



*(formerly MTBC, Inc.)*

# Investor Presentation

*June 2021*

*A leading healthcare  
technology company  
with a complete suite  
of proprietary, cloud-  
based solutions for  
healthcare providers*

**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:

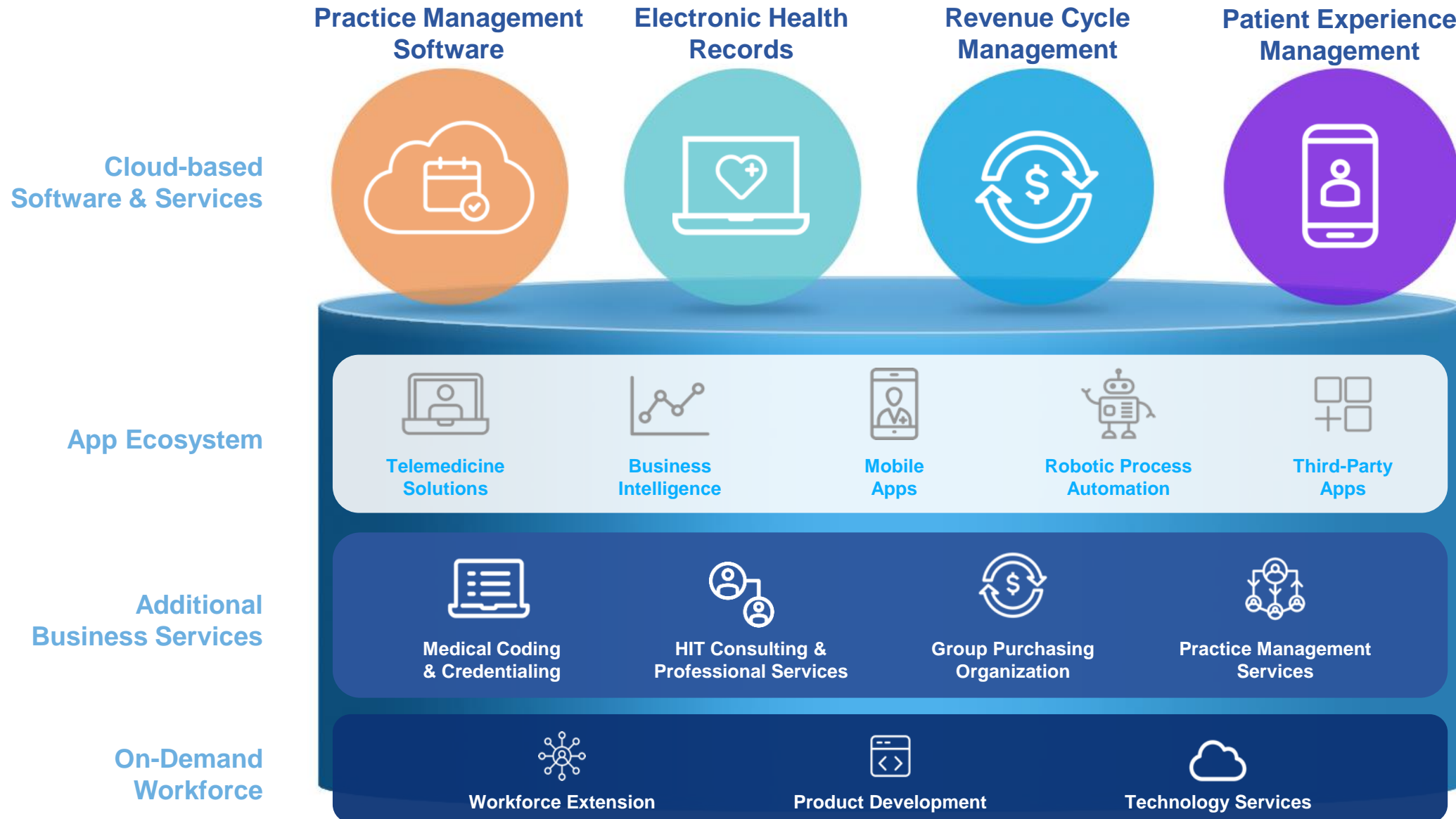
- Manage our growth, including acquiring, partnering with, and effectively integrating the recent acquisitions of Meridian Medical Management, CareCloud Corporation (a company we purchased in January 2020 and whose name we took) and other acquired businesses into our infrastructure and avoiding legal 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.

