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**KPIs**

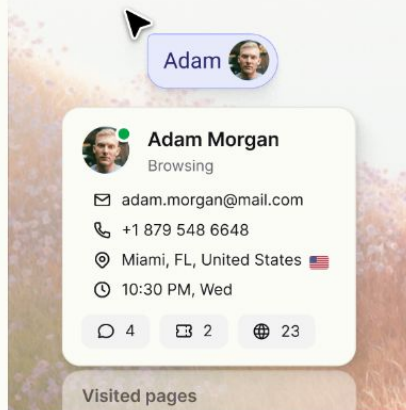
**Q2 2026/27**

**investor presentation**

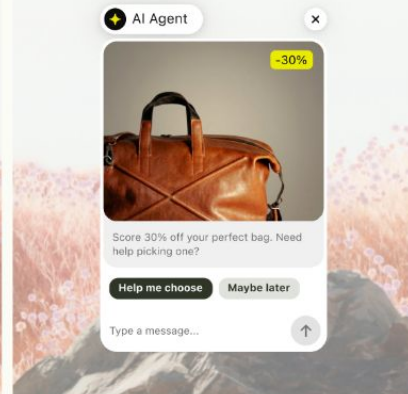
*October 2026*

# We help businesses sell more online

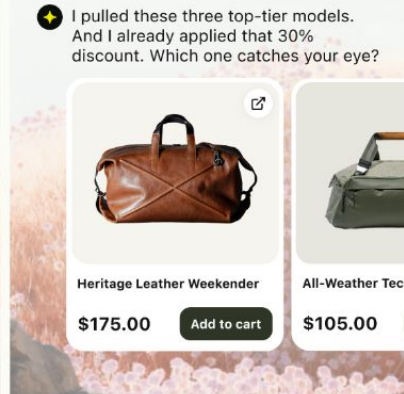
01. Visitor is being tracked on site



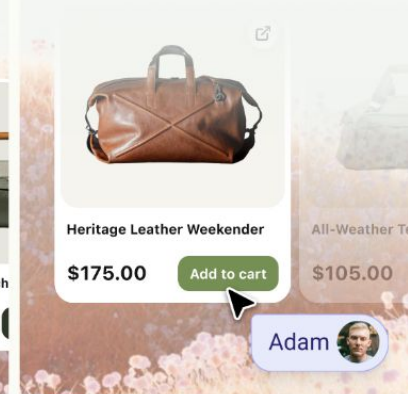
02. Text engages visitors proactively



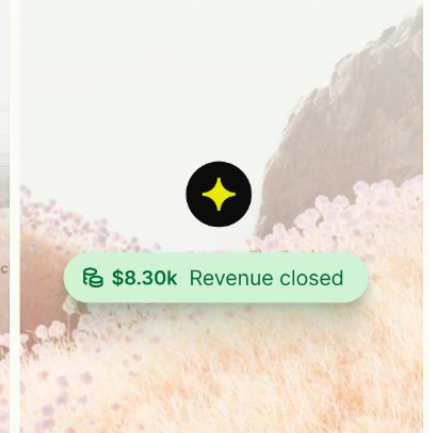
03. AI Agent advises, recommends, resolves



