Investor factsheet



TELUS International is a digital customer experience (CX) innovator that designs, builds, and delivers next-gen solutions 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 March 31, 2021

US\$7.4B C\$9.4B

The TELUS International difference



Market

Large market opportunity with powerful secular tailwinds



Clients

Strategic, mission-critical partner to global and disruptive brands



√ Culture

Delivery

Agile global

delivery model

with next-gen

carrier-grade

technology

Differentiated culture driving superior customer service



Categorydefining digital solutions

Solutions



Financials

Strong financial profile and execution track record



US\$1.6B

2020 Revenue



Revenue Growth (2019 to 2020)



24.7%

2020 Adjusted EBITDA Margin ¹

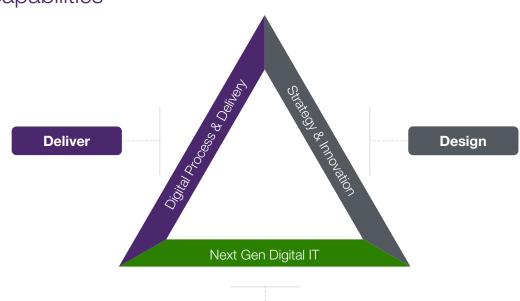
All financial measures excl. Lionbridge Al acquisition, which closed on Dec. 31, 2020.

¹ Adjusted EBITDA Margin is a non-GAAP financial measure, for reconciliation to net income margin, the most comparable GAAP measure, see Annual Report 2020 as filed on the SEC Form 20-F.

End-to-end digital capabilities









² Top 10 clients excl. TELUS.

Global presence

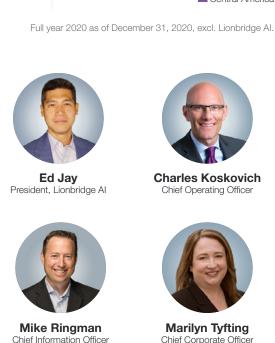




Revenue diversification



Proven leadership team





Jeffrey Puritt President and Chief Executive Officer



Christian Legat Chief Executive Officer. CCC



Vanessa Kanu Chief Financial Officer



Maria Pardee Chief Commercial Officer



Michel Belec Chief Legal Officer and Corporate Secretary



James Radzicki Chief Technology Officer

Chief Corporate Officer

Investor Relations Jason Mayr Senior Director, Investor Relations & Treasury (604) 695-3455

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