

## Pitney Bowes Fourth Quarter & Full Year 2020 Earnings

February 2, 2021

## Forward Looking Statements

This document contains "forward-looking statements" about the Company's expected or potential future business and financial performance. Forward-looking statements include, but are not limited to, statements about its future revenue and earnings guidance and other statements about future events or conditions. Forward-looking statements are not guarantees of future performance and involve risks and uncertainties that could cause actual results to differ materially from those projected. These risks and uncertainties include the severity, magnitude and duration of the Covid-19 pandemic (Covid-19), including governments' responses to Covid-19, the efficacy and availability of a vaccine, its continuing impact on our operations, employees, the availability and cost of labor and transportation, global supply chain and demand across our and our clients' businesses as well as any deterioration or instability in global macroeconomic conditions. Other factors, which could cause future financial performance to differ materially from expectations, and which may also be exacerbated by Covid-19 or a negative change in the economy, include, without limitation: declining physical mail volumes; changes in postal regulations or operations, or the financial health of posts in the U.S. or other major markets or significant changes to the broader postal or shipping industry; changes in our contractual relationships with the United States Postal Service (USPS) or USPS' performance under those contracts; our ability to continue to grow and manage volumes, gain additional economies of scale and improve profitability within our Commerce Services group; changes in labor and transportation availability and costs; third-party suppliers' ability to provide products and services required by us and our clients; competitive factors, including pricing pressures, technological developments and the introduction of new products and services by competitors; the loss of some of our larger clients in our Commerce Services group; expenses and potential impacts resulting from a breach of security, including cyber-attacks or other comparable events; our success at managing customer credit risk; and other factors as more fully outlined in the Company's 2019 Form 10-K Annual Report and other reports filed with the Securities and Exchange Commission. Pitney Bowes assumes no obligation to update any forward-looking statements contained in this document as a result of new information, events or developments.

Note: Consolidated statements of income; revenue, EBIT and EBITDA by business segment; and reconciliations of GAAP to non-GAAP measures for the three months and twelve months ended December 31, 2020 and 2019, and consolidated balance sheets at December 31, 2020 and December 31, 2019 are included in the appendix of this presentation.

#### Use of Non-GAAP Measures

The Company's financial results are reported in accordance with generally accepted accounting principles (GAAP); however, in its disclosures the Company uses certain non-GAAP measures, such as adjusted earnings before interest and taxes (EBIT), adjusted earnings before interest, taxes, depreciation and amortization (EBITDA), adjusted earnings per share (EPS), revenue growth on a constant currency basis and free cash flow.

The Company reports measures such as adjusted EBIT, adjusted EBITDA and adjusted EPS to exclude the impact of items like discontinued operations, restructuring charges, gains, losses and costs related to acquisitions and dispositions, asset impairment charges, goodwill impairment charges and other unusual or one-time items. While these are actual Company income or expenses, they can mask underlying trends associated with its business. Such items are often inconsistent in amount and frequency and as such, the non-GAAP measures provide investors greater insight into the underlying operating trends of the business.

In addition, revenue growth is presented on a constant currency basis to exclude the impact of changes in foreign currency exchange rates since the prior period under comparison. Constant currency is calculated by converting the current period non-U.S. dollar denominated revenue using the prior year's exchange rate for the comparable quarter. We believe that excluding the impacts of currency exchange rates provides investors a better understanding of the underlying revenue performance. A reconciliation of reported revenue to constant currency revenue can be found in the attached financial schedules.

#### Use of Non-GAAP Measures

The Company reports free cash flow in order to provide investors insight into the amount of cash that management could have available for other discretionary uses. Free cash flow adjusts GAAP cash from operations for cash flows of discontinued operations, capital expenditures, restructuring payments, changes in customer deposits held at the Pitney Bowes Bank, transaction costs and other special items. A reconciliation of GAAP cash from operations to free cash flow can be found in the attached financial schedules.

Segment EBIT is the primary measure of profitability and operational performance at the segment level. Segment EBIT is determined by deducting from segment revenue the related costs and expenses attributable to the segment. Segment EBIT excludes interest, taxes, general corporate expenses not allocated to a particular business segment, restructuring charges and goodwill and asset impairments, which are recognized on a consolidated basis. The Company also provides segment EBITDA, which further excludes depreciation and amortization expense for the segment, as an additional useful measure of segment profitability and operational performance. A reconciliation of segment EBIT and EBITDA to net income can be found in the attached financial schedules.

Pitney Bowes has provided a quantitative reconciliation to GAAP in supplemental schedules. This information can be found at the Company's web site: <a href="https://www.pb.com/investorrelations">www.pb.com/investorrelations</a>

"The fourth quarter was a remarkable ending to an extraordinary year. Revenue growth was the highest modern day, organic growth rate on-record for us.

