

Q3 2023 RESULTS

Nasdaq Global Market: CCLD, CCLDP, CCLDO

November 2, 2023

A leading provider of technology-enabled services and solutions that redefine the healthcare revenue cycle

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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 “may,” “might,” “will,” “shall,” “should,” “could,” “intends,” “expects,” “plans,” “goals,” “projects,” “anticipates,” “believes,” “seeks,” “estimates,” “forecasts,” “predicts,” “possible,” “potential,” “target,” or “continue” 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 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 our offshore offices 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 and President, 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 a division of First-Citizens Bank & Trust Company and other future debt facilities;
- Pay our monthly preferred dividends to the holders of our 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, our projected results of operations, financial performance or other financial metrics or any of the foregoing risks 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 this presentation, we disclose certain non-GAAP historical and projected financial measures, including Adjusted EBITDA. We believe that these non-GAAP financial measures provide useful information to both management and investors by excluding certain items and expenses that are not indicative of our core operating results or do not reflect our normal business operations. Our use of non-GAAP financial measures has certain limitations in that such non-GAAP financial measures may not be directly comparable to those reported by other companies. We seek to compensate for the limitation of our non-GAAP presentation by providing a detailed reconciliation of the non-GAAP financial measures to the most directly comparable U.S. GAAP measures. Investors are encouraged to review the related U.S. GAAP financial measures and the reconciliation of these non-GAAP financial measures to their most directly comparable U.S. GAAP financial measures.

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 Third Quarter 2023 Earnings Call



Mahmud Haq

Founder & Executive Chairman



A. Hadi Chaudhry

Chief Executive Officer & President



Larry Steenvoorden

Chief Financial Officer



Nathalie Garcia

General Counsel



A. Hadi Chaudhry

Chief Executive Officer & President

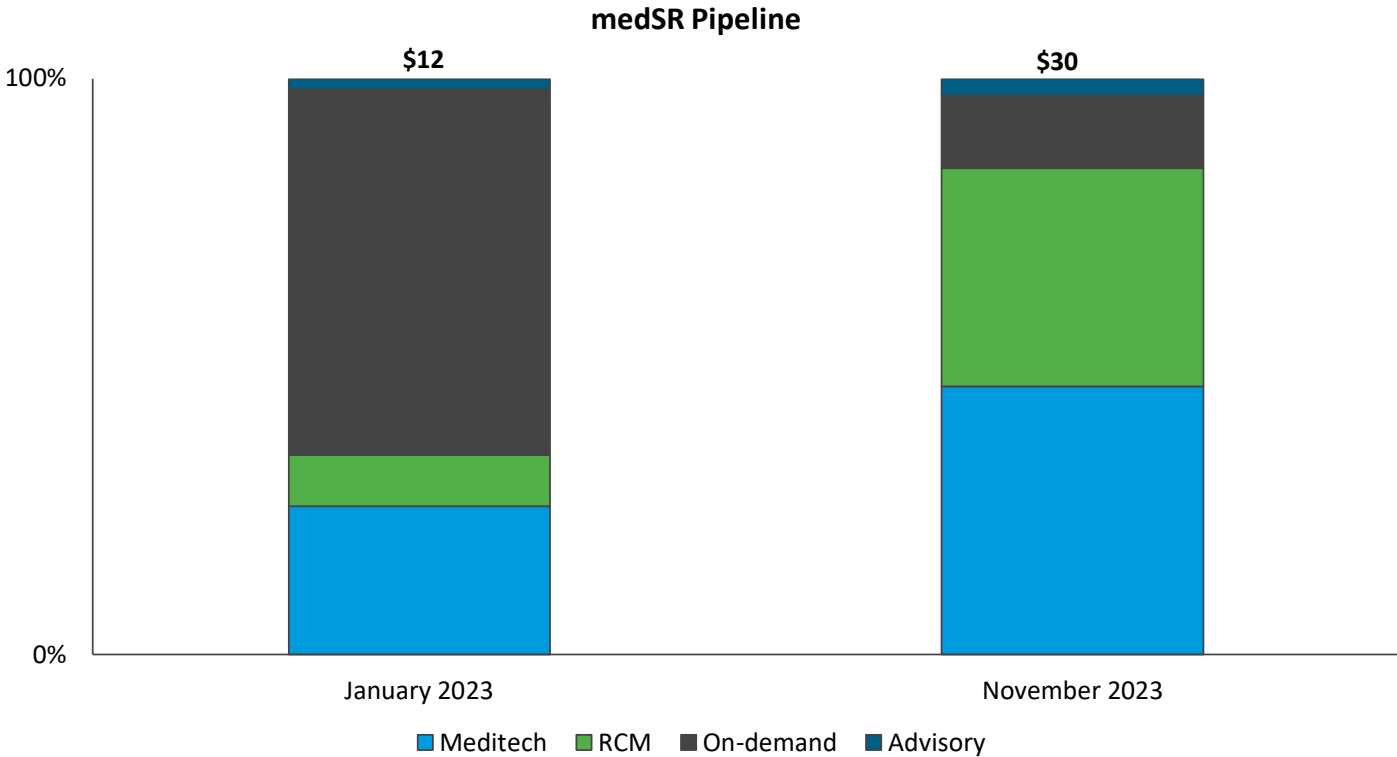
CirrusAI: Revolutionizing Healthcare with AI

