



Empowering people & organizations to **thrive**

JP Morgan Healthcare Conference 2026



Mohamed El-Demerdash
President, TELUS Health



Caution regarding forward-looking information

Today's discussion may contain forward-looking statements, including statements relating to our objectives and our strategies to achieve those objectives, and our expectations regarding trends in the industry. Forward-looking statements are typically identified by the words assumption, goal, guidance, objective, outlook, strategy, target and other similar expressions, or verbs such as aim, anticipate, believe, could, expect, intend, may, plan, predict, seek, should, strive and will. Forward-looking statements are subject to inherent risks and uncertainties and are based on assumptions, including assumptions about future economic conditions and courses of action. These assumptions may ultimately prove to have been inaccurate and, as a result, our actual results or other events may differ materially from expectations expressed today. These risks and assumptions underlying our forward-looking statements are described in additional detail in Section 9 General trends, outlook and assumptions, and regulatory developments and proceedings and Section 10 Risks and risk management in TELUS' 2024 annual management's discussion and analysis (MD&A), as updated in our third quarter 2025 MD&A, and in other TELUS public disclosure documents and filings with securities commissions in Canada (on SEDAR+ at sedarplus.ca) and in the United States (on EDGAR at sec.gov). We disclaim any intention or obligation to update or revise any forward-looking statements except as required by law.

TELUS Health is a **global leader in workforce wellbeing and digital health solutions**, delivering human-centered digital innovation and clinical services to improve all aspects of wellbeing:

Mental



Physical



Financial



Social



Organizational



180K+

Credentialed qualified healthcare professionals.



160M+

Healthcare lives covered.



50%+

Of fortune 500 companies being helped.



70+

Countries with local language answer.



Providing **deep local experience and global scale.**



200+

Countries and territories covered.



50+

Global offices and service centres to promote diversity and inclusion.



90+

Combined years of experience, revolutionizing healthcare delivery.



150k+

Organizations supported.



TELUS Health delivers workforce health & wellbeing solutions across all life stages



Our suite of workforce health and wellbeing solutions built around digital health and human-centered support, empowering employers to provide full-circle care to their employees across all life stages.



Post secondary students

EAP*: Financial assistance, counseling, digital wellbeing resources
Student support
Wellbeing
Learning
Workplace support
Wellness coaching



Young professionals

EAP: Financial assistance, Counseling, anonymous peer support, digital wellbeing Resources
Wellbeing
Learning
Workplace support
Wellness coaching



New parents

EAP: Counseling services, financial assistance, legal assistance, child & elder care, digital wellbeing resources
Critical Incident support
Child and Family Wellbeing
Wellness coaching



People leaders

EAP: Manager support, legal assistance, digital wellbeing resources
Retirement and Benefits Solutions
Absence and Disability Management
Wellbeing
Learning
Critical Incident support
Cancer care compass
Wellness coaching



