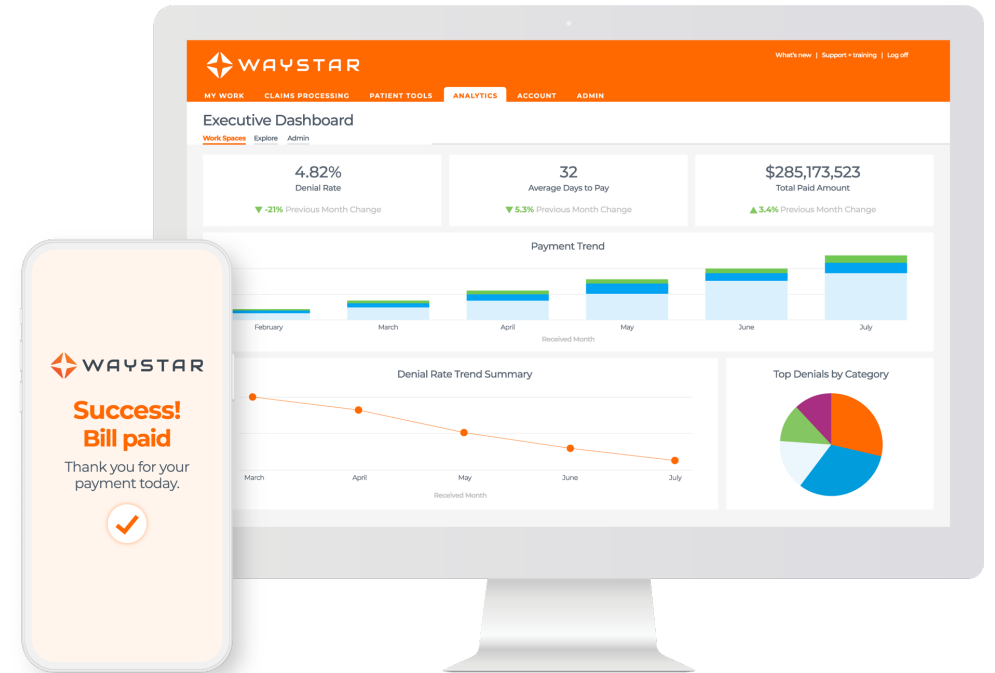


4Q'24

# Financial Results

Earnings Presentation  
February 18, 2025



# FORWARD-LOOKING STATEMENTS

This presentation contains forward-looking statements, within the meaning of the Private Securities Litigation Reform Act of 1995, that reflect our current views with respect to, among other things, statements regarding Waystar's expectations relating to future operating results and financial position, including full year 2025, and future periods; anticipated future investments; our industry, business strategy, goals, and expectations concerning the development and adoption of artificial intelligence, our market position, offerings, future operations, margins, and profitability. Forward-looking statements include all statements that are not historical facts. These statements may include words such as "anticipate," "assume," "believe," "continue," "could," "estimate," "expect," "intend," "may," "plan," "potential," "predict," "project," "future," "will," "seek," "foreseeable," "outlook," the negative version of these words or similar terms and phrases to identify forward-looking statements in this presentation, including the discussion of outlook for full fiscal year 2025.

The forward-looking statements contained in this presentation are based on management's current expectations and are not guarantees of future performance. The forward-looking statements are subject to various risks, uncertainties, assumptions, or changes in circumstances that are difficult to predict or quantify. Our expectations, beliefs, and projections are expressed in good faith, and we believe there is a reasonable basis for them. However, there can be no assurance that management's expectations, beliefs, and projections will result or be achieved. The following factors are among those that may cause actual results to differ materially from the forward-looking statements: our operation in a highly competitive industry; our ability to retain our existing clients and attract new clients; our ability to successfully execute on our business strategies in order to grow; our ability to accurately assess the risks related to acquisitions and successfully integrate acquired businesses; our ability to establish and maintain strategic relationships; the growth and success of our clients and overall healthcare transaction volumes; consolidation in the healthcare industry; our selling cycle of variable length to secure new client agreements; our implementation cycle that is dependent on our clients' timing and resources; our dependence on our senior management team and certain key employees, and our ability to attract and retain highly skilled employees; the accuracy of the estimates and assumptions we use to determine the size of our total addressable market; our ability to develop and market new solutions, or enhance our existing solutions, to respond to technological changes, or evolving industry standards; the interoperability, connectivity, and integration of our solutions with our clients' and their vendors' networks and infrastructures; the performance and reliability of internet, mobile, and other infrastructure; the consequences if we cannot obtain, process, use, disclose, or distribute the highly regulated data we require to provide our solutions; our reliance on certain third-party vendors and providers; any errors or malfunctions in our products and solutions; failure by our clients to obtain proper permissions or provide us with accurate and appropriate information; the potential for embezzlement, identity theft, or other similar illegal behavior by our employees or vendors, and a failure of our employees or vendors to observe quality standards or adhere to environmental, social, and governance standards; our compliance with the applicable rules of the National Automated Clearing House Association and the applicable requirements of card networks; increases in card network fees and other changes to fee arrangements; the effect of payer and provider conduct which we cannot control; privacy concerns and security breaches or incidents relating to our platform; the complex and evolving laws and regulations regarding privacy, data protection, and cybersecurity; our ability to adequately protect and enforce our intellectual property rights; our ability to use or license data and integrate third-party technologies; our use of "open source" software; legal proceedings initiated by third parties alleging that we are infringing or otherwise violating their intellectual property rights; claims that our employees, consultants, or independent contractors have wrongfully used or disclosed confidential information of third parties; the heavily regulated industry in which we conduct business; the uncertain and evolving healthcare regulatory and political framework; health care laws and data privacy and security laws and regulations governing our processing of personal information; reduced revenues in response to changes to the healthcare regulatory landscape; legal, regulatory, and other proceedings that could result in adverse outcomes; consumer protection laws and regulations; contractual obligations requiring compliance with certain provisions of the Bank Secrecy Act and anti-money laundering laws and regulations; existing laws that regulate our ability to engage in certain marketing activities; our full compliance with website accessibility standards; any changes in our tax rates, the adoption of new tax legislation, or exposure to additional tax liabilities; limitations on our ability to use our net operating losses to offset future taxable income; losses due to asset impairment charges; restrictive covenants in the agreements governing our credit facilities; interest rate fluctuations; unavailability of additional capital on acceptable terms or at all; the impact of general macroeconomic conditions; actions of certain of our significant investors, who may have different interests than the interests of other holders of our securities; and each of the other factors discussed under the heading of "Risk Factors" in the Company's 10-K filed with the Securities and Exchange Commission (the "SEC") on February 18, 2025, or our prospectus filed with the Securities and Exchange Commission (the "SEC") on June 7, 2024, and in other reports filed with the SEC, all of which are available on the Investor Relations page of our website at [investors.waystar.com](https://investors.waystar.com).

Any forward-looking statements made by us in this presentation speak only as of the date of this presentation and are expressly qualified in their entirety by the cautionary statements included in this presentation. Factors or events that could cause our actual results to differ may emerge from time to time, and it is not possible for us to predict all of them. You should not place undue reliance on our forward-looking statements. We undertake no obligation to publicly update or review any forward-looking statement, whether as a result of new information, future developments, or otherwise, except as may be required by any applicable securities laws.



# INTRODUCTIONS



**Matt Hawkins**  
Chief Executive Officer



**Steve Oreskovich**  
Chief Financial Officer



**Sandy Draper**  
VP of Investor Relations

## KEY HIGHLIGHTS

# Strong 4Q performance

Growth rates and key metrics are at or above long-term financial targets

**18%**

Revenue growth<sup>1</sup>

**16%**

Adjusted EBITDA Growth<sup>1,2</sup>

**41%**

Adjusted EBITDA margin<sup>2</sup>

**\$80M**

Unlevered free cash flow<sup>2</sup>

**15%**

YoY growth in clients with >\$100k in TTM revenue<sup>3</sup>

**110%**

Net revenue retention<sup>3</sup>

(1) Growth metrics are compared to the three months ended December 31, 2023.

