

▶ Investor Presentation

November 7, 2022



Disclaimers

Forward Looking Statements

This presentation contains “forward-looking statements” within the meaning of the Private Securities Litigation Reform Act of 1995. Forward-looking statements include all statements that are not historical facts, and further include, without limitation, statements reflecting the current views of TaskUs, Inc. (“TaskUs” or the “Company”) with respect to, among other things, our operations, our financial performance, our industry, the impact of the current macroeconomic environment and the COVID-19 global pandemic on our business, and other non-historical statements including the statements in the “Financial Outlook” section of this presentation. In some cases, you can identify these forward-looking statements by the use of words such as “outlook,” “believes,” “expects,” “potential,” “continues,” “may,” “will,” “should,” “could,” “seeks,” “predicts,” “intends,” “trends,” “plans,” “estimates,” “anticipates,” “position us” or the negative version of these words or other comparable words. Such forward-looking statements are subject to various risks and uncertainties.

Accordingly, there are or will be important factors that could cause actual outcomes or results to differ materially from those indicated in these statements. These factors include but are not limited to: the dependence of our business on key clients; the risk of loss of business or non-payment from significant clients; our failure to cost-effectively acquire new, high-growth clients; the risk that we may provide inadequate service or cause disruptions in our clients’ businesses or fail to comply with the quality standards required by our clients under our agreements; global economic and political conditions, especially in the social media and meal delivery and transport industries from which we generate significant revenue; unauthorized or improper disclosure of personal or other sensitive information, or security breaches and incidents; negative publicity or liability or difficulty retaining and recruiting employees; our failure to detect and deter criminal or fraudulent activities or other misconduct by our employees; the dependence of our business on our international operations, particularly in the Philippines and India; our failure to comply with applicable privacy and data security laws and regulations; substantial increases in the costs of technology and telecommunications services or our inability to attract and retain the necessary technologists; our inability to adapt our services and solutions to changes in technology and client expectations; fluctuations against the U.S. dollar in the local currencies in the countries in which we operate; our inability to maintain and enhance our brand; competitive pricing pressure; our dependence on senior management and key employees; the ongoing COVID-19 pandemic, including the resulting global economic uncertainty and measures taken in response to the pandemic; the control of affiliates of Blackstone Inc. and our Co-Founders over us; and the dual class structure of our common stock. Additional risks and uncertainties include but are not limited to those described under “Risk Factors” in the Company’s Annual Report on Form 10-K for the year ended December 31, 2021 (the “Annual Report”), filed with the Securities and Exchange Commission (the “SEC”) on March 9, 2022, as such factors may be updated from time to time in our periodic filings with the SEC, which are accessible on the SEC’s website at www.sec.gov. These factors should not be construed as exhaustive and should be read in conjunction with the other cautionary statements that are included in the Company’s SEC filings. TaskUs undertakes no obligation to publicly update or review any forward-looking statement, whether as a result of new information, future developments or otherwise, except as required by law.

Non-GAAP Measures

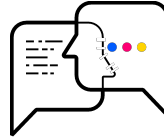
This presentation includes certain financial measures not presented in accordance with generally accepted accounting principles in the United States (“GAAP”), including Adjusted Net Income, Adjusted Net Income Margin, Adjusted Earnings Per Share, EBITDA, Adjusted EBITDA and Adjusted EBITDA Margin, Free Cash Flow and Conversion of Adjusted EBITDA, which are used by management in making operating decisions, allocating financial resources, and internal planning and forecasting, and for business strategy purposes, have certain limitations, and should not be construed as alternatives to financial measures determined in accordance with GAAP. The non-GAAP measures as defined by us may not be comparable to similar non-GAAP measures presented by other companies. Our presentation of such measures, which may include adjustments to exclude unusual or non-recurring items, should not be construed as an inference that our future results will be unaffected by other unusual or non-recurring items. A reconciliation is provided elsewhere in this presentation for each historical non-GAAP financial measure to the most directly comparable financial measure stated in accordance with GAAP.

Because GAAP financial measures on a forward-looking basis are not accessible, and reconciling information is not available without unreasonable effort, we have not provided reconciliations for forward-looking non-GAAP measures. For the same reasons, we are unable to address the probable significance of the unavailable information, which could be material to future results.

Our Vision

**Outsourcing
reimagined
for the
innovation
age**

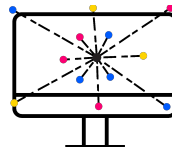
Our Solutions



Digital Customer Experience



Content Security



AI Services

Our Results

59%

2021 YoY
Revenue Growth

\$761mm

2021 Revenue

141%

Net Revenue Retention
Rate (2021)

\$188mm

2021 Adj
EBITDA¹

24.7%

Adj. EBITDA Margin
(2021)¹

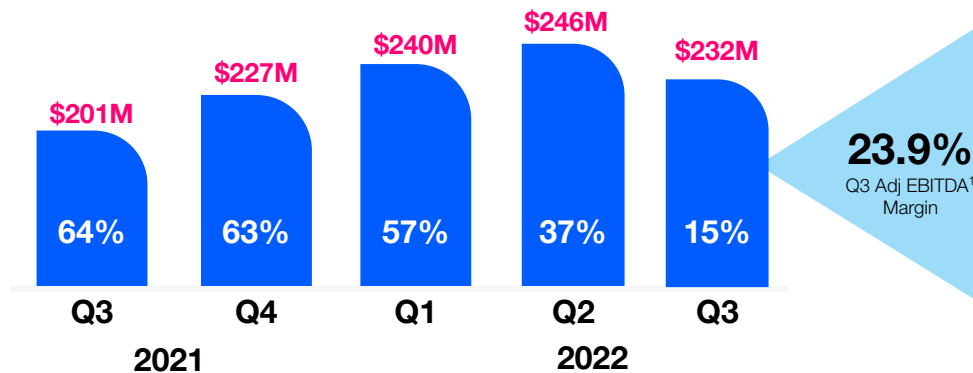
60%

Total Client Win Rate

¹ See appendix for reconciliation to most comparable GAAP measure

▶ Continued Profitable, Growth in Q3 2022

Revenue / YoY Growth



Growing & Engaged Team

48,700
Teammates as of Sept 30, 2022

8,600
Net Positions Added YTD in FY 2022

4.6
glassdoor
Score²

Client & Growth Highlights

▶ Q3 Key Client Wins including

- Expansions within travel and on-demand transportation space as well as with HealthTech and non-crypto Fintech clients
- A new DCX contract with one of the largest global retailers, supporting their e-commerce offering
- Content Security expansion with a global music streaming app for Trust & Safety and Quality services.
- AI Services contracts with a leading global provider of generative AI tech, a collectibles marketplace and one of the largest global tech companies.

