# **flyvire** Q4 2023 Earnings supplement February 27, 2024

## 

## **Disclosures**

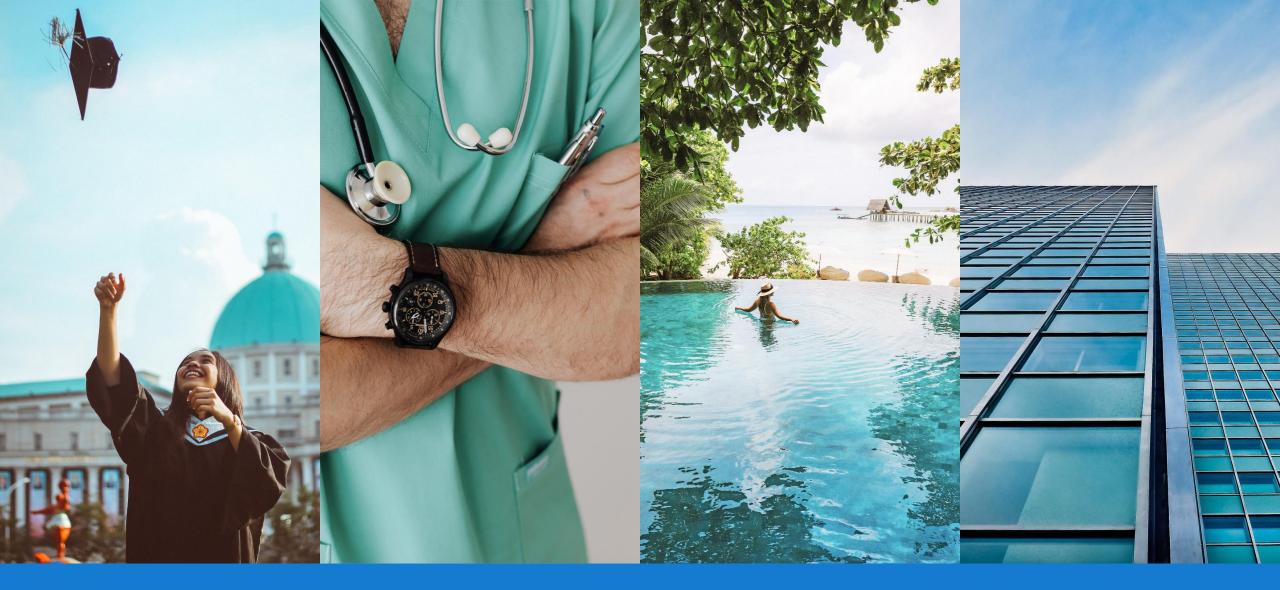
This presentation includes forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995 and Section 21E of the Securities Exchange Act of 1934, as amended. All statements other than statements of historical facts contained in this presentation, including statements regarding Flywire's ability to successfully implement Flywire's business plan, future results of operations and financial position, business strategy and plans and Flywire's objectives for future operations, are forward -looking statements. The words "believe," "may," "will," "estimate," "continue," "anticipate," "intend," "expect," "plans," "potential," "seeks," "projects," "should," "could" and "would" and similar expressions are intended to identify forward -looking statements, although not all forward-looking statements contain these identifying words. Flywire's financial condition, results of operations, business strategy, short-term and long-term business operations and objectives, and financial needs. These forward-looking statements are subject to a number of risks, uncertainties and assumptions that are described in the "Risk Factors" and "Management's Discussion and Analysis of Financial Condition and Results of Operations" sections of Flywire's Annual Report on Form 10-K for the year ended December 31, 2022 and Quarterly Report on Form 10-Q for the quarter ended September 30, 2023, which are on file with the Securities and Exchange Commission (SEC) and available on the SEC's website at www.sec.gov. Additional factors may be described in those anticipated or implied in the SEC in the first quarter of 2024. In light of these risks, uncertainties and assumptions, the forward -looking events and cricumstances discussed in this presentation may not occur and actual results could differ materially and adversely from those anticipated or implied in the forward-looking events and cricumstances discussed in the sentition may not occur and actual results could differ materially and adversely from those antici

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This presentation contains certain non-GAAP financial measures as defined by SEC rules. Flywire has provided a reconciliation of those measures to the most directly comparable GAAP measures, which is available in the Appendix. The company has not provided a quantitative reconciliation from forecasted adjusted EBITDA to forecasted GAAP net income (loss) or to forecasted GAAP income (loss) before income taxes, because it is unable without making unreasonable efforts, to calculate certain reconciling items with confidence. These items include but are not limited to income taxes which are directly impacted by unpredictable fluctuations in the market price of the company's stock.