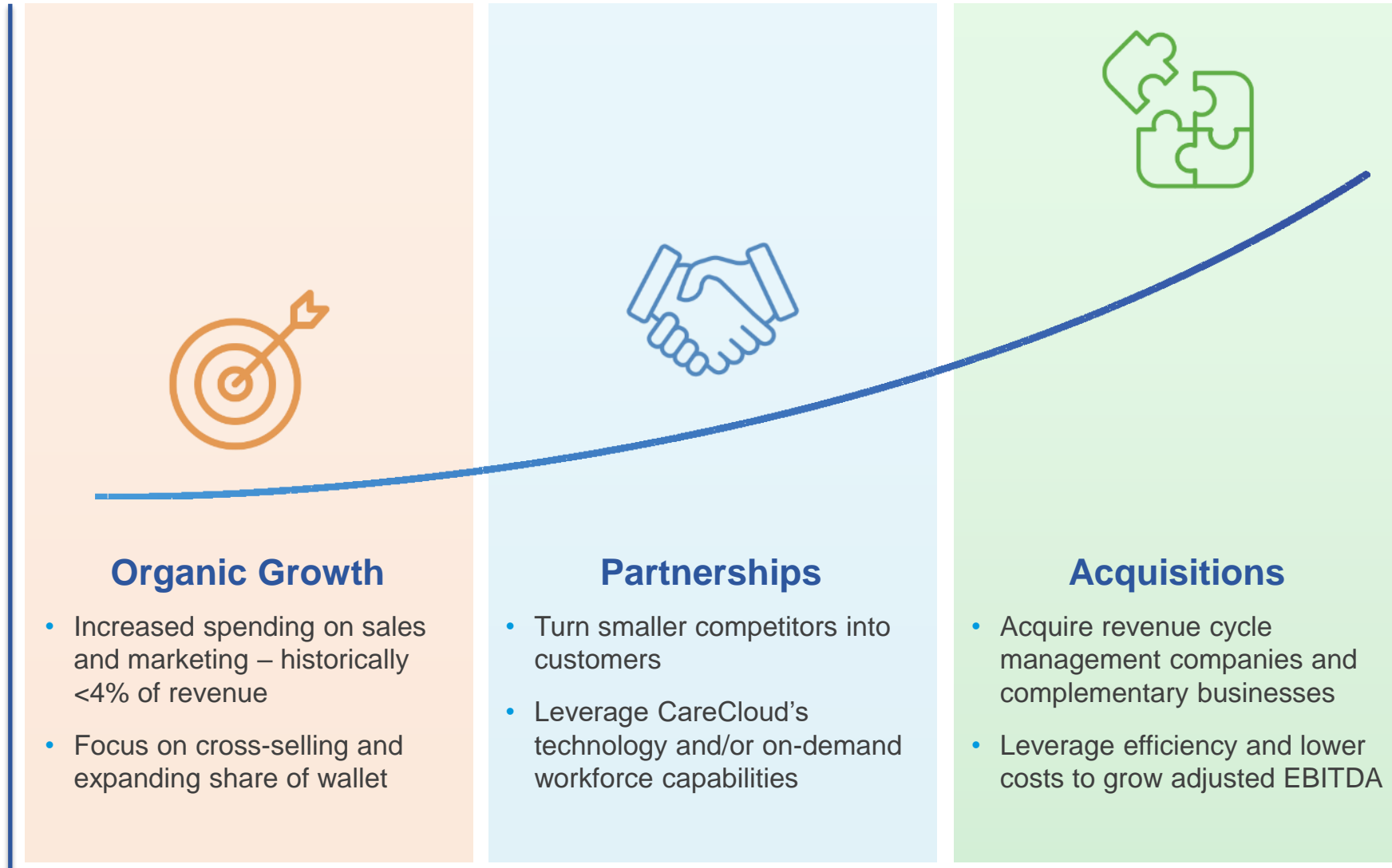
In our earnings releases, prepared remarks, conference calls, slide presentations, and webcasts, we may use or discuss non-GAAP financial measures, as defined by SEC Regulation G. The GAAP financial measure most directly comparable to each non-GAAP financial measure used or discussed, and a reconciliation 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.

