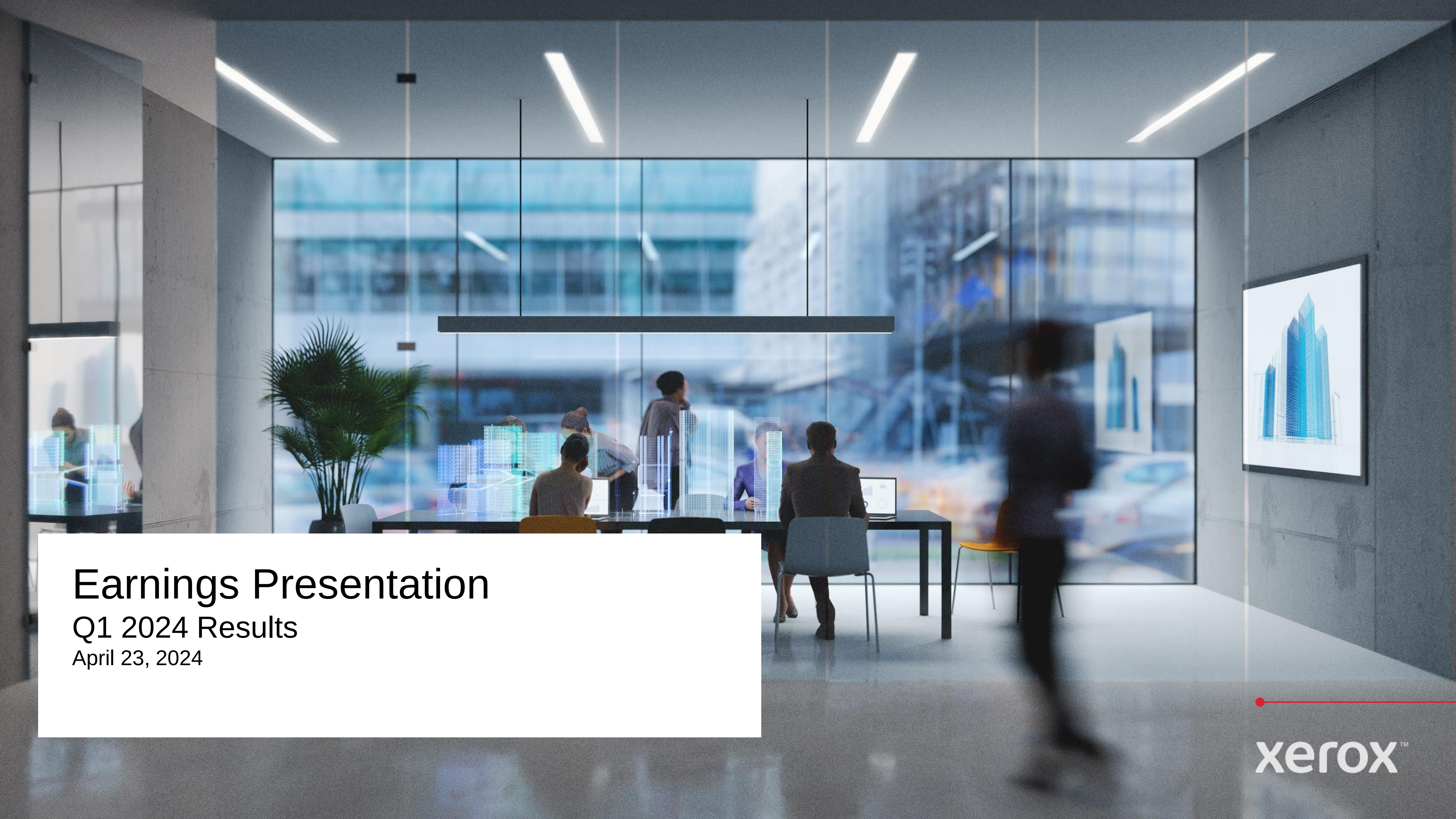


Earnings Presentation

Q1 2024 Results

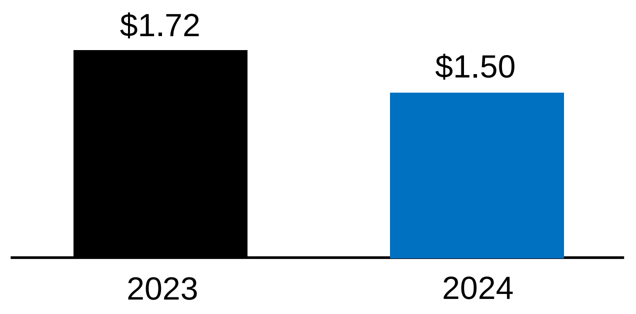
April 23, 2024

Forward-Looking Statements

This presentation and other written or oral statements made from time to time by management contain “forward looking statements” as defined in the Private Securities Litigation Reform Act of 1995. The words “anticipate”, “believe”, “estimate”, “expect”, “intend”, “will”, “should”, “targeting”, “projecting”, “driving” and similar expressions, as they relate to us, our performance and/or our technology, are intended to identify forward-looking statements. These statements reflect management’s current beliefs, assumptions and expectations and are subject to a number of factors that may cause actual results to differ materially. Such factors include but are not limited to: Global macroeconomic conditions, including inflation, slower growth or recession, delays or disruptions in the global supply chain, higher interest rates, and wars and other conflicts, including the current conflict between Russia and Ukraine; our ability to succeed in a competitive environment, including by developing new products and service offerings and preserving our existing products and market share as well as repositioning our business in the face of customer preference, technological, and other change, such as evolving return-to-office and hybrid working trends; failure of our customers, vendors, and logistics partners to perform their contractual obligations to us; our ability to attract, train, and retain key personnel; execution risks around our Reinvention; the risk of breaches of our security systems due to cyber, malware, or other intentional attacks that could expose us to liability, litigation, regulatory action or damage our reputation; our ability to obtain adequate pricing for our products and services and to maintain and improve our cost structure; changes in economic and political conditions, trade protection measures, licensing requirements, and tax laws in the United States and in the foreign countries in which we do business; the risk that multi-year