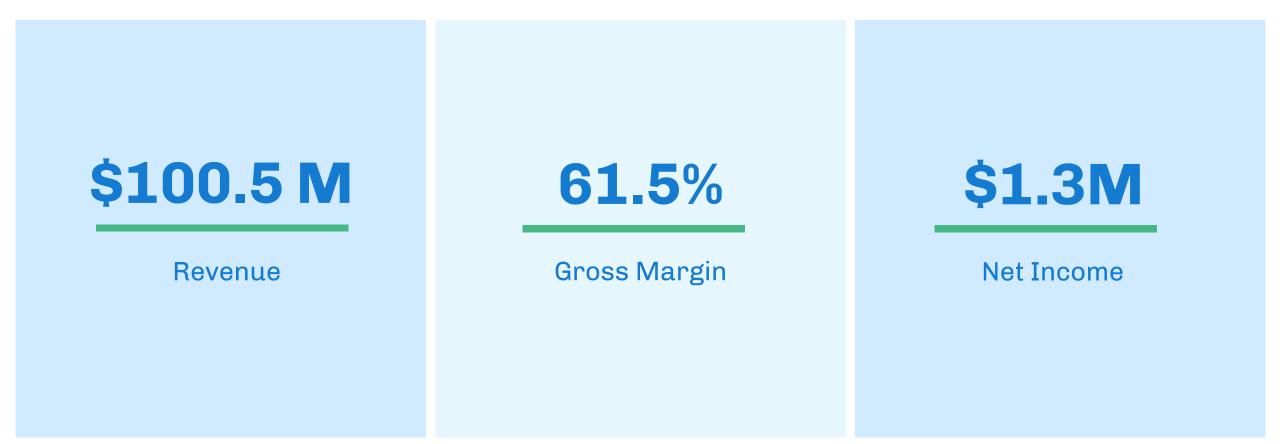


Our mission is to deliver the most important and complex payments

## Q4 2023 performance

## $Y \$ \ddagger f \in R \And Y \$ \ddagger f \in f$

## **GAAP financial highlights** Q4 2023



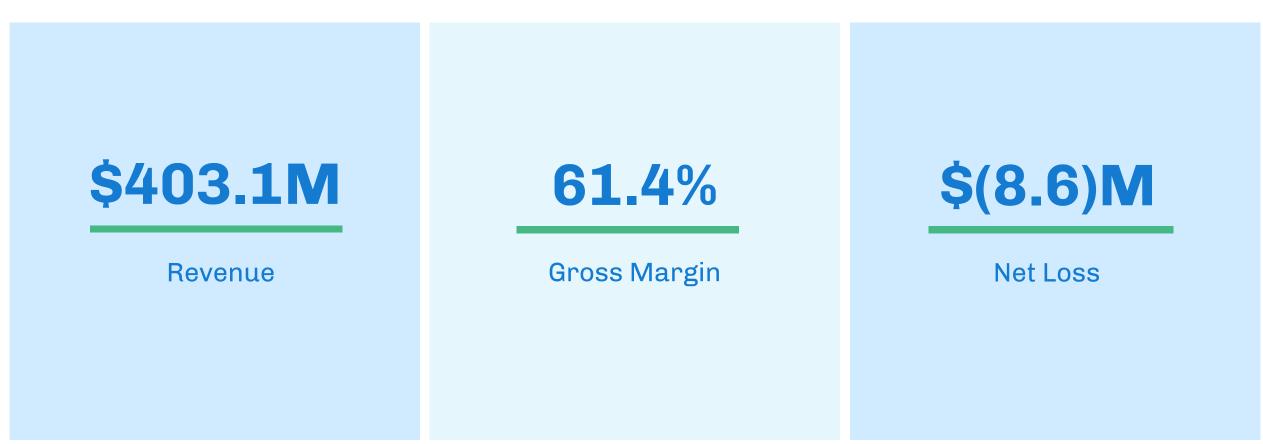
## **Key operating metrics (Non-GAAP)** Q4 2023

<b>\$5.4B</b>	<b>\$96.1M</b>	<b>\$63.5M</b>	<b>\$7.7M</b>
+33%1	+43%1	+ 43% <sup>1</sup>	+ 692% <sup>1</sup>
Total payment volume	Revenue Less Ancillary Services	Adjusted Gross Profit <sup>2</sup>	Adjusted EBITDA

## FY 2023 performance

## $Y \$ # f \in R ₹ Y \$ # f \in f$

## **GAAP financial highlights** FY 2023



### **Key operating metrics (Non-GAAP)** FY 2023

<b>\$24.0B</b>	<b>\$381.5M</b>	<b>\$254.1M</b>	<b>\$42.0M</b>
+33%1	+43% <sup>1</sup>	+ 40% <sup>1</sup>	+ 183% <sup>1</sup>
Total payment volume	Revenue Less Ancillary Services	Adjusted Gross Profit <sup>2</sup>	Adjusted EBITDA