We have been on a journey to transform the business. Even with the tremendous uncertainty in our economy and how the pandemic will play out, we are now poised to enter this next chapter of our transformation, profitable revenue growth. While I am proud of what the team has accomplished, we all recognize there is more work to do and we are ready."

Marc B. Lautenbach
 President and CEO

# Full Year 2020 Results

### Full Year 2020 – Overview<sup>(1)</sup>

- ☐ Revenue of \$3.6 billion
  - 11% growth over prior year
- ☐ GAAP EPS loss of \$1.06
- ☐ Adjusted EPS of \$0.30
- ☐ GAAP Cash from Operations of \$298 million
- ☐ Free Cash Flow of \$279 million
- □ \$940 million in cash and short-term investments
- ☐ The Company reduced debt by \$175 million

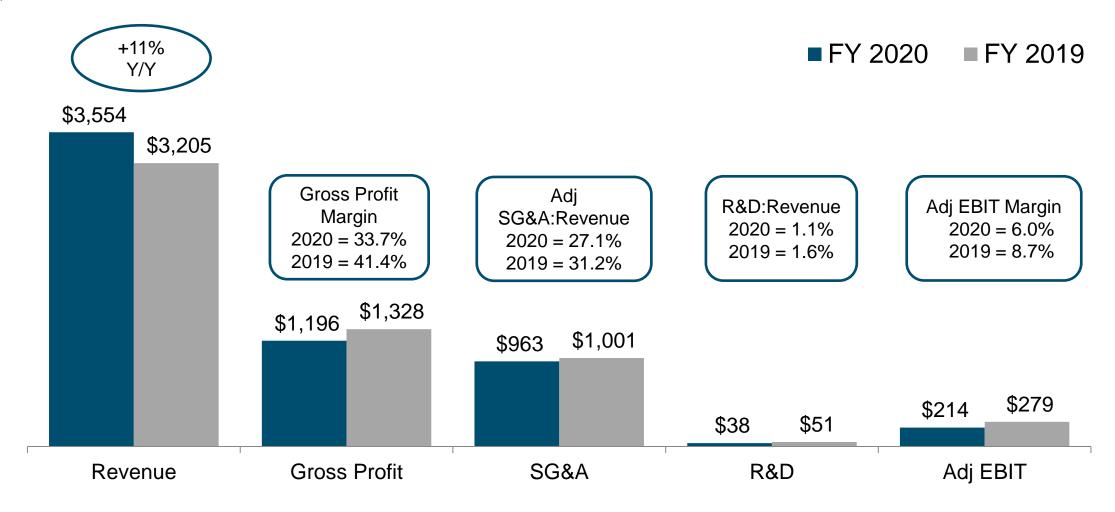
<sup>(1)</sup> A reconciliation of GAAP to Adjusted results for current and prior period can be found in the appendix of this presentation

#### Full Year 2020 – Overview

- ☐ Shipping-related revenues represented 50% of total revenue
- ☐ Global Ecommerce revenue was \$1.6 billion, representing growth of 41%
- ☐ Presort Services processed a total of 16.7 billion pieces
- ☐ SendTech shipped 20,000 units of the SendPro MailStation since launching in April

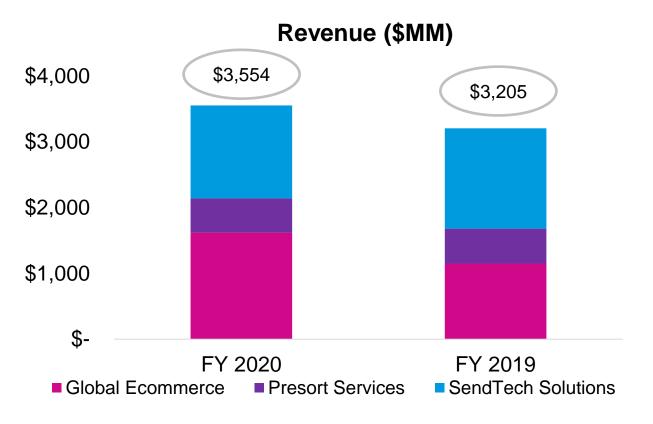
### Full Year 2020 – Results vs Prior Year<sup>(1)</sup>

*\$ millions* 

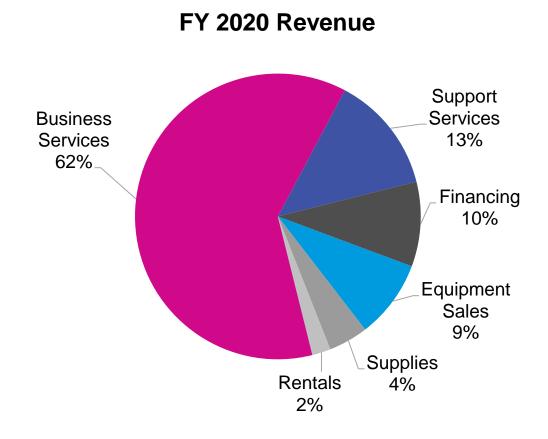


<sup>(1)</sup> A reconciliation of GAAP to Adjusted results for current and prior period can be found in the appendix of this presentation