contracts with governmental entities could be terminated prior to the end of the contract term and that civil or criminal penalties and administrative sanctions could be imposed on us if we fail to comply with the terms of such contracts and applicable law; interest rates, cost of borrowing, and access to credit markets; risks related to our indebtedness; the imposition of new or incremental trade protection measures such as tariffs and import or export restrictions; funding requirements associated with our employee pension and retiree health benefit plans; changes in foreign currency exchange rates; the risk that our operations and products may not comply with applicable worldwide regulatory requirements, particularly environmental regulations and directives and anti-corruption laws; the outcome of litigation and regulatory proceedings to which we may be a party; laws, regulations, international agreements and other initiatives to limit greenhouse gas emissions or relating to climate change, as well as the physical effects of climate change; and other factors as set forth from time to time in the Company’s Securities and Exchange Commission filings, including the Company’s Annual Report on Form 10-K for the year ended December 31, 2023. The Company intends these forward-looking statements to speak only as of the date of this presentation and does not undertake to update or revise them as more information becomes available, except as required by law.

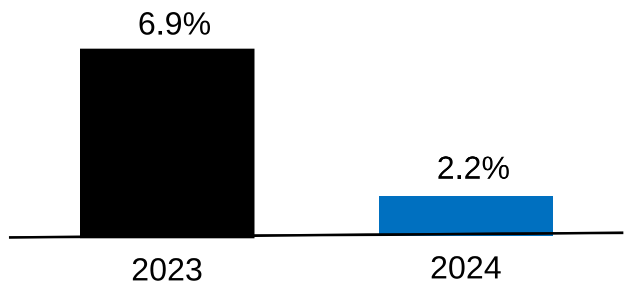
Q1 2024 Key Financial Measures

Revenue ($B)

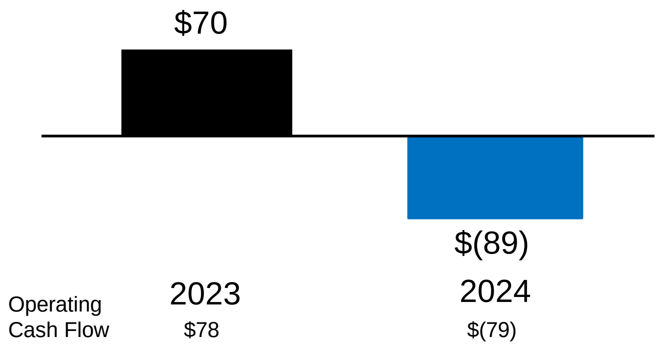


2024 % Change: (12.4)% @ AC, (13.2)% @ CC[1]

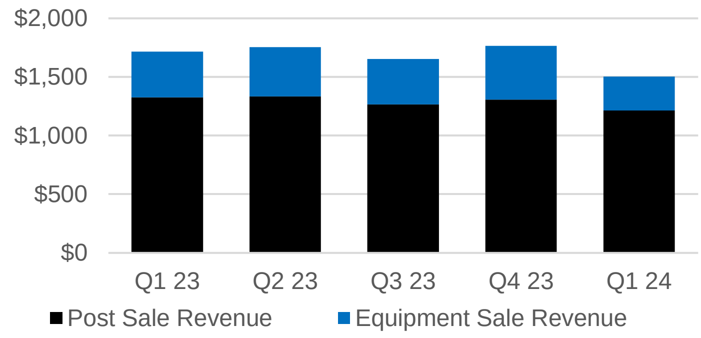
Adj[1] Operating Margin



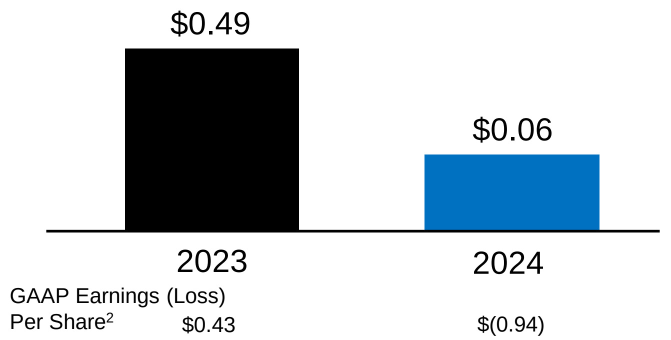
Free Cash Flow[1] ($M)



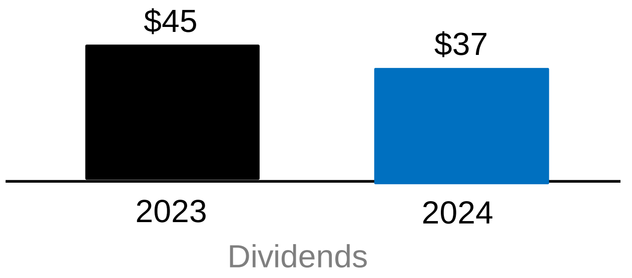
Revenue Trend ($M)



Adj[1] Earnings Per Share



Shareholder Returns ($M)



[1] Adjusted measures, Free Cash Flow and Constant Currency (CC): see Non-GAAP Financial Measures. [2] Q1 2024 GAAP loss per share includes after-tax, Project Reinvention related charges of approximately $100 million, or $0.80 per share.