▶ Growth in the TaskVerse

- ~70,000 gig workers (Taskers) signed up
- TaskVerse deals, utilizing thousands of Taskers, focused on areas such as data collection, annotation, and online research

¹ See appendix for reconciliation to most comparable GAAP measure
² As of Sept 30, 2022

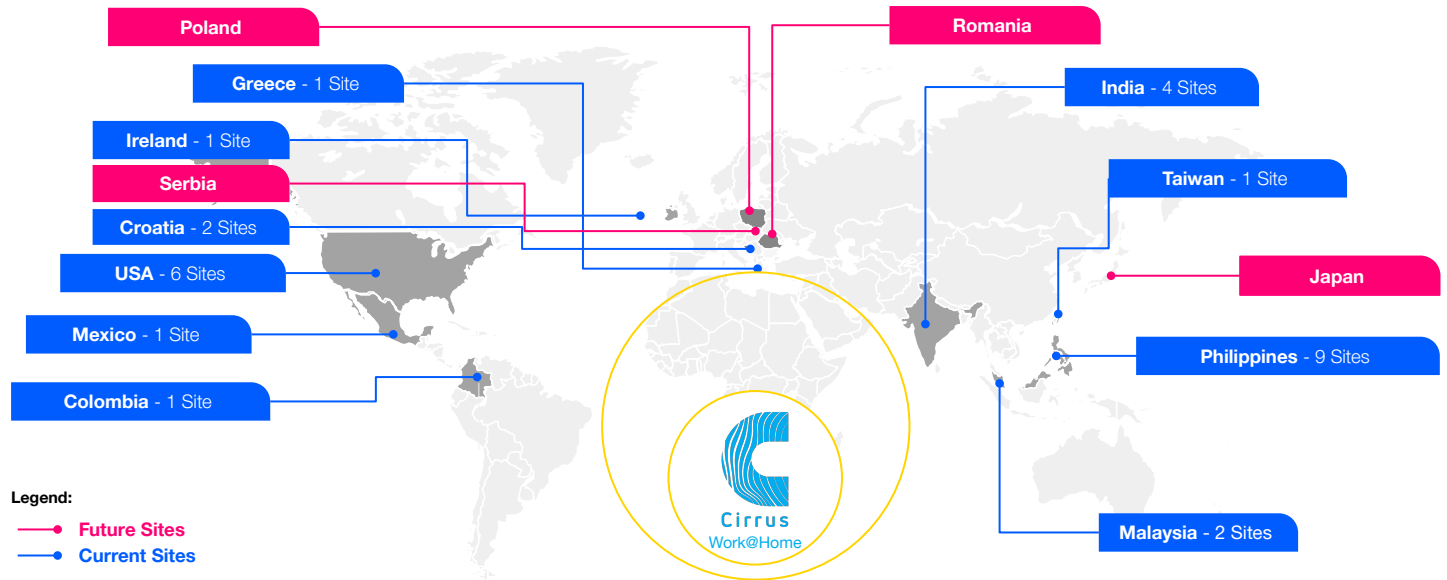
▶ Expanding Our Global Footprint

We are in 28 sites across 14 countries, plus a fully functional W@H Solution

as of September 30, 2022

Our Global Count

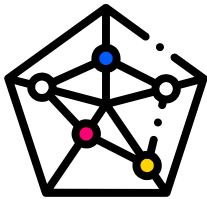
48,700



Legend:

- Future Sites
- Current Sites

Note: Expanded into Malaysia and Japan in Q4 2021. Poland and Romania revenue generation expected in 2023



 **TaskUs**
Markets & Growth



► How We Started....

In 2008, we built a different type of BPO provider

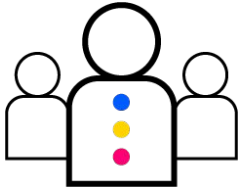
The screenshot shows the TaskUs website homepage. At the top, there is a navigation bar with the TaskUs logo and links for 'Task', 'Process', and 'Pricing'. Below the navigation bar, a 3D white figure is holding a long blue ribbon that says 'Too much to do? Task Us!'. The main content area features the headline 'Your Personal Assistant ...by the hour' and a list of benefits: 'Delegate work to premium virtual assistants', 'Never deal with an offshore agent', 'No fixed salaries or monthly contracts', and 'We guarantee your satisfaction'. A 'Full list of services' link is also present. On the right side, there is a 'Our Services' section listing 'Administrative Services', 'Sales & Marketing', and 'Personal Outsourcing', followed by a 'Sign-up' button. Below that, a 'Start Delegating Now!' section includes a 'Sign-up' link and the text 'First 5 hrs only \$9.95/hr'. At the bottom, there are logos for various clients including AXA, ADVERTISING, iPhone, DVD, huddler, ALPHA OMEGA, and VIDA.