(2) Adjusted EBITDA, Adjusted EBITDA margin, and unlevered free cash flow are non-GAAP financial measures. See Appendix for a reconciliation to their most directly comparable GAAP measure.

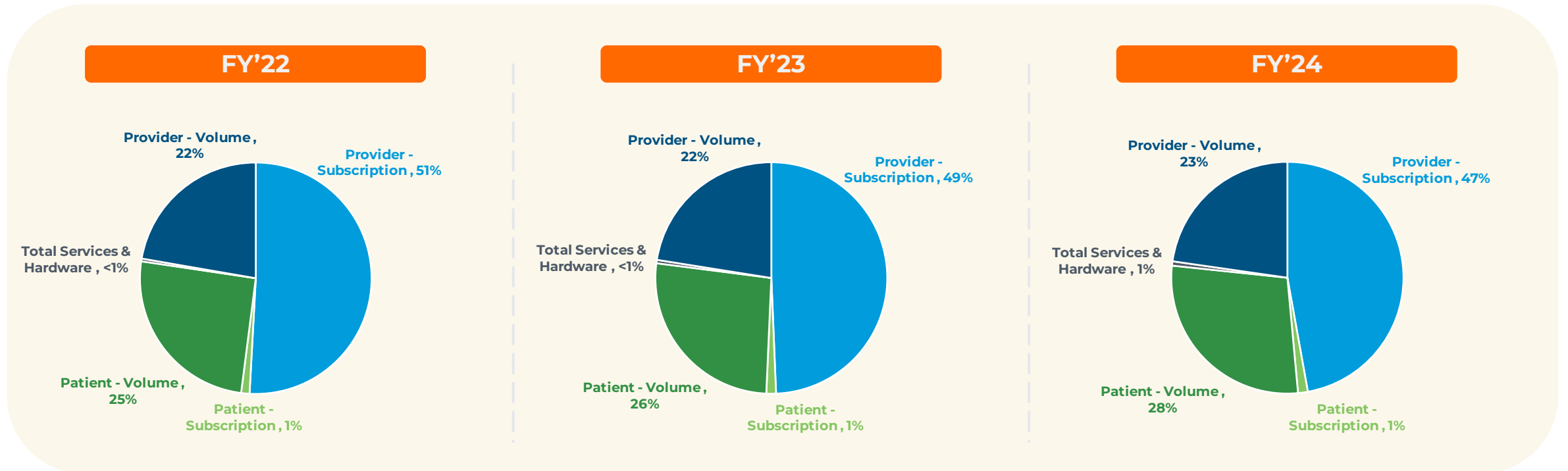
(3) For the twelve months ended December 31, 2024.



## FY 24 RESULTS

# Revenue Composition

~50% of total continues to be subscription, while Provider Solutions remains at ~70% of total past 3 years

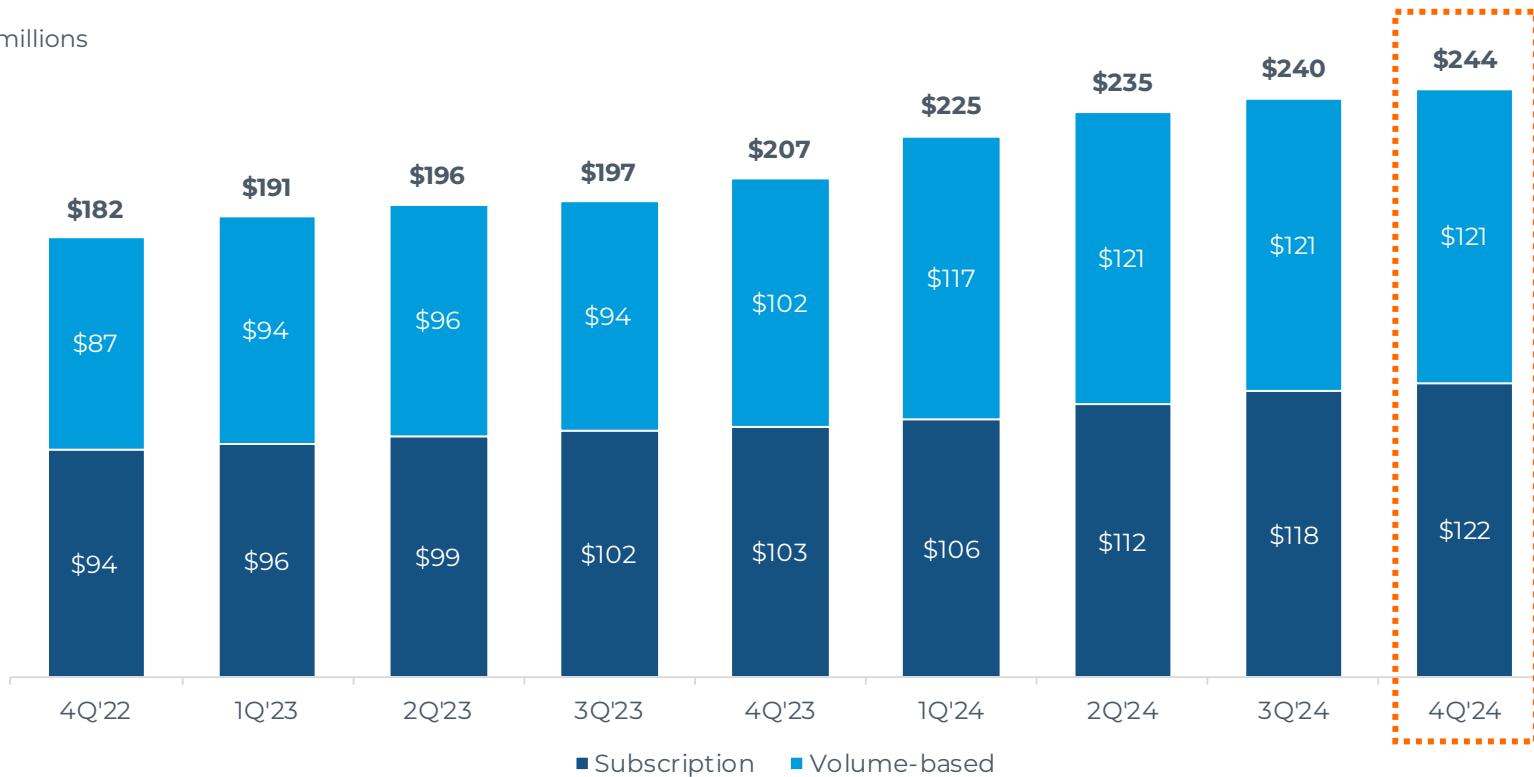


## 4Q'24 RESULTS

# Revenue growth<sup>1</sup>

Consistent and durable YoY revenue growth

\$ in millions



■ Subscription ■ Volume-based

YoY	12%	11%	13%	11%	14%	18%	20%	22%	18%
-----	-----	-----	-----	-----	-----	-----	-----	-----	-----