## **Business update**

## Y\$Hf $\in R$ ₹Y\$Hf $\in f$

## **2023 Business highlights**





Strong overall revenue less ancillary services growth of +43% YoY Adj. EBITDA expanded by 546 bps YoY as a % of Revenue Less Ancillary Services AQUA EXPEDITIONS

### **UCL**

700+ New clients across our verticals

ORACLE\* PeopleSoft

Tight integrations with leading ERP systems in U.S. education market

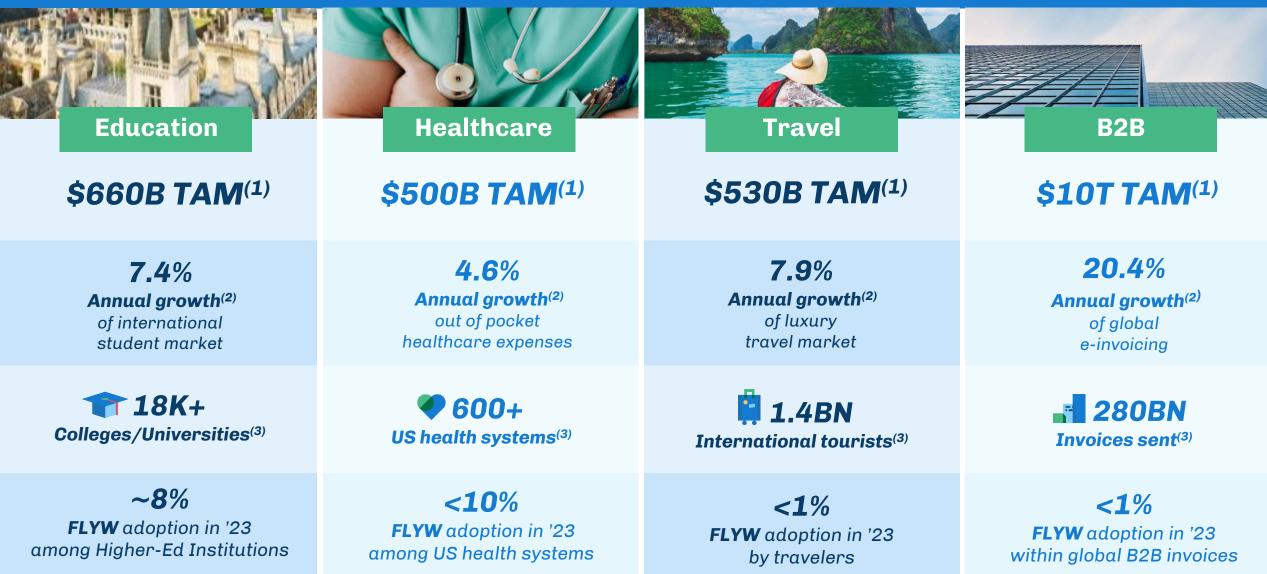




Further strengthening our payments network in India, China and elsewhere StudyLink COHORT

Continued strong execution on our targeted M&A strategy

### **Our growth is underpinned by large TAMs\***



### We increase TAM penetration through key initiatives



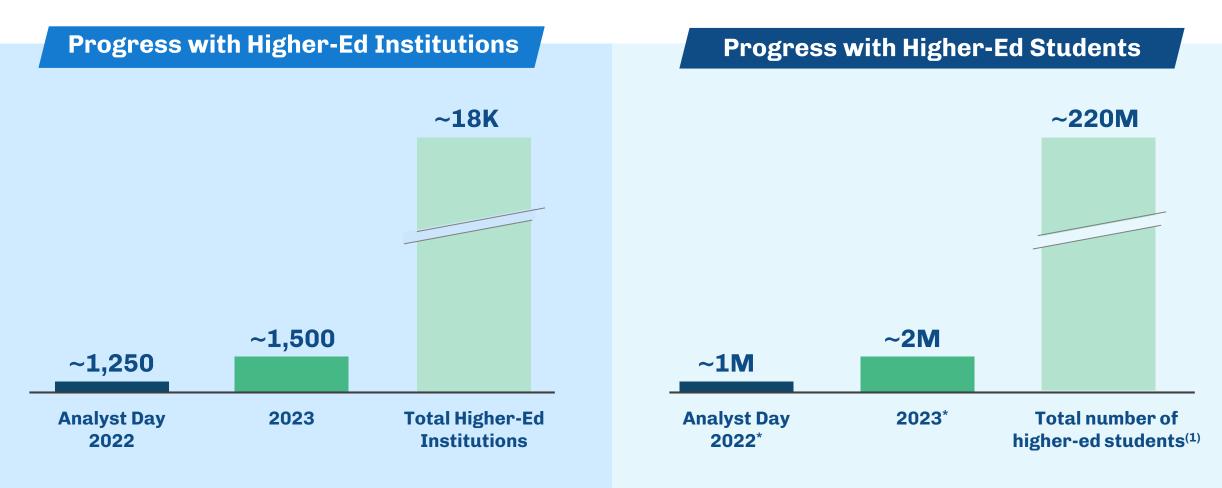
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### Education spotlight: Multiple levers to pull to sustain growth in education



