



## Q1 2021 Results

*Nasdaq Global Market: MTBC, MTBCP*

# Safe Harbor Statements

This presentation contains forward-looking statements within the meaning of the federal securities laws. 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 similar terms and phrases.

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, expected growth, including our ability to continue as a going concern, to raise additional capital and to succeed in our future operations, profitability and business outlook, increased sales and marketing expenses, and the expected results from the integration of our acquisitions.

Forward-looking statements are only current predictions and are subject to substantial known and unknown risks, uncertainties, and other factors that may cause our (or our industry’s) actual results, levels of activity, performance, or achievements 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 the recent acquisitions of Meridian Medical Management, CareCloud Corporation (a company we purchased in January 2020 and whose name we took) and other 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 recent spread of the 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 First Quarter 2021 Earnings Call

Mahmud Haq

Executive Chairman

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Stephen Snyder

Chief Strategy Officer

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A. Hadi Chaudhry

CEO and President

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Bill Korn

Chief Financial Officer

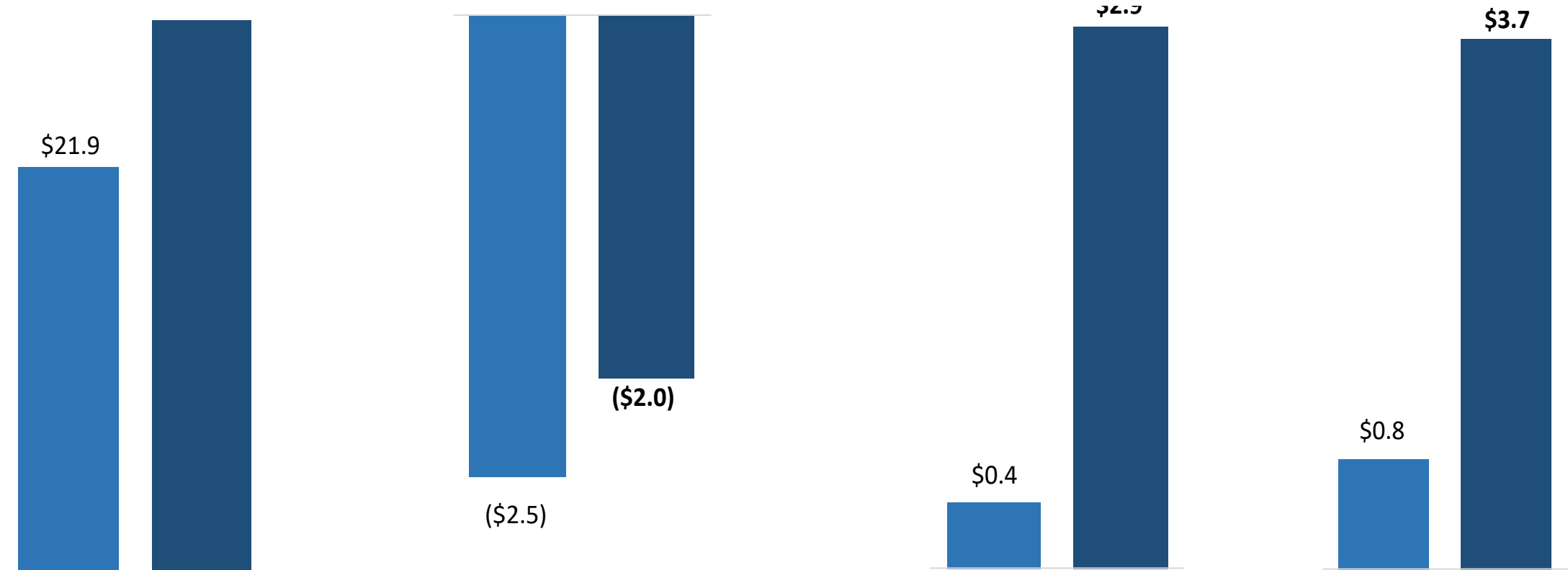
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Kim Blanche

