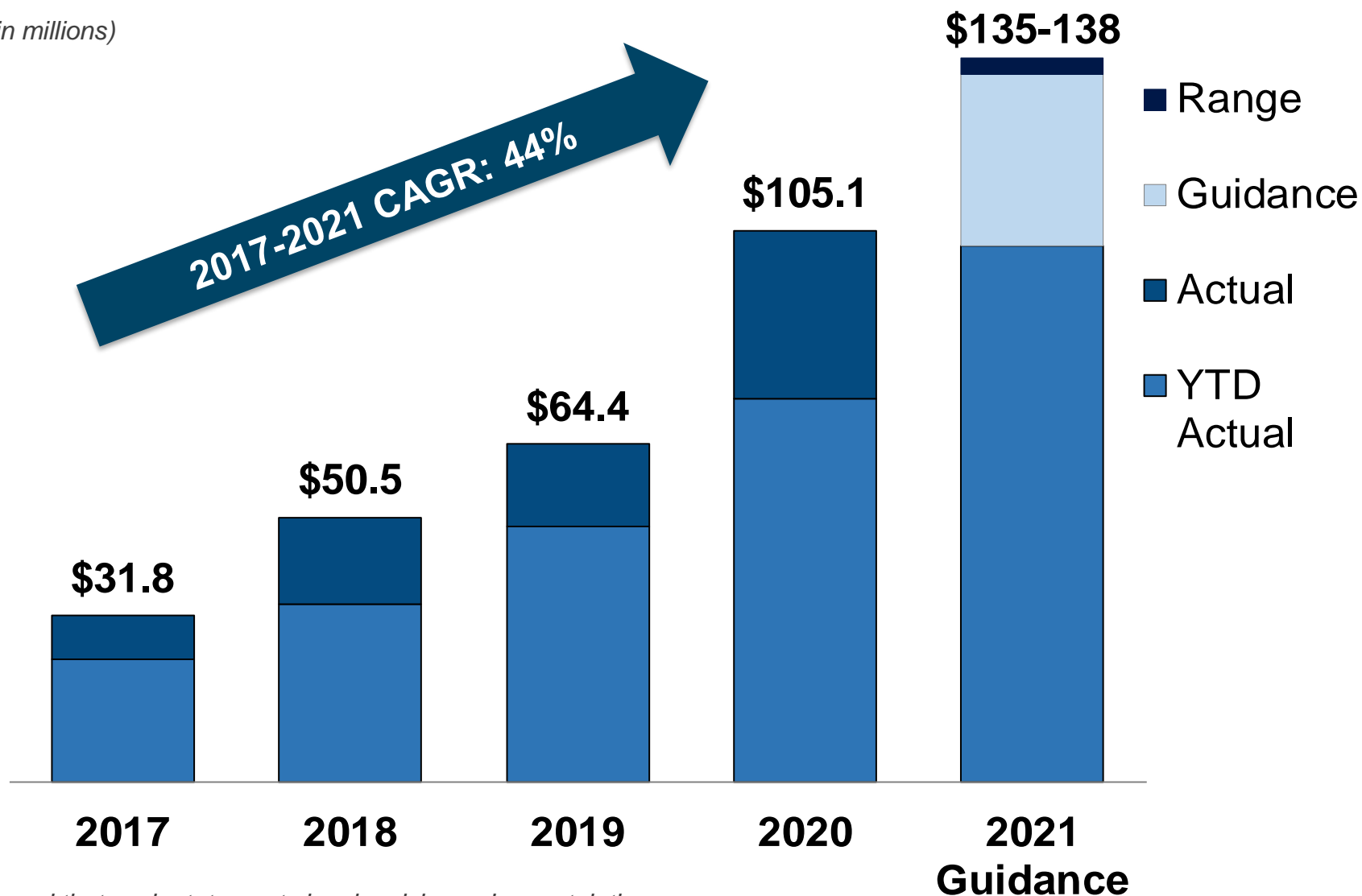


YTD 2021 revenue from clients utilizing:



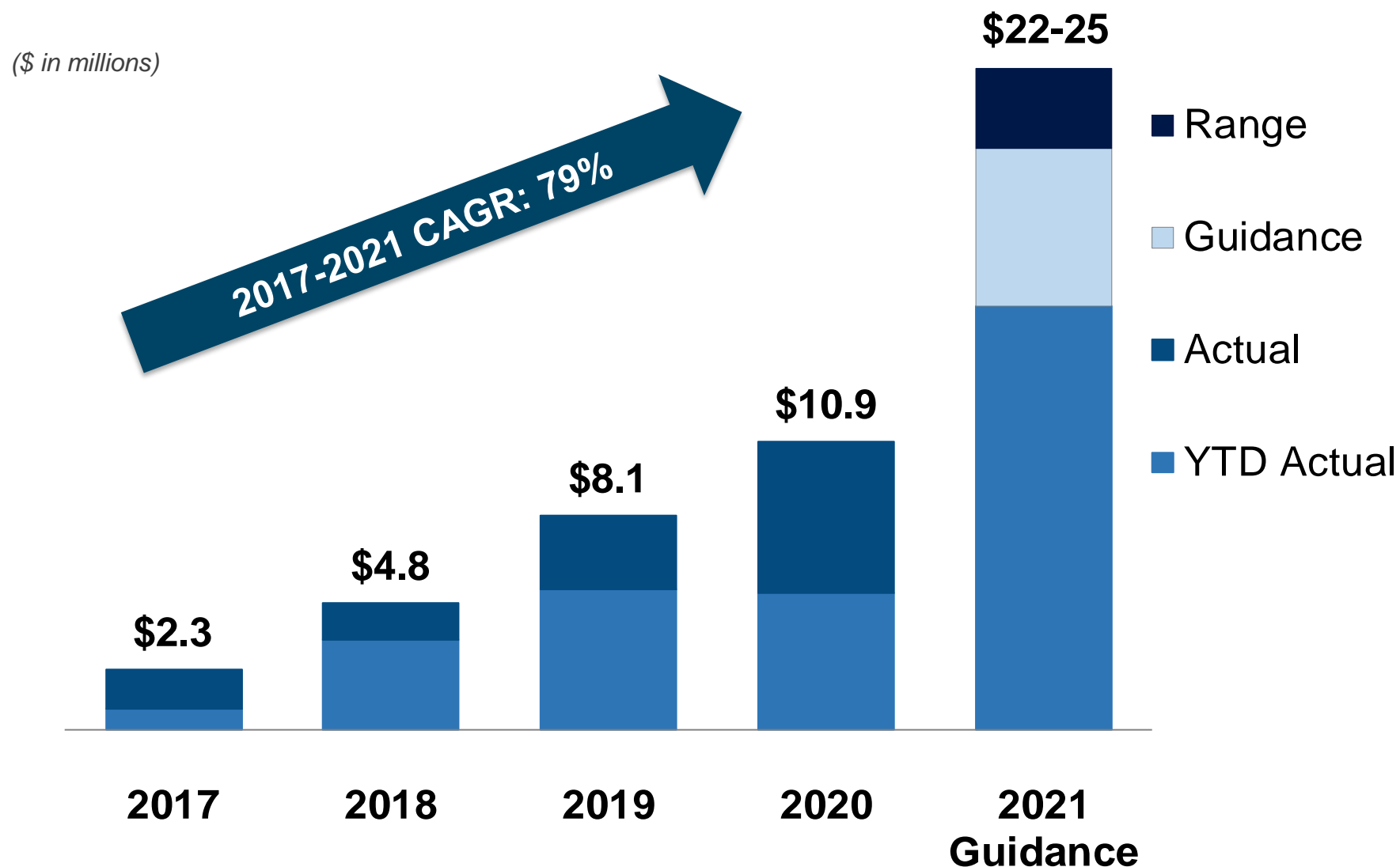
# Revenue Growth 2017 – 2020 plus 2021 Guidance