Announced CirrusAI in collaboration with Google Cloud in mid-October.

- Key features include:
 - Cirrus Guide: Automates clinical data input, offers real-time recommendations.
 - Cirrus Chat: Enhances staff interactions, reduces response times.
 - Cirrus Appeals: Generates customized appeal letters for proper reimbursement.



medSR Pipeline



Therapy Solutions Suite



Referral Management

Create accurate data flow protocols for multidisciplinary healthcare and streamline care coordination within the therapy practice

Remote For Therapy

Cut down on email back and forth by managing your therapy operations and simplifying patient scheduling on-the-go



Patient Engagement

Go contactless with automated appointment management, online pre-registration, and electronic intake

EHR + PM

Enjoy faster charting with technically enhanced tools, dictation features, and conversational AI clinical assistance



RCM

Accelerate cash flow and ensure fewer denied claims with updated billing regulations and back-end billing support

[CareCloud Therapy Solutions Suite](#)

Emerging Opportunities – Middle East



CareCloud Prime

CareCloud PRIME

COMING SOON



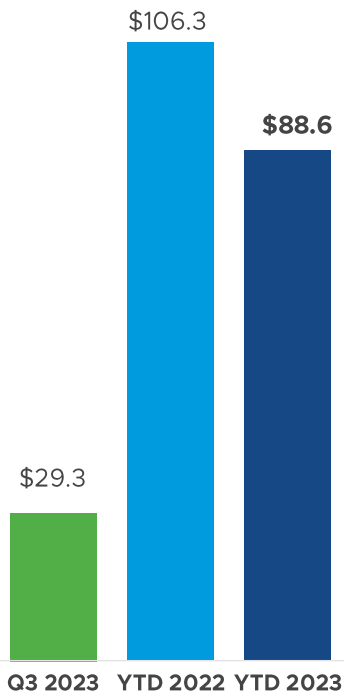


Larry Steenvoorden

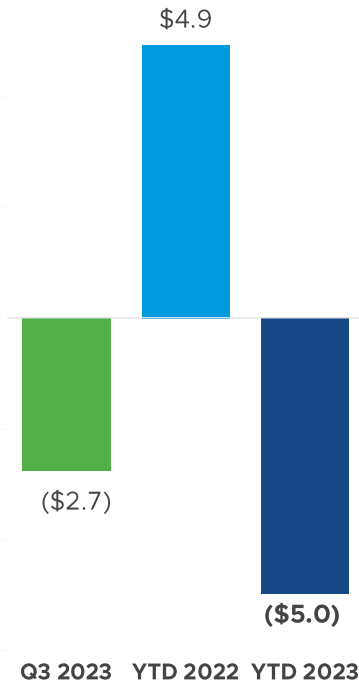
Chief Financial Officer

Q3 & YTD 2023 Highlights

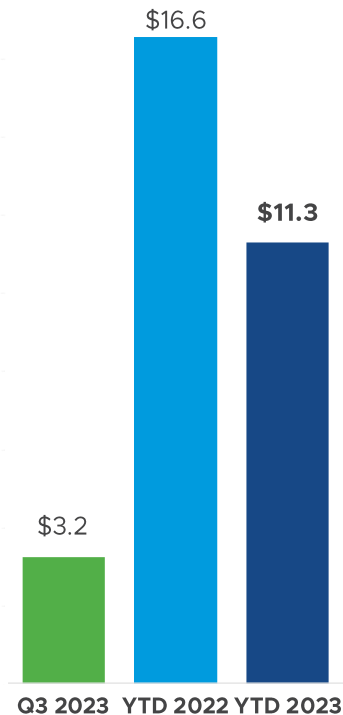
Revenue
(17%)