#### Full Year 2020 - Revenue

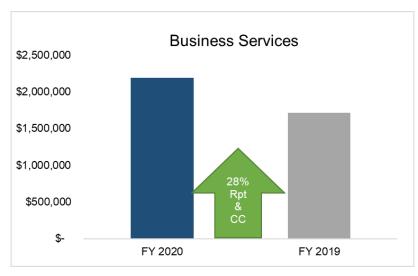


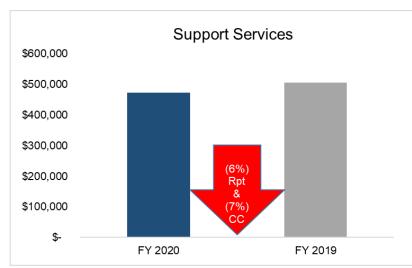
Revenue growth over prior year driven by Global Ecommerce +41%

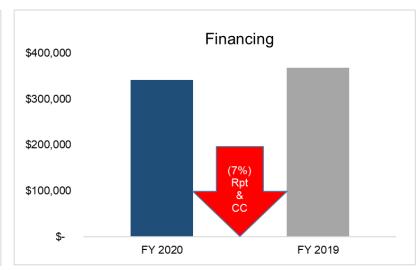


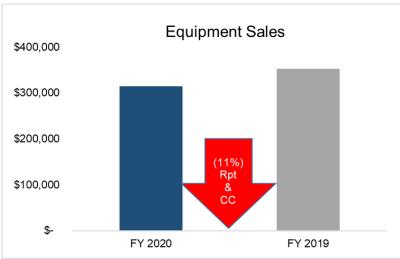
Shipping-Related Revenues Comprise 50% of Total Revenue

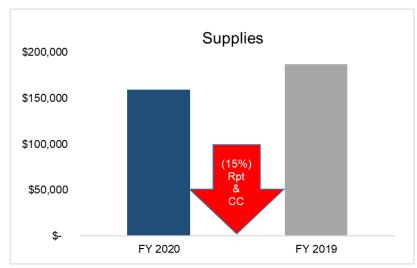
### Full Year 2020 - Revenue

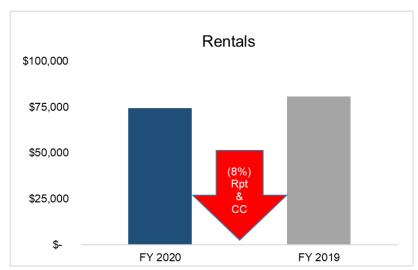




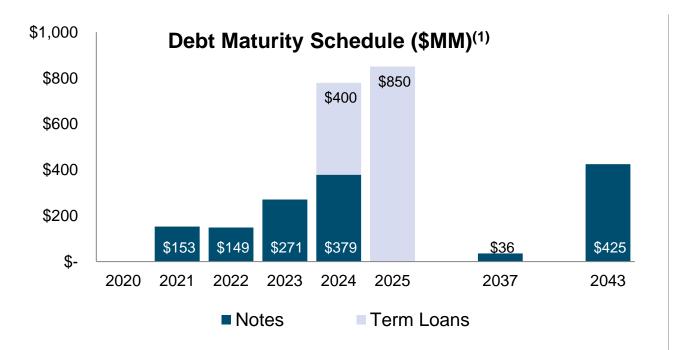








## Committed to Maintaining a Strong Balance Sheet



- Manageable debt profile
- Next bond maturity October 2021

- (1) Does not reflect Term Loan principal amortization
- (2) Total Finance Receivables at 8:1 debt:equity ratio

#### **Debt Composition, at 12/31/2020 (\$Bn)**

Total Debt	\$ 2.56
- Implied Financing Related Debt <sup>(2)</sup>	- 1.07
Implied Operating Company Debt	\$ 1.49
- Cash & S/T Investments	- 0.94
Implied Net Debt	\$ 0.55

**Note**: The sum may not equal the totals due to rounding

# Fourth Quarter 2020 Results

Pitney Bowes | Fourth Quarter and Full Year 2020 Earnings

### Fourth Quarter 2020 – Overview<sup>(1)</sup>

- ☐ Revenue of \$1.0 billion
  - 24% reported growth over prior year
  - 23% constant currency growth over prior year
- ☐ GAAP EPS of \$0.11
- ☐ Adjusted EPS of \$0.13
  - EPS reflects \$0.03 in tax benefits primarily related to deferred tax balances in certain international tax jurisdictions
- ☐ GAAP Cash from Operations of \$111 million
- ☐ Free Cash Flow of \$97 million
- ☐ The Company reduced debt by \$31 million