► Technology is Transforming our Lives

	THEN	NOW		THEN	NOW
ENJOY	CABLE + SATELLITE	STREAMING MEDIA	COMMUNICATE	LANDLINES + CELL PHONES	VIDEO CALL + CHAT APPS
SOCIALIZE	WEB 1.0 CHAT GROUPS	TODAY'S SOCIAL MEDIA	DINE	RESTAURANTS	FOOD DELIVERY PLATFORMS
STAY	HOTELS	HOME SHARING	SELL	MALL-BASED RETAIL	ECOMMERCE + MARKETPLACE
MOVE	RENTAL CARS + TAXIS	RIDESHARING + DRIVERLESS VEHICLES	HEALTH	TRADITIONAL HEALTHCARE	HEALTHTECH EXCHANGES + WELLNESS
LOVE	PAPER + ONLINE ADS	SEGMENTED DATING AND GROUP APPS	INVEST	BIG RETAIL + INVESTMENT BANKS	CRYPTO + DIGITAL BANKS

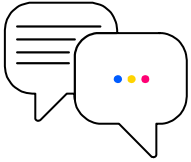




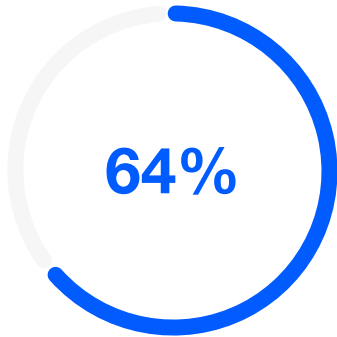
▶ **Service Offerings**



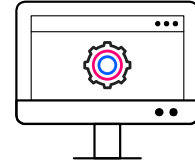
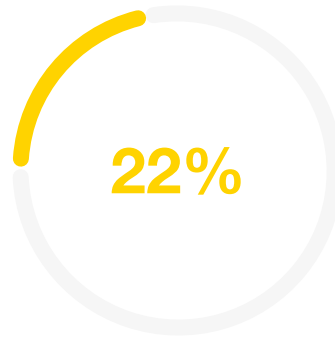
▶ Digital Offerings Powered by Differentiated Technology Solutions



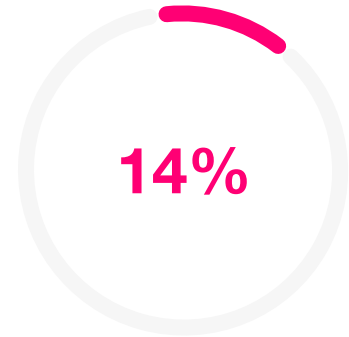
**Digital
Customer Experience**



Content Security



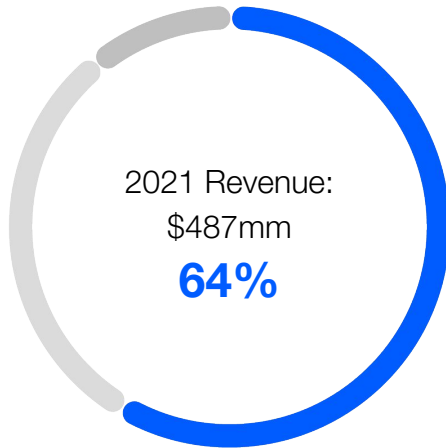
AI Services



Note: Percentages based on contribution to 2021 revenue

▶ Digital Customer Experience

Ever-increasing user expectations and competition necessitate world class customer care. Founded on innovation and people-first culture, TaskUs delivers consistently excellent CX support for the world's leading brands. The digital nature of the support we provide allows us to automate a greater portion of these interactions, support multiple interactions concurrently and use support staff based in higher margin, offshore markets.



SOLUTIONS:

Omni-Channel Care

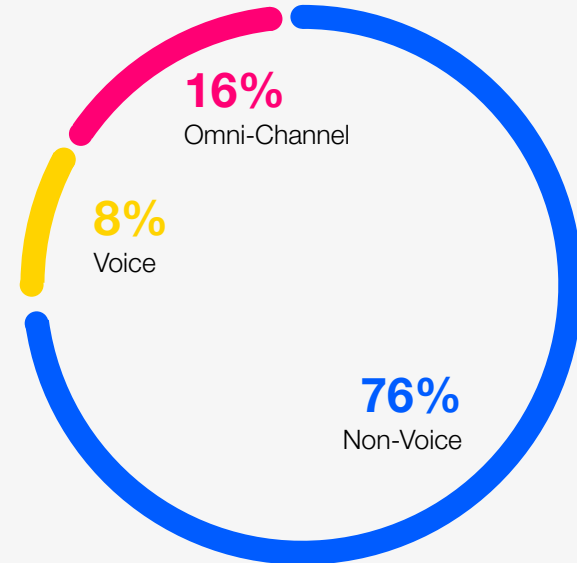
Customer Acquisition

Learning Experience Services

Technical Support

New Product or Market Launches

Consulting Services



Note: Percentage based on 2021 DCX revenue

► Content Security

Content Moderation

User generated content is growing at an exponential rate. Wherever content is created by users, platforms must review and enforce policy guidelines to protect their communities. Today, TaskUs teammates review content posted by users and advertisers across these social networks as well as dating apps, job sites and marketplaces.



Policy Development



Tools & Innovation



Resiliency Studio



Digital Identity



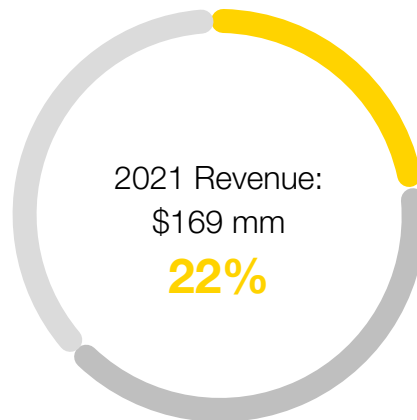
FinCrime Compliance



Fighting Fraud

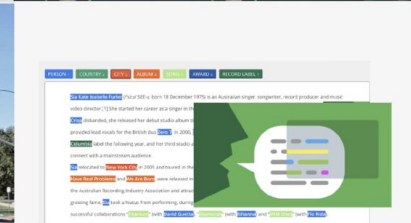
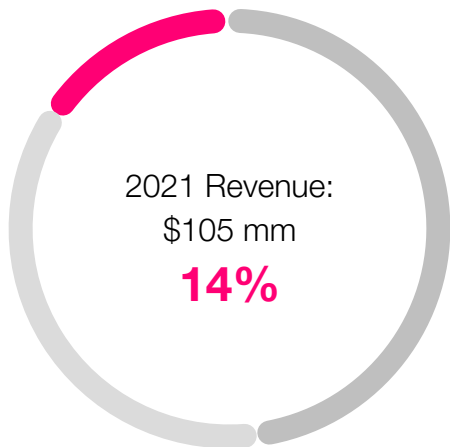
Risk + Response

TaskUs solves for two growing problems faced by tech disruptors: the reputational risks posed by new forms of online fraud and financial crime and the cost of complying with increasing regulatory complexity. TaskUs Risk + Response provides digital identity verification, fincrime compliance, and anti-fraud solutions to help businesses overcome these challenges.