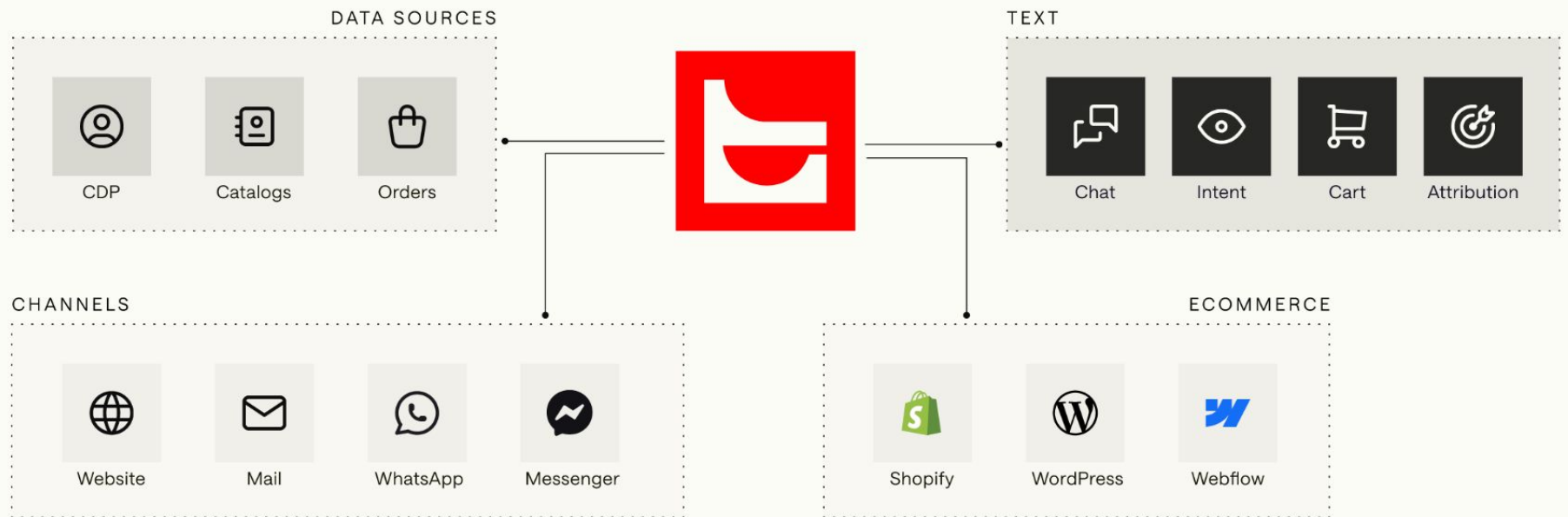
04. Conversation leads to purchase



05. All sales are attributed



# Text is matchmaking intent with offering in real time



# NUVOO - SUCESS STORY FROM FINLAND

CUSTOMER STORY

## How Nuvoos drives 70% of chat sales with AI Agent.

Nuvoo introduced Text to provide customer service beyond business hours. Four months later, AI Agent sales had grown 432%, turning chat into a 24/7 sales channel.

Watch a story ▶

**432%**

growth in AI Agent sales

**70%**

of all chat sales driven through AI Agent

**98%**

AI Agent resolution rate



Nuvoo sells business-grade refurbished computers to consumers and businesses across Finland, Sweden, and Germany, backed by expert customer service.



**Harri Hyvärinen**  
Customer Service Manager

Ecommerce

11-50

Europe

Automate support

nuvoos.com



Text had everything we needed, from normal live chat to detailed statistics and, of course, Shopify integration. I was also researching which chat had the best AI agents, and Text had the most promising ones.

Harri Hyvärinen, Customer Service Manager at Nuvoos

Full story on our [website](#)

## TEXT AT WINTER GAMES

CUSTOMER STORY

# How Milano Cortina 2026 handled 1M+ messages at the biggest Winter Games

Automation for the routine, people for the rest, and not one of 18,000 volunteers left waiting. Here's how.

**130,000**

applicants supported

**1M+**

messages

**99%**

resolved without an agent



Fondazione Milano Cortina 2026 is the committee organizing the 2026 Winter Games across northern Italy, from venues and events to a workforce of 18,000 volunteers.



**Leonardo Cohen**  
Workforce Systems Expert

Sports & Events

1000+

Global

Scale support

[olympics.com/ioc/milano-cortina-2026](https://olympics.com/ioc/milano-cortina-2026)