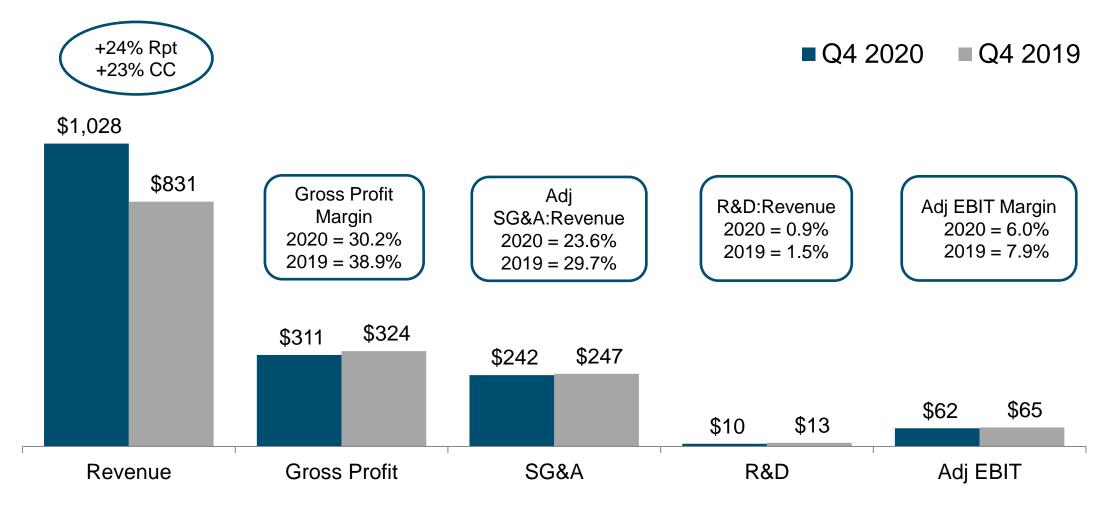
<sup>(1)</sup> A reconciliation of GAAP to Adjusted results for current and prior period can be found in the appendix of this presentation

#### Fourth Quarter 2020 – Overview

- ☐ Shipping-related revenues represented 54% of total revenue
- ☐ Global Ecommerce revenue exceeded \$500 million for the first time, representing growth of 60% over prior year
- ☐ Global Ecommerce EBIT dollars and margin improved from prior quarter and over prior year, with positive EBITDA in the quarter
- ☐ Presort Services revenue improved from prior quarter and was flat to prior year
- ☐ SendTech grew revenue, EBIT and EBITDA dollars from prior quarter and over prior year
- ☐ SendTech shipping revenue was \$35 million and grew at a double-digit rate

## Fourth Quarter 2020 – Results vs Prior Year<sup>(1)</sup>

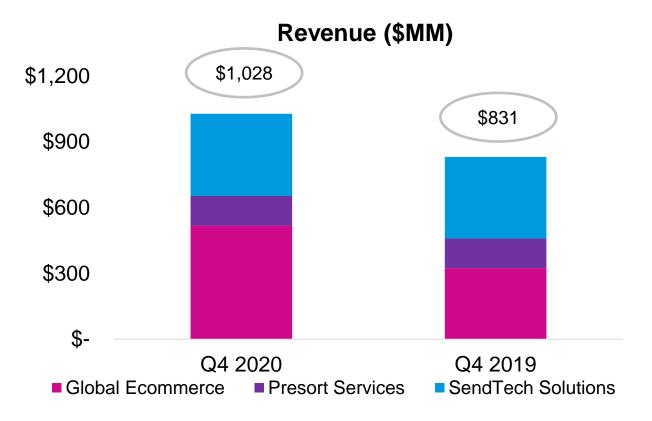
*\$ millions* 



<sup>(1)</sup> A reconciliation of GAAP to Adjusted results for current and prior period can be found in the appendix of this presentation

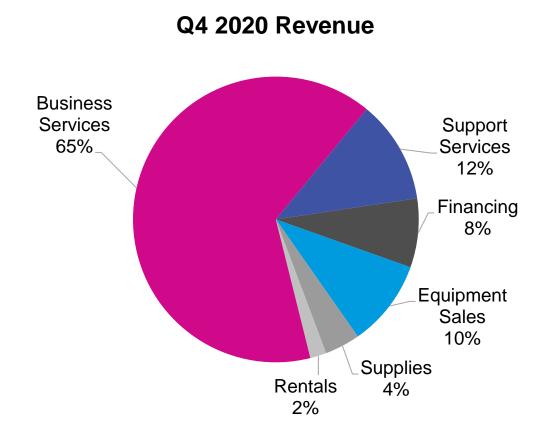
Pitney Bowes | Fourth Quarter and Full Year 2020 Earnings