▶ AI Services

In our AI Services practice, our teammates tag and annotate data sets to create the raw material that artificial intelligence is built on. Nearly every AI application being built today requires these kinds of custom data sets curated by professional annotators and gig-workers from our TaskVerse platform. We leverage technology, automation, and advanced training design to optimize results for our clients.





▶ **Why We Win +
Growth Strategies**



► Why We Win

Expertise

We specialize in the unique disruptive industry segments of our clients. We build teams of experts, processes and tools for each segment.

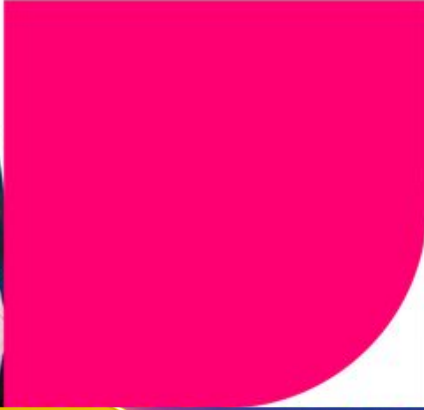
Culture

We have built a culture that feels much more like our tech clients than the service providers we compete with.

Speed

We are agile, flexible and responsive. Our clients are growing exponentially. We understand “speed matters”.

▶ What We've Become...



► Expertise: Focused on Hi-Tech Clients & the Digital Economy

TARGET MARKETS



Social Media



E-commerce



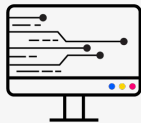
Gaming



Streaming Media



Food Delivery &
Ride Sharing



HiTech



FinTech



HealthTech

CLIENT HIGHLIGHTS

100+ Clients globally

3 of the top 4 social media sites

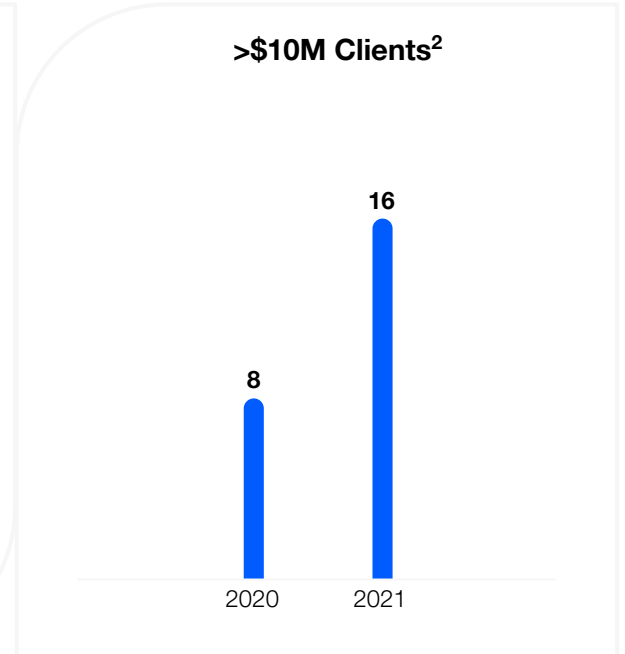
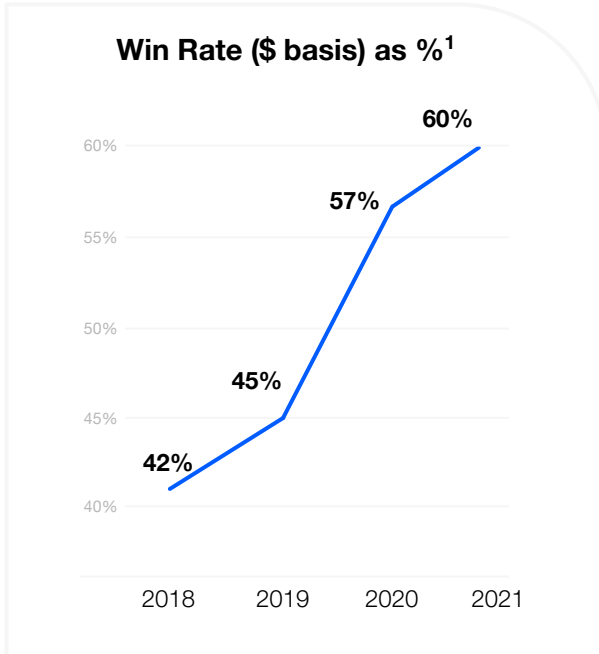
#1 audio and **#1** video streaming service providers

10+ HealthTech clients

20+ disruptive FinTechs

Note: Client highlights as of Year End 2021

► Strong Track Record of Sales Wins Across New and Existing Clients



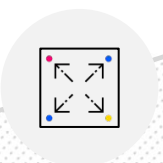
1) Win Rate include opportunities from both New and Existing Clients
2) Based on FY 2021 and 2020 Revenue contribution