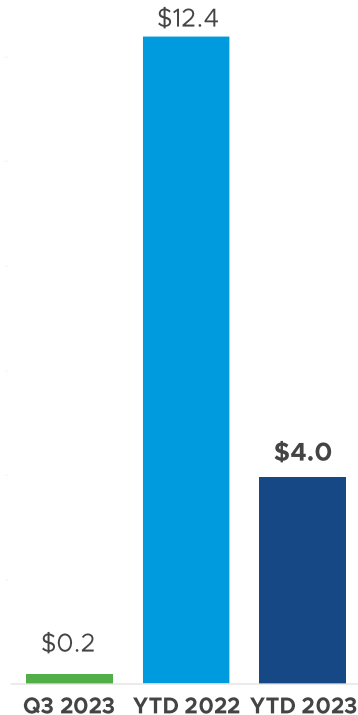
Net income (loss)
(201%)



Adjusted EBITDA
(32%)



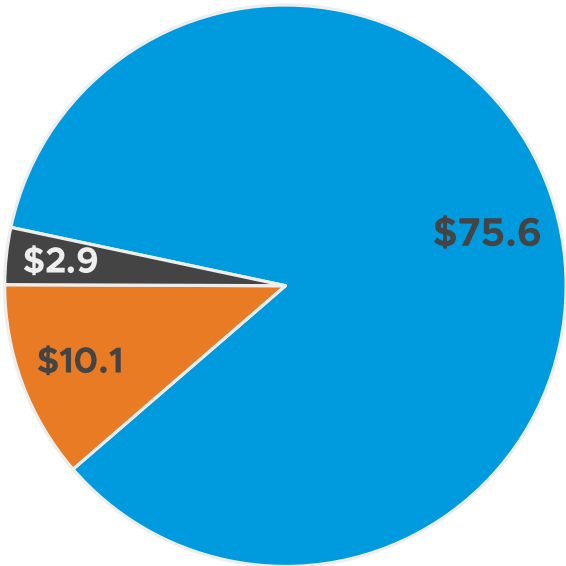
Adjusted net income
(68%)



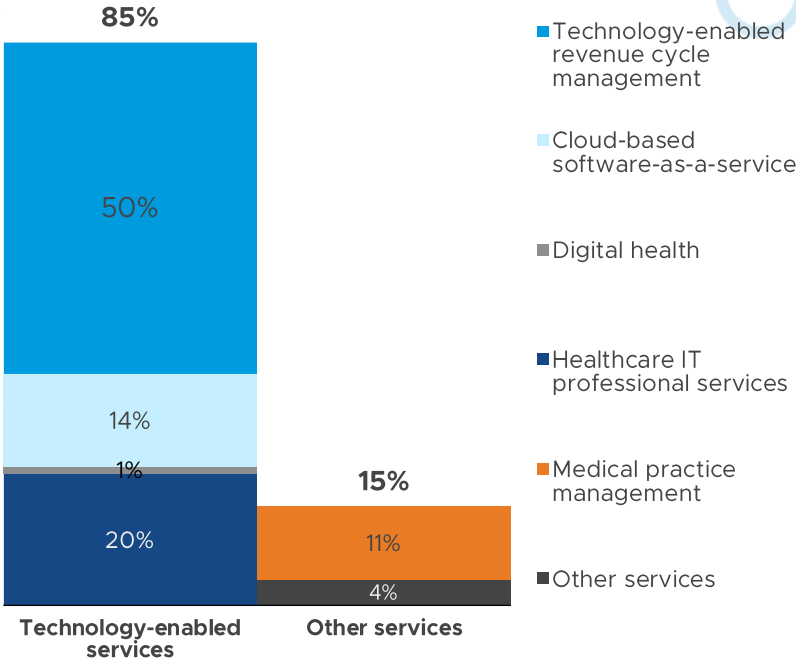
YTD 2023 Revenue

YTD 2023 Revenue

- Technology-enabled business solutions
- Medical practice management
- Other healthcare IT services