#### Fourth Quarter 2020 - Revenue



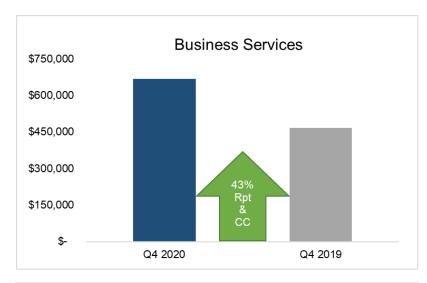
Reported revenue growth over prior year driven by:

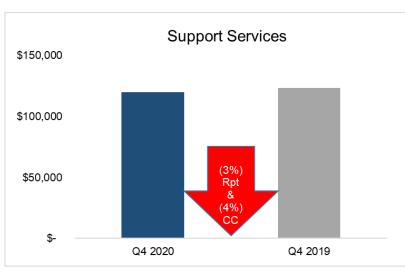
- Global Ecommerce +60%
- SendTech +1%
- Presort Flat

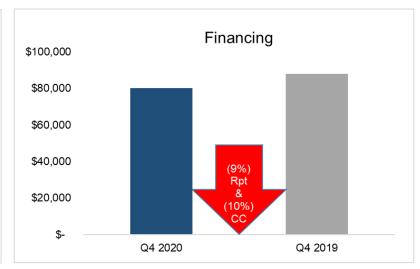


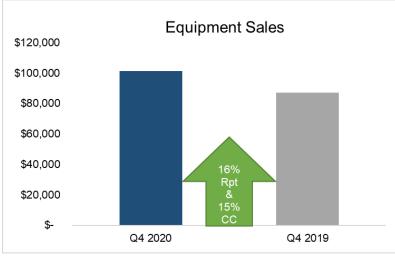
Shipping-Related Revenues Comprise 54% of Total Revenue

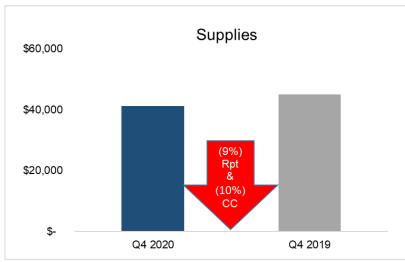
#### Fourth Quarter 2020 - Revenue

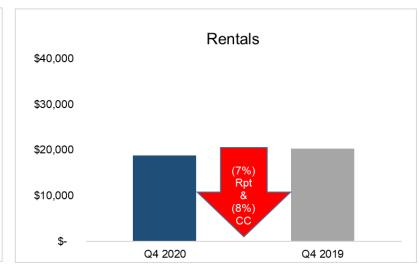












### Global Ecommerce

Global Ecommerce facilitates domestic retail and ecommerce shipping solutions, including fulfillment and returns, and global cross-border ecommerce transactions

(\$ millions)	Q4 2020	Q4 2019	B/(W) % Reported	B/(W) % Ex Currency
Revenue	\$518	\$324	60%	60%
EBITDA	\$3	\$0	>100%	
EBIT	(\$15)	(\$18)	19%	

Revenue benefited from growth in volumes in Domestic Parcel, Cross Border and Digital Delivery Services.

EBIT and EBITDA benefitted from the increased demand and a peak surcharge, offset by higher costs, particularly around postal, transportation and labor.

#### **Presort Services**

Presort Services provides sortation services to qualify large volumes of First Class Mail, Marketing Mail, Marketing Mail Flats and Bound Printed Matter for postal workshare discounts.

(\$ millions)	Q4 2020	Q4 2019	B/(W) % Reported	B/(W) % Ex Currency
Revenue	\$135	\$135	0%	0%
EBITDA	\$21	\$30	(30%)	
EBIT	\$13	\$22	(42%)	

Revenue was flat to prior year driven by flat First Class revenue, a decline in Marketing Mail and growth in Marketing Mail Flats and Bound Printed Matter.

EBIT and EBITDA margins were relatively in line with prior quarters. Compared to prior year, EBIT and EBITDA declined largely due to higher medical claims and increased labor costs as well as Covid-related direct costs.

#### SendTech Solutions

Sending Technology Solutions offers physical and digital mailing and shipping technology solutions, financing, services, supplies and other applications for small and medium businesses to help simplify and save on the sending, tracking and receiving of letters, parcels and flats.