► Future Growth Opportunities



Grow with current clients

141% 2021 Avg. Net Revenue Retention rate



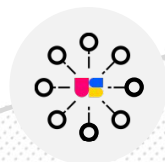
Service line expansion

Expanding offerings to deliver more specialized services to our clients



Global expansion

Expect continued expansion into new geographies in 2022



New high-growth clients

Signed 41 new clients in 2021



M&A

Opportunities to expand into higher value services and additional capabilities

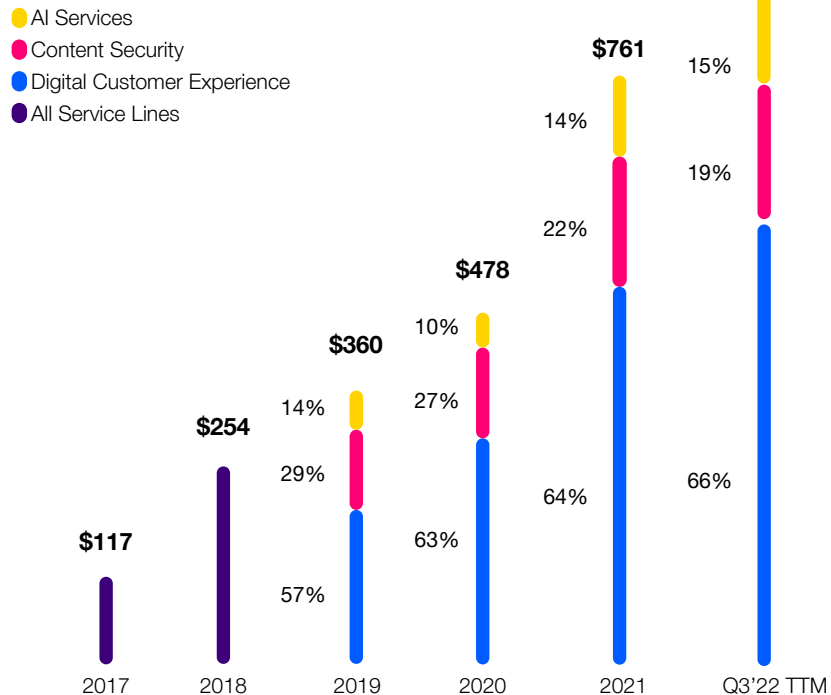


► Financials



▶ Organic and Diversified Growth

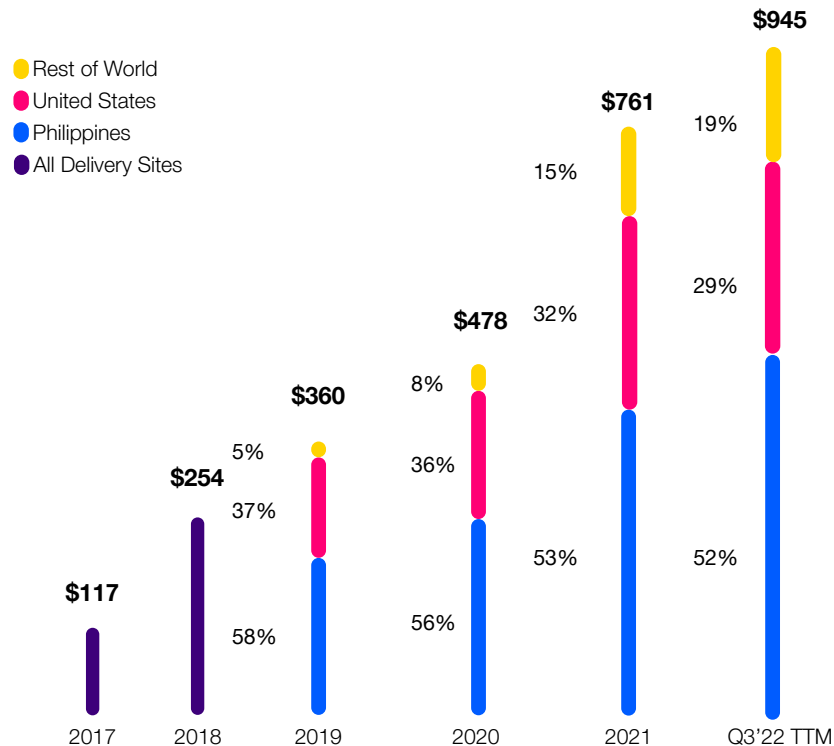
Revenue by Service Line (%)