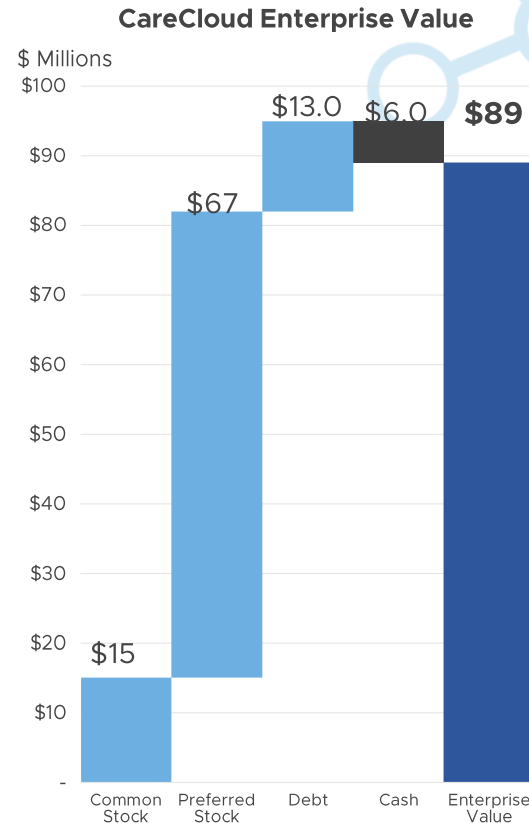
YTD 2023 Revenue



Most customers who utilize technology-enabled revenue cycle management use one or more elements of CareCloud's core technology (EHR or PM)

Capitalization as of October 31, 2023

	Common Stock	Series A Preferred Stock	Series B Preferred Stock
Stock Symbol	Nasdaq: CCLD	Nasdaq: CCLDP	Nasdaq: CCLDO
Stock Price¹	\$.93	\$11.23	\$11.03
Outstanding Shares¹	15.9 million	4.5 million	1.5 million
Equity Value	\$15 million	\$51 million	\$16 million
Share Structure/ Terms	<ul style="list-style-type: none"> Public Float: 10.5 M shares Fully Diluted: 17.1 M shares Insiders: ~34% 	<ul style="list-style-type: none"> Dividend: 11% of redemption value (\$25.00), paid monthly Non-convertible Redeemable at \$25.00 per share at Company's option Redemption value: \$113 M 	<ul style="list-style-type: none"> Dividend: 8.75% of redemption value (\$25.00), paid monthly Non-convertible Redeemable at \$25.75 per share starting 2/2024, steps down to \$25.00 by 2/2027 Redemption value: \$37 M



Thank You!

Nasdaq Global Market: CCLD, CCLDP, CCLDO



Corporate
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Appendix



Non-GAAP Financial Measures Reconciliation

(\$000s)	Adjusted EBITDA to GAAP net income (loss)	2021	2022	Q3 2022	Q3 2023	YTD 2022	YTD 2023
GAAP net income (loss)		\$ 2,836	\$ 5,432	\$ 1,056	\$ (2,749)	\$ 4,933	\$ (4,982)
Provision for income taxes		157	177	55	57	144	204
Net interest expense		440	364	82	300	281	705
Foreign exchange / other expense		241	712	523	426	359	609
Stock-based compensation expense		5,396	4,914	1,328	1,209	3,399	3,783
Depreciation and amortization		12,195	11,725	2,810	3,903	8,686	10,282
Transaction and integration costs		1,364	876	316	91	724	270
Net loss on lease terminations & unoccupied lease charges		2,005	1,138	307	8	928	430
Change in contingent consideration		(2,515)	(3,090)	(1,660)	-	(2,890)	-
Adjusted EBITDA		\$ 22,119	\$ 22,248	\$ 4,817	\$ 3,245	\$ 16,564	\$ 11,301

(\$000s)	Adjusted net income to GAAP net income (loss)	2021	2022	Q3 2022	Q3 2023	YTD 2022	YTD 2023
GAAP net income (loss)		\$ 2,836	\$ 5,432	\$ 1,056	\$ (2,749)	\$ 4,933	\$ (4,982)
Foreign exchange / other expense		241	712	523	426	359	609
Stock-based compensation expense		5,396	4,914	1,328	1,209	3,399	3,783
Amortization of purchased intangible assets		8,880	6,277	1,428	1,201	4,884	3,775
Transaction and integration costs		1,364	876	316	91	724	270
Net loss on lease terminations & unoccupied lease charges		2,005	1,138	307	8	928	430
Change in contingent consideration		(2,515)	(3,090)	(1,660)	-	(2,890)	-
Income tax expense related to goodwill		290	75	35	17	61	81
Non-GAAP Adjusted Net Income		\$ 18,497	\$ 16,334	\$ 3,333	\$ 203	\$ 12,398	\$ 3,966

Please note that adjusted EBITDA and adjusted net income are not audited and such information is subject to risks and uncertainties and should be reviewed in conjunction with GAAP financial results reported in the Company's Annual Report on Form 10-K and Quarterly Reports on Form 10-Q.