For citations, please refer to appendix

## Education spotlight: Plenty of runway for growth



8% Penetration of Higher-Ed Institutions

<1% Penetration of Higher-Ed Students

Education spotlight: software drives value in payments

Flywire offers a seamless consumer experience, leveraging our global payment network, working with a broad range of Student Information Systems

## flywire

**Continuum of software solutions** 

#### SFS - Accounts Receivable Solution

Client leverages Flywire"full suite" (Student Financial Software) to offer a more comprehensive view of the student bill, enhanced payment plan functionality, collections management platform, e-store, and more

#### Flywire Payment Enablement Platform

Client leverages Flywire Advantage (platform + global payment network + vertical software) focused on payment enablement (any combination of one time, recurring/installment, domestic, and/or cross-border transactions)

#### Flywire can receive and post student data ensuring full lifecycle management of the student account

ellucian.





Soluciones y Tecnología para la Universidad









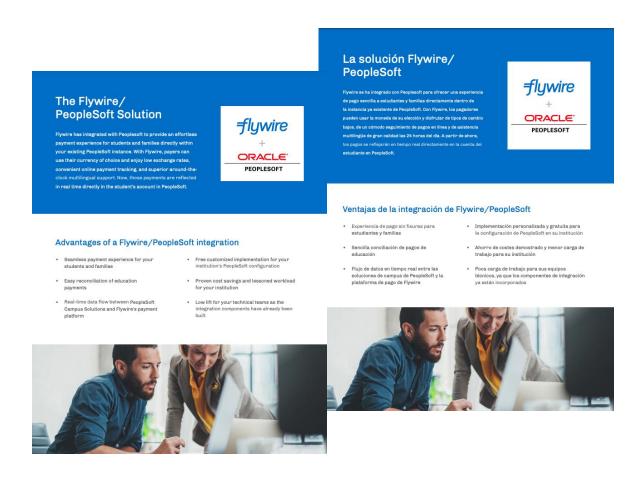
## Education spotlight: PeopleSoft expertise

**Deep experience working** with PeopleSoft across higher education

**Since 2017** Flywire has maintained Oracle Gold Partner status

Multiple languages are supported with our integration

#### Flywire has built two very robust integrations with PeopleSoft to support Flywire's Student Financial Software & Payments Enablement Platform



## Education spotlight: Ellucian expertise

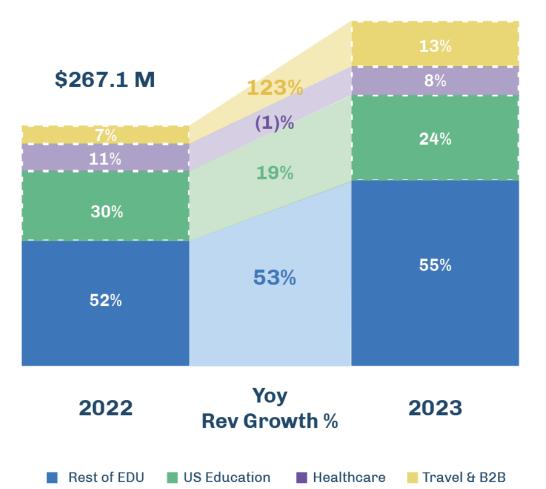
**Deep experience working with ellucian** across higher education

**Silver level partner** Flywire has multiple validated integrations with Ellucian

**Platform integrations** for all major configurations: On-Premise, Managed Service, or SaaS Flywire has built multiple robust integrations with Banner, Colleague & Recruit to support Flywire's Student Financial Software & Payments Enablement Platform



### Strength via increasingly global & diversified revenue



\$381.5 M

Our education businesses grew in the U.S. and internationally as we continued to expand with universities, colleges, and other education sectors, we expanded our solution set, and added domestic payments in more countries.

