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CM.com reports record 2021. Revenue up 67% and gross profit up 88%.

17 February 2022

Highlights FY 2021.

+67%

REVENUE GROWTH YOY

to € 237.0 million

+88%

CORE GROSS PROFIT GROWTH YOY

to € 62.7 million

26%

GROSS MARGIN

from 24% FY 2020

134%

'NET DOLLAR RETENTION RATE' (NDR)[1]

5

HUBS OPENED

Further strengthening global presence

+255

TOTAL FTE GROWTH

755 FTE at 31 December 2021

1 Represents the ratio of the revenue of CPaaS customers in comparable twelve months between the actual and preceding year for customers that generated more than € 10,000 in revenue in the actual year

Highlights Q4 2021.

+47%

REVENUE GROWTH YOY

to € 66.8 million

+59%

GROSS PROFIT GROWTH YOY

to € 18.3 million

27%

GROSS MARGIN

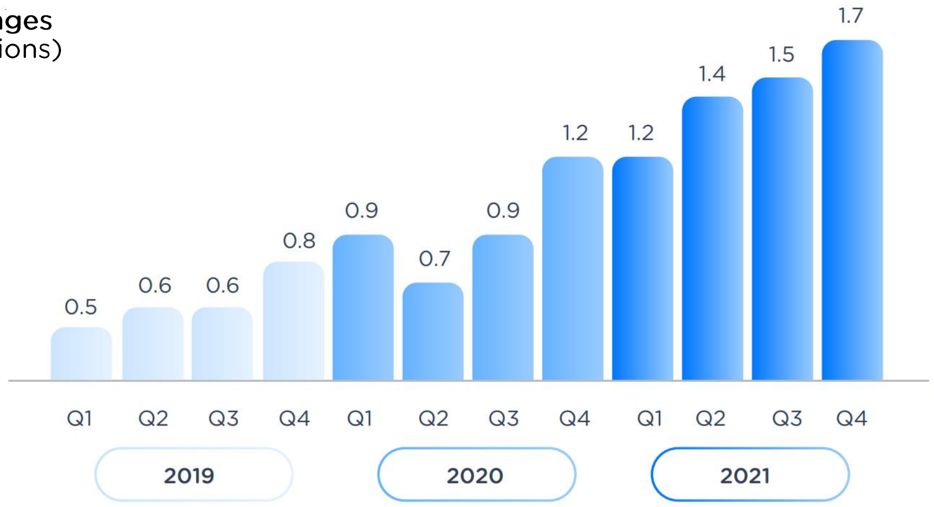
from 25% in Q4 2020

All KPIs

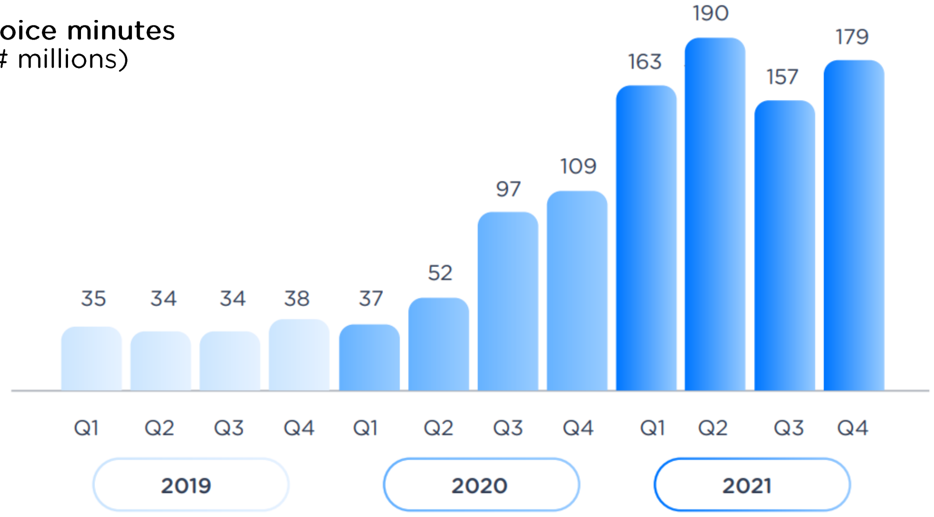
Double digit growth rates

Rise of KPIs Elevates Revenue Growth.