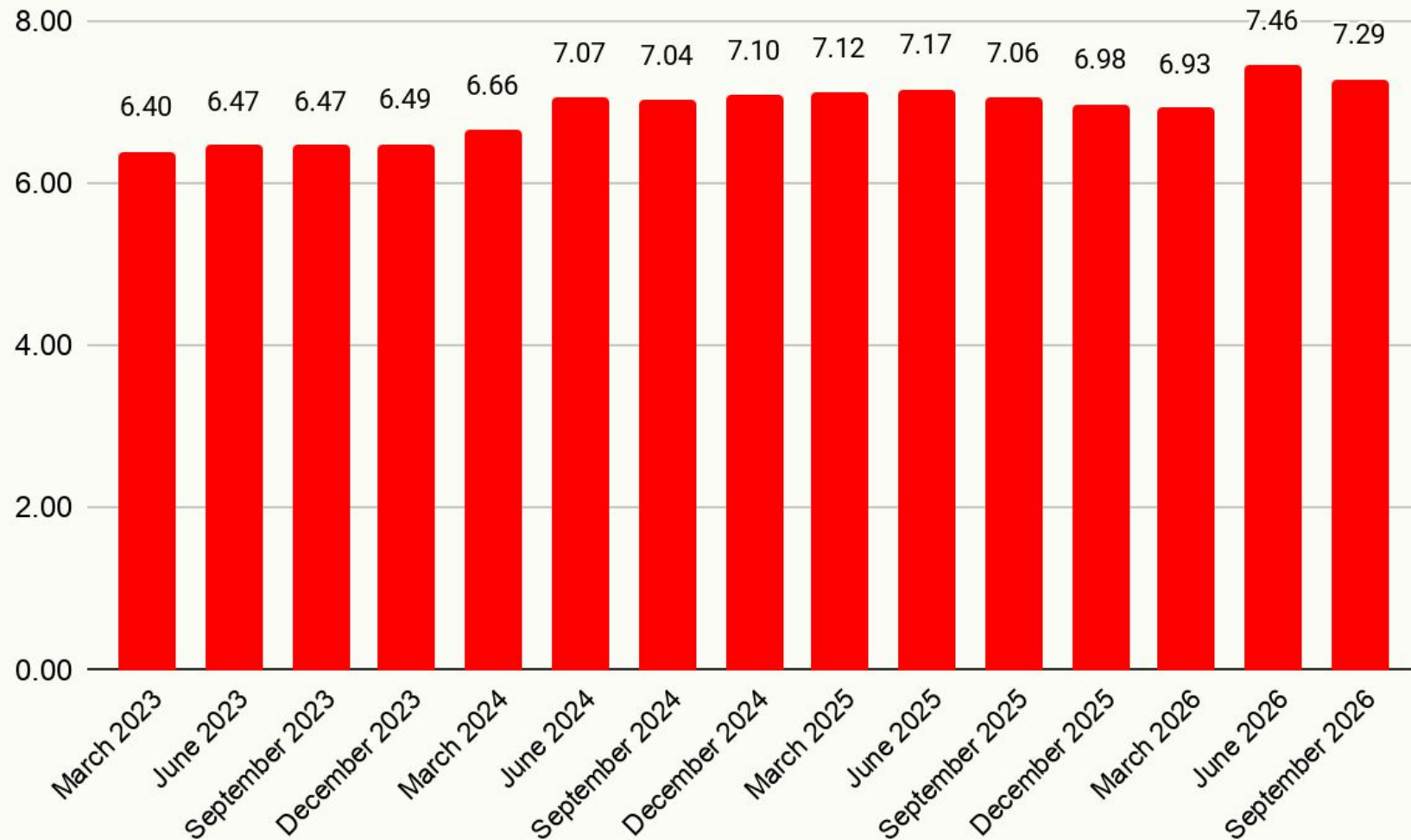


Full story on our [website](#)