(\$ millions)	Q4 2020	Q4 2019	B/(W) % Reported	B/(W) % Ex Currency
Revenue	\$376	\$372	1%	0%
EBITDA	\$126	\$122	4%	
EBIT	\$118	\$112	5%	

Revenue growth over prior year driven by equipment sales and business services, partly offset by declines in support services, supplies and financing revenues.

EBIT and EBITDA margins improved from prior year driven largely by lower expenses.

# 2021 Expectations

Pitney Bowes | Fourth Quarter and Full Year 2020 Earnings

## 2021 Expectations

The Company expects:

- ☐ Revenue to grow over prior year in the low-to-mid single digit range
  - 2021 will be fifth consecutive year of constant currency growth

Adjusted EPS to grow over prior year

□ Lower free cash flow primarily due to the changes in certain working capital items that benefitted 2020 and are not expected to continue at the same level in 2021

# Appendix

#### Pitney Bowes Inc.

#### Consolidated Statements of Income (Loss)

(Unaudited; in thousands, except per share amounts)

	Three months ended December 31,		ember 31,	Twe	lve months en	nded December 31,			
		2020		2019		2020	2019		
Revenue:									
Business services	\$	666,983	\$	467,192	\$	2,191,306	\$	1,710,801	
Support services		119,972		123,609		473,292		506,187	
Financing		80,276		88,051		341,034		368,090	
Equipment sales		101,200		87,148		314,882		352,104	
Supplies		41,165		45,026		159,282		187,287	
Rentals		18,821		20,317		74,279		80,656	
Total revenue		1,028,417		831,343		3,554,075		3,205,125	
Costs and expenses:									
Cost of business services		592,137		386,086		1,904,078		1,389,569	
Cost of support services		35,856		38,847		149,988		162,300	
Financing interest expense		12,108		11,215		48,162		44,648	
Cost of equipment sales		71,671		62,116		236,716		244,210	
Cost of supplies		10,928		12,349		41,679		49,882	
Cost of rentals		7,145		8,307		25,600		31,530	
Selling, general and administrative		242,441		246,761		963,323		1,003,989	
Research and development		9,546		12,837		38,384		51,258	
Restructuring charges and asset impairments		8,207		12,990		20,712		69,606	
Goodwill impairment		-		-		198,169		-	
Interest expense, net		26,249		26,585		105,753		110,910	
Other components of net pension and postretirement (income) expense		(1,834)		(1,087)		(1,708)		(4,225)	
Other (income) expense		(1,636)		5,956		8,151		24,306	
Total costs and expenses		1,012,818		822,962		3,739,007		3,177,983	
Income (loss) from continuing operations before taxes		15,599		8,381		(184,932)		27,142	
(Benefit) provision for income taxes		(813)		344		6,727	-	(13,007)	
Income (loss) from continuing operations		16,412		8,037		(191,659)		40,149	
Income from discontinued operations, net of tax		2,467		168,659		10,115		154,460	
Net income (loss)	\$	18,879	\$	176,696	\$	(181,544)	\$	194,609	
Basic earnings (loss) per share (1):									
Continuing operations	\$	0.10	\$	0.05	\$	(1.12)	\$	0.23	
Discontinued operations	·	0.01	,	0.99	Ť	0.06	,	0.88	
Net income (loss)	\$	0.11	\$	1.04	\$	(1.06)	\$	1.10	
Diluted earnings (loss) per share (1):									
Continuing operations	\$	0.09	\$	0.05	\$	(1.12)	\$	0.23	
Discontinued operations		0.01		0.98		0.06		0.87	
Net income (loss)	\$	0.11	\$	1.03	\$	(1.06)	\$	1.10	
Weighted-average shares used in diluted earnings per share		176,835		171,659		171,519		177,449	

<sup>(1)</sup> The sum of the earnings per share amounts may not equal the totals due to rounding.