Messages
(# billions)



Voice minutes
(# millions)



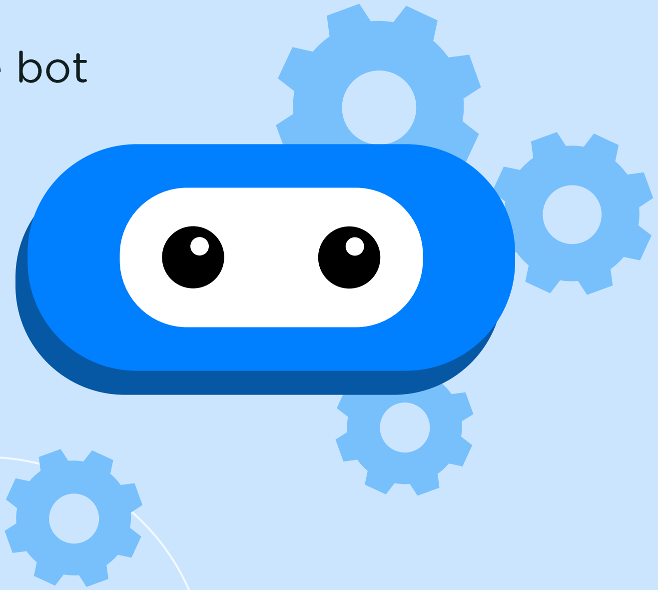
Total online payments processed
(x € million)

Tickets
(# millions)

Annual Recurring Revenue Boosts Margin Improvement.

Innovations Enhance the Customer Experience.

- Introduction of Voice bot



- Wide-range of communication channels
  - Instagram business messaging
  - RCS
- Building our own Payments Processing Platform
- Integration of technologies of acquired companies into one platform solutions

2021 International Awards and Recognitions.

The 2021 Best Practices Competitive Strategy Leadership Award in the European Conversational AI industry

Major Players category in the 2021 IDC MarketScape for the worldwide CPaaS market

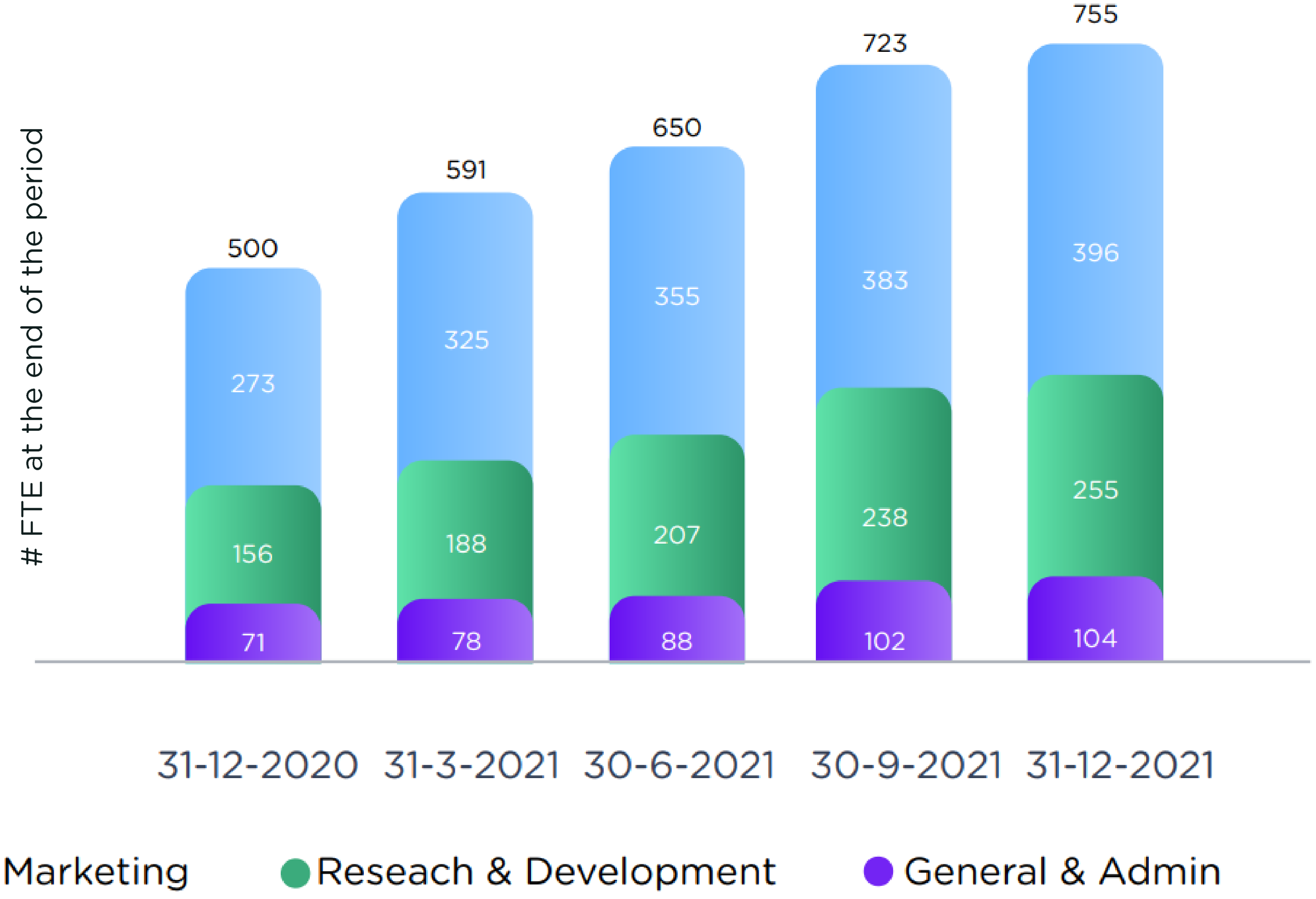
“Established Leader” and receives highest scores in 6 out of 11 categories on the Leaderboard Heatmap