# Robust Solutions Driving Growth



# Multi-Faceted Growth Strategy



# MTBC Rebrands as CareCloud on March 29, 2021

*Takes name of one of its largest acquisitions*

# CareCloud

“The CareCloud identity reflects MTBC’s leadership in providing a unified, easy-to-use, and diverse cloud-based platform that empowers healthcare providers to increase revenues, optimize care delivery, and enhance the patient experience. The reaction from clients has been uniformly favorable.”

CEO, CareCloud



# Proven Leadership Team



## Mahmud Haq

### Founder & Executive Chairman

- Former CEO of Compass International Services (Nasdaq: CMPS); completed 14 acquisitions in 18 months, grew revenue to ~\$180M run-rate, and acquired by NCO Group
- Increasing senior positions at American Express
- B.S., Aviation Management, Bridgewater State College
- M.B.A., Finance, Clark University



## A. Hadi Chaudhry

### President, Chief Executive Officer & Director

- Joined in 2002
- Previously served as Manager of IT, General Manager, Chief Information Officer, and VP of Global Operations
- Extensive healthcare IT experience, including various roles in the banking and IT sector
- B.S., Mathematics & Statistics; numerous IT certifications



## Bill Korn

### Chief Financial Officer

- Joined in 2013
- Former CFO of Antenna Software (2002-2012); completed 5 acquisitions, driving 87% CAGR
- Former executive at IBM (NYSE: IBM) for 10 years
- A.B., Economics, magna cum laude, Harvard College
- M.B.A., Harvard Business School



## Stephen Snyder

### Chief Strategy Officer & Director

- Joined in 2005
- Previously served as VP/General Counsel, COO, President, and CEO
- Attorney for 20 years; M&A and healthcare experience
- Focused on M&A strategy and execution
- J.D., Rutgers School of Law; senior editor, law journal



# CareCloud Supports the Evolving Healthcare Marketplace

## Transition to More Complex Payment & Delivery Models

- Fee-for-service to value-based care
- **CareCloud can support all the complexities of value-based care, letting physicians focus on patients instead of payers**



## Administrative & Regulatory Burden

- Federally regulated quality programs driving reimbursement challenges
- **CareCloud complies with HIPAA, MACRA and MIPS**



## Rise of Patient Consumerism

- COVID-19 reshaping and accelerating digital transformation
- **CareCloud's telehealth app and contactless check-in app allow providers to deliver services however the patient desires**



## Provider Growth & Scale

- Medical groups growing through consolidation
- **CareCloud's cost-effective technology and offshore team allows practices to compete with much larger health systems**



# Serving Diverse Customers Across a Large Addressable Market

Small Medical Practices



Large Physician Groups



Health Systems



Industry Partners



70+  
Specialties

40,000+  
Healthcare Providers

50  
States



# medSR – Accelerating Growth in the Health System Space

Our latest acquisition brings two well-known players in the hospital market into the CareCloud family as **medSR**