Note: Numbers may not sum to 100% due to rounding

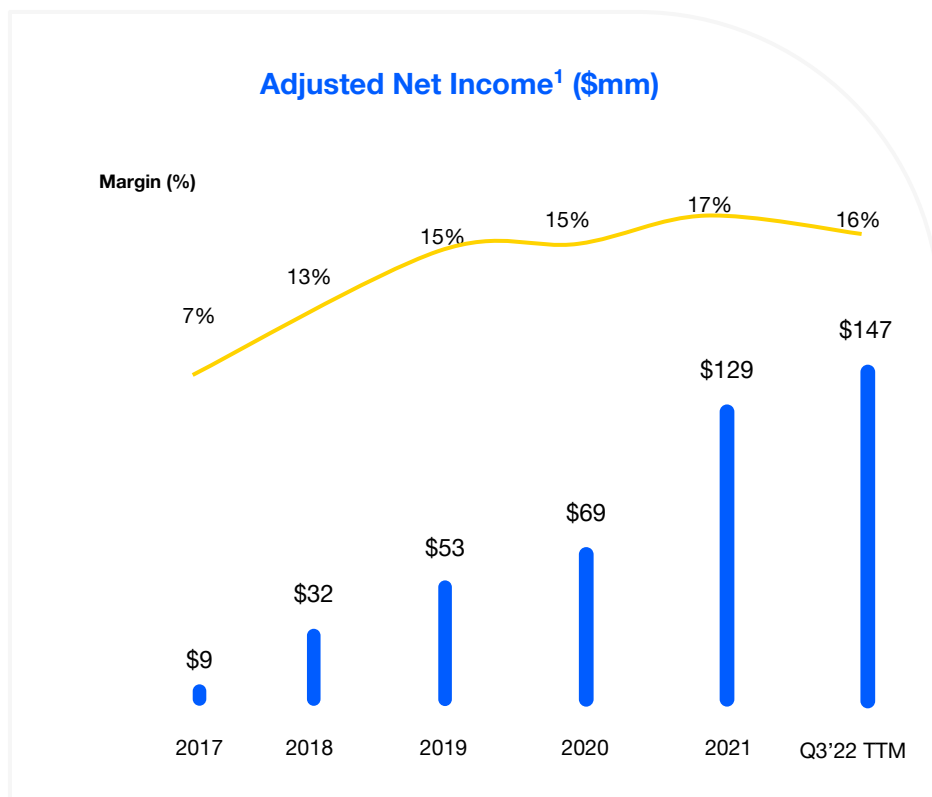
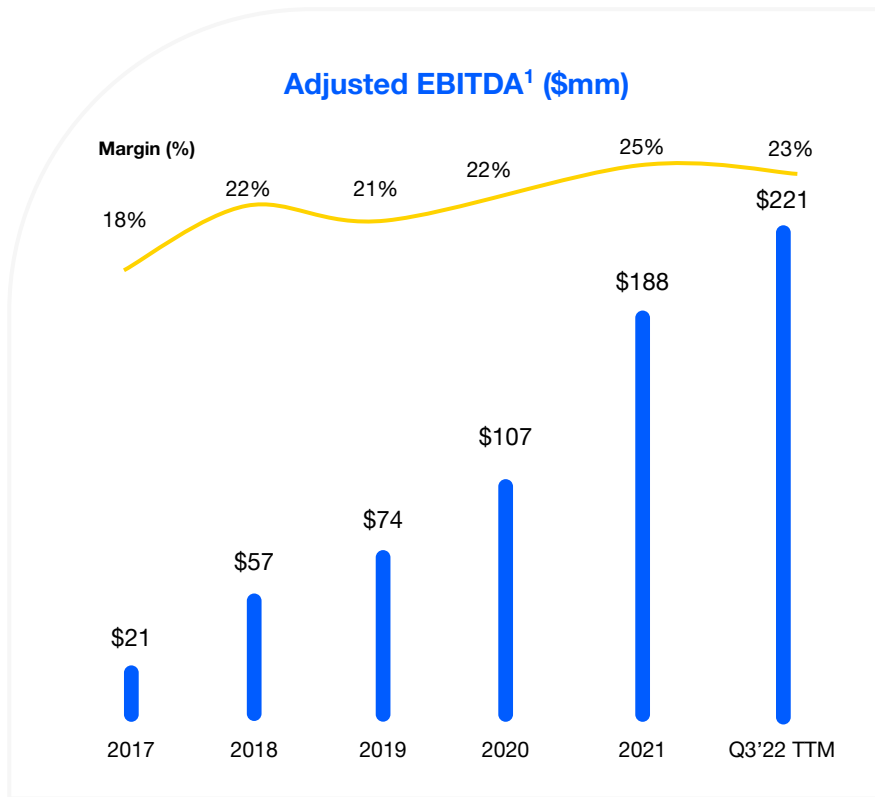
Revenue by Delivery Geography (%)

USD Million



► Attractive Profitability and Margin Expansion

USD Million



¹ See Appendix for reconciliation to most comparable GAAP measure

² Unaudited combined information for FY 2018 represents mathematical addition of predecessor results of operations from 1/1/2018 through 9/30/2018 and successor results of operations from 10/1/2018 through 12/31/2018

► Financial Highlights

FY 2021

\$761m

FY 2021 Revenue

59.1%

FY 2021 Revenue Growth YoY

24.7%

FY 2021 Adj. EBITDA Margin¹

Q3 2022

\$232m

Q3 2022 Revenue

15.5%

Q3 2022 Revenue Growth YoY

23.9%

Q3 2022 Adj. EBITDA Margin¹

Increasingly diversified revenue base

Consistent track record of growth and profitability

Significant operating leverage

Strong free cash flow

Unlevered balance sheet

¹ See appendix for reconciliation to most comparable GAAP measure

► Financial Outlook

	2022 Outlook ¹	
	Fourth Quarter	Full Year
Revenue (in millions)	\$231 to \$233	\$949 to \$951
<i>Revenue growth (YoY) at midpoint</i>	2.2%	24.9%
Adjusted EBITDA Margin	23.2%	23.1%
Free Cash Flow (in millions)	-	~\$100

¹ Financial outlook provided as of November 7, 2022 as part of TaskUs's Q3 2022 earnings call; Non-GAAP reconciliations found within appendix