**14%**  
Subscription growth  
CAGR over last 8  
quarters

**18%**  
Volume-based growth  
CAGR over last 8  
quarters

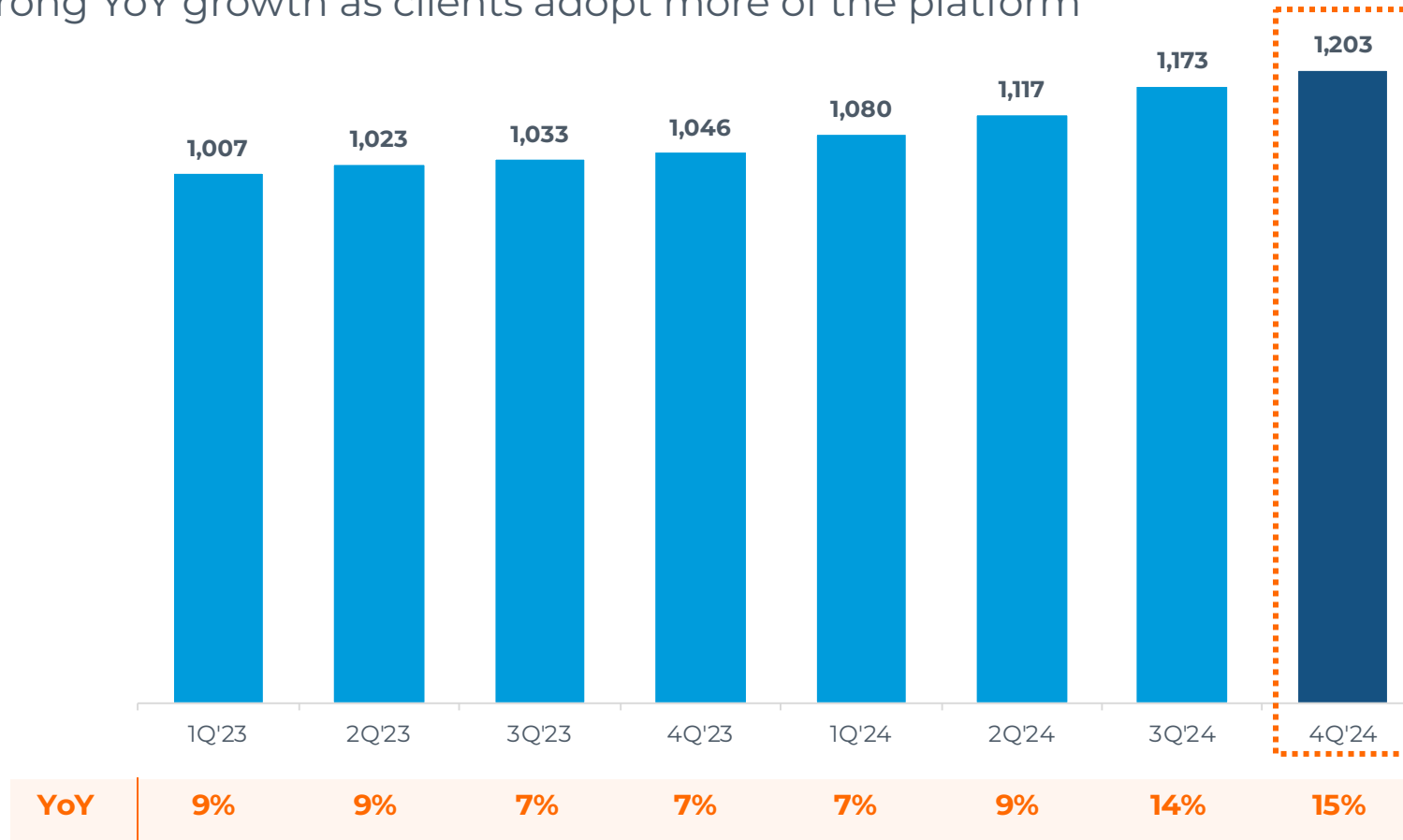


(1) Quarter revenue totals include implementation services not shown in the chart

## 4Q'24 RESULTS

# Growth in clients with >\$100K revenue<sup>1</sup>

Continued strong YoY growth as clients adopt more of the platform



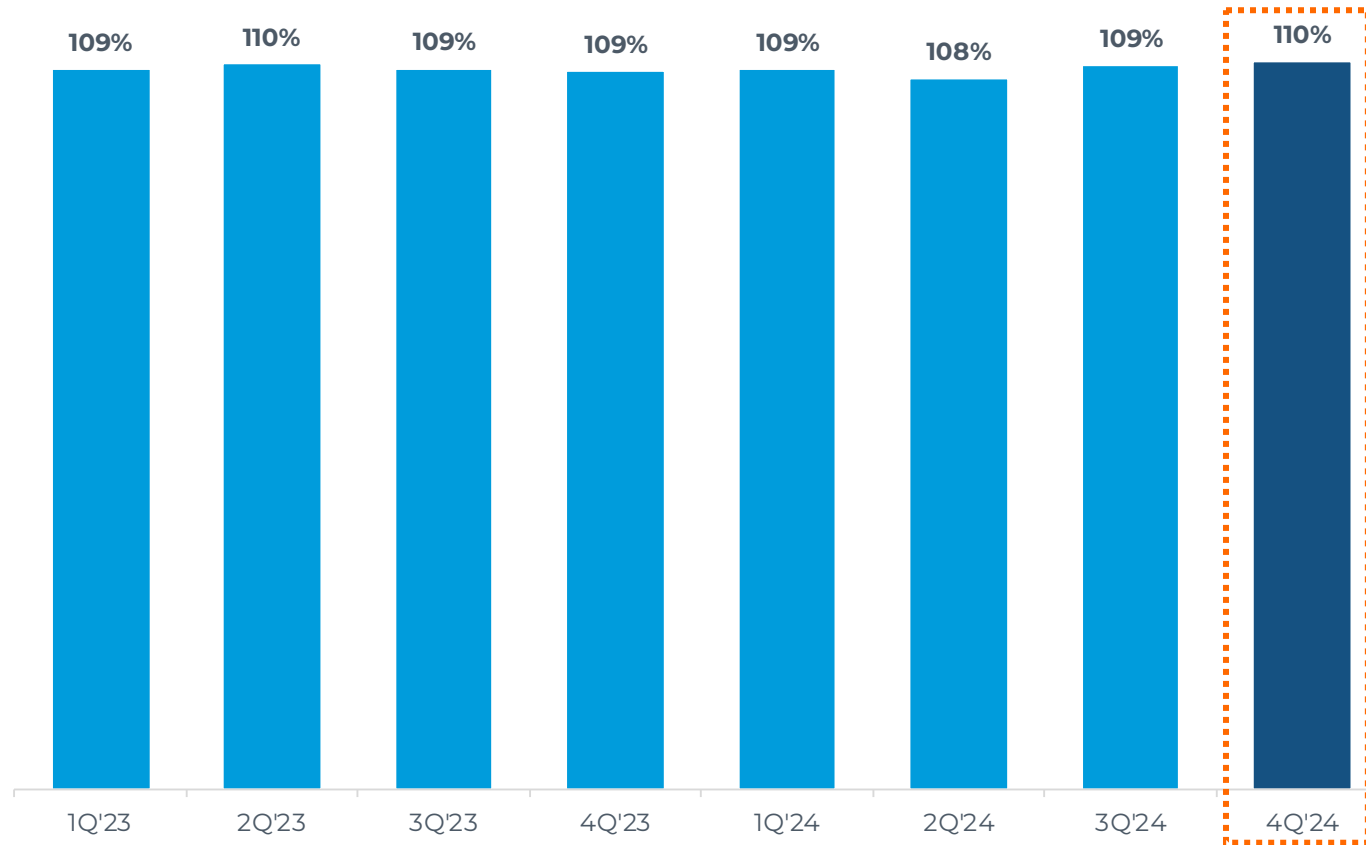
(1) Our count of clients who generate more than \$100,000 of revenue is based on an accumulation of the amounts invoiced to clients over the preceding twelve months. The invoices for acquired clients are included starting in the first full calendar quarter after the date of acquisition.



## 4Q'24 RESULTS

# Net Revenue Retention<sup>1</sup>

Consistently delivering NRR between 108% and 110%



(1) See definition of net revenue retention on slide titled Key Performance Metric Definitions.