Award for Excellence in Telco Innovation

“Major Contender” in the Conversational AI – Products PEAK Matrix

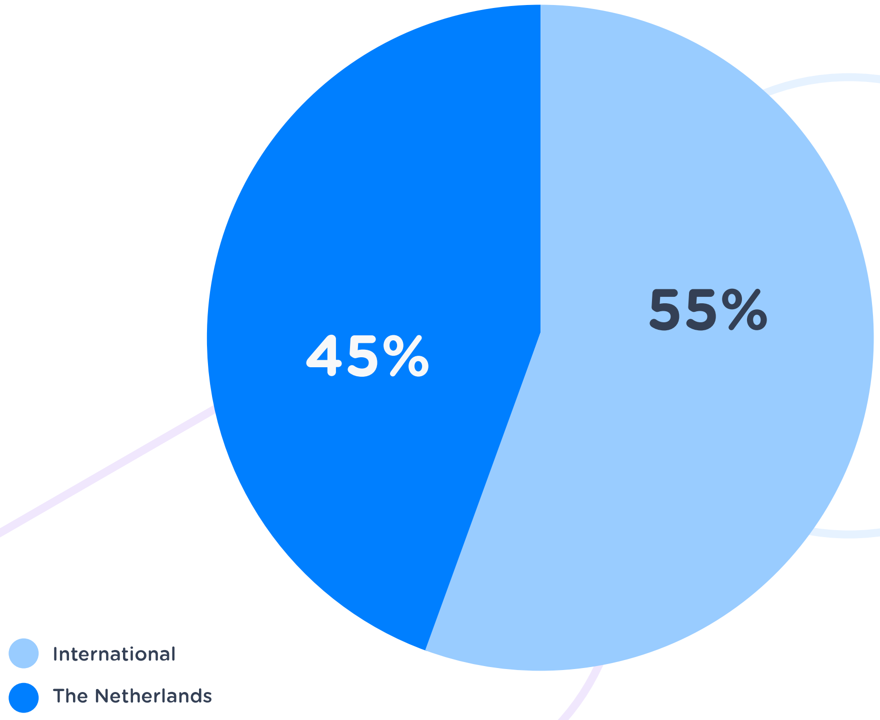
Expand Our Global Presence

Expanding Organization Fuels Accelerated Growth Strategy.