TEXT

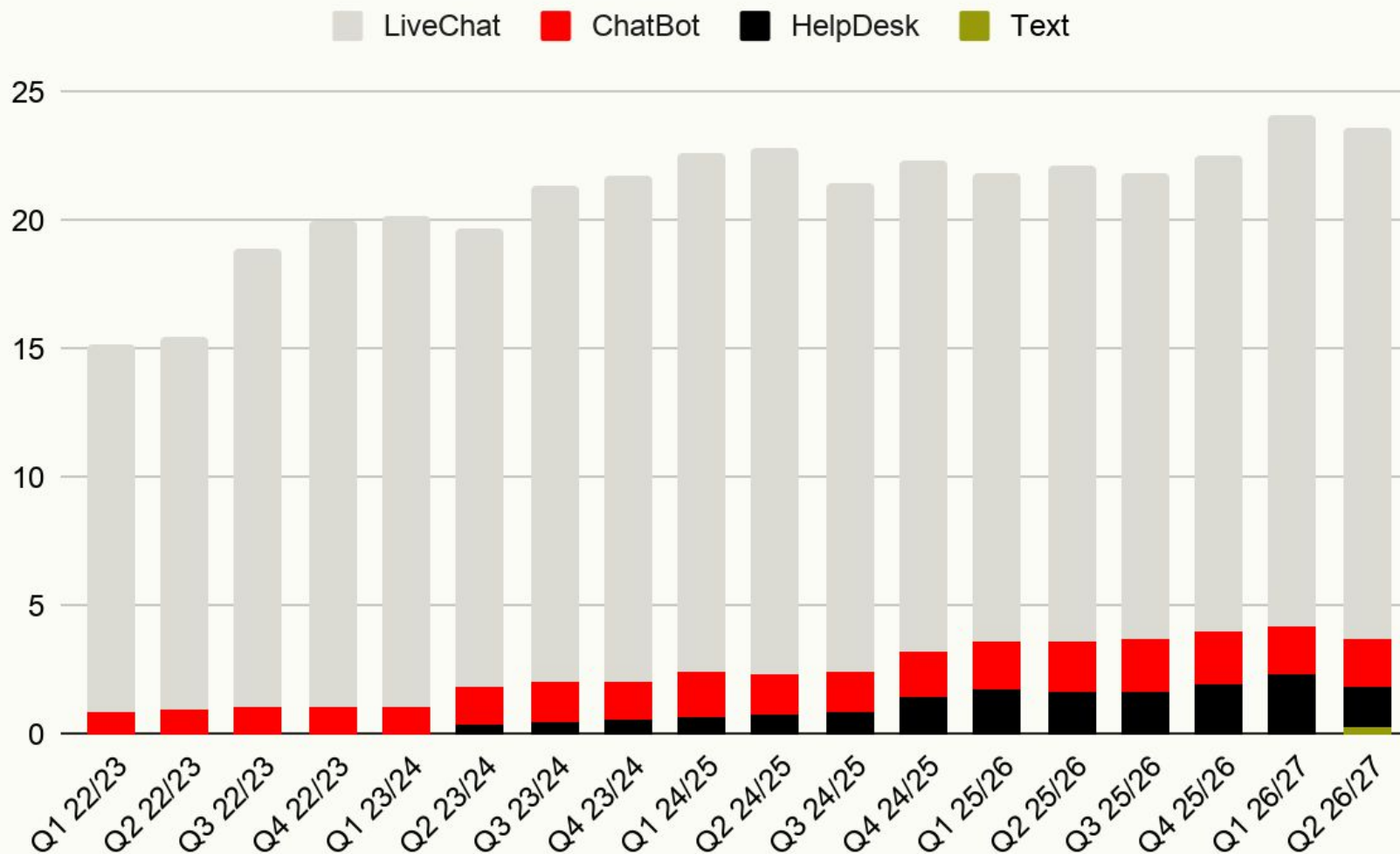
2026/27 Q2  
KPIs

## MRR OF ALL PRODUCTS (M USD)



Monthly Recurring Revenues at the end of a given month

## PAYMENTS RECEIVED (M USD)

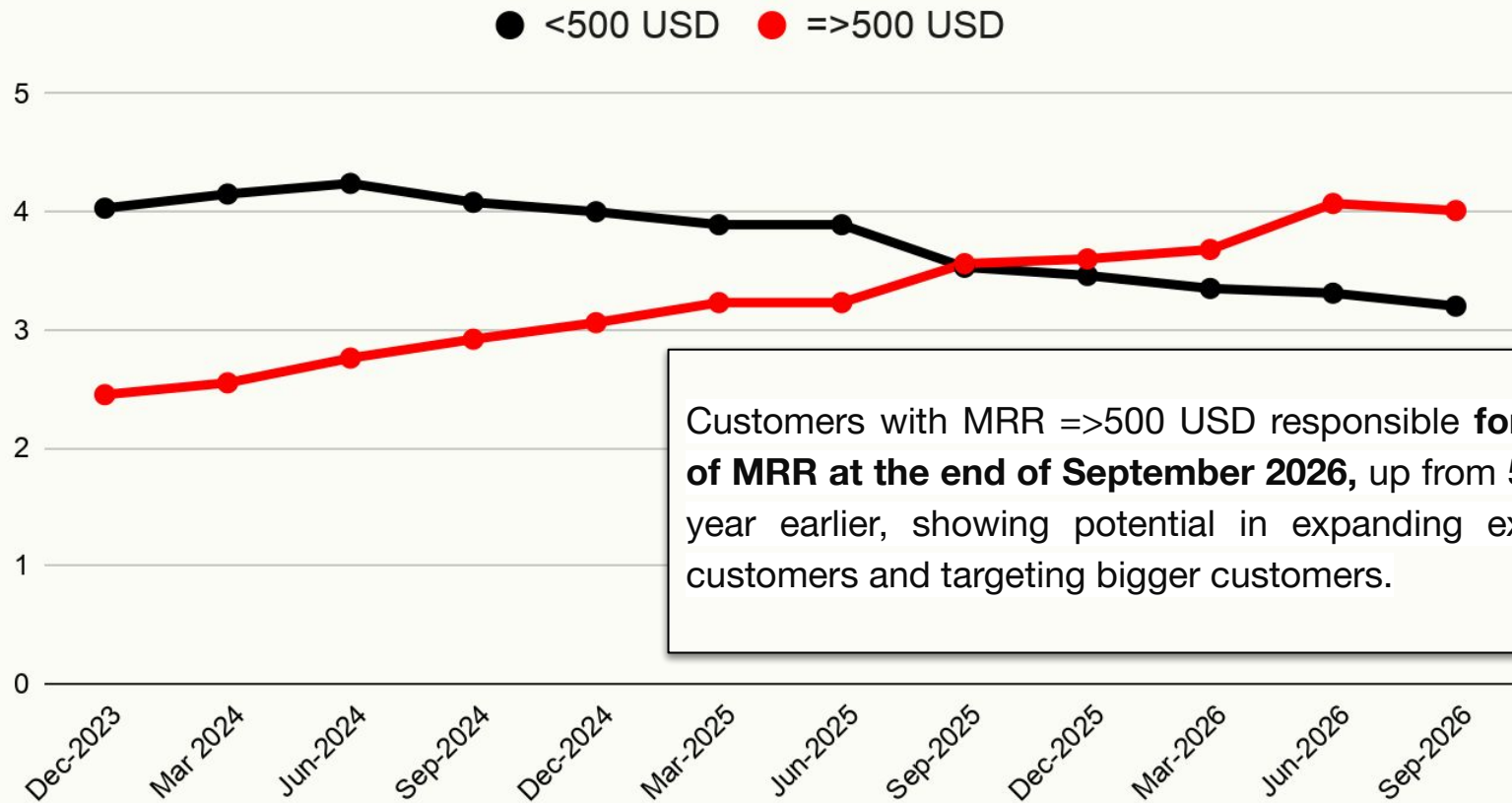


As reported in reports on preliminary results

The presented data are the estimates and preliminary as published in the respective reports. Therefore, they may ultimately differ from those shown in the periodic financial reports. Because the Company generates the vast majority of revenues in the US dollar (USD), the USD / PLN exchange rate has a significant impact on the results presented in the periodic reports in Polish zloty.

