

# Investor factsheet

**TELUS International** is a leading digital customer experience (CX) innovator that designs, builds, and delivers next-gen solutions, including artificial intelligence (AI) and content moderation, for global and disruptive brands. We are defining a new category at the intersection of digital IT and digital CX – uniquely positioned with our integrated, end-to-end digital capabilities across the full customer experience value chain. We are a global business with meaningful scale, proven capabilities, and a caring culture, driving a robust financial profile with a focus on profitable growth.

## NYSE & TSX: **TIXT**

Market capitalization  
as of December 31, 2023

US\$2.4B  
C\$3.2B

## The TELUS International difference



### Market

Large market opportunity with powerful secular tailwinds



### Culture

Differentiated culture driving superior customer service



### Solutions

Category-defining digital solutions



### Clients

Strategic, mission-critical partner to global and disruptive brands



### Delivery

Agile global delivery model with next-gen carrier-grade technology



### Financials

Strong financial profile and execution track record



**US\$2.7B**

FY2023 Revenue



**10%**

FY2022 to FY2023



Consistent focus on profitable growth

## End-to-end digital capabilities



**650+**

Clients



**9 years**

Average client tenure<sup>1</sup>

Deliver

Design

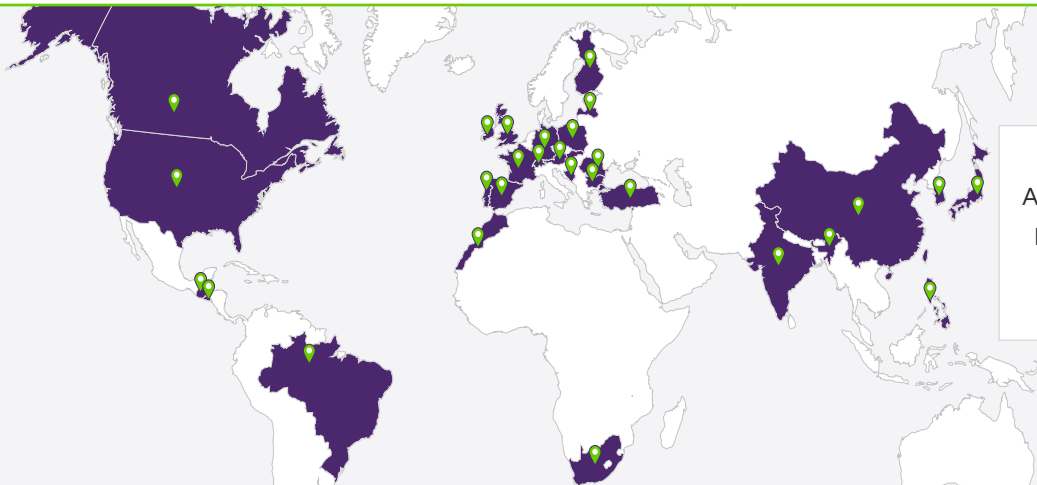
Digital Process & Delivery

Strategy & Innovation

Next Gen Digital IT

Build

<sup>1</sup> Top 10 clients excl. TELUS, as of December 31, 2023



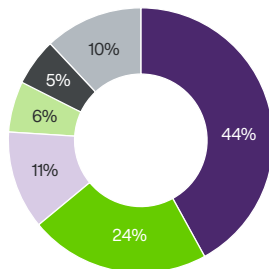
Approximately 75,000 team members in 68 delivery locations and 32 countries across North America, Central America, Europe, Africa and Asia-Pacific

As of December 31, 2023

## Revenue diversification

### By Vertical (FY2023)

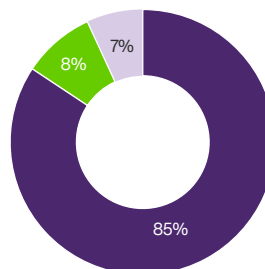
As of December 31, 2023



● Tech & Games 
 ● Communications & Media 
 ● eCommerce & FinTech 
 ● Healthcare 
 ● Banking, Financial Services & Insurance 
 ● All others

### By Client Location (FY2023)

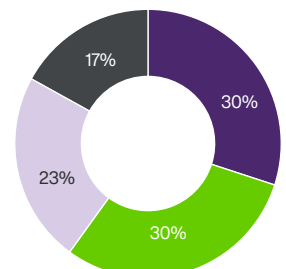
As of December 31, 2023



● North America 
 ● Europe 
 ● Asia-Pacific

### By Geography (FY2023)

As of December 31, 2023



● North America 
 ● Europe 
 ● Asia-Pacific 
 ● Central America and others

## Proven leadership team



**Jeffrey Puritt**  
President and  
Chief Executive Officer



**Gopi Chande**  
Chief Financial Officer



**Michel Belec**  
Chief Legal Officer and  
Corporate Secretary



**Tobias Dengel**  
President of WillowTree, a  
TELUS International Company



**Jose-Luis Garcia**  
Chief Operating Officer



**Mike Ringman**  
Chief Information Officer



**Marilyn Tyfting**  
Chief Corporate Officer

### Investor Relations

Jason Mayr  
Head of Investor Relations & Treasurer  
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### Headquarters

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