

DRIVING NEXT-GEN HEALTHCARE WITH GENERATIVE AI SOLUTIONS

Nasdaq Global Market: CCLD, CCLDO

Investor Presentation
August 2025

**A healthcare technology company with 25 years of experience,
delivering AI-driven, end-to-end solutions that power real-
world clinical and financial transformation.**



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,” “approximately,” 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 Pakistan, Azad Jammu and Kashmir, and Sri Lanka (together, the “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 and Stephen Snyder as Co-Chief Executive Officers, all of which are critical to our ongoing operations and growing our business;
- Realize the expected cost savings and benefits from our restructuring activities and structural cost reductions;
- Comply with covenants contained in our credit agreement with our senior secured lender, Silicon Valley Bank, a division of First Citizens Bank, and other future debt facilities;
- Continue to pay our monthly dividends to the holders of our Series A and Series B preferred stock;
- Incorporate AI into our products faster and more successfully than our competitors, protecting the privacy of medical records and cybersecurity threats;
- Compete with other companies developing products and selling services competitive with ours, and who may have greater resources and name recognition than we have;
- Effectively integrate, manage and keep our information systems secure and operational in the event of a cyber-attack;
- Respond to the uncertainty resulting from pandemics, epidemics or other public health emergencies and the impact they 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;
- Keep and increase market acceptance of our products and services;
- Adapt to changes in domestic and foreign business, market, financial, political and legal conditions

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 and Free Cash Flow . 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.



I created CareCloud as an answer to what seemed to be a formidable problem at the time. It was built from the ground up using tenacity and resilience, and it is through these virtues that CareCloud continues to thrive. The CareCloud team was and continues to be uniquely positioned to excel in the most challenging environments.

Mahmud Haq

Founder, CareCloud

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

Co-Chief Executive Officer

- 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



Stephen Snyder

Co-Chief Executive Officer

- Joined CareCloud in 2005 as General Counsel; held key roles including COO, Chief Strategy Officer, and President
- Deep expertise in healthcare IT, mergers & acquisitions, and regulatory strategy
- Instrumental in advancing transformative healthcare technology and driving company growth
- J.D., Rutgers University School of Law; licensed to practice in NJ and NY



Norman Roth

CFO and Corporate Controller

- Brings 40+ years of financial leadership, specializing in corporate finance, reporting, and compliance
- Joined CareCloud in 2014; leads initiatives to enhance financial performance and accountability
- Former forensic accountant focused on accounting malpractice (2003–2014)
- Certified Public Accountant (CPA) and Certified Fraud Examiner



Crystal Williams

President

- Brings 20+ years of leadership in revenue cycle management (RCM) and global healthcare operations
- Oversees client success, credentialing, and coding with a focus on operational excellence
- Former Chief Operating Officer; led initiatives to enhance client satisfaction and revenue optimization
- Deep expertise in regulatory compliance, payer data analytics, and tech-enabled healthcare solutions

Provider Pain Points & CareCloud's Value Proposition



Patient Experience

Higher demand for better experience & tech due to patient burden



Enhances the patient experience with 'digital front-door' tools like check-in, eligibility, and pre-authorization



Physician Burnout

Doctors working harder and getting paid less



Digitizes and automates physician workflows



Transition to Value-based Care

Transition requires risk-taking, different model for care delivery



Provides analytics to help stratify risk, report on utilization trends, and measure outcomes



Reimbursement Challenges

Increased coding complexity



Improves compliance and reduces regulatory complexity



Administrative Burden

Physicians spending more time entering data, less time with patients



Improves cash collections and removes billing and scheduling burden from providers



Staffing

Staffing shortages and labor inflation



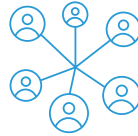
Alleviates staffing shortages with short and long-term workforce augmentation

Enabling a Broad Spectrum of Clients and Partners



Small Medical Practices

CareCloud leverages a global workforce to ensure costs are kept low and every medical practice can afford necessary technology



Large Physician Groups

CareCloud provides comprehensive packages or customized options to fit into complex systems already adopted by the group



Health Systems

CareCloud's systems are built for interoperability, allowing easy communication of information between platforms



Medical Billing Companies

CareCloud's strengths allow us to turn smaller competitors into customers or industry partners by supporting their back-end needs



CareCloud's Robust End-to-End Solutions



Redefining the next generation of technology-enabled AI-powered solutions



TECHNOLOGY-ENABLED RCM

- Revenue Cycle Management
- Medical Coding
- Provider Credentialing
- Robotic Process Automation
- Interoperability



CLOUD-BASED SOFTWARE

- Electronic Health Records
- Practice Management
- Patient Experience Management
- Artificial Intelligence
- Business Intelligence
- Customized Cloud Applications



DIGITAL HEALTH

- Chronic Care Management
- Remote Patient Monitoring
- Telemedicine Solutions



HIT CONSULTING & STAFFING

- Workforce Augmentation
- IT Transformation Consulting
- Strategic Advisory Services
- Hospital RCM Optimization
- Activation as a Service



ADDITIONAL PROVIDER SERVICES

- Home Healthcare
- Release of Information
- Group Purchasing Organization
- Professional Services
- Print Fulfillment