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Strategic Priorities for 2024

Strengthen Core Businesses

- Re-align products, services and distribution with the needs of economic buyers of today's hybrid workplace
- Business unit-led operating model to drive incremental Print, Digital and IT services penetration with existing and prospective clients
- Pursue strategic market share gains by increasing indirect channel reach, improving cost to serve, and enhancing partner profitability

Structural Cost Improvements

- Leverage newly-formed Global Business Services (GBS) organization to drive enterprise-wide efficiencies and technology-enabled productivity gains
- Optimize global routes-to-market, leveraging partners over direct distribution where reach and regional profitability can be improved
- Narrow offerings to focus on products and services with greatest levels of competitive differentiation

Balanced Capital Allocation

- Optimize free cash flow[1] generation through working capital efficiencies and forward flow finance receivable funding program
- Maintain $1/share dividend and pay down existing debt obligations as they come due
- Invest in projects or acquisitions with high rates of return on invested capital

[1] Free Cash Flow: see Non-GAAP Financial Measures

Reinvention Progress Update

Reinvention Goal: Strengthen core businesses while building the foundation for long-term, sustainable growth in revenue and profits through expanded penetration of services that address clients' workplace productivity needs.

2023

- Divested or deemphasized businesses that are noncore to Print, Digital and IT Services
- Established strategic Program Management Office to define, design and execute Xerox's Reinvention

Q1 2024 Milestones

Operating Model Simplification

- Transitioned from a geographic, to business unit-led operating model
- Consolidated sales, marketing, product development and services to one team, reporting to COO
- Created Global Business Services organization to centralize and optimize internal processes
- Initiated 15% reduction in headcount

Geographic Simplification

- Sold, or agreed to sell direct operations in Argentina, Chile, Ecuador and Peru, shifting to partner-led distribution model in each country

Offering Simplification

- Took initial actions to simplify and improve Production Print profitability by exploring strategic options for the manufacture of certain Production Print equipment

2025-2026

- Operating Model Simplification
- Geographic and Offering Simplification
- Reposition for Growth

	Q1 2024 Milestones	2025-2026
Adj.[1] Operating Income Improvement[2]	>$100M (FY 2024)	>$300M (FY 2026)
Total Adjusted[1] Operating Income Objective	*~$500m (FY 2024)*	*~$700m (FY 2026)*

[1] Adjusted measures: see Non-GAAP Financial Measures. [2] Profit improvement above 2023 adjusted[1] operating income of $389M.

Frequently Asked Questions

Demand Outlook	**How is underlying demand for Xerox products and services trending?** Demand for our products and services remains stable amid a corporate spending environment that is improving yet somewhat cautious. Excluding the impact of backlog reductions in the prior year quarter and the intentional reduction of non-strategic revenue, Q1 revenue would have declined mid single-digits. Revenue fell short of expectations in Q1, due in part to company-wide organizational changes, which affected the continuity of our sales operations, as well as A4 supply constraints. Growth in services signings remains strong, particularly for our growing portfolio of Digital Services, as clients seek both digital and physical solutions to address their most important document workflow needs.
Revenue Guidance	**Has your 2024 revenue outlook changed since Q4 2023 earnings?** Our outlook for full-year revenue has not changed despite a slower-than-expected start to the year. While initially disruptive to sales operations, we are seeing the benefits of the new business unit-led operating model in equipment order momentum. Equipment orders grew double digits year-over-year in February and March, with rates of growth accelerating as the quarter progressed. For the year, we continue to expect a revenue decline of 3% to 5% in constant currency, which includes 400 basis points of non-recurring headwinds associated with backlog reduction in the prior year, the strategic deemphasis of certain businesses and other simplification actions. Revenue trajectory is expected to improve sequentially throughout the year.
Operating Profit and Cash Flow Outlook	**What gives you confidence in your ability to achieve full-year adjusted[1] operating income margin & free cash flow[1] guidance?** A significant portion of the expected year-over-year improvement in adjusted[1] operating income is associated with cost reduction actions already taken, including the reduction in workforce announced in January. In addition, our new Global Business Services (GBS) organization is driving a series of near-term operating efficiency initiatives to deliver the 2024 adjusted[1] operating income margin target of at least 7.5%. We continue to expect more than $600 million of free cash flow[1] in 2024, aided by the reduction in our finance receivable balance. Free cash flow[1] is expected to improve throughout the year in conjunction with an increase in adjusted[1] operating income and working capital normalization.
Reinvention Targets	**Are you on track to achieve your adjusted[1] operating profit improvement target of $300 million above 2023 levels by 2026?** We remain on track to achieve our three-year adjusted[1] operating profit improvement target. Due to the timing of certain actions taken this year, a portion of the run-rate benefits of 2024 actions will be realized in 2025, giving us a high degree of visibility to progress toward the three-year profit improvement target in 2025. We expect to deliver the remainder of the targeted improvement through further operating efficiencies, enabled by our GBS organization, geographic and offering simplifications, and a more favorable profit profile associated with growth in Digital and IT Services.

[1] Adjusted measures and Free Cash Flow: see Non-GAAP Financial Measures.

Financial Results Summary

(in millions, except per share data)

P&L Measures	Q1 2024	B/(W) YOY	% Change YOY
Revenue	$ 1,502	$ (213)	(12.4)% AC (13.2)% CC[1]
Operating Income – Adjusted[1]	33	(85)	(72)%
Other Expenses, net – Adjusted[1]	24	(3)	14%
Net (Loss)[2]	(113)	(184)	NM
Net Income – Adjusted[1]	11	(71)	(87)%
GAAP (Loss) Per Share[2]	(0.94)	(1.37)	NM
Earnings per Share – Adjusted[1]	0.06	(0.43)	(88)%

P&L Ratios	Q1 2024	B/(W) YOY
Gross Margin – Adjusted[1]	31.9%	(240) bps
RD&E %	3.3%	40 bps
SAG %	26.4%	(270) bps
Operating Margin – Adjusted[1]	2.2%	(470) bps
Tax Rate – Adjusted[1]	(22.2)%	NM

[1] Adjusted Measures and Constant Currency (CC): see Non-GAAP Financial Measures. Q1 2024 adjusted tax rate was a 22.2% benefit compared to 15.5% expense in the prior quarter last year. The decrease reflects additional tax benefits in the current quarter from the redetermination of certain unrecognized tax positions and mix of earnings. [2] Q1 2024 GAAP Net loss and Loss per share includes after-tax Project Reinvention related charges of approximately $100 million, or $0.80 per share.