**Outsourcing reimaged
for the innovation age.**



▶ **Appendix**



► We Move at the Pace of Innovation

Modern

Cloud-based Infrastructure



Digitally Native

Agile

Teammates working

14
days

Post-Contract*

Client-Focused

2021 New Client Win Rate

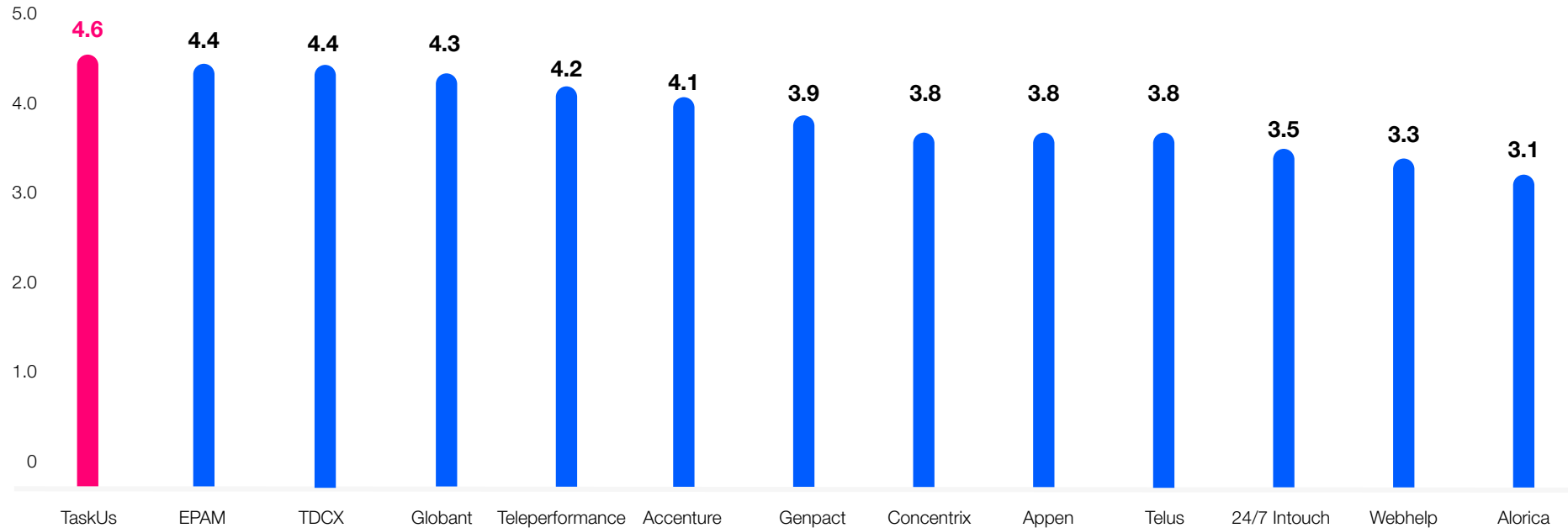
49%

\$ Basis

*Represents the average time between signing a new client and teammates fully engaged to work for the year 2021.



Ratings as of September 2022



▶ Non-GAAP Reconciliations

Adjusted EBITDA

USD Thousand

	Three months ended September 30,		Nine months ended September 30,	
	2022	2021	2022	2021
Net income (loss)	\$ 5,365	\$ 11,636	\$ 24,680	\$ (77,800)
Provision for (benefit from) income taxes	3,895	1,656	12,271	(1,805)
Financing expenses	3,859	1,633	7,665	4,808
Depreciation	9,428	7,422	27,986	20,354
Amortization of intangible assets	5,087	4,711	14,765	14,135
EBITDA	\$ 27,634	\$ 27,058	\$ 87,367	\$ (40,308)
Transaction costs	39	488	588	6,249
Earn-out consideration	3,648	—	4,976	—
Foreign currency losses	7,713	1,285	16,367	477
Loss (gain) on disposal of assets	(8)	26	(18)	54
COVID-19 related expenses	—	—	—	6,105
Severance costs	—	—	821	—
Natural disaster costs	—	—	—	442
Phantom shares bonus	—	—	—	129,362
Teammate IPO bonus	—	—	—	4,361
Stock-based compensation expense	16,430	19,243	55,160	25,014
Adjusted EBITDA	\$ 55,456	\$ 48,100	\$ 165,261	\$ 131,756
Net Income (Loss) Margin	2.3%	5.8%	3.4%	(14.6)%
Adjusted EBITDA Margin	23.9%	23.9%	23.0%	24.7%

► Non-GAAP Reconciliations

Adjusted Net Income

USD Thousand

	Three months ended September 30,		Nine months ended September 30,	
	2022	2021	2022	2021
Net income (loss)	\$ 5,365	\$ 11,636	\$ 24,680	\$ (77,800)
Amortization of intangible assets	5,087	4,711	14,765	14,135
Transaction costs	39	488	588	6,249
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Teammate IPO bonus	—	—	—	4,361
Stock-based compensation expense	16,430	19,243	55,160	25,014
Tax impacts of adjustments	(2,469)	(4,632)	(7,827)	(16,072)
Adjusted Net Income	\$ 35,805	\$ 32,757	\$ 109,512	\$ 92,327
Net Income (Loss) Margin	2.3%	5.8%	3.4%	(14.6)%
Adjusted Net Income Margin	15.4%	16.3%	15.2%	17.3%

► Non-GAAP Reconciliations

Adjusted earnings per share

	Three months ended September 30,		Nine months ended September 30,	
	2022	2021	2022	2021
GAAP diluted EPS	\$ 0.05	\$ 0.11	\$ 0.24	\$ (0.83)
Per share adjustments to net income	0.30	0.19	0.82	1.81
Per share adjustments for GAAP anti-dilutive shares	—	—	—	(0.05)
Adjusted EPS	\$ 0.35	\$ 0.30	\$ 1.06	\$ 0.93
Weighted-average common stock outstanding - Diluted	101,920,413	109,426,011	103,073,208	93,994,896
GAAP anti-dilutive shares	—	—	—	5,578,525
Adjusted weighted-average shares outstanding	101,920,413	109,426,011	103,073,208	99,573,421

▶ Non-GAAP Reconciliations

Free Cash Flow

USD Thousand

	Three months ended September 30,		Nine months ended September 30,	
	2022	2021	2022	2021
Adjusted EBITDA	\$ 55,456	\$ 48,100	\$ 165,261	\$ 131,756
Net cash provided (used) by operating activities	\$ 41,498	\$ (109,103)	\$ 114,464	\$ (63,426)
Purchase of property and equipment	(6,653)	(15,150)	(36,010)	(38,603)
Free Cash Flow	\$ 34,845	\$ (124,253)	\$ 78,454	\$ (102,029)
Conversion of Adjusted EBITDA	62.8%	(258.3)%	47.5%	(77.4)%

► Non-GAAP Reconciliation

Revenue Trailing Twelve Month (TTM) Data

USD Thousand

	Nine Months ended September 30,	Year ended December 31,	Nine Months ended September 30,	TTM Q3
	2021	2021	2022	2022
Revenue by Service Offering				
Digital Customer Experience	\$ 338,587	\$ 486,679	\$ 478,625	\$ 626,717
Content Security	124,498	169,080	136,093	180,675
AI Services	70,861	104,944	103,551	137,634
Service revenue	\$ 533,946	\$ 760,703	\$ 718,269	\$ 945,026
Revenue by Geographical Location				
Philippines	\$ 284,096	\$ 402,340	\$ 371,909	\$ 490,153
United States	175,553	246,642	202,444	273,533
Rest of World	74,297	111,721	143,916	181,340
Service revenue	\$ 533,946	\$ 760,703	\$ 718,269	\$ 945,026