AI Center of Excellence



AI Center of Excellence

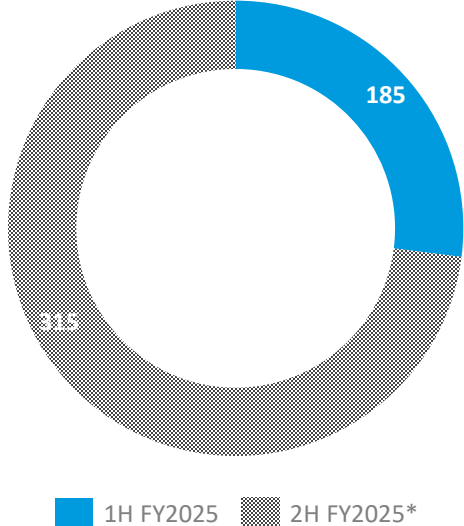
Launched in Baghdad to scale capabilities, leveraging 25+ years of Healthcare data



Self-Funded Growth

Fully financed through operational cash flows - no external capital needed.

AI Center of Excellence FTEs



* 315 FTEs to be added in the 2H FY2025, targeting 500 FTEs by the end of FY2025



cirrusAI Notes:

- Generates SOAP notes and converts them into structured patient charts.
- Integrates with EHR to reduce administrative burden and enhance documentation quality.
- Captures patient-provider conversations naturally for better quality.
- Provides multi-lingual support for diverse patient populations.



cirrusAI Assist + Deep AI Integration:

- Combines automated documentation with diagnostic and procedural support.
- Helps getting past medical history, procedures, and diagnosis.
- Suggest relevant diagnosis & procedures helping providers make informed decision faster.
- Claim AI Notes: Helps doctors make claim summaries, reviewing documentation and compliance.

Microbots

Microbots are “AI Digital Workers” that use microservices and APIs, enabling simple handshakes between disparate EHR, PM and enterprise systems to automate repetitive, manual tasks.

Robotic Process Automation



Claim Status



Eligibility Denial



Medical Record Attachments



Authorization Confirmation



Contract Payment Alerts



Self-Pay Eligibility



Payment Posting



Timely Filing Alerts



Auto Adjustments



Health & Wellness Checks

AI – What is Ahead



AI Enabled PHR

AI Front Desk Agent

Enhanced AI Denial Management



Targets for 2025

Revenue Growth

Guidance of \$111 M to \$114 M
~2% growth at mid point

Adjusted EBITDA

Guidance of \$26 M to \$28 M
~12% growth at mid point

GAAP EPS

Guidance of \$0.10 to \$0.13

Annual Dividend

Before: >\$15.5 M
Now: \$5.5 M

AI Fueled Innovation

AI Center of Excellence –
targeting to be one of the
largest by year-end

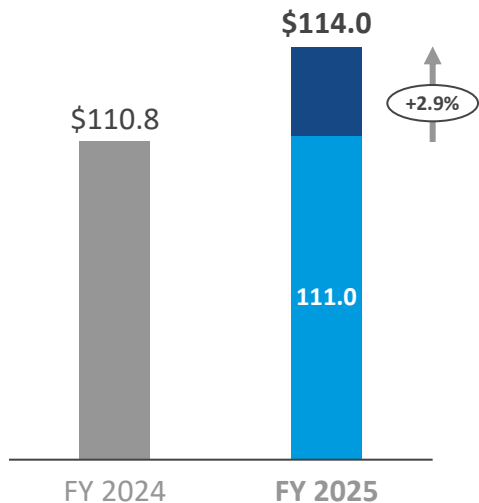
Acquisitions

Resuming acquisition strategy
in 2025

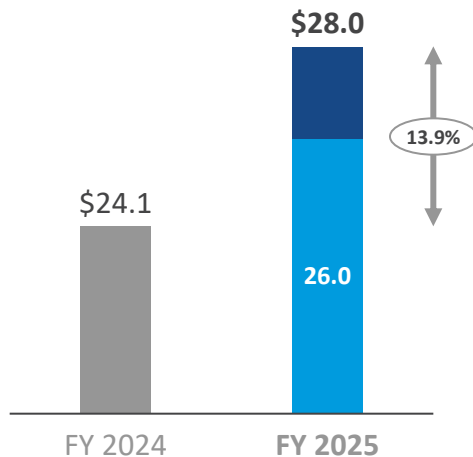
Reiterating FY 2025 Guidance



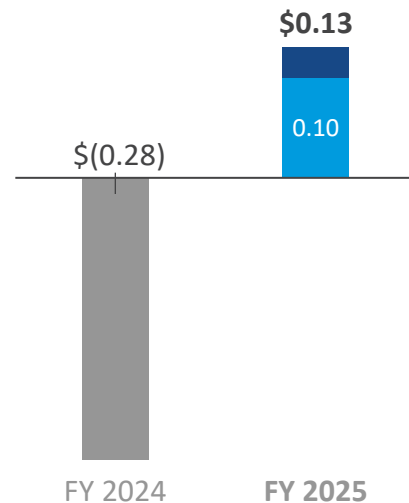
Revenue (\$mm)