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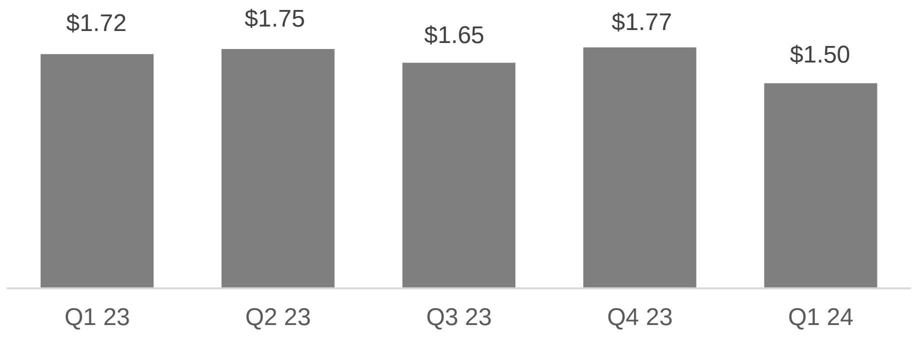
Revenue

(in millions)	Q1 2024	% Total	% Change YOY AC	% Change YOY CC[1]
Equipment	$290	19%	(25.8)%	(26.3)%
Post Sale	$1,212	81%	(8.5)%	(9.3)%
Total Revenue	$1,502	100%	(12.4)%	(13.2)%

Impacts to y/y change in Total Revenue:

Prior year reduction in backlog	~4%
Reductions in non-strategic revenue	~2%
Lower Fuji royalties/strategic actions	~2%

Quarterly Revenue Trend ($B)



Q1 Installs & CC[1] Equipment Revenue B/(W) YOY

	Color	B&W	Total Installs	CC[1] Equipment Revenue
Entry	(37)%	(47)%	(44)%	(27)%
Mid-Range	(18)%	(28)%	(21)%	(24)%
High-End	(42)%	(22)%	(40)%	(36)%
Total	**(28)%**	**(44)%**	**(38)%**	**(26)%**
Impact of PY reduction in backlog and geographic optimization				***(16)%***

[1] Constant Currency (CC): see Non-GAAP Financial Measures

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Cash Flow

(in millions)	Q1 2024	Q1 2023
Pre-tax (Loss) Income	($150)	$85
Non-Cash Add-Backs[1]	236	78
Restructuring Payments	(16)	(6)
Pension Contributions	(31)	(17)
Working Capital, net[2]	(135)	(66)
Change in Finance Assets[3]	188	120
Other[4]	(171)	(116)
Cash (used in) provided by Operations	(79)	78
Cash used in Investing	(17)	(17)
Cash provided by (used in) Financing	261	(505)
Ending Cash, Cash Equivalents and Restricted Cash[5]	772	697
Free Cash Flow[6]	(89)	70

[1] Non-cash add-backs include depreciation & amortization (including equipment on operating lease), provisions, stock-based compensation, non-service retirement-related costs, restructuring and asset impairment charges and gain on sales of businesses and assets (as applicable). [2] Working Capital, net includes accounts receivable, accounts payable and inventory. [3] Includes equipment on operating leases (excluding its related depreciation) and finance receivables. [4] Includes other current and long-term assets and liabilities, accrued compensation, derivative assets and liabilities, other operating, net, distributions from net income of unconsolidated affiliates and taxes. [5] Includes restricted cash of $87 million in Q1 2024 and $106 million in Q1 2023. [6] Free Cash Flow: see Non-GAAP Financial Measures.

Segment Results

Revenue and Profit

(in millions)	Q1 2024 Print & Other		Q1 2024 XFS[1]		Q1 2024 Intersegment Eliminations[2]		Q1 2024 Total Xerox	
Total Revenue	$	1,430	$	91	$	(19)	$	1,502
Segment Profit	**$**	**33**	**$**	**-**	**$**	**-**	**$**	**33**
Segment Margin[3]		2.3%		0.0%				2.2%

	B/(W) YoY Print & Other	B/(W) YoY XFS[1]	B/(W) YoY Total Xerox
Total Revenue	(12.6)%	(10.8)%	(12.4)%
Segment Profit	**(67)%**	**(100)%**	**(72)%**
Segment Margin (bps)[3]	(390)	(1,760)	(470)

Financing Assets and Debt

(in billions)	Q1 2024		Q4 2023	
Equipment on Operating Leases	$	0.26	$	0.27
XFS Finance Receivables	$	2.26	$	2.51
Total Finance Assets	**$**	**2.52**	**$**	**2.78**
Financing Allocated Debt	**$**	**2.20**	**$**	**2.43**

Xerox Financial Services (XFS): Key Performance Indicators

- XFS finance receivables: $2.3 billion, ~10% lower Q/Q due primarily to the run-off of existing finance receivables and lower originations
- Originations in Q1: 35% Y/Y decline in originations, due to lower originations of Xerox and third-party equipment
- TTM originations sold to HPS: 41%
- TTM Net Loan Loss Rate: 1.0%

Note: [1] Xerox Financial Services (XFS) (formerly FITTLE). [2] Reflects revenue, primarily commissions and other payments, made by the XFS segment to the Print and Other segment, for the lease of Xerox equipment placements. [3] Segment margin based on external revenue only.