## Pitney Bowes Inc. Consolidated Balance Sheets

Assets	December 31, 2020	December 31, 2019
Current assets:		
Cash and cash equivalents	\$ 921,450	924,442
Short-term investments	18,974	115,879
Accounts and other receivables, net	389,240	373,471
Short-term finance receivables, net	568,050	629,643
Inventories	65,84	68,251
Current income taxes	23,219	5,565
Other current assets and prepayments	120,14	101,601
Assets of discontinued operations	· <u>-</u>	17,229
Total current assets	2,106,923	2,236,081
Property, plant and equipment, net	391,280	376,177
Rental property and equipment, net	38,439	41,225
Long-term finance receivables, net	605,292	2 625,487
Goodwill	1,152,28	1,324,179
Intangible assets, net	159,839	190,640
Operating lease assets	201,910	200,752
Noncurrent income taxes	72,653	71,903
Other assets	489,20°	400,456
Total assets	\$ 5,217,824	\$ 5,466,900
<u>Liabilities and stockholders' equity</u> Current liabilities:		
Accounts payable and accrued liabilities	\$ 878,303	
Customer deposits at Pitney Bowes Bank	617,200	
Current operating lease liabilities	39,182	
Current portion of long-term debt	216,032	,
Advance billings	114,550	
Current income taxes	2,880	
Liabilities of discontinued operations		9,713
Total current liabilities	1,868,147	7 1,569,692
Long-term debt	2,348,36	2,719,614
Deferred taxes on income	279,45	274,435
Tax uncertainties and other income tax liabilities	38,163	38,834
Noncurrent operating lease liabilities	180,293	2 177,711
Other noncurrent liabilities	437,01	400,518
Total liabilities	5,151,429	5,180,804
Stockholders' equity:		
Common stock	323,338	323,338
Additional paid-in-capital	68,502	98,748
Retained earnings	5,201,199	5,438,930
Accumulated other comprehensive loss	(839,13	(840,143)
Treasury stock, at cost	(4,687,509	9) (4,734,777)
Total stockholders' equity	66,399	286,096
Total liabilities and stockholders' equity	\$ 5,217,824	\$ 5,466,900

#### Pitney Bowes Inc. Business Segment Revenue

	Three mo	nths ended Dec	ember 31,	Twelve months ended December 31,							
	2019	% Change	2020	2019	% Change						
Global Ecommerce	\$ 518,140	\$ 323,942	60%	\$ 1,618,897	\$ 1,151,510	41%					
Presort Services	134,660	135,120	-	521,212	529,588	(2%)					
Commerce Services	652,800	459,062	42%	2,140,109	1,681,098	27%					
Sending Technology Solutions	375,617	372,281	1%	1,413,966	1,524,027	(7%)					
Total revenue - GAAP	1,028,417	831,343	24%	3,554,075	3,205,125	11%					
Currency impact on revenue	(3,980)	-		(1,467)	-						
Revenue, at constant currency	\$ 1,024,437	\$ 831,343	23%	\$ 3,552,608	\$ 3,205,125	11%					

## Pitney Bowes Inc. Business Segment EBIT & EBITDA

				Thre	ee months ende	ed Decembe	r 31,		
		2020				2019		%cha	nge
	EBIT (1)	D&A	EBITDA		EBIT (1)	D&A	EBITDA	EBIT	EBITDA
Global Ecommerce	\$ (14,768)	\$ 17,490	\$ 2,722		\$ (18,177)	\$ 17,687	\$ (490)	19%	>100%
Presort Services	13,041	8,107	21,148		22,478	7,765	30,243	(42%)	(30%)
Commerce Services	(1,727)		23,870	•	4,301	25,452	29,753	>(100%)	(20%)
Sending Technology Solutions	117,656	8,545	126,201		112,227	9,411	121,638	5%	4%
Segment total	\$ 115,929	\$ 34,142	150,071	-	\$ 116,528	\$ 34,863	151,391	(1%)	(1%)
Reconciliation of Segment EBITDA to Net In	come:								
Segment depreciation and amortization			(34,142)				(34,863)		
Interest, net			(38,357)				(37,800)		
Unallocated corporate expenses (2)			(53,766)				(51,246)		
Restructuring charges and asset impairment	s		(8,207)				(12,990)		
Loss on debt extinguishment			-				(5,956)		
Transaction costs			-				(155)		
Benefit (provision) for income taxes			813	-			(344)		
Income from continuing operations			16,412				8,037		
Income from discontinued operations, net of	tax		2,467	_			168,659		
Netincome			\$ 18,879	H			\$ 176,696		

<sup>(1)</sup> Segment EBIT excludes interest, taxes, general corporate expenses, restructuring charges, and other items that are not allocated to a particular business segment.

<sup>(2)</sup> Includes corporate depreciation and amortization expense of \$6,080 and \$5,765 for the three months ended December 31, 2020 and 2019, respectively and \$24,864 and \$21,559 for the twelve months ended December 31, 2020 and 2019, respectively.

