

Over half of VPs and

45% of directors are

in the last few years

promoted to a new role

new or have been

We Are A Stronger Company Today

Culture Talent

Focused on solving

consumers and small

and learn" philosophy

businesses, with a "test

problems for

Digital & Data Platforms

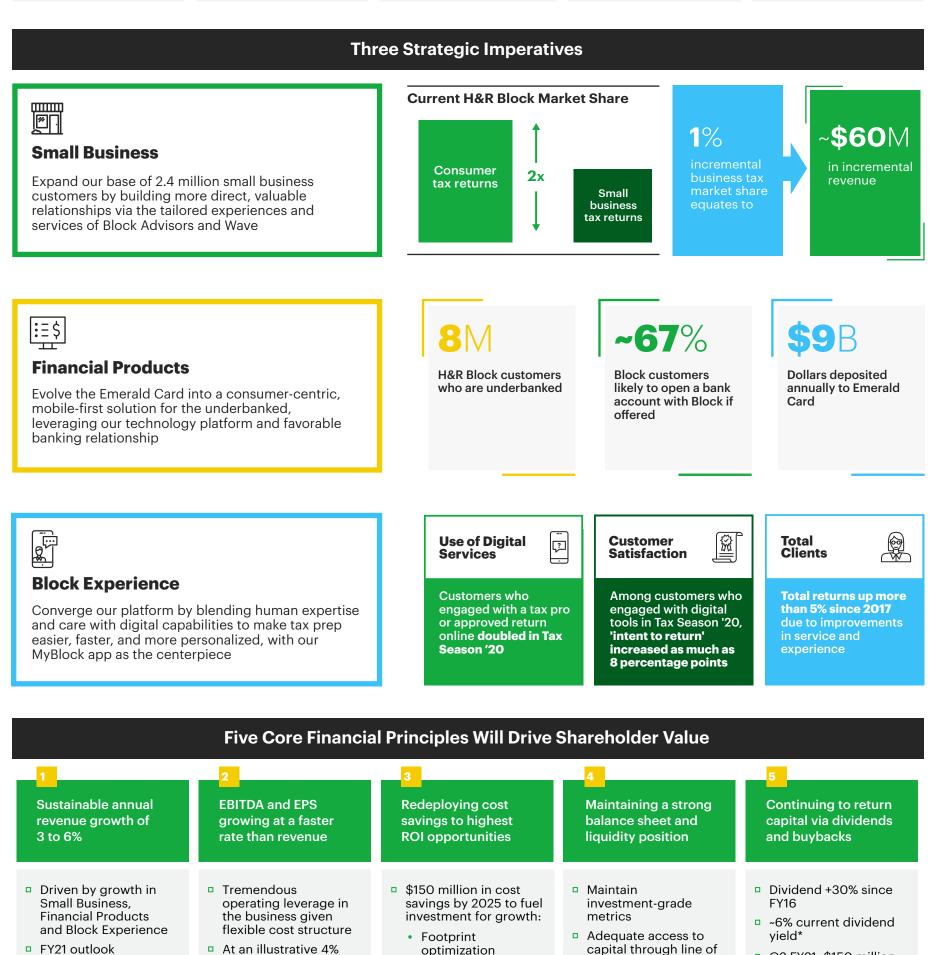
Our IT investments are yielding a better customer experience, faster product development and greater innovation

Well-known and highly trusted brand

Net promoter score, intent to return, and value for price paid all improved year over year

Better consumer tax results

Gained share in DIY in three of past four years, with annual customer growth rate of 6.3%; Assisted client satisfaction up 6 points in last two years



- FY21 outlook
 - Revenue: \$3.5-3.6 billion EBITDA:
 - \$950 million to \$1 billion

Technology roadmap **Disciplined** expense management

credit and recent

Trending below target

adjusted debt ratio of

debt issuance

2.5-3x

optimization

Labor model

efficiencies

revenue growth rate,

revenue and EPS 2.5x

EBITDA would grow

1.5x faster than

faster

*As of Dec. 2, 2020

Q2 FY21: \$150 million

• 19% of shares

outstanding

in share repurchases

repurchased between

FY17 and Q2 FY21