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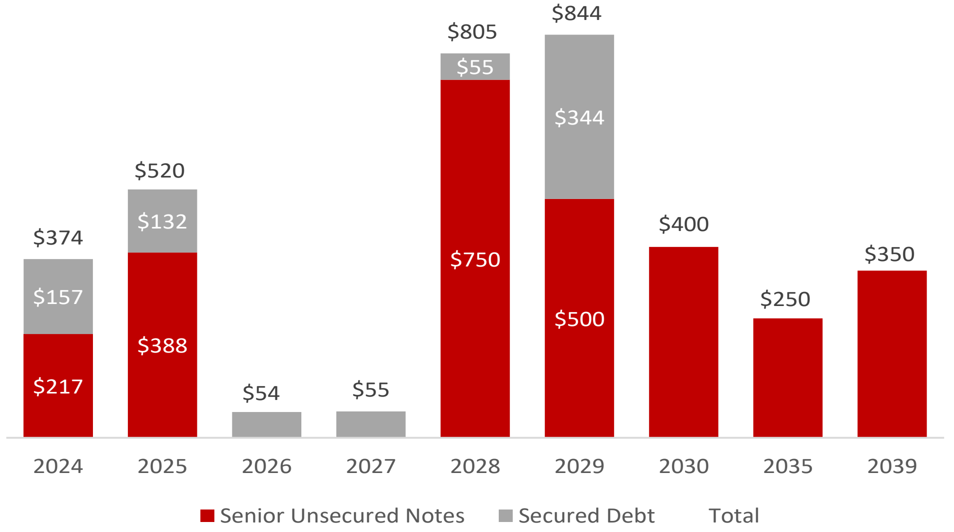
Capital Structure

Debt and Cash

(in billions)	Q1 2024	Q4 2023
Total Debt	($3.6)	($3.3)
Less: Financing Allocated Debt	$2.2	$2.4
Core Debt	($1.4)	($0.9)
Less: Cash[1]	$0.8	$0.6
Net Core Debt	($0.6)	($0.3)
Total Debt to TTM Adj.[2] EBITDA	6.4x	5.0x
Net Core Debt to TTM Adj.[2] EBITDA	1.1x	0.4x

Debt Maturity Ladder[3] ($M)



- Core debt of $1.4B with ending cash[1] of $0.8B.
- In Q1, partially repaid 2024 and 2025 Senior Notes with proceeds from new 2029 Senior Notes and Convertible Senior Notes. Expect to pay down remaining 2024 Senior Notes in May.
- Recent extension of maturity profile enhances financial flexibility as we execute Reinvention and invest in Digital and IT Services

[1] Cash, cash equivalents and restricted cash. [2] Adjusted Measures: see Non-GAAP Financial Measures. [3] Total debt does not include the effect of deferred issuance costs, discounts and premiums which totaled $47 million as of March 31, 2024.

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2024 Full-Year Guidance

Guidance

- **Revenue:** Decline of 3% to 5% in constant currency
- **Adjusted[1] Operating Margin:** At least 7.5%
- **Free Cash Flow[1]:** At least $600 million

Revenue: Assumes stable Print demand, growth in Digital and IT Services and neutral macroeconomic conditions. The guided year-over-year decline in revenue is attributable to the following: around 200 basis points of headwind from prior-year backlog reduction and around 200 basis points from the deemphasis of certain non-strategic revenue, including lower sales of paper.

Adjusted[1] Operating Margin: Year-over-year improvement of at least 190 basis points driven primarily by operating efficiencies enabled by Reinvention actions.

Free Cash Flow[1]: Consistent with 2023 levels, driven by improvements in operating profit, offset by cash restructuring costs and higher pension contributions.

[1] Adjusted Measures and Free Cash Flow (FCF): see Non-GAAP Financial Measures.

Appendix

Operating Trends

(in millions, except EPS)	2022 FY	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2023 FY	2024 Q1
Total Revenue	**$7,107**	**$1,715**	**$1,754**	**$1,652**	**$1,765**	**$6,886**	**$1,502**
% Change	*1.0%*	*2.8%*	*0.4%*	*(5.7)%*	*(9.1)%*	*(3.1)%*	*(12.4)%*
CC[1] % Change	*4.8%*	*5.5%*	*0.5%*	*(7.4)%*	*(10.6)%*	*(3.3)%*	*(13.2)%*
Adj[1] Operating Margin	3.9%	6.9%	6.1%	4.1%	5.4%	5.6%	2.2%
GAAP (Loss) EPS[2]	($2.15)	$0.43	($0.41)	$0.28	($0.50)	($0.09)	($0.94)
Adj[1] EPS	$1.12	$0.49	$0.44	$0.46	$0.43	$1.82	$0.06
Operating Cash Flow	$159	$78	$95	$124	$389	$686	($79)
Free Cash Flow[1]	$102	$70	$88	$112	$379	$649	($89)

[1] Adjusted measures, Free Cash Flow, and Constant Currency (CC): see Non-GAAP Financial Measures. [2] FY2022 GAAP (Loss) per share include an after-tax non-cash goodwill impairment charge of $395 million, or $2.54 per share. Both Q2 2023 and FY 2023 GAAP (Loss) per share include the after-tax PARC donation charge of $92 million, or $0.58 per share. Both Q4 2023 and FY 2023 GAAP (Loss) per share include an after-tax Restructuring and related costs, net charge of $78 million, or $0.62 per share, related to the previously announced workforce reduction. Q1 2024 GAAP (Loss) per share includes after-tax, Project Reinvention related charges of approximately $100 million, or $0.80 per share.