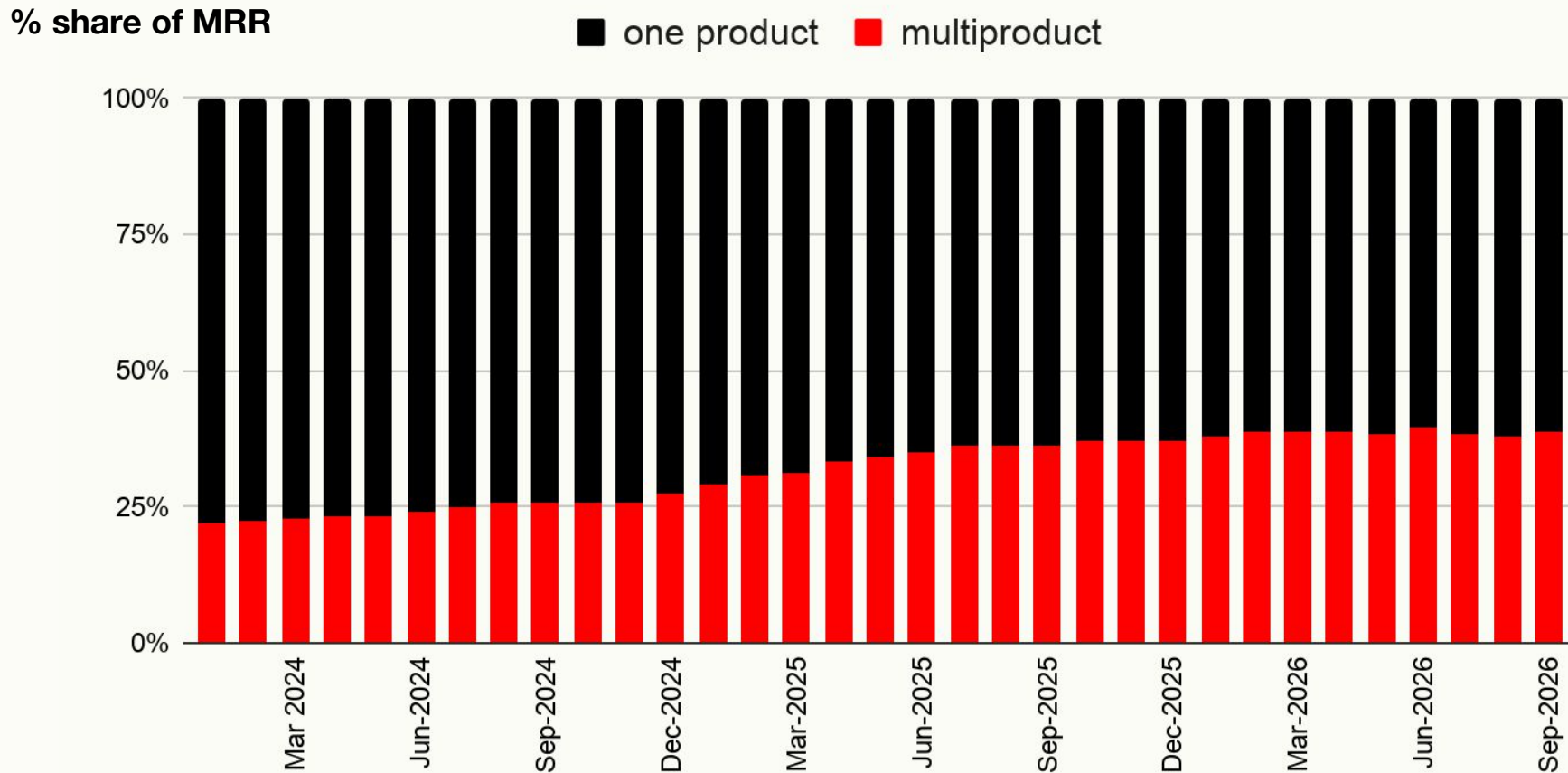
## GROWING SHARE OF CUSTOMERS WITH MRR => 500 USD

MRR, USD million



Customers with MRR =>500 USD responsible **for 56% of MRR at the end of September 2026**, up from 50% a year earlier, showing potential in expanding existing customers and targeting bigger customers.

# INCREASING SHARE OF MRR FROM CUSTOMERS WITH MULTIPLE PRODUCTS



Multiproduct customers are responsible for almost **40% of MRR** at the end of **September 2026**, which is a 5 percentage points increase within a year.

Shows our journey from one-product company to multi-product company with an aim to offer a product suite in the future.

## Q2 - MOST IMPORTANT DEVELOPMENTS

### KPIs

- MRR grew by 3.3 y/y to USD 7.29 million (2.3% drop q/q)
- Another strong quarter in terms of payments received, with a result of USD 23.61 million (+6.2% y/y), despite many clients switching to annual payments in the previous quarter.
- Almost twofold increase in API usage payments (non MRR) compared to the previous quarter to USD 450k+.

### Product

- **Text: 63 features releases in 3 months!**
- Text: integration with Klaviyo, one of the world's largest email and SMS marketing platforms.
- Accelerated migration to Text from other products.
- July 2026, Text, as "Text - Enterprise AI Agent," was made available on the Google Cloud Marketplace platform.
- August 2026, the Text solution was made available as an official application in the ChatGPT Marketplace.
- September 2026, Text, LiveChat, HelpDesk and ChatBot listed on Amazon AWS marketplace.