Adjusted EBITDA (\$mm)*



Net (loss) income per share (\$)



Actual
 Lower end
 Upper end

Actual
 Lower end
 Upper end

Actual
 Lower end
 Upper end



*See reconciliation of the Non-GAAP results in appendix

CareCloud's Unique Strengths Provide a Competitive Advantage



Technology Platform

- Streamlines workflow
- Increases revenue
- Decreases expenses



Global Team

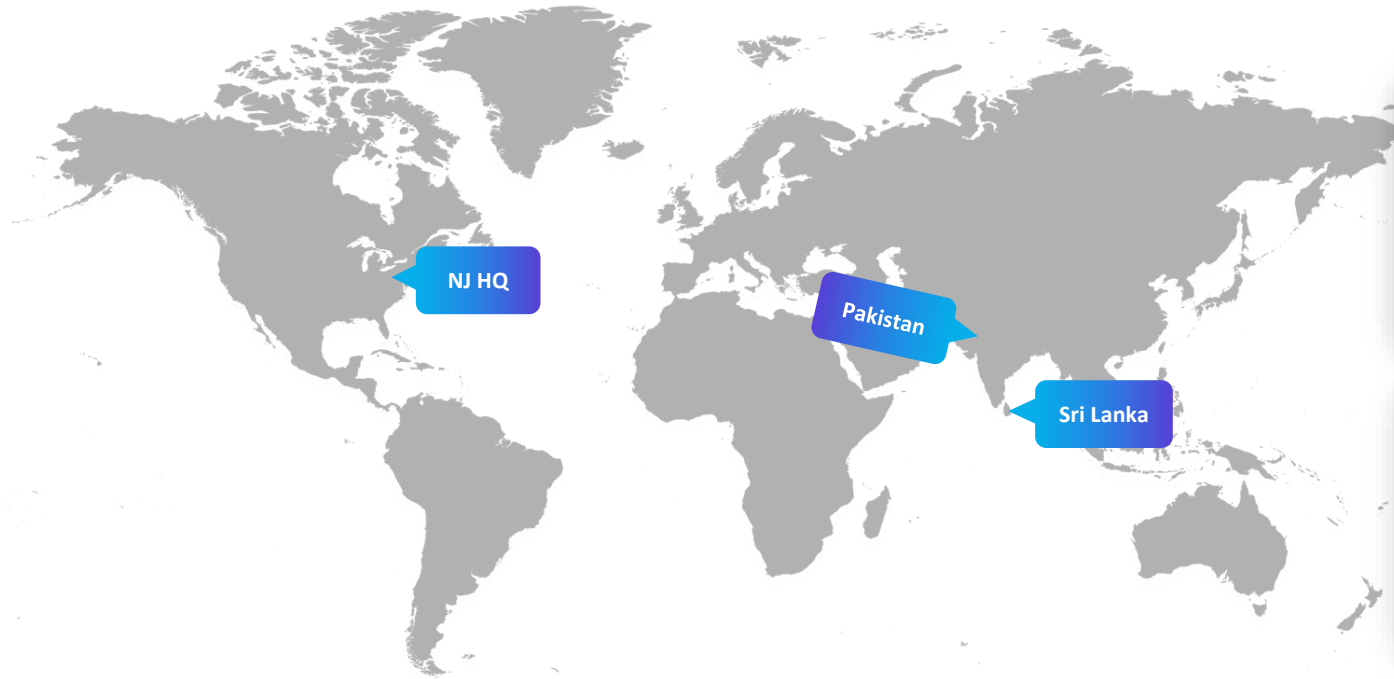
- Unparalleled cost structure
- Globally distributed workforce
- 'Limitless' bandwidth and expertise



20+ Years of Experience

- Proven leadership team
- Deep industry expertise
- Track record of success

Global Workforce and Presence



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U.S. Office Locations



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**International
Office Locations**

Thank You!



carecloud.com



Investor Relations
ir.carecloud.com



Stephen Snyder
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Appendix



Non-GAAP Financial Measures Reconciliation



(000s)	<i>Adjusted EBITDA to GAAP net (loss) income</i>	FY 2023	FY 2024	Q2 2024	Q2 2025	YTD 2024	YTD 2025
GAAP net (loss) income		(\$48,674)	\$7,851	\$1,674	\$2,902	\$1,433	\$4,850
(Benefit) provision for income taxes		(364)	160	39	42	78	83
Net interest expense		1,040	812	264	17	602	33
Foreign exchange / other expense		918	335	306	41	301	60
Stock-based compensation expense (benefit)		4,716	115	265	111	(443)	219
Depreciation and amortization		14,402	14,142	3,714	3,382	7,644	6,719
Transaction and integration costs		286	46	11	11	23	23
Goodwill impairment charges		42,000	-	-	-	-	-
Lease terminations, unoccupied lease charges and restructuring costs		<u>1,105</u>	<u>596</u>	<u>116</u>	<u>23</u>	<u>438</u>	<u>137</u>
Adjusted EBITDA		\$15,429	\$24,057	\$6,389	\$6,529	\$10,076	\$12,124