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Non-GAAP Financial Measures

We have reported our financial results in accordance with generally accepted accounting principles (GAAP). In addition, we have discussed our financial results using the non-GAAP measures described below. We believe these non-GAAP measures allow investors to better understand the trends in our business and to better understand and compare our results. Management regularly uses our supplemental non-GAAP financial measures internally to understand, manage and evaluate our business and make operating decisions. These non-GAAP measures are among the primary factors management uses in planning for and forecasting future periods. Compensation of our executives is based in part on the performance of our business based on these non-GAAP measures. Accordingly, we believe it is necessary to adjust several reported amounts, determined in accordance with GAAP, to exclude the effects of certain items as well as their related income tax effects.

However, these non-GAAP financial measures should be viewed in addition to, and not as a substitute for, the Company's reported results prepared in accordance with GAAP. Our non-GAAP financial measures are not meant to be considered in isolation or as a substitute for comparable GAAP measures and should be read only in conjunction with our Condensed Consolidated Financial Statements prepared in accordance with GAAP.

Reconciliations of these non-GAAP financial measures to the most directly comparable financial measures calculated and presented in accordance with GAAP are set forth below.

Adjusted Earnings Measures
• Adjusted Net Income and Earnings per share (Adjusted EPS)
• Adjusted Effective Tax Rate

The above measures were adjusted for the following items:

- Restructuring and related costs, net: Restructuring and related costs, net include restructuring and asset impairment charges as well as costs associated with our transformation programs beyond those normally included in restructuring and asset impairment charges. Restructuring consists of costs primarily related to severance and benefits paid to employees pursuant to formal restructuring and workforce reduction plans. Asset impairment includes costs incurred for those assets sold, abandoned or made obsolete as a result of our restructuring actions, exiting from a business or other strategic business changes. Additional costs for our transformation programs are primarily related to the implementation of strategic actions and initiatives and include third-party professional service costs as well as one-time incremental costs. All of these costs can vary significantly in terms of amount and frequency based on the nature of the actions as well as the changing needs of the business. Accordingly, due to that significant variability, we will exclude these charges since we do not believe they provide meaningful insight into our current or past operating performance nor do we believe they are reflective of our expected future operating expenses as such charges are expected to yield future benefits and savings with respect to our operational performance.

- Amortization of intangible assets: The amortization of intangible assets is driven by our acquisition activity which can vary in size, nature and timing as compared to other companies within our industry and from period to period. The use of intangible assets contributed to our revenues earned during the periods presented and will contribute to our future period revenues as well. Amortization of intangible assets will recur in future periods

- Non-service retirement-related costs: Our defined benefit pension and retiree health costs include several elements impacted by changes in plan assets and obligations that are primarily driven by changes in the debt and equity markets as well as those that are predominantly legacy in nature and related to employees who are no longer providing current service to the Company (e.g. retirees and ex-employees). These elements include (i) interest cost, (ii) expected return on plan assets, (iii) amortization of prior plan amendments, (iv) amortized actuarial gains/losses and (v) the impacts of any plan settlements/curtailments. Accordingly, we consider these elements of our periodic retirement plan costs to be outside the operational performance of the business or legacy costs and not necessarily indicative of current or future cash flow requirements. This approach is consistent with the classification of these costs as non-operating in Other expenses, net. Adjusted earnings will continue to include the service cost elements of our retirement costs, which is related to current employee service as well as the cost of our defined contribution plans.

- Discrete, unusual or infrequent items: We exclude these item(s), when applicable, given their discrete, unusual or infrequent nature and their impact on the comparability of our results for the period to prior periods and future expected trends.

  - Goodwill Impairment
  - PARC donation
  - Contract termination costs – product supply
  - Accelerated share vesting - stock compensation expense associated with the accelerated vesting of all outstanding equity awards, according to the terms of the award agreement, in connection with the passing of Xerox Holdings Corporation's former CEO.
  - Loss on early extinguishment of debt
  - Tax Indemnification – Conduent
  - Inventory impact related to the exit of certain Production Print manufacturing operations
  - Divestitures

Non-GAAP Financial Measures

Adjusted Operating Income (Loss) and Margin
We calculate and utilize adjusted operating income (loss) and margin measures by adjusting our reported pre-tax income (loss) and margin amounts. In addition to the costs and expenses noted as adjustments for our adjusted earnings measures, adjusted operating income (loss) and margin also exclude the remaining amounts included in Other expenses, net, which are primarily non-financing interest expense and certain other non-operating costs and expenses. We exclude these amounts in order to evaluate our current and past operating performance and to better understand the expected future trends in our business.

A reconciliation of the estimated adjusted operating income expected to be delivered by the Reinvention to the closest GAAP financial measure, pre-tax income, is not provided because pre-tax income for those periods is not available without unreasonable effort, in part because the amount of estimated restructuring and other incremental costs related to the Reinvention is not available at this time.

Adjusted Gross Profit and Margin
We calculate non-GAAP gross Profit and Margin by excluding the inventory impact related to the exit of certain Production Print manufacturing operations, included in Cost of services, maintenance and rentals.

Adjusted EBITDA
Earnings before interest, taxes, depreciation and amortization adjusted for additional items, when applicable, given their discrete, unusual or infrequent nature and their impact on comparability of our results for the period to prior periods and future expected trends.

Adjusted Other Expenses, net
Other expenses, net adjusted to exclude non-service retirement-related costs as well as additional items, when applicable, given their discrete, unusual or infrequent nature and their impact on comparability of our results for the period to prior periods and future expected trends.