Travel and B2B grew rapidly and contribute a larger share of Flywire's Revenue

Note: Represents share of total Flywire Revenue Less Ancillary Services in respective periods. Non-client Pay Any School revenue included in Non-US Education

## Monetization spotlight: Strong spreads on our transaction volume



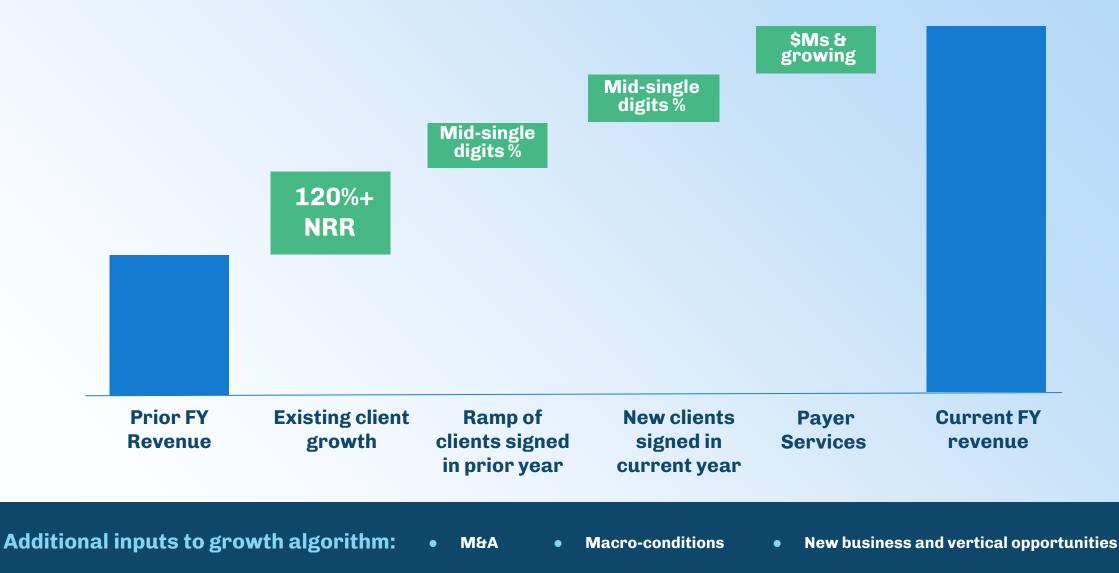
- Spreads +/- 15 basis points from average over two years
- Monetization Rate and Adjusted Gross Margins driven by seasonality of payment type and vertical mix

## **Growth algorithm**

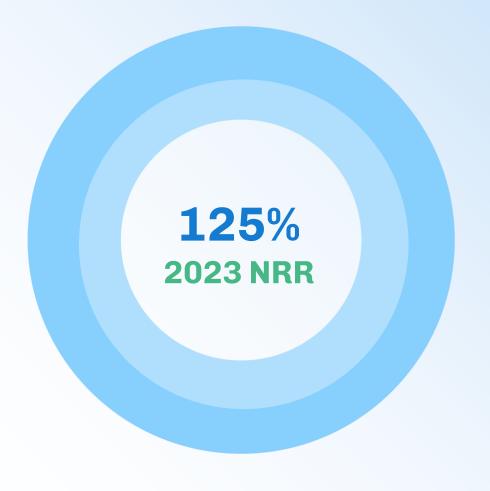
## $Y \$ \nexists f \in R \gtrless Y \$ \nexists f \in f$

### Flywire's growth algorithm

We continue to expect strong revenue growth in the medium term



### NRR is core to Flywire's growth



Consistent with 124% in 2022 and 3-year average of 123% from 2019 to 2021

## Multiple land-and-expand opportunities contribute to NRR



Additional segments within clients (e.g., additional hospitals, school programs, subsidiaries)



**Geographic expansion** 



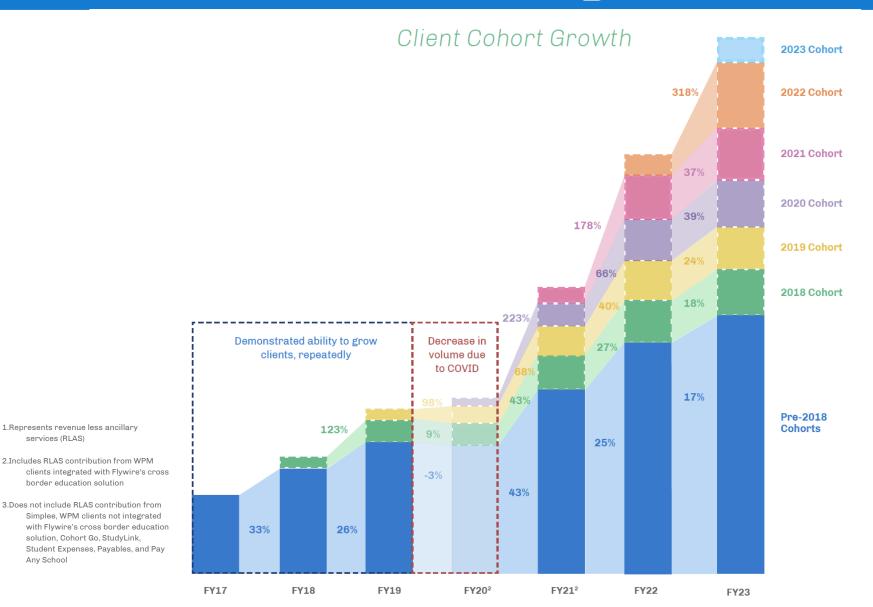
New product modules



**Expanding our payment network** 

#### Secular growth

### Our existing clients drive NRR & revenue growth



#### **2023 NRR is 125%**

New and legacy clients expand over time to drive long-term strong NRR

## Sales team's 2023 productivity supports 2024 objectives



Clients signed throughout year expected to have full-year effect in 2024

## Key areas of new client acquisition for 2024

Making investments that are expected to benefit multiple verticals & opportunities