IT Transformation Consulting  
& Professional Services



Revenue Cycle Services



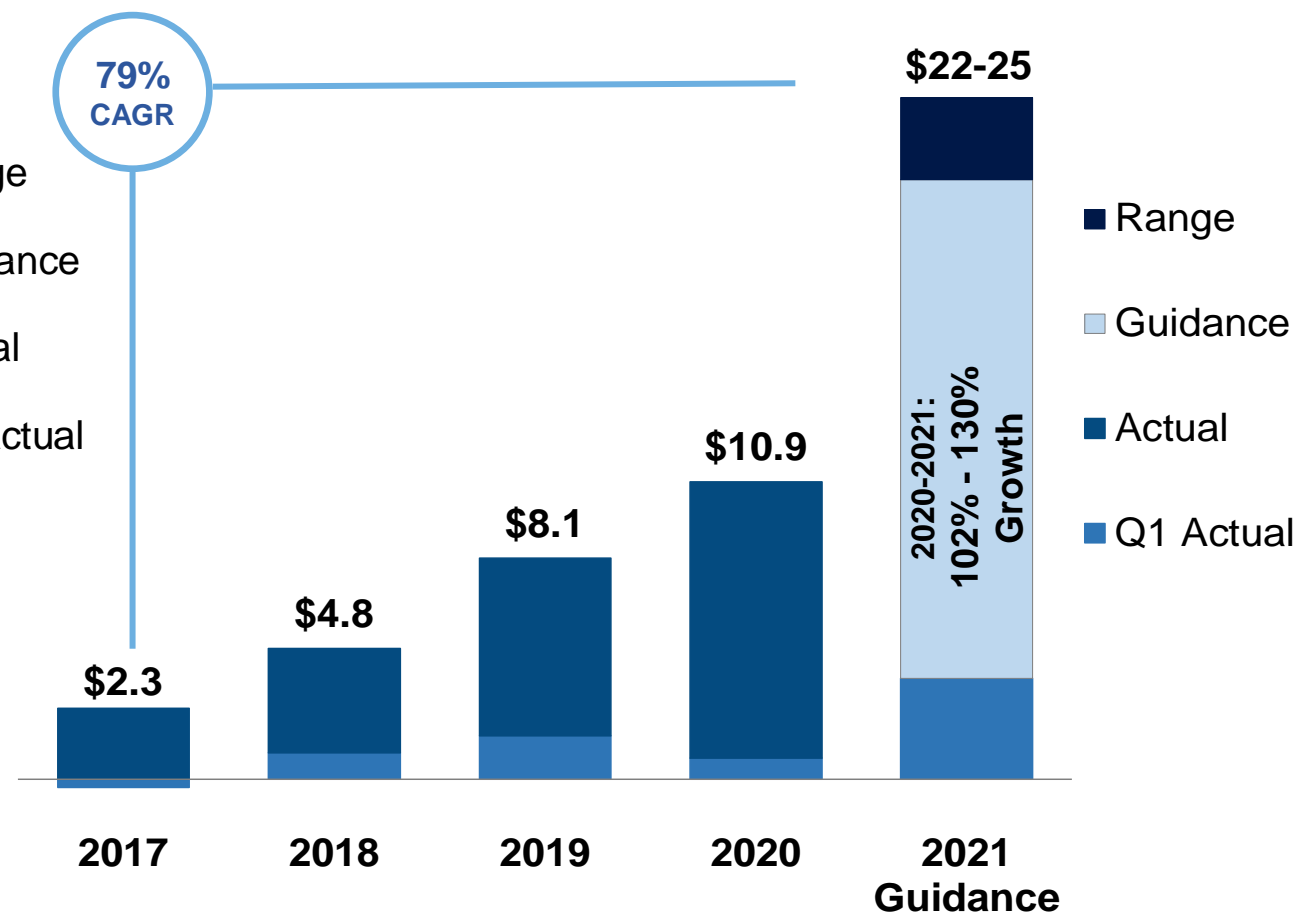
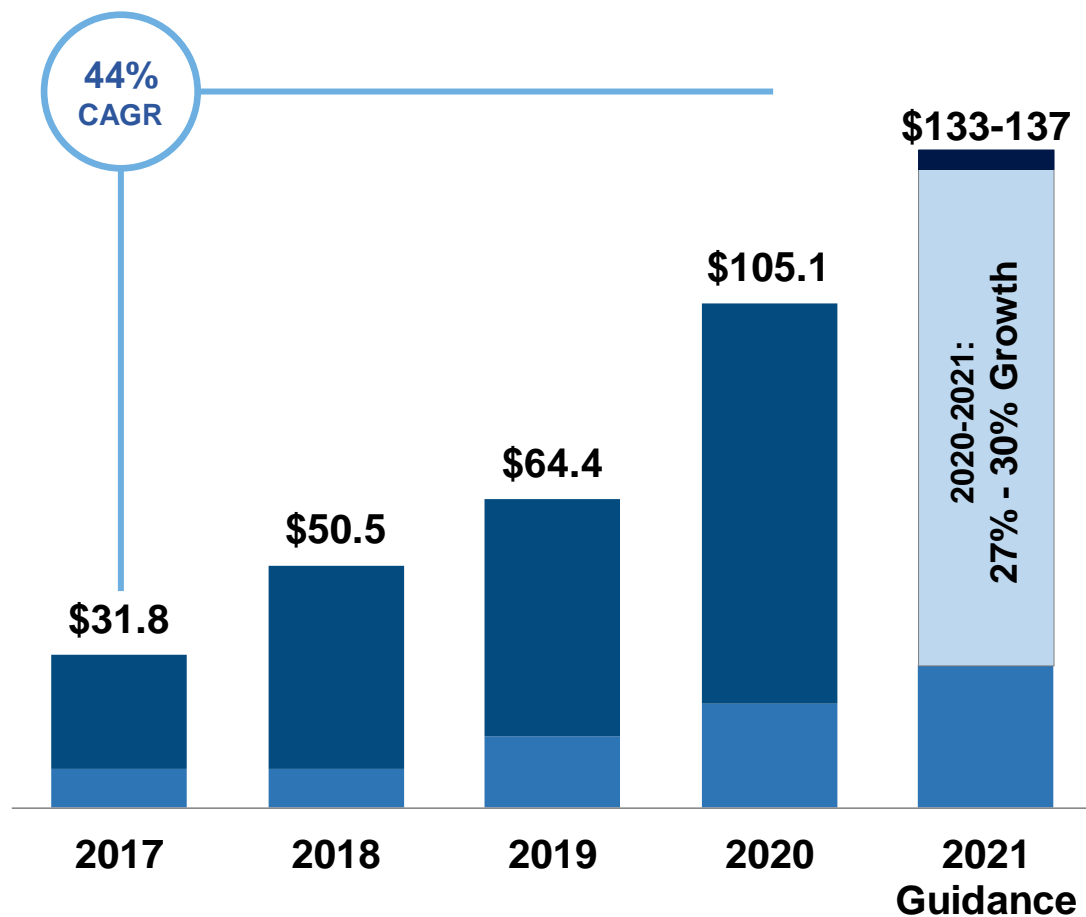
On-demand Staffing