Constant Currency (CC)
To better understand trends in our business, we believe that it is helpful to adjust revenue to exclude the impact of changes in the translation of foreign currencies into U.S. dollars. We refer to this adjusted revenue as "constant currency." This impact is calculated by translating current period activity in local currency using the comparable prior year period's currency translation rate. This impact is calculated for all countries where the functional currency is not the U.S. dollar. Management believes the constant currency measure provides investors an additional perspective on revenue trends. Currency impact can be determined as the difference between actual growth rates and constant currency growth rates.

Free Cash Flow
To better understand trends in our business, we believe that it is helpful to adjust operating cash flows by subtracting amounts related to capital expenditures. Management believes this measure gives investors an additional perspective on cash flow from operating activities in excess of amounts required for reinvestment. It provides a measure of our ability to fund acquisitions, dividends and share repurchase.

Adjusted Net (Loss) Income and EPS Reconciliation

(in millions, except per share amounts)	Year Ended December 31, 2022 Net (Loss) Income	Year Ended December 31, 2022 EPS	Q1-23 Net Income	Q1-23 EPS	Q2-23 Net (Loss) Income	Q2-23 EPS	Q3-23 Net Income	Q3-23 EPS	Q4-23 Net (Loss) Income	Q4-23 EPS	Year Ended December 31, 2023 Net Income	Year Ended December 31, 2023 EPS	Q1-24 Net (Loss) Income	Q1-24 EPS
Reported [(1)]	$ (322)	$ (2.15)	$ 71	$ 0.43	$ (61)	$ (0.41)	$ 49	$ 0.28	$ (58)	$ (0.50)	$ 1	$ (0.09)	$ (113)	$ (0.94)
Goodwill Impairment	412		-		-		-		-		-		-	
PARC Donation	-		-		132		-		-		132		-	
Inventory impact related to the exit of certain Production Print manufacturing operations	-		-		-		-		-		-		36	
Restructuring and related costs, net	65		2		23		10		132		167		39	
Amortization of intangible assets	42		11		10		12		10		43		10	
Divestitures	-		-		-		-		-		-		54	
Non-service retirement-related costs	(12)		(1)		11		4		5		19		23	
Tax indemnification - Conduent	-		-		-		(7)		-		(7)		-	
Accelerated Share Vesting	21		-		-		-		-		-		-	
Loss (gain) on early extinguishment of debt	5		-		3		-		7		10		(3)	
Contract termination costs - product supply	33		-		-		-		-		-		-	
PARC donation income tax [(2)]	-		-		(40)		-		-		(40)		-	
Income tax on adjustments [(2)]	(55)		(1)		(6)		9		(40)		(38)		(35)	
Adjusted	$ 189	$ 1.12	$ 82	$ 0.49	$ 72	$ 0.44	$ 77	$ 0.46	$ 56	$ 0.43	$ 287	$ 1.82	$ 11	$ 0.06
Dividends on preferred stock used in adjusted EPS calculation [(3)]		$ 14		$ 4		$ 3		$ 4		$ 3		$ 14		$ 4
Weighted average shares for adjusted EPS [(3)]		157		158		158		159		125		151		125

[(1)] *Net (Loss) Income and EPS.*

[(2)] *Refer to Adjusted Effective Tax Rate Reconciliation.*

[(3)] *For those periods that include the preferred stock dividend the average shares for the calculations of diluted EPS exclude 7 million shares associated with our Series A convertible preferred stock, as applicable.*

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Adjusted Effective Tax Rate Reconciliation

	Three Months Ended March 31, 2024						Three Months Ended March 31, 2023				
(in millions)		Pre-Tax (Loss) Income		Income Tax (Benefit) Expense	Effective Tax Rate		Pre-Tax Income		Income Tax Expense	Effective Tax Rate
Reported[(1)]	$	(150)	$	(37)	24.7%	$	85	$	14	16.5%
Non-GAAP Adjustments [(2)]		159		35			12		1	
Adjusted [(3)]	$	9	$	(2)	(22.2%)	$	97	$	15	15.5%

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[(1)] *Pre-Tax (Loss) Income and Income Tax (benefit) expense.*

[(2)] *Refer to Adjusted Net Income and EPS reconciliations for details.*

[(3)] *The tax impact on the Adjusted Pre-Tax Income' is calculated under the same accounting principles applied to the Reported Pre-Tax (Loss) Income under ASC 740, which employs an annual effective tax rate method to the results.*

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Adjusted Gross Profit and Margin Reconciliation

(in millions)	Three Month Ended March 31, 2024		Three Month Ended March 31, 2023	
Revenue [(1)]	$ 1,502		$ 1,715	
Cost of revenue [(1)]	1,059		1,126	
Gross Profit and Margin	443	29.5%	589	34.3%
Adjustment:				
Inventory impact related to the exit of certain Production Print manufacturing operations	36		-	
Adjusted Gross Profit and Margin	$ 479	31.9%	$ 589	34.3%