#### **Doubling down on successful G2M** Investments with high ROI Education Agent business, travel, B2B



#### **Strategic payables**

Increasing travel and education vertical payables, including commissions, refunds and suppliers





**E** FinThrive



#### Excellence in partners, distribution & API strategy

Grow channel teams, expand integration engineering and certified integrations



Opportunities with new agents and schools

### Payer Services: Spotlight on Australian insurance



Flywire's first >\$10M revenue payer services offering

#### Insurance explained:

OSHC / OVHC Insurance<sup>1</sup> is a requirement of all international students and vocational worker applicants as part of Australia's visa application process

#### **Today's offering:**

Flywire refers sales of policies by the **top 6 insurance companies** through a combination of direct and indirect channels (primarily Flywire's network of education counselors)

#### Future opportunities:

Attractive demographic of global students and travelers create multiple potential payer services opportunities

1. OSHC (Overseas Students Health Cover) Insurance / OVHC (Overseas Visitor Health Insurance)

## **Financial outlook**

## $Y \$ # f \in R ₹ Y \$ # f \in f$





1. Flywire has not provided a quantitative reconciliation of forecasted Adjusted EBITDA to forecasted GAAP net income (loss) or to forecasted GAAP income (loss) before income taxes within this presentation because Flywire is unable, without making unreasonable efforts, to calculate certain reconciling items with confidence. These items include, but are not limited to income taxes which are directly impacted by unpredictable fluctuations in the market price of Flywire's stock.





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## Appendix

## $Y \$ \nexists f \in R \gtrless Y \$ \nexists f \in f$

### Revenue Less Ancillary Services at constant currency\*

	1	hree Mon Decem								
		2023	2	2022	Growth	2023		2022		Growth
Revenue	S	100.5	S	73.1	37.5%	S	403.1	S	289.4	39.3%
Ancillary services		(4.4)		(5.7)			(21.6)		(22.3)	
Revenue Less Ancillary Services		96.1		67.4	42.6%		381.5		267.1	42.8%
Effects of foreign currency rate fluctuations		(1.5)					1.4		_	
Revenue Less Ancillary Services at Constant Currency	S	94.6	\$	67.4	40.4%	S	382.9	S	267.1	43.4%

\*Revenue less ancillary services at constant currency: Revenue less ancillary services at constant currency is adjusted for the impact of foreign currency rate fluctuations. This measure helps provide insight on comparable revenue growth by removing the effect of changes in foreign currency exchange rates year-over-year. Foreign currency exchange impact in the current period is calculated using prior period monthly average exchange rates applied to the current period foreign currency amounts.

#### \$USD in Millions

### Revenue Less Ancillary Services & Adjusted Gross Margin Reconciliations \*

#### Modified Methodology

	Three Months Ended December 31,					Year Ended December 31,					
		2023		2022		2023		2022			
Revenue	S	100.5	S	73.1	s	403.1	S	289.4			
Adjusted to exclude gross up for:											
Pass-through cost for printing and mailing		(4.0)		(5.3)		(19.4)		(20.4)			
Marketing fees		(0.4)		(0.4)		(2.2)		(1.9)			
Revenue Less Ancillary Services	S	96.1	S	67.4	S	381.5	S	267.1			
Payment processing services costs		36.8		29.6		147.3		107.9			
Hosting and amortization costs within technology and development		1.9		2.0		8.4		6.6			
Cost of Revenue	S	38.7	S	31.6	S	155.7	S	114.5			
Adjusted to:											
Exclude printing and mailing costs		(4.0)		(5.3)		(19.4)		(20.4)			
Offset marketing fees against related costs		(0.4)		(0.4)		(2.2)		(1.9)			
Exclude depreciation and amortization		(1.7)		(3.0)		(6.7)		(7.0)			
Adjusted Cost of Revenue	S	32.6	s	22.9	s	127.4	S	85.2			
Gross Profit	S	61.8	S	41.5	S	247.4	S	174.9			
Gross Margin		61.5%		56.8%		61.4%		60.4%			
Adjusted Gross Profit	S	63.5	S	44.5	S	254.1	S	181.9			
Adjusted Gross Margin		66.1%		66.0%		66.6%		68.1%			