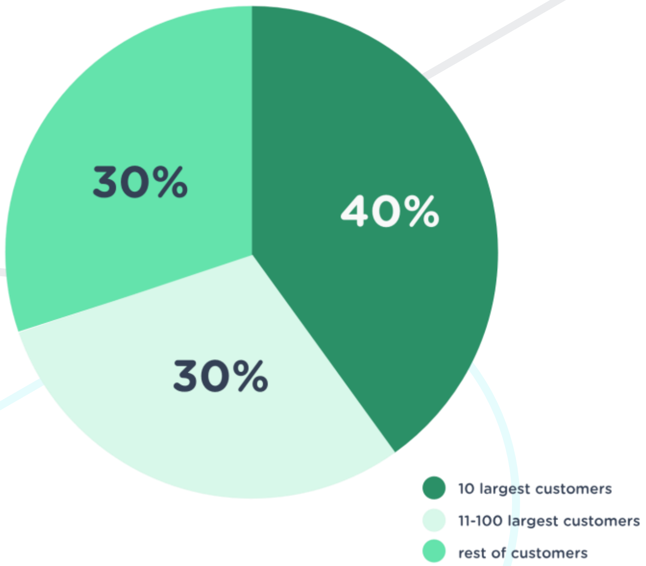


Diversified Global Customer Base.

Strong international revenue streams



Balanced mix of customers



- >30 Customers with > € 1 million revenue
- 134% CPaaS enterprise NDR
- 3% CPaaS enterprise churn

Based on FY 2021 total revenue of € 237 million

Acquisitions: Elevate the Customer Experience.

Global Ticket part of CM.com

ROBIN part of CM.com

APPMIRAL part of CM.com

CX company part of CM.com

tracedock part of CM.com

payplaza part of CM.com

Get Ticket part of CM.com

yourticketprovider part of CM.com

Sustainable Profitable Growth.

- Balanced mix of revenue growth in CPaaS, Payments and Software as a Service
- Development of the Integrated Solution Suite of Conversational Commerce
- Continued Global Expansion by Creating Local Presence
- Product Scale-up from Acquisitions
- Development of Strategic Partnership Management
- World class Customer Success Management and Customer Support

FY 2021 Highlights.

FY 2021 Financial Results.

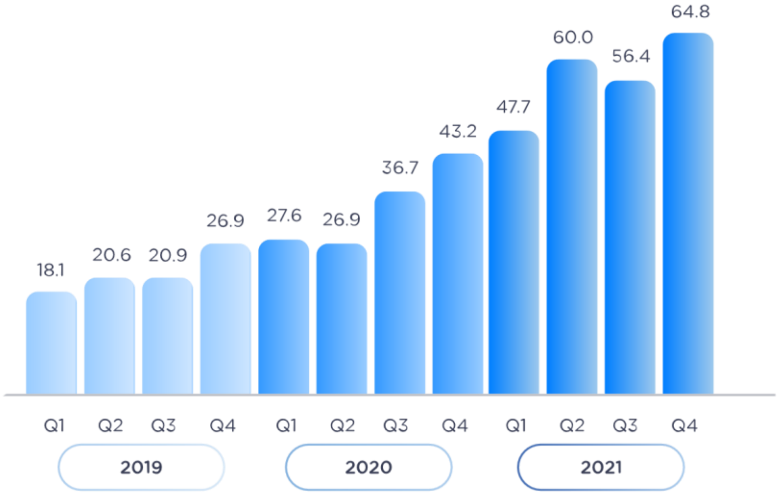
x € million	FY 2021	FY 2020
Revenue	**237.0**	**141.6**
Core revenue	*228.8*	*134.4*
Cost of Sales	(166.1)	(101.1)
Gross Profit	**62.7**	**33.3**
Core gross profit	*60.8*	*32.0*
Operating expenses	**(66.4)**	**(34.8)**
Employee benefit expenses	*(40.8)*	*(23.0)*
Other operating expenses	*(25.6)*	*(11.8)*
EBITDA	**(3.7)**	**(1.5)**
Change in Working Capital[1]	(3.2)	(17.5)
CAPEX	(19.0)	(10.0)
Free cash flow[1]	**(20.1)**	**(27.9)**
Cash position[1]	**100.0**	**40.7**