	Nine Months ended September 30,	Year ended December 31,	Nine Months ended September 30,	TTM Q3
	2021	2021	2022	2022
Service revenue	\$ 533,946	\$ 760,703	\$ 718,269	\$ 945,026
Net income (loss)	\$ (77,800)	\$ (58,698)	\$ 24,680	\$ 43,782
Provision for (benefit from) income taxes	(1,805)	(2,265)	12,271	11,811
Financing expenses	4,808	6,504	7,665	9,361
Depreciation	20,354	29,038	27,986	36,670
Amortization of intangible assets	14,135	18,847	14,765	19,477
EBITDA	\$ (40,308)	\$ (6,574)	\$ 87,367	\$ 121,101
Transaction costs	6,249	6,969	588	1,308
Earn-out consideration	-	-	4,976	4,976
Foreign currency losses	477	809	16,367	16,699
Loss (gain) on disposal of assets	54	52	(18)	(20)
COVID-19 related expenses	6,105	6,105	-	-
Severance costs	-	-	821	821
Natural disaster costs	442	442	-	-
Phantom shares bonus	129,362	129,362	-	-
Teammate IPO bonus	4,361	4,361	-	-
Stock-based compensation expense	25,014	46,384	55,160	76,530
Adjusted EBITDA	\$ 131,756	\$ 187,910	\$ 165,261	\$ 221,415
Net (Loss) Income Margin	(14.6) %	(7.7)%	3.4 %	4.6%
Adjusted EBITDA Margin	24.7 %	24.7 %	23.0 %	23.4 %

▶ Non-GAAP Reconciliation

*Adjusted EBITDA Trailing
Twelve Month (TTM)
Data*

▶ Non-GAAP Reconciliation

*Adjusted Net Income
Trailing Twelve Month
(TTM) Data*

	Nine Months ended September 30,	Year ended December 31,	Nine Months ended September 30,	TTM Q3
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Foreign currency losses	477	809	16,367	16,699
Loss (gain) on disposal of assets	54	52	(18)	(20)
COVID-19 related expenses	6,105	6,105	—	—
Severance costs	—	—	821	821
Natural disaster costs	442	442	—	—
Phantom shares bonus	129,362	129,362	—	—
Teammate IPO bonus	4,361	4,361	—	—
Stock-based compensation expense	25,014	46,384	55,160	76,529
Tax impacts of adjustments	(16,072)	(25,244)	(7,827)	(16,999)
Adjusted Net Income	\$ 92,327	\$ 129,389	\$ 109,512	\$ 146,573
Net (Loss) Income Margin	(14.6)%	(7.7)%	3.4%	4.6%
Adjusted Net Income Margin	17.3%	17.0%	15.2%	15.5%

	2017 (unaudited)	Jan 1, 2018 through Sep 30, 2018	Oct 1, 2018 through Dec 31, 2018	Year Ended December 31, 2018	Year Ended December 31, 2019	Year Ended December 31, 2020	Year Ended December 31, 2021
Net Income (loss)	\$9.0	\$33.1	\$(0.9)	\$32.2	\$33.9	\$34.5	\$(58.7)
Provision for (benefit from) income taxes	5.0	(9.0)	3.4	(5.5)	(4.4)	9.9	(2.3)
Financing expenses	0.3	0.5	1.5	2.0	7.4	7.5	6.5
Depreciation	7.1	8.6	3.7	12.2	16.3	20.2	29.0
Amortization of intangible assets			4.7	4.7	18.8	18.8	18.8
EBITDA	\$21.4	\$33.2	\$12.4	\$45.6	\$72.1	\$90.9	\$(6.6)
Offering costs						0.9	7.0
Transaction related costs		3.7	5.8	9.5			
Foreign currency (gains) losses	(0.4)	1.7	(0.4)	1.3	(2.0)	(1.5)	0.8
Loss (gain) on disposal of assets	0.0	(0.0)	0.6	0.6	2.2	1.1	0.1
Settlement of 2018 Credit Facility					2.0		
COVID-19 related expenses						7.5	6.1
Severance costs						2.6	
Lease termination costs						1.8	
Natural disaster costs							0.4
Contingent consideration						3.6	
Phantom shares bonus							129.4
Teammate IPO bonus							4.4
Stock-based compensation expense							46.4
Adjusted EBITDA	\$21.0	\$38.6	\$18.4	\$57.0	\$74.2	\$106.9	\$187.9
Net Income (Loss) Margin	7.7%	19.6%	(1.0)%	12.7%	9.4%	7.2%	(7.7)%
Adjusted EBITDA Margin	17.9%	22.9%	21.4%	22.4%	20.6%	22.4%	24.7%

► Reconciliations of Adjusted EBITDA

► Reconciliations of Adjusted Net Income

	2017 (unaudited)	Jan 1, 2018 through Sep 30, 2018	Oct 1, 2018 through Dec 31, 2018	Year Ended December 31, 2018	Year Ended December 31, 2019	Year Ended December 31, 2020	Year Ended December 31, 2021
Net Income (loss)	\$9.0	\$33.1	\$(0.9)	\$32.2	\$33.9	\$34.5	\$(58.7)
Amortization of intangible assets			4.7	4.7	18.8	18.8	18.8
Offering costs						0.9	7.0
Transaction related costs		3.7	5.8	9.5			
Foreign currency (gains) losses	(0.4)	1.7	(0.4)	1.3	(2.0)	(1.5)	0.8
Loss (gain) on disposal of assets	0.0	(0.0)	0.6	0.6	2.2	1.1	0.1
Tax benefit from transaction related costs		(15.9)		(15.9)			
COVID-19 related expenses						7.5	6.1
Severance costs						2.6	
Lease termination costs						1.8	
Natural disaster costs							0.4
Contingent consideration						3.6	
Phantom shares bonus							129.4
Teammate IPO bonus							4.4
Stock-based compensation expense							46.4
Tax impacts of adjustments							-25.2
Adjusted Net Income	\$8.6	\$22.6	\$9.8	\$32.4	\$53.0	\$69.4	\$129.4
Net Income (Loss) Margin	7.7%	19.6%	(1.0)%	12.7%	9.4%	7.2%	(7.7)%
Adjusted Net Income Margin	7.3%	13.4%	11.4%	12.7%	14.7%	14.5%	17.0%