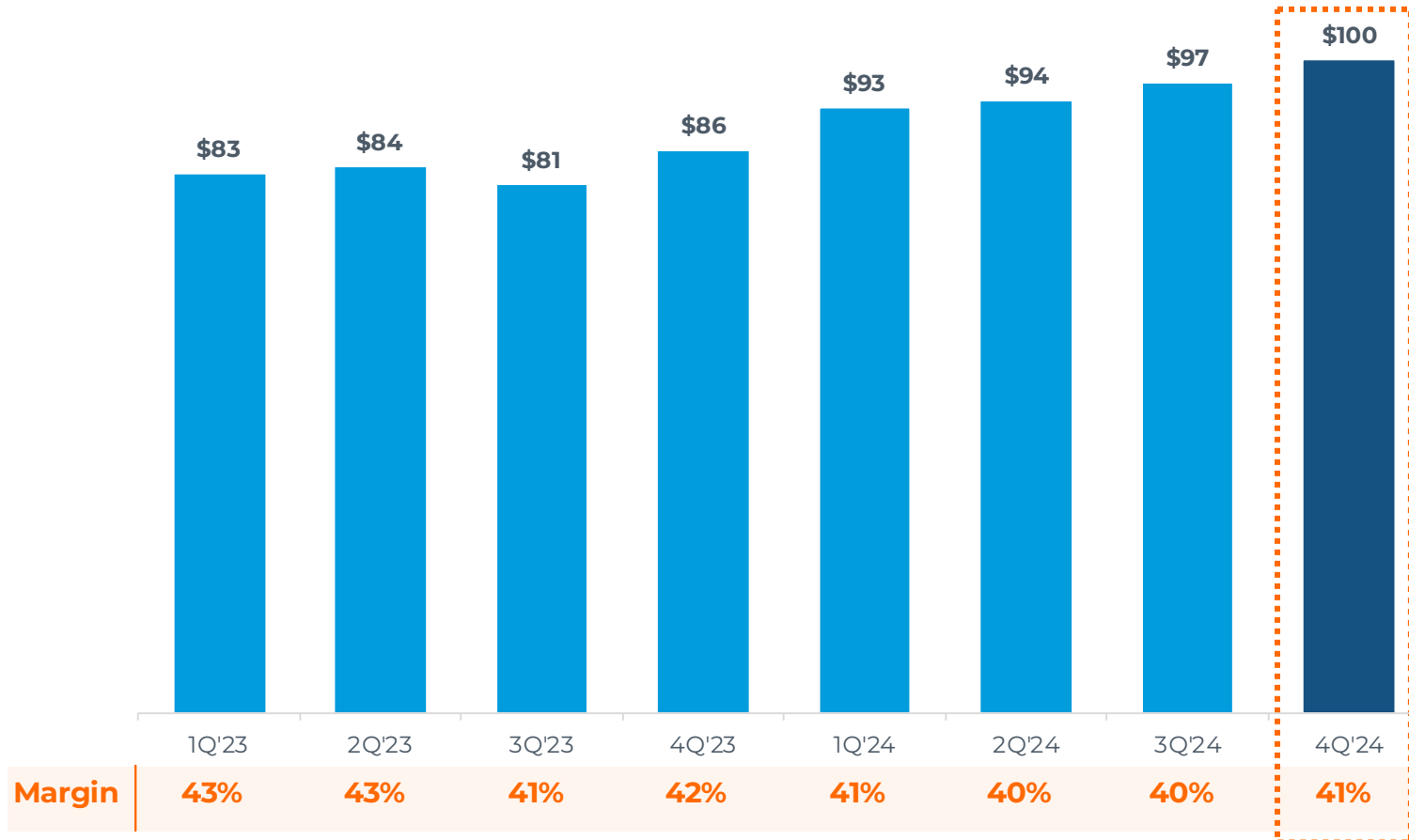


## 4Q'24 RESULTS

# Adjusted EBITDA<sup>1</sup>

Delivered 40%+ Adjusted EBITDA margin over the past 8 quarters

\$ in millions



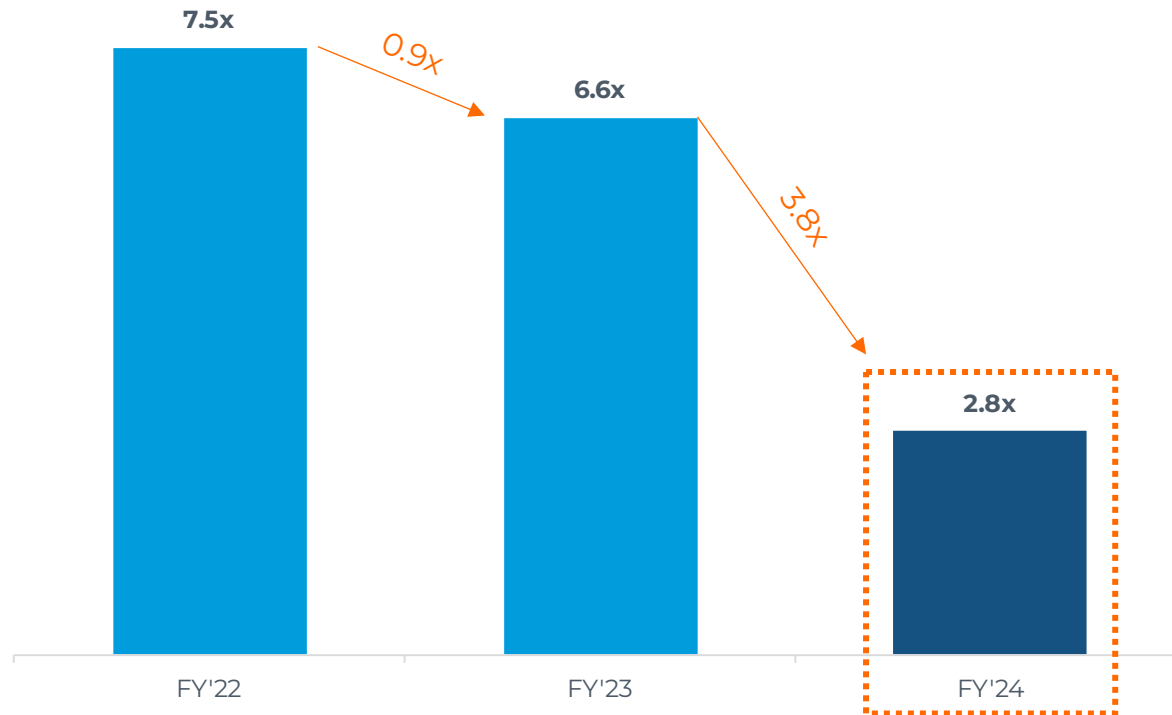
(1) Adjusted EBITDA and Adjusted EBITDA margin are non-GAAP financial measures. See Appendix for a reconciliation to their most directly comparable GAAP measure.



## FY 24 RESULTS

# Adjusted net leverage ratio<sup>1</sup>

\$1 billion+ debt repayments reduced annual interest by over \$100 million and net leverage to 2.8x



- Repriced First Lien Loan on 12/30/24 to SOFR +225bp (from SOFR +400bp at beginning of year)
- Received two step credit ratings upgrade from Fitch, Moody's & S&P Global in FY'24

(1) We define adjusted net leverage ratio as net debt divided by adjusted EBITDA over the preceding fiscal year.