[(1)] *Total revenue and cost of revenue*

Adjusted Operating Income and Margin Reconciliation

	Year Ended December 31, 2022			Q1-23			Q2-23			Q3-23			Q4-23			Year Ended December 31, 2023			Q1-24		
(in millions)	(Loss) Profit	Revenue	Margin	Profit	Revenue	Margin	(Loss) Profit	Revenue	Margin	Profit	Revenue	Margin	(Loss) Profit	Revenue	Margin	Profit	Revenue	Margin	(Loss) Profit	Revenue	Margin
Reported [1]	$ (322)	$7,107		$ 71	$1,715		$ (61)	$1,754		$ 49	$1,652		$ (58)	$1,765		$ 1	$6,886		$ (113)	$1,502	
Income tax (benefit) expense	(3)			14			(28)			15			(30)			(29)			(37)		
Pre-tax (loss) income	$ (325)	$7,107	(4.6%)	$ 85	$1,715	5.0%	$ (89)	$1,754	(5.1%)	$ 64	$1,652	3.9%	$ (88)	$1,765	(5.0%)	$ (28)	$6,886	(0.4%)	$ (150)	$1,502	(10.0%)
Adjustments:																					
Goodwill impairment	412			-			-			-			-			-			-		
PARC donation	-			-			132			-			-			132			-		
Inventory impact related to the exit of certain Production Print manufacturing operations	-			-			-			-			-			-			36		
Restructuring and related costs, net	65			2			23			10			132			167			39		
Amortization of intangible assets	42			11			10			12			10			43			10		
Divestitures	-			-			-			-			-			-			54		
Accelerated Share Vesting	21			-			-			-			-			-			-		
Other expenses, net	60			20			31			(18)			42			75			44		
Adjusted	$ 275	$7,107	3.9%	$ 118	$1,715	6.9%	$ 107	$1,754	6.1%	$ 68	$1,652	4.1%	$ 96	$1,765	5.4%	$ 389	$6,886	5.6%	$ 33	$1,502	2.2%

[1] *Net (Loss) Income.*

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Adjusted EBITDA and Margin Reconciliation

	Year Ended December 31, 2022			Q1-23			Q2-23			Q3-23			Q4-23			Year Ended December 31, 2023			Q1-24		
(in millions)	(Loss) Profit	Revenue	Margin	Profit	Revenue	Margin	(Loss) Profit	Revenue	Margin	Profit	Revenue	Margin	(Loss) Profit	Revenue	Margin	Profit	Revenue	Margin	(Loss) Profit	Revenue	Margin
Reported [1]	$ (322)	$ 7,107		$ 71	$ 1,715		$ (61)	$ 1,754		$ 49	$ 1,652		$ (58)	$ 1,765		$ 1	$ 6,886		$ (113)	$ 1,502	
Adjustments:																					
Other expenses, net [2]	60			20			31			(18)			42			75			44		
Income tax (benefit) expense	(3)			14			(28)			15			(30)			(29)			(37)		
Depreciation and amortization [3]	270			64			62			63			62			251			59		
Goodwill impairment	412			-			-			-			-			-			-		
EBITDA [4] [6]	$ 417	$ 7,107	5.9%	$ 169	$ 1,715	9.9%	$ 4	$ 1,754	0.2%	$ 109	$ 1,652	6.6%	$ 16	$ 1,765	0.9%	$ 298	$ 6,886	4.3%	$ (47)	$ 1,502	(3.1)%
Adjustments:																					
Stock-based compensation	75			14			14			12			14			54			12		
Restructuring and related costs, net [5]	65			2			23			10			132			167			39		
PARC donation	-			-			132			-			-			132			-		
Inventory impact related to the exit of certain Production Print manufacturing operations	-			-			-			-			-			-			36		
Divestitures	-			-			-			-			-			-			54		
Adjusted EBITDA [6]	$ 557	$ 7,107	7.8%	$ 185	$ 1,715	10.8%	$ 173	$ 1,754	9.9%	$ 131	$ 1,652	7.9%	$ 162	$ 1,765	9.2%	$ 651	$ 6,886	9.5%	$ 94	$ 1,502	6.3%

[1] *Net (Loss) Income*

[2] *Other expenses, net, primarily includes non-financing interest expense and certain other non-operating costs, expenses, gains and losses.*

[3] *Excludes amortization of customer contract costs*

[4] *EBITDA includes Financing Revenues and Cost of financing, for all periods presented as these amounts are associated with our XFS segment.*

[5] *Restructuring and related costs, net include restructuring and asset impairment charges as well as costs associated with our transformation programs beyond those normally included in restructuring and asset impairment charges.*

[6] *EBITDA & Adj. EBITDA included above are internal measures used by Management to assess performance. The amounts and related calculation are different than consolidated EBITDA determined as part of our Credit Facility financial maintenance covenants.*

Free Cash Flow Reconciliation

(in millions)	Year Ended December 31, 2022	Q1-23	Q2-23	Q3-23	Q4-23	Year Ended December 31, 2023	Q1-24
Reported[(1)]	$159	$78	$95	$124	$389	$686	($79)
Less: capital expenditures	57	8	7	12	10	37	10
Free Cash Flow	$102	$70	$88	$112	$379	$649	($89)
Add: one-time contract termination charge - product supply	41	-	-	-	-	-	-
Free Cash Flow - Adjusted	$143	$70	$88	$112	$379	$649	($89)

(1) *Net cash provided by (used in) operating activities.*

Other Expenses, net Reconciliation

(in millions)	Three Months Ended March 31, 2024	Three Months Ended March 31, 2023
Reported	$ 44	$ 20
Less: Non-service retirement-related costs	23	(1)
Less: Gain on early extinguishment of debt	(3)	-
Adjusted	$ 24	$ 21

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Adjusted Operating Income and Margin – Guidance

(in millions)	FY 2024 Profit	FY 2024 Revenue (CC) [2, 3]	FY 2024 Margin
Estimated [1]	~$335	~$6,610	~5.1%
Adjustments:			
Restructuring and related costs, net	40		
Amortization of intangible assets	40		
Other expenses, net	85		
Adjusted [4]	~$500	~$6,610	At least 7.5%

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(1) *Pre-tax income and revenue.*

(2) *Full-year revenue is estimated to decline 3% to 5% in constant currency. Revenue of $6.6 billion reflects the midpoint of the guidance range.*

(3) *See "Constant Currency" in the Non-GAAP Financial Measures section for a description of constant currency.*

(4) *Adjusted pre-tax income reflects the mid-point of the adjusted operating margin guidance range.*

Free Cash Flow – Guidance

(in millions)	FY 2024
Operating Cash Flow[1]	At least $650
Less: capital expenditures	50
Free Cash Flow	At least $600

[1] *Net cash provided by operating activities.*