- Growth initiatives boosted revenue up 67%
- Gross profit up 88%, fueled by uprise of SaaS
- Rise in OPEX enables future strong revenue growth
- Free Cash Flow € (20.1) million
- € 13.5 million in strategic acquisitions

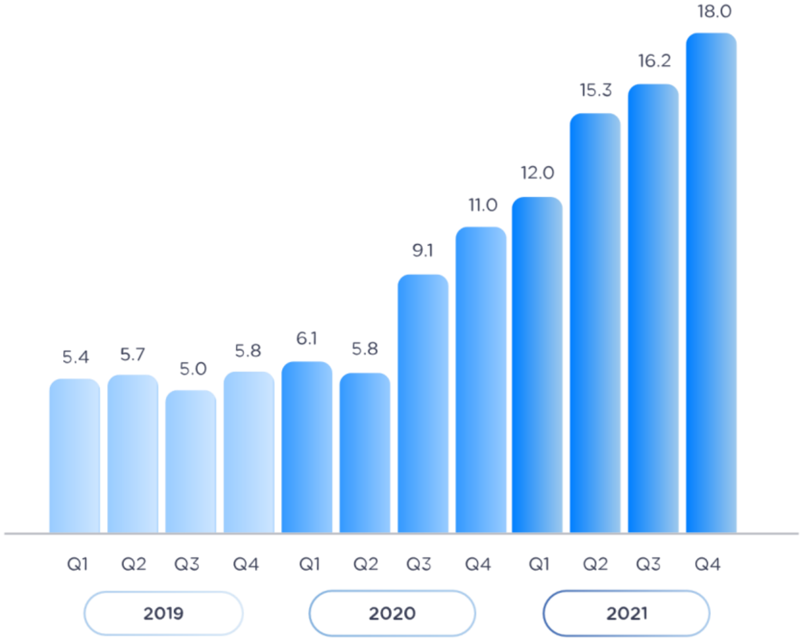
1 Excluding Foundations, which are the bank positions of 'Stichting Derdengelden', which are restricted cash

+50% Core Revenue Growth in Q4 2021.

Core revenue development
(x € million)



Core gross profit development
(x € million)



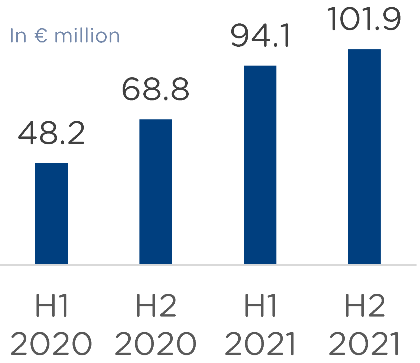
Revenue (EURm)

Revenue Development.

CPaaS

- NDR of 134% in 2021
- Revenue grew by 73% to € 117.6 million outside of NL
- Significant increase of both messages and voice minutes

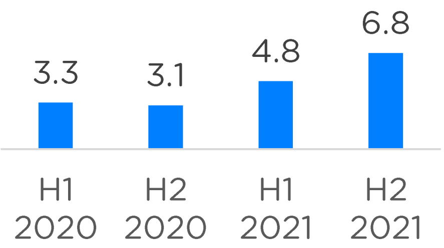
In € million



Payments

- 81% revenue growth:
  - PayPlaza acquisition
  - Growth of existing customers
  - Expansion of Ticketing business
- Online payments processed increased by 35% to € 471 million in H2 2021
- Multi-year contract as international PSP of the Dutch government started in Nov. 2021

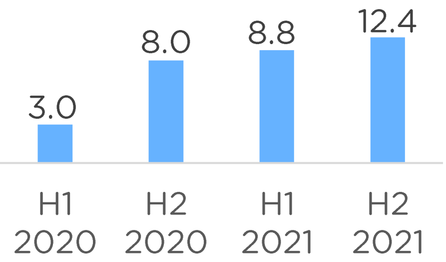
In € million



Platform

- Rise of SaaS revenue of 95% to € 17.7 million due to acquisitions and strong demand for our OTT bundles and Cloud solutions globally
- Ticketing revenue hampered by pandemic-related lockdowns, but still grew by 84% and amounted € 3.4 million in FY 2021
- Easing of lockdown regimes expected to result in growth of Ticketing business