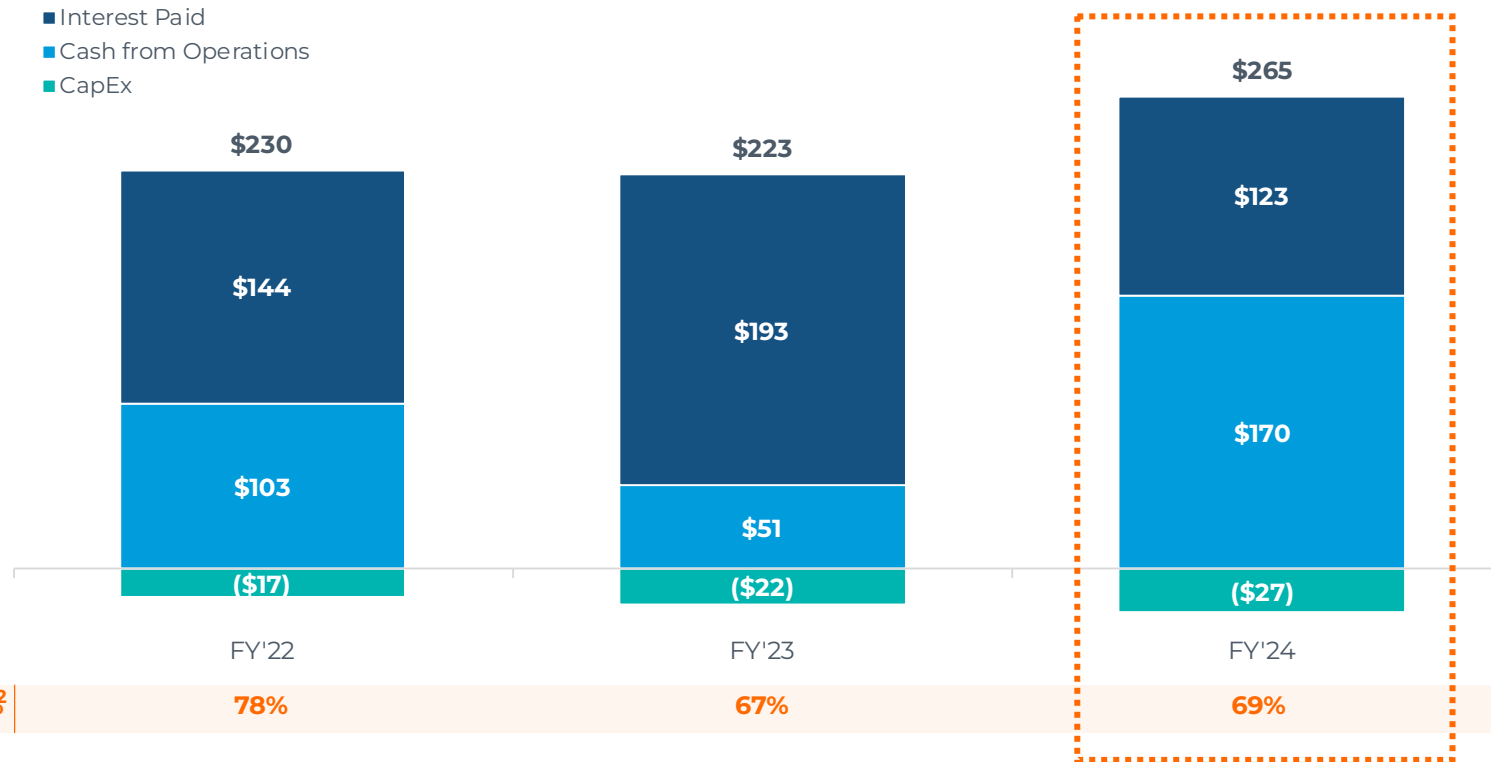


## FY 24 RESULTS

# Unlevered free cash flow<sup>1</sup>

FY'24 conversion of Adjusted EBITDA to uFCF of 69% aligns with long-term target of 70%

\$ in millions



**FY'23**  
includes an incremental \$46M of cash taxes paid vs. FY'22

**FY'24**  
Cash taxes paid consistent with FY'23

(1) We define unlevered free cash flow (uFCF) as cash from operations plus cash interest expense less capital expenses. A reconciliation of unlevered free cash flow to cash from operations is contained in the appendix to this presentation.

(2) uFCF conversion is a non-GAAP financial measure and represents uFCF for a stated period divided by Adjusted EBITDA for the same period.



**FY'25**

# Guidance

7% revenue growth and 40% Adjusted EBITDA<sup>1</sup> margin at midpoint

	FY'25 Guidance			FY'24 Actual	YoY% Change Mid-point
	Low	Mid-point	High		
<b>Revenue</b>	\$1,000M	\$1,008M	\$1,016M	\$944M	7%
<b>Adjusted EBITDA<sup>1</sup></b>	\$399M	\$403M	\$407M	\$383M	5%
<b>Adjusted EBITDA %</b>	40%	40%	40%	41%	
<b>Non-GAAP Net Income<sup>2</sup></b>	\$237M	\$240M	\$243M	\$170M	41%
<b>Non-GAAP EPS, Diluted<sup>3</sup></b>	\$1.29	\$1.30	\$1.32	\$1.09	19%

(1) We have not reconciled the forward-looking Adjusted EBITDA, non-GAAP net income, and non-GAAP net income per share guidance included above to the most directly comparable GAAP measure because this cannot be done without unreasonable effort due to the variability and low visibility with respect to certain costs, the most significant of which are incentive compensation (including stock-based compensation), transaction-related expenses, and certain fair value measurements, which are potential adjustments to future earnings. We expect the variability of these items to have a potentially unpredictable, and a potentially significant, impact on our future GAAP financial results.

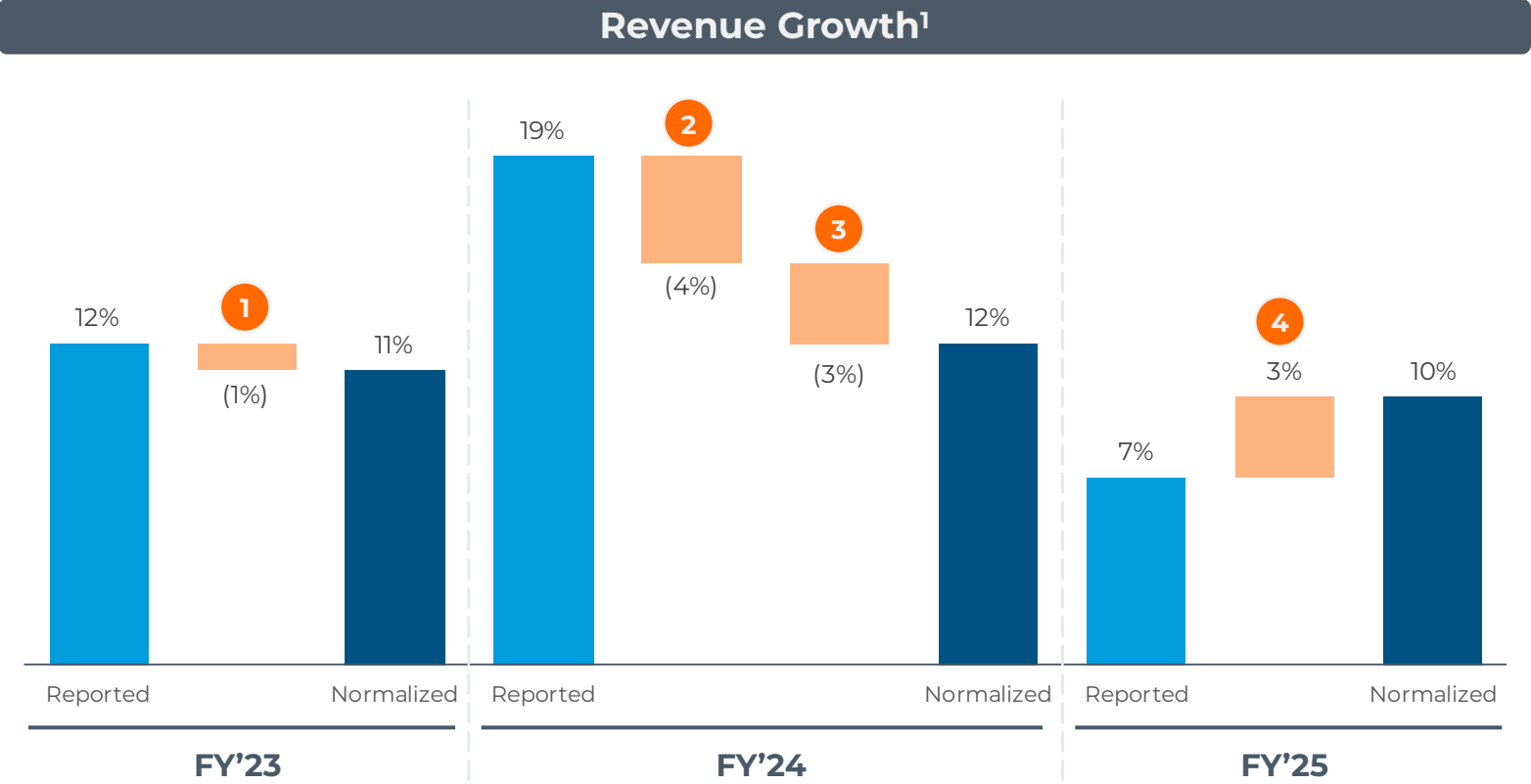
(2) We define non-GAAP net income as GAAP net income excluding the impact of stock-based compensation, acquisition and integration costs, asset and lease impairments, IPO related costs, and costs related to amended debt agreements. The tax effects of the adjustments are calculated using a management estimated annual effective non-GAAP tax rate of 21%.