(\$ in millions)



Investors are cautioned that such statements involve risks and uncertainties that could cause actual results to differ materially from anticipated results

# Adjusted EBITDA Growth 2017 – 2020 plus 2021 Guidance



Investors are cautioned that such statements involve risks and uncertainties that could cause actual results to differ materially from anticipated results

See reconciliations of non-GAAP results in the Appendix



# Thank you!



## Corporate Website

[www.carecloud.com](http://www.carecloud.com)

## Investor Relations

[ir.carecloud.com](http://ir.carecloud.com)

## Investor Inquiries

Bill Korn, CFO  
[bkorn@carecloud.com](mailto:bkorn@carecloud.com)

Matt Kreps, Darrow IR  
[mkreps@darrowir.com](mailto:mkreps@darrowir.com)  
(214) 597-8200



## Appendix

# Non-GAAP Financial Measures Reconciliation

(\$000s)	Adjusted EBITDA	2017	2018	2019	2020	YTD 2020	YTD 2021	Q3 2020	Q3 2021
<b>Net (loss) income</b>		\$ (5,565)	\$ (2,138)	\$ (872)	\$ (8,813)	\$ (8,968)	\$ (686)	\$ (1,673)	\$ 1,505
Provision (benefit) for income taxes		68	(157)	193	103	18	(20)	62	(232)
Net interest expense		1,307	250	121	446	352	264	130	87
Foreign exchange / other expense		(249)	(435)	827	71	(17)	167	296	70
Stock-based compensation expense		1,487	2,464	3,215	6,502	4,951	4,006	1,763	1,004
Depreciation and amortization		4,300	2,854	3,006	9,905	6,944	9,505	3,206	3,547
Transaction and integration costs		515	1,891	1,736	2,694	1,709	1,118	609	269
Loss on lease termination, restructuring, impairment & unoccupied lease charges		276	-	219	963	681	1,664	321	424
Change in contingent consideration		152	73	(344)	(1,000)	(500)	-	(500)	-
<b>Adjusted EBITDA</b>		\$ 2,291	\$ 4,802	\$ 8,101	\$ 10,871	\$ 5,170	\$ 16,018	\$ 4,214	\$ 6,674

(\$000s)	Adjusted net income	2017	2018	2019	2020	YTD 2020	YTD 2021	Q3 2020	Q3 2021
<b>Net (loss) income</b>		\$ (5,565)	\$ (2,138)	\$ (872)	\$ (8,813)	\$ (8,968)	\$ (686)	\$ (1,673)	\$ 1,505
Foreign exchange / other expense		(249)	(435)	827	71	(17)	167	296	70
Stock-based compensation expense		1,487	2,464	3,215	6,502	4,951	4,006	1,763	1,004
Amortization of purchased intangible assets		3,393	1,828	1,877	8,127	5,751	7,079	2,690	2,768
Transaction and integration costs		515	1,891	1,736	2,694	1,709	1,118	609	269
Loss on lease termination, restructuring, impairment & unoccupied lease charges		276	-	219	963	681	1,664	321	424
Change in contingent consideration		152	73	(344)	(1,000)	(500)	-	(500)	-
Income tax expense (benefit) related to goodwill		27	(208)	80	(85)	(93)	140	7	13
<b>Non-GAAP adjusted Net Income</b>		\$ 36	\$ 3,475	\$ 6,738	\$ 8,459	\$ 3,514	\$ 13,488	\$ 3,513	\$ 6,053
End-of-period shares outstanding		11,530,591	11,829,758	12,237,686	13,380,245	13,136,088	14,873,411	13,136,088	14,873,411
<b>Non-GAAP adjusted Net Income per share</b>		\$ -	\$ 0.29	\$ 0.55	\$ 0.63	\$ 0.27	\$ 0.91	\$ 0.27	\$ 0.41