- Leverage medSR's deep health system relationships to drive new SaaS and RCM growth opportunities, such as business intelligence, robotic process automation, credentialing, coding and revenue cycle management, with health systems
- Enable current CareCloud clients to leverage a broader range of essential health system services and solutions
- Ability to pair our operational scale and powerful solutions with a new dimension of capabilities to serve this expansive market

*Partnered with 100+ health systems over the past two years alone – significant opportunity for growth*

# Revenue & Adjusted EBITDA Growth

\$ in millions



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

See reconciliation of non-GAAP results in Appendix

# Proven and Repeatable Acquisition Integration Expertise



June 2020



January 2020



April 2019

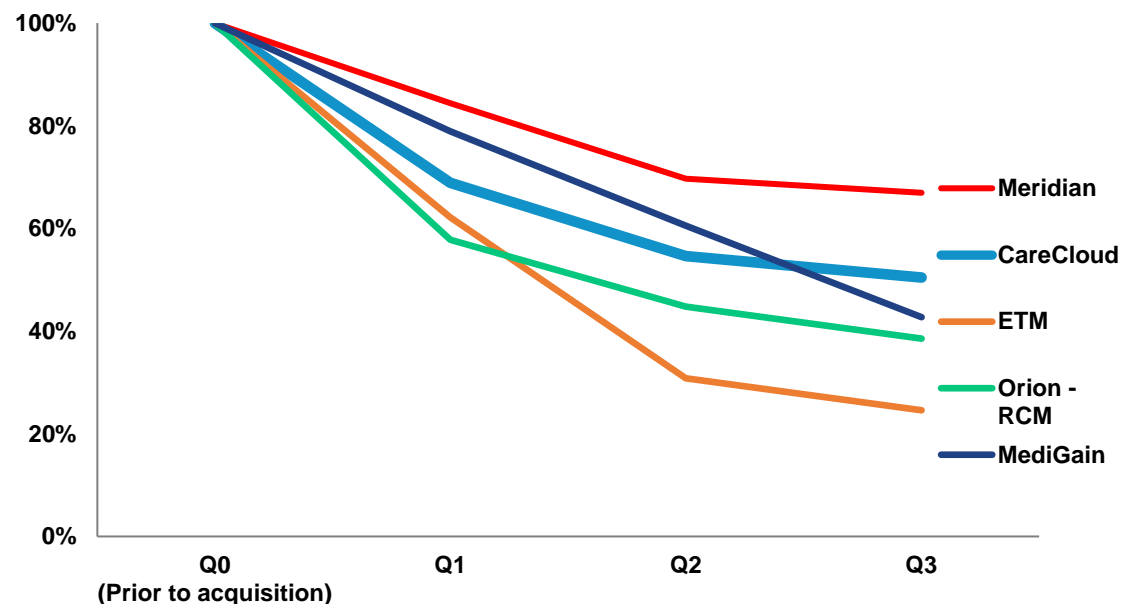


July 2018



October 2016

## Acquisitions Expenses Reduction



Orion's practice management segment and group purchasing organization were profitable pre-acquisition, so expense reductions focused on RCM business only

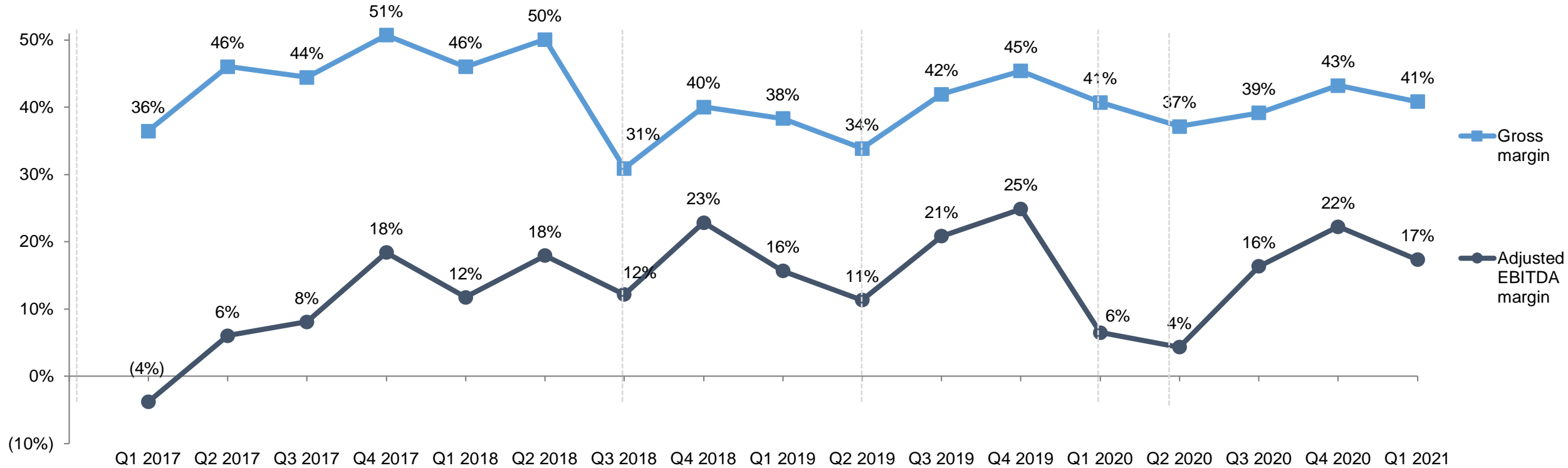
CareCloud refers to a company we purchased in January 2020 and whose name we took