(3) We define non-GAAP net income per share as non-GAAP net income (loss) divided by weighted-average shares used to compute net loss per share.



# Reported revenue growth vs normalized rates

Low double-digit normalized revenue growth aligns with long-term target



- 1 Adjusted for in-year M&A impact (~1%) of minor acquisitions
- 2 Considers impact of \$34M (~4%), primarily from rapid time to revenue, from clients impacted by a competitor cyberattack
- 3 Adjusted for full year impact of prior M&A (~3%)
- 4 Normalized for revenue realization in 2024 that would have occurred in 2025 under typical timelines



(1) 2025 revenue growth based upon midpoint of guidance

**FY'25**

# Guidance assumptions

- ~\$26M stock-based compensation expense
- ~\$71M interest expense (based on rate of 4.3%, net of hedges, and no additional debt or discretionary paydowns)
- ~21% non-GAAP effective tax rate
- ~184M fully diluted, weighted average share count for FY'25
- Non-GAAP net income and non-GAAP exclude amortization of intangibles





# Appendix



# NON-GAAP FINANCIAL MEASURES

To supplement the consolidated financial statements prepared and presented in accordance with U.S. generally accepted accounting principles (“GAAP”), this presentation contains certain non-GAAP financial measures as defined below. We present non-GAAP financial measures as supplemental measures of financial performance that are not required by, or presented in accordance with, GAAP. We believe they assist investors and analysts in comparing our operating performance across reporting periods on a consistent basis by excluding items that we do not believe are indicative of our core operating performance. Management believes these non-GAAP financial measures are useful to investors in highlighting trends in our operating performance, while other measures can differ significantly depending on long-term strategic decisions regarding capital structure, the tax jurisdictions in which we operate, and capital investments. Management uses Adjusted EBITDA and Adjusted EBITDA margin to supplement GAAP measures of performance in the evaluation of the effectiveness of our business strategies, to make budgeting decisions, to establish discretionary annual incentive compensation, and to compare our performance against that of other peer companies using similar measures. Management supplements GAAP results with non-GAAP financial measures to provide a more complete understanding of the factors and trends affecting the business than GAAP results alone provide.

Adjusted EBITDA, Adjusted EBITDA margin, non-GAAP net income, non-GAAP net income per share and unlevered free cash flow are not recognized terms under GAAP and should not be considered as an alternative to net income (loss) or net income (loss) margin as measures of financial performance or cash provided by operating activities as a measure of liquidity, or any other performance measure derived in accordance with GAAP. Additionally, these measures are not intended to be a measure of free cash flow available for management’s discretionary use, as they do not consider certain cash requirements such as interest payments, tax payments, and debt service requirements. The presentations of these measures have limitations as analytical tools and should not be considered in isolation, or as a substitute for analysis of our results as reported under GAAP. Because not all companies use identical calculations, the presentations of these measures may not be comparable to other similarly titled measures of other companies and can differ significantly from company to company. A reconciliation is provided below for our non-GAAP financial measures to the most directly comparable financial measure stated in accordance with GAAP. Investors are encouraged to review the related GAAP financial measures and the reconciliation of non-GAAP financial measures to their most directly comparable GAAP financial measures, and not to rely on any single financial measure to evaluate our business.

## *Adjusted EBITDA and Adjusted EBITDA Margin*

We define Adjusted EBITDA as net loss before interest expense, net, income tax benefit, depreciation and amortization, and as further adjusted for stock-based compensation expense, acquisition and integration costs, asset and lease impairments, costs related to amended debt agreements, and IPO related costs. Adjusted EBITDA margin represents Adjusted EBITDA as a percentage of revenue.

## *Non-GAAP Operating Income and Non-GAAP Operating Margin*

We define non-GAAP operating income as GAAP income from operations excluding the same items as noted in Adjusted EBITDA. Non-GAAP operating margin represents Non-GAAP Operating Income as a percentage of revenue.

## *Non-GAAP Net Income and Non-GAAP Net Income Per Share*

We define non-GAAP net income as GAAP net income excluding the impact of stock-based compensation, acquisition and integration costs, asset and lease impairments, IPO related costs, costs related to amended debt agreements and amortization of intangibles. We updated the definition of non-GAAP net income to include amortization of intangibles to align with a more common definition used by our peers. We have revised prior year disclosures to align with this updated definition. The tax effects of the adjustments are calculated using a management estimated annual effective non-GAAP tax rate of 21%. We define non-GAAP net income per share as non-GAAP net income (loss) divided by weighted-average shares used to compute net loss per share.

## *Unlevered Free Cash Flow*

We define unlevered free cash flow as cash from operations plus cash interest expense less capital expenses.

## *Net Debt*

We define net debt as the sum of current portion of long-term debt, long-term debt, and accounts receivable securitization less cash and cash equivalents.

## *Adjusted Net Leverage Ratio*

We define adjusted net leverage ratio as net debt divided by adjusted EBITDA over the preceding twelve months



# KEY PERFORMANCE METRIC DEFINITIONS

## *Net Revenue Retention Rate*

Our Net Revenue Retention Rate compares twelve months of client invoices for our solutions at two period end dates. To calculate our Net Revenue Retention Rate, we first accumulate the total amount invoiced during the twelve months ending with the prior period-end, or Prior Period Invoices. We then calculate the total amount invoiced to those same clients for the twelve months ending with the current period-end, or Current Period Invoices. Current Period Invoices are inclusive of upsell, downsell, pricing changes, clients that cancel or chose not to renew, and discontinued solutions with continuing clients. The Net Revenue Retention Rate is then calculated by dividing the Current Period Invoices by the Prior Period Invoices. Our total invoices included in the analysis are greater than 98% of reported revenue. We use Net Revenue Retention Rate to evaluate our ongoing operations and for internal planning and forecasting purposes. Acquired businesses are included in the last-twelve month Net Revenue Retention Rate in the ninth quarter after acquisition, which is the earliest point that comparable post-acquisition invoices are available for both the current and prior twelve-month period.

## *Customer Count with >\$100,000 Revenue*

We also regularly monitor and review our count of clients who generate more than \$100,000 of revenue. Our count of clients who generate more than \$100,000 of revenue is based on an accumulation of the amounts invoiced to clients over the preceding twelve months. The invoices for acquired clients are included starting in the first full calendar quarter after the date of acquisition.



# GAAP Income Statement

Unaudited, \$ in thousands

Consolidated Statements of Operations	1Q'23	2Q'23	3Q'23	4Q'23	FY'23	1Q'24	2Q'24	3Q'24	4Q'24	FY'24
Revenue	191,083	195,969	197,263	206,695	<b>791,010</b>	224,792	234,543	240,112	244,102	<b>943,549</b>
Cost of revenue (exclusive of depreciation and amortization expenses)	59,155	60,500	62,922	67,190	<b>249,767</b>	75,192	80,451	80,545	79,542	<b>315,730</b>
Sales and marketing	29,964	31,413	32,114	30,946	<b>124,437</b>	33,780	45,715	38,450	38,990	<b>156,935</b>
General and administrative	14,681	14,478	17,365	16,400	<b>62,924</b>	26,135	39,955	22,704	22,959	<b>111,753</b>
Research and development	8,326	8,249	8,972	9,785	<b>35,332</b>	10,320	15,901	11,082	11,472	<b>48,775</b>
Depreciation and amortization	43,966	44,140	43,675	44,686	<b>176,467</b>	44,174	44,276	60,185	37,996	<b>186,631</b>
Total operating expenses	156,092	158,780	165,048	169,007	<b>648,927</b>	189,601	226,298	212,966	190,959	<b>819,824</b>
Income from operations	34,991	37,189	32,215	37,688	<b>142,083</b>	35,191	8,245	27,146	53,143	<b>123,725</b>
Other expense										
Interest expense	(47,147)	(49,145)	(50,755)	(51,262)	<b>(198,309)</b>	(55,812)	(49,195)	(17,752)	(19,003)	<b>(141,762)</b>
Related party interest expense	(2,354)	(2,001)	(1,655)	(1,598)	<b>(7,608)</b>	(1,372)	(1,346)	(707)	(1,083)	<b>(4,508)</b>
Income/(loss) before income taxes	(14,510)	(13,957)	(20,195)	(15,172)	<b>(63,834)</b>	(21,993)	(42,296)	8,687	33,057	<b>(22,545)</b>
Income tax expense/(benefit)	(3,887)	(3,147)	(4,709)	(757)	<b>(12,500)</b>	(6,061)	(14,611)	3,274	13,978	<b>(3,420)</b>
<b>Net income/(loss)</b>	<b>(10,623)</b>	<b>(10,810)</b>	<b>(15,486)</b>	<b>(14,415)</b>	<b>(51,334)</b>	<b>(15,932)</b>	<b>(27,685)</b>	<b>5,413</b>	<b>19,079</b>	<b>(19,125)</b>