## Pitney Bowes Inc. Business Segment EBIT & EBITDA

						7	welve	months er	nde	d Decembe	er 3	31,		
				2020						2019			%cha	nge
		EBIT (1)		D&A		EBITDA		EBIT (1)		D&A		EBITDA	EBIT	EBITDA
Global Ecommerce	\$	(82,894)	\$	69,676	\$	(13,218)	\$	(70,146)	\$	68,385	\$	(1,761)	(18%)	>(100%)
Presort Services	Ť	55,799	,	31,769	•	87,568	·	70,693	,	29,440	•	100,133	(21%)	(13%)
Commerce Services		(27,095)		101,445		74,350		547		97,825		98,372	>(100%)	(24%)
Sending Technology Solutions		441,085		34,316		475,401		490,322		39,758		530,080	(10%)	(10%)
Segment Total	\$	413,990	\$	135,761		549,751	\$	490,869	\$	137,583	1	628,452	(16%)	(13%)
Reconciliation of Segment EBITDA to Net (	Loss	:) Income:												
Segment depreciation and amortization		,				(135,761)						(137,583)		
Interest, net						(153,915)						(155,558)		
Unallocated corporate expenses (2)						(200,406)						(211,529)		
Restructuring charges and asset impairmen	ıts					(20,712)						(69,606)		
Goodwill impairment						(198,169)						-		
Gain on sale of equity investment						11,908						-		
Loss on debt extinguishment						(36,987)						(6,623)		
Loss on dispositions and transaction costs						(641)						(20,411)		
(Provision) benefit for income taxes						(6,727)						13,007		
(Loss) income from continuing operations						(191,659)						40,149		
Income from discontinued operations, net of	tax					10,115						154,460		
Net (loss) income					\$	(181,544)					\$	194,609		

<sup>(1)</sup> Segment EBIT excludes interest, taxes, general corporate expenses, restructuring charges, and other items that are not allocated to a particular business segment.

<sup>(2)</sup> Includes corporate depreciation and amortization expense of \$6,080 and \$5,765 for the three months ended December 31, 2020 and 2019, respectively and \$24,864 and \$21,559 for the twelve months ended December 31, 2020 and 2019, respectively.

#### Pitney Bowes Inc.

#### Reconciliation of Reported Consolidated Results to Adjusted Results

(Unaudited; in thousands, except per share amounts)

		Three mor			 nths ended ber 31,		
		2020	2019	2020	 2019		
Reconciliation of reported net income (loss) to adjusted net income, adjusted EBIT and adjusted EBITDA							
Net income (loss)	 \$	18,879	\$ 176,696	\$ (181,544)	\$ 194,609		
Income from discontinued operations, net of tax		(2,467)	(168,659)	(10,115)	(154,460)		
Restructuring charges and asset impairments		7,148	10,719	15,641	52,427		
Goodwill impairment		-	-	196,600	-		
Gain on sale of equity investment		-	-	(8,943)	-		
Tax on surrender of company owned life insurance policies		-	-	12,229	-		
Loss on debt extinguishment		-	4,464	27,777	4,961		
Loss on dispositions and transaction costs		-	999	487	22,313		
Adjusted net income		23,560	24,219	 52,132	 119,850		
Interest, net		38,357	37,800	153,915	155,558		
Provision for income taxes, as adjusted		246	3,264	7,537	3,933		
Adjusted EBIT		62,163	65,283	 213,584	279,341		
Depreciation and amortization		40,222	40,628	 160,625	159,142		
Adjusted EBITDA	\$	102,385	\$ 105,911	\$ 374,209	\$ 438,483		
Reconciliation of reported diluted earnings (loss) per share to adjusted diluted earnings per share							
Diluted earnings (loss) per share	<del></del> \$	0.11	\$ 1.03	\$ (1.06)	\$ 1.10		
Diluted earnings per share - discontinued operations		(0.01)	(0.98)	(0.06)	(0.87)		
Restructuring charges and asset impairments		0.04	0.06	0.09	0.30		
Goodwill impairment		-	-	1.13	-		
Gain on sale of equity investment		-	-	(0.05)	-		
Tax on settlement of investment securities		-	-	0.07	-		
Loss on debt extinguishment		-	0.03	0.16	0.03		
Loss on dispositions and transaction costs			0.01	 	0.13		
Adjusted diluted earnings per share	\$	0.13	\$ 0.14	\$ 0.30	\$ 0.68		

**Note**: The sum of the earnings per share amounts may not equal the totals due to rounding.

#### Pitney Bowes Inc.

#### Reconciliation of Reported Consolidated Results to Adjusted Results

(Unaudited; in thousands, except per share amounts)

	Three mon	 	Twelve months ended December 31,				
	2020	 2019	2020		2019		
Reconciliation of reported net cash from operating activities to free cash flow							
Net cash provided by operating activities	\$ 110,777	\$ 84,479	\$	297,887	\$	271,961	
Net cash (provided by) used in operating activities - discontinued operatic	(511)	6,587		37,912		(9,272)	
Capital expenditures	(24,201)	(42,032)		(104,988)		(137,253)	
Restructuring payments	4,145	8,303		20,014		27,148	
Change in customer deposits at PB Bank	6,618	13,216		26,082		16,341	
Transaction costs paid	-	 10,463		2,117		19,488	
Free cash flow	\$ 96,828	\$ 81,016	\$	279,024	\$	188,413	