General Counsel

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# Q1 2021 Highlights

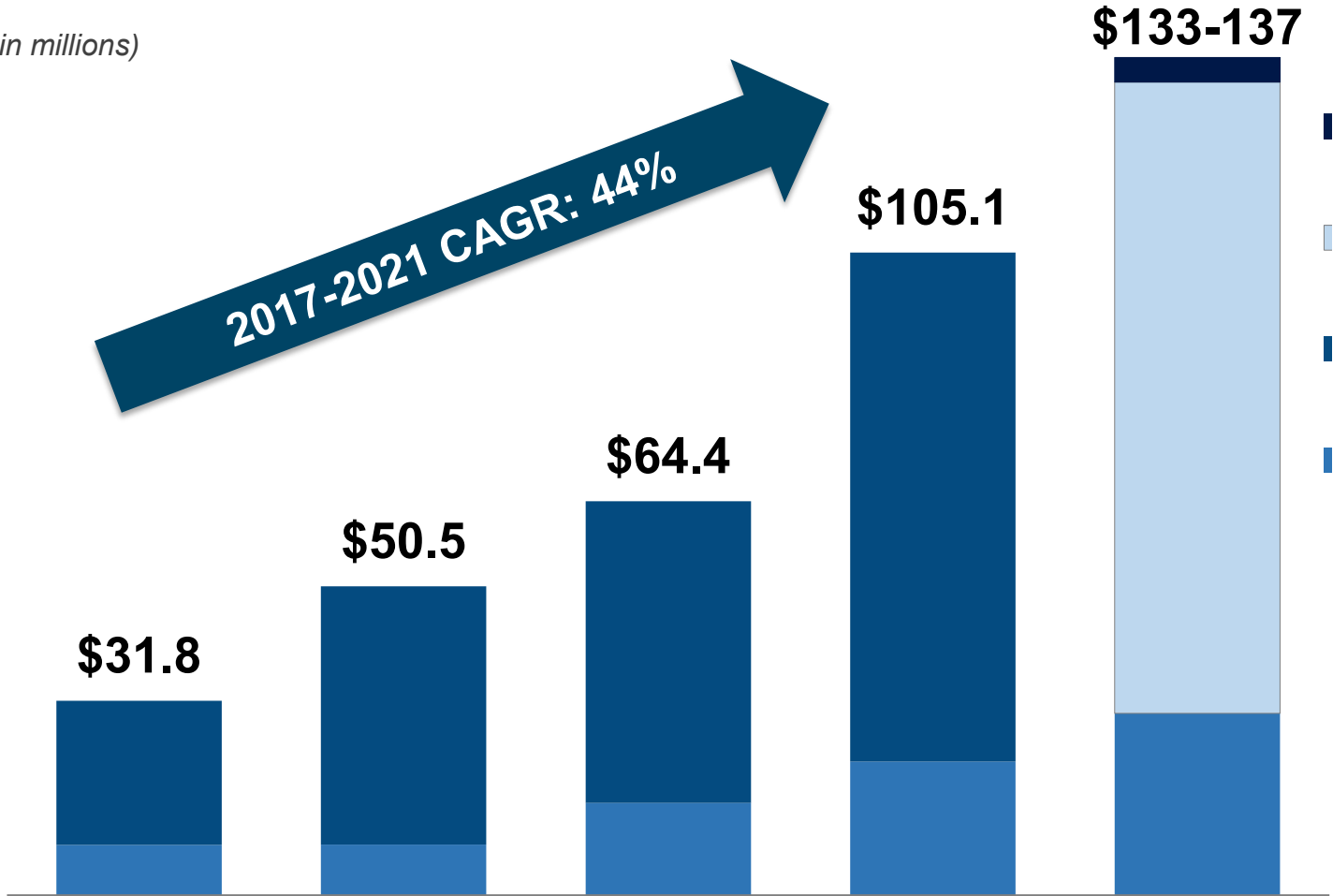


(\$ in millions. Percent change reflects 2020 to 2021)