# Non-GAAP Income Statement

Unaudited, \$ in thousands

Non-GAAP Consolidated Statements of Operations						Non-GAAP Consolidated Statements of Operations				
	1Q'23	2Q'23	3Q'23	4Q'23	FY'23	1Q'24	2Q'24	3Q'24	4Q'24	FY'24
Revenue	191,083	195,969	197,263	206,695	791,010	224,792	234,543	240,112	244,102	943,549
Cost of revenue (exclusive of depreciation and amortization expenses), adjusted	58,871	60,370	62,733	67,135	249,109	75,039	78,707	80,241	79,267	313,254
Sales and marketing, adjusted	29,474	30,960	31,622	30,435	122,491	33,301	36,588	36,957	37,501	144,347
General and administrative, adjusted	12,128	13,059	13,446	13,612	52,245	13,947	15,220	16,440	16,783	62,390
Research and development, adjusted	7,887	7,822	8,472	9,269	33,450	9,744	10,123	9,797	10,398	40,062
Depreciation and amortization, adjusted	3,668	3,842	3,869	5,682	17,061	5,094	5,196	5,329	5,246	20,865
Total operating expenses	112,028	116,053	120,142	126,133	474,356	137,125	145,834	148,764	149,195	580,918
Income from operations	79,055	79,916	77,121	80,562	316,654	87,667	88,709	91,348	94,907	362,631
Other expense										
Interest expense	(47,147)	(49,145)	(50,755)	(51,262)	(198,309)	(55,812)	(49,195)	(17,752)	(19,003)	(141,762)
Related party interest expense	(2,354)	(2,001)	(1,655)	(1,598)	(7,608)	(1,372)	(1,346)	(707)	(1,083)	(4,508)
Income/(loss) before income taxes	29,554	28,770	24,711	27,702	110,737	30,483	38,168	72,889	74,821	216,361
Income tax expense/(benefit), adjusted	5,366	5,826	4,721	8,247	24,160	4,959	2,286	16,756	22,748	46,750
Net income/(loss), adjusted	24,188	22,944	19,990	19,455	86,577	25,524	35,882	56,133	52,073	169,611
GAAP to Non-GAAP Reconciliations						GAAP to Non-GAAP Reconciliations				
	1Q'23	2Q'23	3Q'23	4Q'23	FY'23	1Q'24	2Q'24	3Q'24	4Q'24	FY'24
Cost of revenue (exclusive of depreciation and amortization expenses)	59,155	60,500	62,922	67,190	249,767	75,192	80,451	80,545	79,542	315,730
Less: Stock-based compensation expense	(284)	(130)	(131)	(100)	(645)	(122)	(1,739)	(300)	(242)	(2,403)
Less: Acquisition and integration costs	-	-	(58)	45	(13)	(31)	-	-	-	(31)
Less: IPO related costs	-	-	-	-	-	-	(5)	(4)	-	(9)
Less: Other <sup>1</sup>	-	-	-	-	-	-	-	-	(33)	(33)
Cost of revenue (exclusive of depreciation and amortization expenses), adjusted	58,871	60,370	62,733	67,135	249,109	75,039	78,707	80,241	79,267	313,254
Sales and marketing	29,964	31,413	32,114	30,946	124,437	33,780	45,715	38,450	38,990	156,935
Less: Stock-based compensation expense	(490)	(452)	(444)	(479)	(1,865)	(479)	(8,892)	(1,587)	(1,482)	(12,440)
Less: Acquisition and integration costs	-	(1)	(48)	(17)	(66)	-	-	-	-	-
Less: IPO related costs	-	-	-	(15)	(15)	-	(235)	94	(7)	(148)
Sales and marketing, adjusted	29,474	30,960	31,622	30,435	122,491	33,301	36,588	36,957	37,501	144,347
General and administrative	14,681	14,478	17,365	16,400	62,924	26,135	39,955	22,704	22,959	111,753
Less: Stock-based compensation expense	(1,090)	(1,264)	(1,276)	(1,405)	(5,035)	(1,539)	(20,672)	(4,832)	(4,245)	(31,288)
Less: Acquisition and integration costs	(1,463)	(152)	(1,092)	(597)	(3,304)	(83)	(103)	(86)	(157)	(429)
Less: Costs related to amended debt agreements	-	-	-	(393)	(393)	(10,402)	(2,368)	(106)	(1,262)	(14,138)
Less: IPO related costs	-	(3)	(1,551)	(393)	(1,947)	(164)	(1,592)	(200)	(19)	(1,975)
Less: Other <sup>1</sup>	-	-	-	-	-	-	-	(1,040)	(493)	(1,533)
General and administrative, adjusted	12,128	13,059	13,446	13,612	52,245	13,947	15,220	16,440	16,783	62,390
Research and development	8,326	8,249	8,972	9,785	35,332	10,320	15,901	11,082	11,472	48,775
Less: Stock-based compensation expense	(286)	(302)	(356)	(359)	(1,303)	(388)	(5,666)	(1,184)	(1,068)	(8,306)
Less: Acquisition and integration costs	(153)	(125)	(144)	(142)	(564)	(188)	(103)	(102)	(6)	(399)
Less: IPO related costs	-	-	-	(15)	(15)	-	(9)	1	-	(8)
Research and development, adjusted	7,887	7,822	8,472	9,269	33,450	9,744	10,123	9,797	10,398	40,062
Depreciation and amortization	43,966	44,140	43,675	44,686	176,467	44,174	44,276	60,185	37,996	186,631
Less: Other <sup>1</sup>	-	-	-	-	-	-	-	(15,776)	(2,103)	(17,879)
Less: Intangible amortization	(40,298)	(40,298)	(39,806)	(39,004)	(159,406)	(39,080)	(39,080)	(39,080)	(30,647)	(147,887)
Depreciation and amortization, adjusted	3,668	3,842	3,869	5,682	17,061	5,094	5,196	5,329	5,246	20,865
Income tax expense/(benefit)	(3,887)	(3,147)	(4,709)	(757)	(12,500)	(6,061)	(14,611)	3,274	13,978	(3,420)
Tax effect of adjustments <sup>2</sup>	9,253	8,973	9,430	9,004	36,660	11,020	16,897	13,482	8,770	50,170
Income tax expense/(benefit), adjusted	5,366	5,826	4,721	8,247	24,160	4,959	2,286	16,756	22,748	46,750

(1) Adjustments relate to additional lease costs due to the relocation of our Louisville office

(2) The tax effects of the adjustments are calculated using a management estimated annual effective non-GAAP tax rate of 21%.