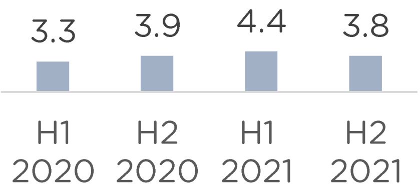
In € million



Other

- Mainly Premium SMS and Carrier Billing

In € million



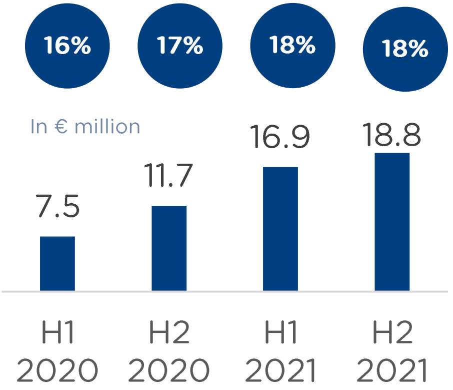
Gross profit (EURm)

Gross margin
(as % of respective segment revenue)

Gross Profit Development.

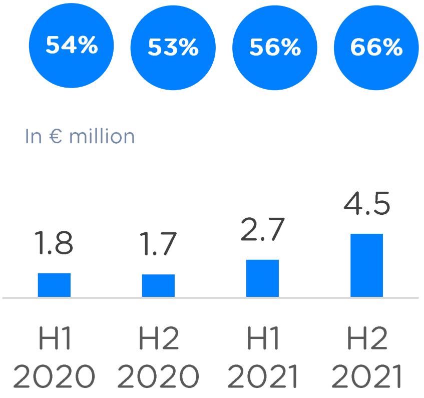
CPaaS

- Gross profit in H2 2021 driven by the strong growth of number of messages and voice minutes
- All regions contributed to gross profit growth



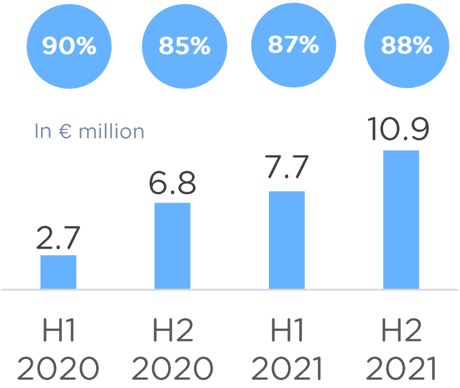
Payments

- Strong gross profit uptick driven by PayPlaza acquisition that generates high margin recurring revenue streams



Platform

- Gross profit up 60%:
  - Acquisitions
  - Increased demand for OTT bundles and Cloud subscriptions
- Decline of event ticketing partially compensated by growth of venue ticketing



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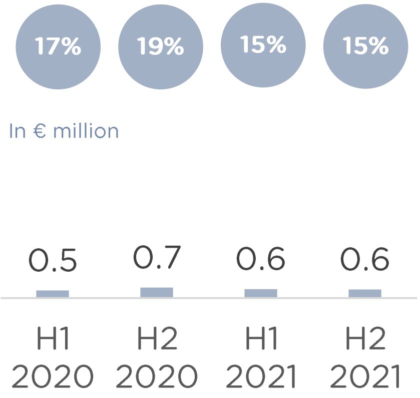

2022 Outlook.

2022 Outlook.

- Expansion of global footprint and local presence: opening of new hubs and further growth of the organization

- Expected revenue growth conform medium-term growth guidance of > 30%:
  - Strong start of 2022
  - Growth of new client base and strong retention rates
  - Uptick in payment and ticketing volumes due to the reopening of venues and the return of events
  - Contribution of Covid-19 related voice volumes most probably seen its peak
  - Further growth of our SaaS-solutions

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Thank you.

If you have any questions,
don’t hesitate to contact us.

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