See reconciliations of non-GAAP results in the Appendix

# Revenue Growth 2017 – 2020 plus 2021 Guidance

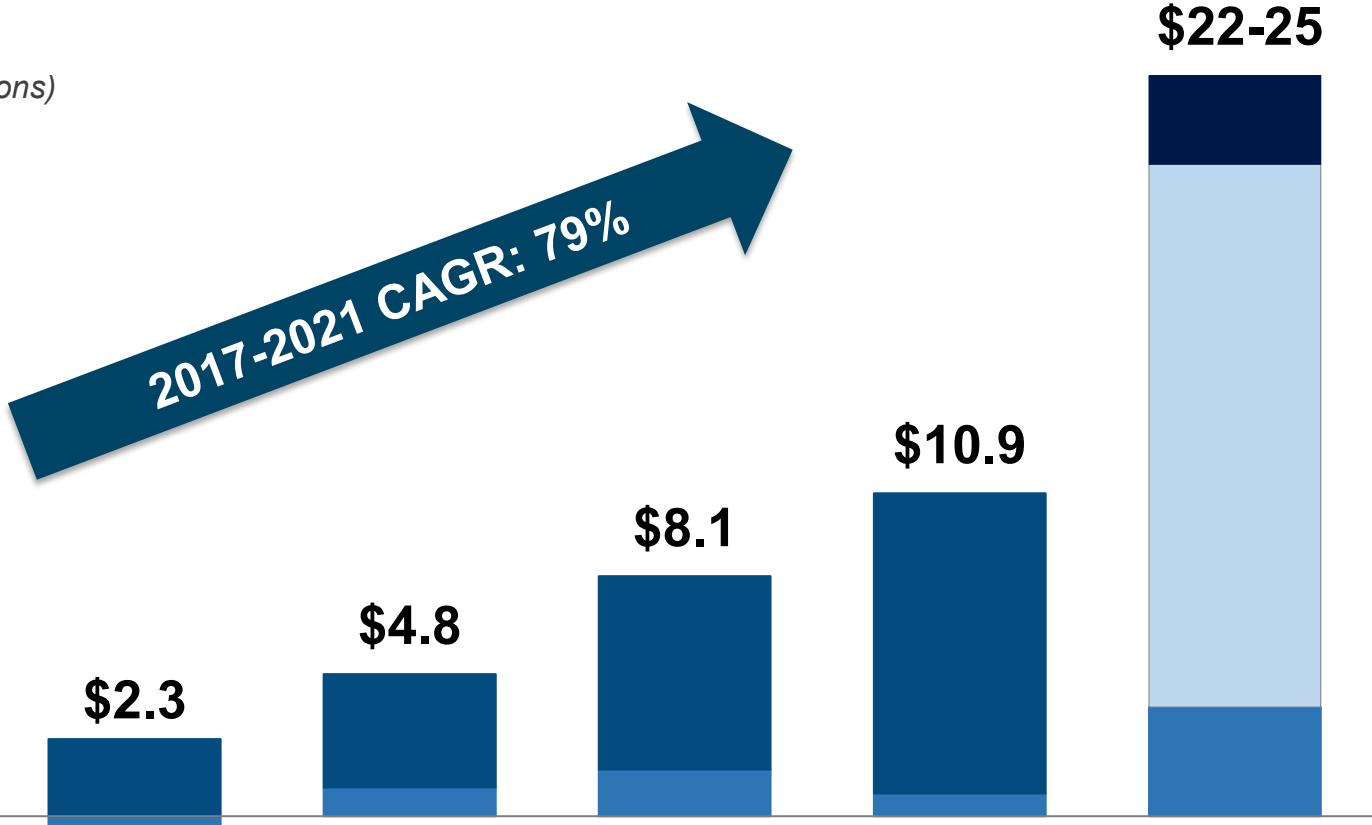
(\$ in millions)



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

(\$ in millions)



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)

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(formerly MTBC, Inc.)





## Appendix



# Non-GAAP Financial Measures Reconciliation

(\$000s)	Adjusted EBITDA	2017	2018	2019	2020	Q1 2020	Q1 2021
<b>Net loss</b>		\$ (5,565)	\$ (2,138)	\$ (872)	\$ (8,813)	\$ (2,502)	\$ (1,964)
Provision (benefit) for income taxes		68	(157)	193	103	30	(1)
Net interest expense		1,307	250	121	446	80	64
Foreign exchange / other expense		(249)	(435)	827	71	(424)	244
Stock-based compensation expense		1,487	2,464	3,215	6,502	1,307	1,267
Depreciation and amortization		4,300	2,854	3,006	9,905	1,333	2,831
Transaction and integration costs		515	1,891	1,736	2,694	646	232
Restructuring, impairment & unoccupied lease charges		276	-	219	963	297	1,018
Change in contingent consideration		152	73	(344)	(1,000)	-	-
<b>Adjusted EBITDA</b>		\$ 2,291	\$ 4,802	\$ 8,101	\$ 10,871	\$ 767	\$ 3,691

(\$000s)	Adjusted net income	2017	2018	2019	2020	Q1 2020	Q1 2021
<b>Net loss</b>		\$ (5,565)	\$ (2,138)	\$ (872)	\$ (8,813)	\$ (2,502)	\$ (1,964)
Foreign exchange / other expense		(249)	(435)	827	71	(424)	244
Stock-based compensation expense		1,487	2,464	3,215	6,502	1,307	1,267
Amortization of purchased intangible assets		3,393	1,828	1,877	8,127	1,015	2,135
Transaction and integration costs		515	1,891	1,736	2,694	646	232
Restructuring, impairment & unoccupied lease charges		276	-	219	963	297	1,018
Change in contingent consideration		152	73	(344)	(1,000)	-	-
Income tax expense (benefit) related to goodwill		27	(208)	80	(85)	15	(36)
<b>Non-GAAP Adjusted Net Income</b>		\$ 36	\$ 3,475	\$ 6,738	\$ 8,459	\$ 354	\$ 2,896

See the Company's Annual Reports on Form 10-K for the years 2018, 2019 and 2020, filed under MTBC, Inc. and its 10-Q for first quarter 2021