# Non-GAAP Reconciliations and Key Metrics

Unaudited, \$ in thousands, except per share amounts

Reconciliation of Non-GAAP Adjusted EBITDA	1Q'23	2Q'23	3Q'23	4Q'23	FY'23	1Q'24	2Q'24	3Q'24	4Q'24	FY'24
Net income/(loss)	(10,623)	(10,810)	(15,486)	(14,415)	<b>(51,334)</b>	(15,932)	(27,685)	5,413	19,079	<b>(19,125)</b>
Interest expense	49,501	51,146	52,410	52,860	<b>205,917</b>	57,184	50,541	18,459	20,086	<b>146,270</b>
Income tax expense/(benefit)	(3,887)	(3,147)	(4,709)	(757)	<b>(12,500)</b>	(6,061)	(14,611)	3,274	13,978	<b>(3,420)</b>
Depreciation and amortization	43,966	44,140	43,675	44,686	<b>176,467</b>	44,174	44,276	60,185	37,996	<b>186,631</b>
Stock-based compensation expense	2,150	2,148	2,207	2,343	<b>8,848</b>	2,528	36,969	7,903	7,037	<b>54,437</b>
Acquisition and integration costs	1,616	278	1,342	711	<b>3,947</b>	302	206	188	163	<b>859</b>
Costs related to amended debt agreements	-	-	-	393	<b>393</b>	10,402	2,368	106	1,262	<b>14,138</b>
IPO related costs	-	3	1,551	423	<b>1,977</b>	164	1,841	109	26	<b>2,140</b>
Other <sup>1</sup>	-	-	-	-	-	-	-	1,040	526	<b>1,566</b>
Adjusted EBITDA	<b>82,723</b>	<b>83,758</b>	<b>80,990</b>	<b>86,244</b>	<b>333,715</b>	<b>92,761</b>	<b>93,905</b>	<b>96,677</b>	<b>100,153</b>	<b>383,496</b>
Revenue	191,083	195,969	197,263	206,695	<b>791,010</b>	224,792	234,543	240,112	244,102	<b>943,549</b>
Net income/(loss) margin	-5.6%	-5.5%	-7.9%	-7.0%	<b>-6.5%</b>	-7.1%	-11.8%	2.3%	7.8%	<b>-2.0%</b>
Adjusted EBITDA margin	43.3%	42.7%	41.1%	41.7%	<b>42.2%</b>	41.3%	40.0%	40.3%	41.0%	<b>40.6%</b>

Reconciliation of Non-GAAP Net Income	1Q'23	2Q'23	3Q'23	4Q'23	FY'23	1Q'24	2Q'24	3Q'24	4Q'24	FY'24
Net income/(loss)	(10,623)	(10,810)	(15,486)	(14,415)	<b>(51,334)</b>	(15,932)	(27,685)	5,413	19,079	<b>(19,125)</b>
Add: Stock-based compensation expense	2,150	2,148	2,207	2,343	<b>8,848</b>	2,528	36,969	7,903	7,037	<b>54,437</b>
Add: Acquisition and integration costs	1,616	278	1,342	711	<b>3,947</b>	302	206	188	163	<b>859</b>
Add: Costs related to amended debt agreements	-	-	-	393	<b>393</b>	10,402	2,368	106	1,262	<b>14,138</b>
Add: IPO related costs	-	3	1,551	423	<b>1,977</b>	164	1,841	109	26	<b>2,140</b>
Add: Other <sup>1</sup>	-	-	-	-	-	-	-	16,816	2,629	<b>19,445</b>
Add: Amortization	40,298	40,298	39,806	39,004	<b>159,406</b>	39,080	39,080	39,080	30,647	<b>147,887</b>
Income tax effect of non-GAAP adjustments <sup>2</sup>	(9,253)	(8,973)	(9,430)	(9,004)	<b>(36,660)</b>	(11,020)	(16,897)	(13,482)	(8,770)	<b>(50,170)</b>
Non-GAAP net income/(loss)	<b>24,188</b>	<b>22,944</b>	<b>19,990</b>	<b>19,455</b>	<b>86,577</b>	<b>25,524</b>	<b>35,882</b>	<b>56,133</b>	<b>52,073</b>	<b>169,611</b>
Non-GAAP net income/(loss) per share, basic	0.20	0.19	0.16	0.16	<b>0.71</b>	0.21	0.27	0.33	0.30	<b>1.13</b>
Non-GAAP net income/(loss) per share, diluted	0.19	0.18	0.16	0.15	<b>0.68</b>	0.20	0.26	0.32	0.29	<b>1.09</b>
Weighted average shares used in computing basic Non-GAAP net income/(loss) per share	121,672,427	121,676,273	121,673,852	121,679,113	<b>121,675,430</b>	121,675,298	133,527,766	171,578,311	172,526,776	<b>149,915,839</b>
Weighted average shares used in computing diluted Non-GAAP net income/(loss) per share	126,605,262	126,649,124	127,044,115	127,303,675	<b>126,888,989</b>	127,095,087	137,294,656	176,181,511	179,112,559	<b>155,677,094</b>

Reconciliation of Unlevered Free Cash Flow (uFCF)	1Q'23	2Q'23	3Q'23	4Q'23	FY'23	1Q'24	2Q'24	3Q'24	4Q'24	FY'24
Net cash provided by operating activities	16,858	33,593	(10,447)	11,456	<b>51,460</b>	10,730	15,450	78,818	64,770	<b>169,768</b>
Interest paid	46,738	47,910	49,037	49,318	<b>193,003</b>	40,513	41,751	18,925	21,582	<b>122,771</b>
Purchase of property and equipment and capitalization of internally developed software costs	(4,770)	(4,712)	(6,244)	(5,791)	<b>(21,517)</b>	(5,560)	(6,868)	(8,616)	(6,224)	<b>(27,268)</b>
Unlevered free cash flow (uFCF)	<b>58,826</b>	<b>76,791</b>	<b>32,346</b>	<b>54,983</b>	<b>222,946</b>	<b>45,683</b>	<b>50,333</b>	<b>89,127</b>	<b>80,128</b>	<b>265,271</b>

Key Performance Metrics	1Q'23	2Q'23	3Q'23	4Q'23	FY'23	1Q'24	2Q'24	3Q'24	4Q'24	FY'24
Net Revenue Retention	108.8%	109.7%	109.0%	108.6%	<b>108.6%</b>	108.8%	107.5%	109.4%	110.1%	<b>110.1%</b>
Customers greater than \$100k	1,007	1,023	1,033	1,046	<b>1,046</b>	1,080	1,117	1,173	1,203	<b>1,203</b>
Adjusted EBITDA	82,723	83,758	80,990	86,244	<b>333,715</b>	92,761	93,905	96,677	100,153	<b>383,496</b>
Unlevered free cash flow (uFCF)	58,826	76,791	32,346	54,983	<b>222,946</b>	45,683	50,333	89,127	80,128	<b>265,271</b>

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# Net Debt and Leverage

Unaudited, \$ in thousands

Reconciliation of Net Debt	December 31, 2022	December 31, 2023	December 31, 2024
First lien term loan facility outstanding debt, current	17,983	17,983	11,668
First lien term loan facility outstanding debt, net of current portion	1,730,815	1,712,833	1,151,878
Second lien term loan facility outstanding debt	468,000	448,000	-
Receivables facility outstanding debt	50,000	70,000	80,000
Cash and cash equivalents	(64,558)	(35,580)	(182,133)
Net debt	2,202,240	2,213,236	1,061,413
Trailing Twelve Months Adjusted EBITDA	295,508	333,715	383,496
Adjusted Gross leverage ratio	7.7x	6.7x	3.2x
Adjusted Net leverage ratio	7.5x	6.6x	2.8x

Reconciliation of Non-GAAP Adjusted EBITDA	FY'22	FY'23	FY'24
Net income/(loss)	(51,455)	(51,334)	(19,125)
Interest expense	155,325	205,917	146,270
Income tax expense/(benefit)	(14,420)	(12,500)	(3,420)
Depreciation and amortization	183,167	176,467	186,631
Stock-based compensation expense	8,003	8,848	54,437
Acquisition and integration costs	2,208	3,947	859
Asset and lease impairments	10,856	-	-
Costs related to amended debt agreements	1,549	393	14,138
IPO related costs	275	1,977	2,140
Other	-	-	1,566
Adjusted EBITDA	295,508	333,715	383,496
Revenue	704,874	791,010	943,549
Net income/(loss) margin	-7.3%	-6.5%	-2.0%
Adjusted EBITDA margin	41.9%	42.2%	40.6%



# Thank you



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