#### Previous Methodology

	۲ 	hree Mon Decem			Year Ended December 31,					
		2023		2022		2023	2022			
Revenue	\$ 100.5		S	73.1	S	403.1	S	289.4		
Adjusted to exclude gross up for:										
Pass-through cost for printing and mailing		(4.0)		(5.3)		(19.4)		(20.4)		
Marketing fees		(0.4)		(0.4)		(2.2)		(1.9)		
Revenue Less Ancillary Services	S	96.1	S	67.4	S	381.5	S	267.1		
Payment processing services costs		36.8		29.6		147.3		107.9		
Hosting and amortization costs within technology and										
development		1.9		2.0		8.4		6.6		
Cost of Revenue	S	38.7	S	31.6	S	155.7	S	114.5		
Adjusted to:										
Exclude printing and mailing costs		(4.0)		(5.3)		(19.4)		(20.4)		
Offset marketing fees against related costs		(0.4)		(0.4)		(2.2)		(1.9)		
Adjusted Cost of Revenue	S	34.3	S	25.9	S	134.1	S	92.2		
Gross Profit	S	61.8	S	41.5	S	247.4	S	174.9		
Gross Margin		61.5%		56.8%		61.4%		60.4%		
Adjusted Gross Profit	S	61.8	S	41.5	S	247.4	S	174.9		
Adjusted Gross Margin		64.3%		61.6%		64.8%		65.5%		

\*Beginning with the quarter ended December 31, 2022, we have excluded depreciation and amortization from the calculation of our adjusted gross profit, which we believe enhances the understanding of the Company's operating performance and enables more meaningful period to period comparisons.

## **Revenue disaggregation by revenue type**

	Three Months Ended December 31, 2023						Year Ended December 31, 2023					
	Trai	nsaction		form and ge-Based Fee	F	levenue	Tra	nsaction		form and ge-Based Fee	R	evenue
Revenue	S	81.9	S	18.6	S	100.5	S	329.7	S	73.4	S	403.1
Adjusted to exclude gross up for:												
Pass-through cost for printing and mailing		_		(4.0)		(4.0)		_		(19.4)		(19.4)
Marketing fees		(0.4)		_		(0.4)		(2.2)		_		(2.2)
Revenue Less Ancillary Services	S	81.5	S	14.6	S	96.1	S	327.5	S	54.0	S	381.5
Percentage of Revenue		81.5%		18.5%		100.0%		81.8%		18.2%		100.0%
Percentage of Revenue Less Ancillary Services		84.8%		15.2%		100.0%		85.8%		14.2%		100.0%

	Three Months Ended December 31, 2022 Platform and Usage-Based Transaction Fee Revenue						Year Ended December 31, 2022 Platform and Usage-Based Transaction Fee Revenue					evenue
Revenue	S	56.7	S	16.4	S	73.1	S	224.2	S	65.2	S	289.4
Adjusted to exclude gross up for:												
Pass-through cost for printing and mailing		_		(5.3)		(5.3)		_		(20.4)		(20.4)
Marketing fees		(0.4)		_		(0.4)		(1.9)				(1.9)
Revenue Less Ancillary Services	S	56.3	S	11.1	S	67.4	S	222.3	S	44.8	S	267.1
Percentage of Revenue		77.6%		22.4%		100.0%		77.5%		22.5%		100.0%
Percentage of Revenue Less Ancillary Services		83.5%		16.5%		100.0%		83.2%		16.8%		100.0%

#### **\$USD** in Millions

## Net Income (Loss) to Adjusted EBITDA reconciliation

	Three Months Ended December 31,					Year Ended December 31,				
	2023		2022			2023	23			
Net income (loss)	\$	1.3	\$	(1.1)	\$	(8.6)	\$	(39.3)		
Interest expense		0.1		0.3		0.4		1.2		
Interest income		(5.6)		(1.7)		(13.3)		(3.2)		
Provision for income taxes		1.9		(0.9)		4.2		2.0		
Depreciation and amortization		4.3		4.9		16.4		14.1		
EBITDA		2.0		1.5		(0.9)		(25.2)		
Stock-based compensation expense and related taxes		12.9		7.9		45.2		31.2		
Change in fair value of contingent consideration		0.0		(3.1)		0.4		(2.8)		
(Gain) loss from remeasurement of foreign currency		(7.7)		(6.0)		(4.2)		9.1		
Indirect taxes related to intercompany activity		_		0.1		0.2		0.4		
Acquisition related transaction costs		0.4		0.4		0.4		0.8		
Acquisition related employee retention costs		0.1		0.2		0.9		1.4		
Adjusted EBITDA	\$	7.7	\$	1.0	\$	42.0	\$	14.9		