Meridian began cost-cutting in mid-2019, so Q3 of 2019 is considered Q0 for this purpose

### • Proven repeatable results:

- CareCloud's (a company we purchased in January 2020 and whose name we took) operating expenses reduced 50% by Q4 2020
- Meridian's operating expenses reduced 33% by Q1 2021
- Typical acquisitions have negative profit contribution during the first quarter after purchase, are break-even during the second quarter, and are accretive starting the third quarter after purchase

# Margins Typically Rebound a Few Quarters After Major Acquisitions



*Excludes practice management segment, which generated \$12 M of revenue during 2020*

*CareCloud refers to a company we purchased in January 2020 and whose name we took*

# CareCloud's Competitive Advantages

The combination of CareCloud's leading healthcare technology platform, low-cost global team, and proven track record of integrating acquired businesses and turning them profitable gives CareCloud a competitive advantage



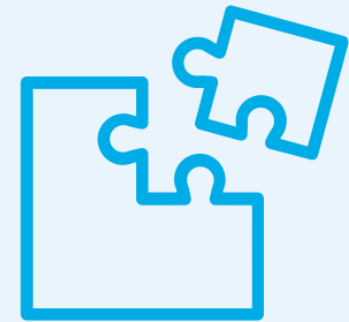
## Technology Platform

- Streamlines workflow
- Increases revenue
- Decreases expenses for customers



## Global Team

- Unparalleled cost structure
- Globally distributed workforce



## Proven Market Consolidator

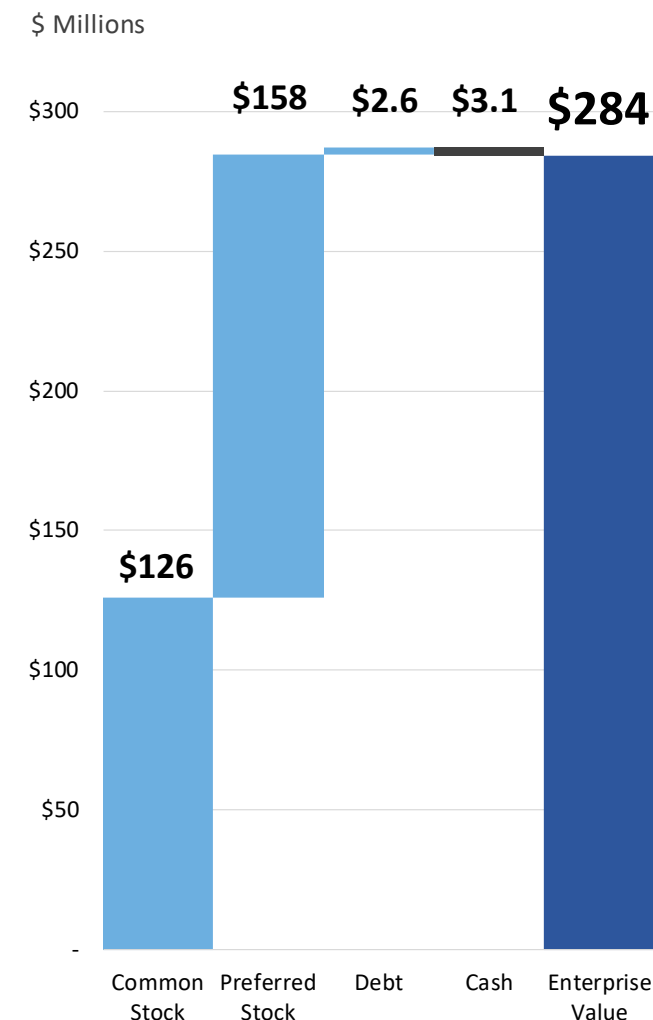
- Repeatable M&A framework
- Rapid integration methodology
- Highly fragmented market opportunity