Approaching retirement

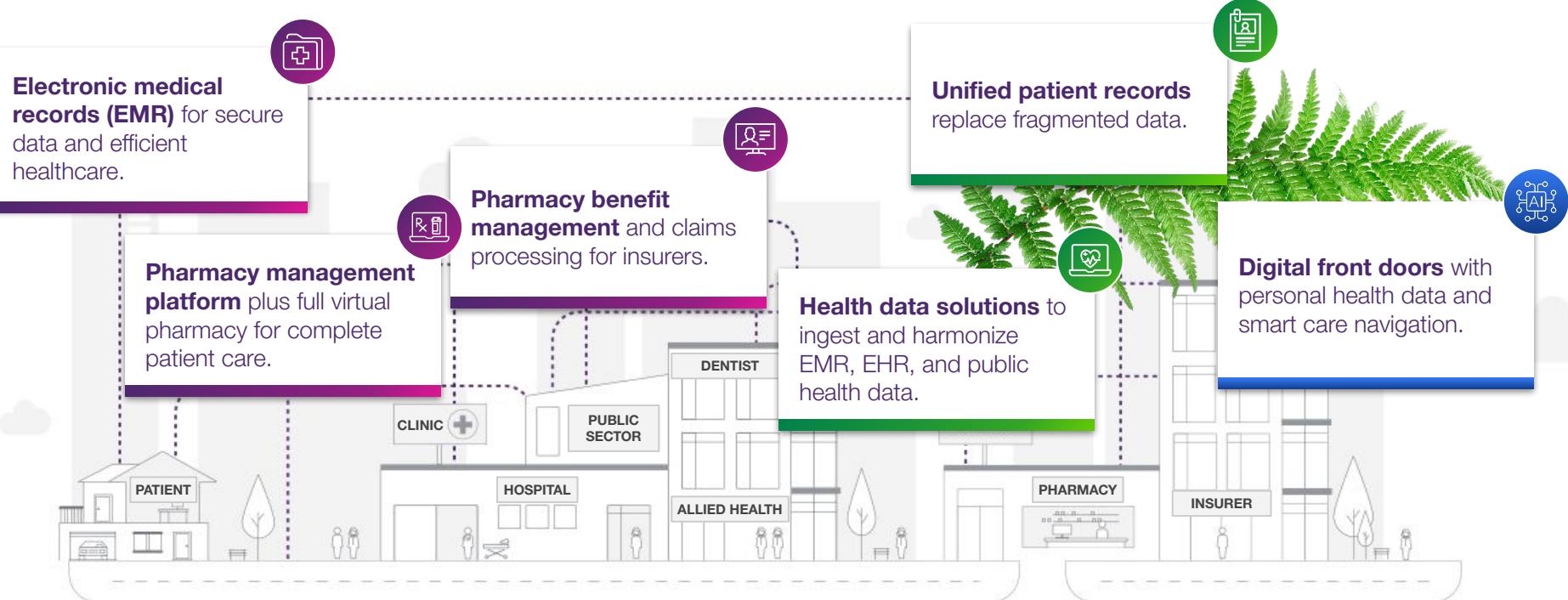
EAP: Counseling services, legal assistance, financial assistance, digital wellbeing resources
Retirement and Benefits Solutions
Wellbeing
Workplace support
Wellness coaching

*EAP: Employee Assistance Program

Empowering proactive health drives productivity, engagement and a **wellness-first workforce**.

Building digital health infrastructure for **Data & AI** era

Connecting employers, healthcare professionals, payors and patients while powering the future of healthcare through an **unrivaled digital footprint** across electronic medical records, pharmacy software and health benefits management.



Infrastructure: the foundation we own

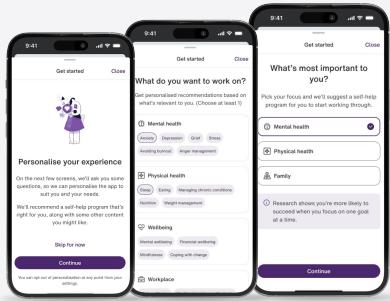
Interoperability: connecting the ecosystem

Engagement: citizen-facing solutions

*Proven at scale. **Ready for global expansion.***

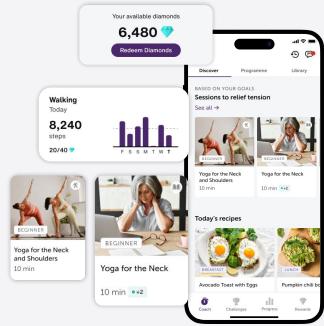
Delivering unique innovative solutions & proof points

AI-enabled, counsellor-delivered mental health support



- **AI-enabled** mental health care journeys providing truly personalized care
- Clinical First-Answer support in local language in **70 countries**
- **94%** of employees served report that EAP service helps them

Digital holistic wellbeing tools with leading engagement



- **Gamified** physical health tool to promote holistic health
- **3k** content pieces personalized via effective nudge engine, **16+ corporate** health challenges
- **High use; 65%** daily/weekly active users

Empowering citizens through governmental digital health platforms



- **Canada's first** province-wide primary care data interoperability
- **Connected 600+ fragmented systems** into unified citizen health records
- **Enabling access** to population health outcomes for the provider

Highly diversified global business

growing across multiple axes



TELUS Health has the **global scale & capacity** to drive meaningful growth



Our competitive positioning

Preventive health focus

Solutions encompassing mental health, wellness and digital care.

Tech-enabled platform

AI-driven services and data integration for personalization and efficiency.

Financial strength

SaaS based recurring revenues supported by strong market demand.

Trusted brand

Leadership in privacy, cyber security and customer-centric care.

Proven leadership

Experienced executive team driving innovation and global expansion.

Q3 2025
YTD



Healthcare lives covered
160+ million



Total revenue
C\$1.5B



Adjusted EBITDA
C\$258M