**\$USD** in Millions

### **Adjusted EBITDA Margin reconciliation**

#### Adjusted EBITDA Margin

	1	Three Months Ended December 31,						Year E Decem	
		2023	2022		Rate		2023		2022
Revenue (A)	\$	100.5	\$	73.1	\$	27.4	\$	403.1	\$ 289.4
Revenue less ancillary services (B)		96.1		67.4		28.7		381.5	267.1
EBITDA (C)		2.0		1.5		0.5		(0.9)	(25.2)
Adjusted EBITDA (D)		7.7		1.0		6.7		42.0	14.9
EBITDA Margin (C/A)		2.0%		2.0%		0.0%		-0.2%	-8.7%
Adjusted EBITDA Margin (D/A)		7.6%		1.3%		6.3%		10.4%	5.1%
EBITDA Margin using RLAS (C/B)		2.07%		2.18%		-0.1%		-0.23%	-9.45%
Adjusted EBITDA Margin using RLAS (D/B)		8.00%		1.44%		6.6%		11.02%	5.56%

### Reconciliation of Revenue to Revenue Less Ancillary Services Guidance

	Three Months End	ed March 31, 2024	Year Ended De	cember 31, 2024
	Low	High	Low	High
Revenue	\$109.9	\$117.1	\$500.6	\$534.6
Adjusted to exclude gross up for:	0100.0	0117.1	0000.0	0004.0
Pass through cost for printing and mailing	(3.6)	(5.6)	(16.4)	(21.4)
Marketing fees	(0.3)	(0.5)	(1.2)	(4.2)
Revenue Less Ancillary Services	\$106.0	\$111.0	\$483.0	\$509.0
Adjusted EBITDA	\$ 9.0	\$ 11.0	\$ 65.0	\$ 76.0

## Source appendix

#### **Slide 12**

- 1. For TAM calculations:
  - a. Education: Based on net household payments to educational institutions in OECD countries in 2020 according to the Organisation for Economic Co-operation and Development (OECD) and payments made to private education institutions in Southeast Asia in 2015 according to EY Parthenon
  - b. Healthcare: Based on U.S. out of pocket healthcare spending in 2019 according to the Centers for Medicare & Medicaid Services and cross-border healthcare payments in 2020 according to Patients Without Borders
  - c. Travel: Based on global travel industry revenue in 2020 according to IBISWorld and management's estimates that approximately 41% of the non-business and professional travel payment volume is addressable by our solutions
  - d. B2B: Based on cross-border B2B inflows in 2020 according to Juniper and management's estimates that at least 75% of total B2B payment volume is made by medium to large businesses and potentially addressable by our solutions
- 2. For growth calculations:
  - a. Education: HolonIQ International Education Market Report, February 2022
  - b. Healthcare: CMS Office of the Actuary, 2021-2030 Projections of National Health Expenditures, March 2022
  - c. Travel: Growth rate represents 2023E 2025E projection to adjust for Covid bounce back; Technacio Luxury Travel Market Forecast and Analysis 2021-2025
  - d. B2B: Facts & Factors E-Invoicing Market Report, February 2021
- 3. For adoption calculations:
  - a. Education: UNESCO World Higher Education Database International Handbook of Universities, Edition 2021
  - b. Healthcare: Agency for Healthcare Research and Quality, Compendium of U.S. Health Systems Report, 2018
  - c. Travel: Statista Report on Number of International Tourist Arrivals Worldwide from 1950 to 2021 (using 2019 to adjust for Covid)
  - d. B2B: Billentis e-Invoicing journey Report, September 2019

#### Slide 13

- 1. Australian government Department of Education International Education Agent Report, 2018
- 2. Based on U.S. out of pocket healthcare spending in 2019 according to the Centers for Medicare & Medicaid Services
- 3. Grand View Research estimates of luxury yachting market size market 2022, Grandview Research estimate of diving market size 2022, and Spherical Insights estimate of global cruise ship tourism market size 2023; Xola report on 2022 booking trends in the US; PhocusWright report on OTA market size 2021; D-EDGE Hospitality Solutions report on hotel distribution trends 2022 and management estimates of niche OTA share of market
- 4. Balance 2023 List of B2B Statistics, 2023, IMF report on Working Abroad: the Benefits Flowing from Nationals Working in Other Economies 2004; International Citizens Insurance overview of International Health Insurance, accessed 2024; Number of mobile tertiary international students according to UNESCO Institute for Statistics 2021; AECC Study Abroad Consultants health insurance for students, accessed 2024; World Wealth Report 2023; William Russell report on international life insurance, accessed 2024; Tourism academy report on US inbound travelers 2021; InsureMyTrip report on cost of travel insurance 2023

#### Slide 14

1. Based on net household payments to educational institutions in OECD countries in 2020 according to the Organisation for Economic Co-operation and Development (OECD); payments made to private education institutions in Southeast Asia in 2015 according to EY Parthenon; and household education spending in Latin America and the Caribbean according to Education Finance and Policy, January 2019

#### Slide 15

1. World Bank Tertiary Education Overview, October 2021