# Capitalization as of June 21, 2021

	Common Stock	Series A Preferred Stock
Exchange / Ticker	Nasdaq: MTBC	Nasdaq: MTBCP
Stock Price <sup>(1)</sup>	\$8.70	\$28.75
Outstanding Shares <sup>(1)</sup>	14.4 million	5.5 million
Equity Value	\$126 million	\$158 million
Share Structure / Terms	<ul style="list-style-type: none"> <li>Fully Diluted: 19.4M shares</li> <li>Public Float: 9.1M shares</li> <li>Insiders: ~37%</li> </ul>	<ul style="list-style-type: none"> <li>Dividend: 11% of redemption value (\$25.00), paid monthly</li> <li>Non-convertible</li> <li>Optionally redeemable at \$25.00 per share at Company's option</li> <li>Redemption value: \$138 million</li> </ul>

## CareCloud Enterprise Value



(1) Stock prices and shares as of June 21, 2021 . Debt and cash as of June 21, 2021.

# Why CareCloud

- Leading cloud-based healthcare platform
- Record results driven by organic as well as strategic growth
- History of rapidly integrating large acquisitions driving enhanced scale
- 2021 guidance of \$133-137 million revenue, \$22-25 million adjusted EBITDA



Corporate Website	<a href="http://www.carecloud.com">www.carecloud.com</a>
Investor Relations	<a href="http://ir.carecloud.com">ir.carecloud.com</a>
Investor Inquiries	<p>Bill Korn, CFO <a href="mailto:bkorn@carecloud.com">bkorn@carecloud.com</a></p> <p>Matt Kreps, Darrow IR <a href="mailto:mkreps@darrowir.com">mkreps@darrowir.com</a> (214) 597-8200</p>

CareCloud   
(formerly MTBC, Inc.)



# Appendix

# Most Recent Acquisitions



A company we purchased in January 2020 and whose name we took

- Award-winning, **enterprise-grade cloud platform** and business services for medical groups nationwide, offering:
  - **Revenue cycle management**
  - **Practice management**
  - **Electronic health record**
  - **Patient experience management software and solutions**



A company we purchased in June 2020 that had spun-out of GE Healthcare in 2013 and had been taken private

- Leading healthcare technology and RCM solutions provider to large, complex, multi-specialty physician groups, prestigious healthcare systems, and national healthcare IT vendors
- Robust **robotic process automation** business line
- Proprietary, **cloud-based business intelligence software**

MedMatica & Santa Rosa now  
**medSR**



A company we purchased in May 2021 after having combined with two well-known healthcare system consulting brands

- **Deep relationships** in the health system / hospital space
- Ability to drive **new and large growth** opportunities for CareCloud (BI, RPA, RCM, etc.)
- **Expands CareCloud footprint in enterprise** and health system verticals
- Enables broader portfolio of solutions for current CareCloud clients

# Non-GAAP Financial 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