### Customer acquisition

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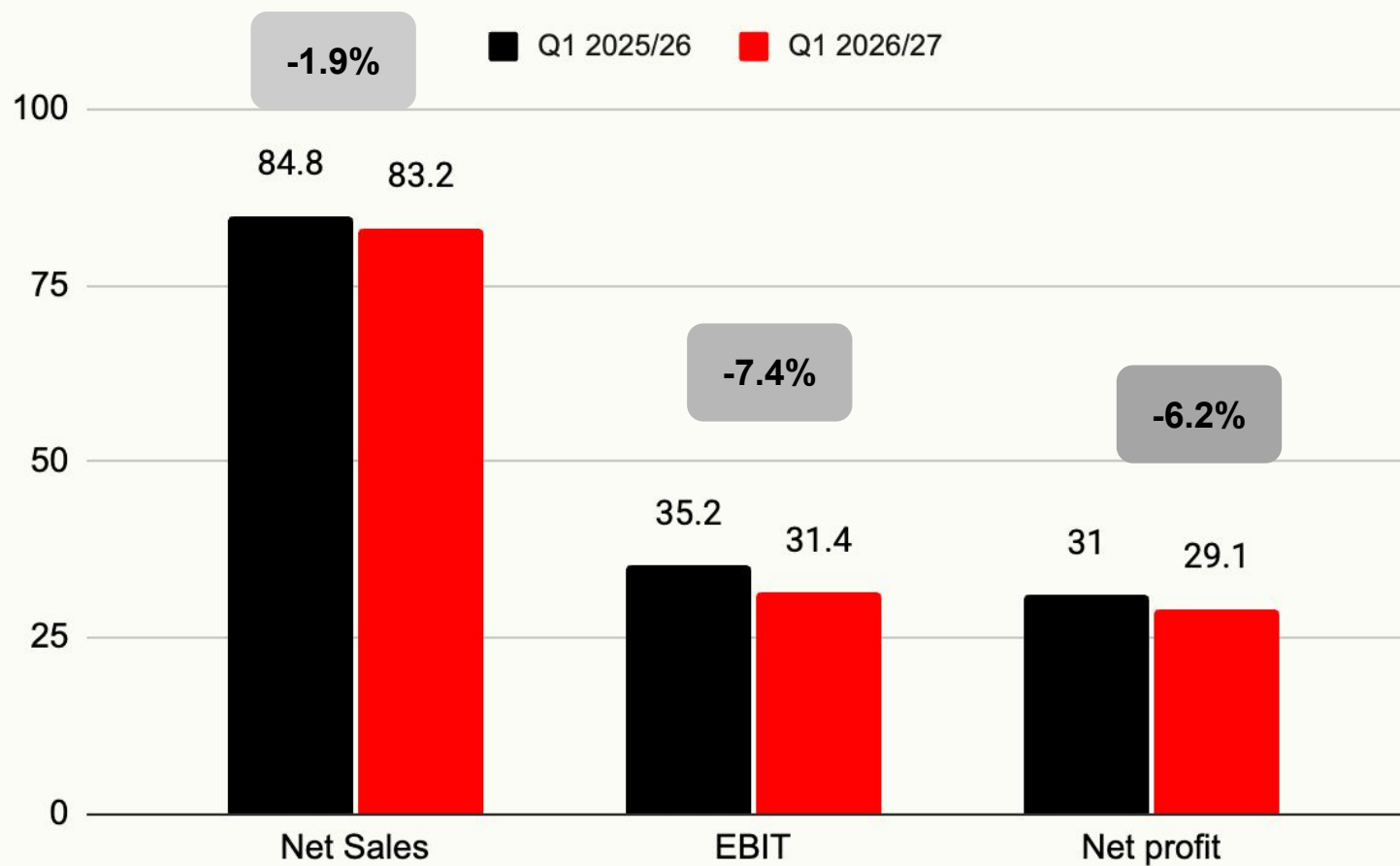
# Appendixes

**TEXT**

# **Q1 2026/27**

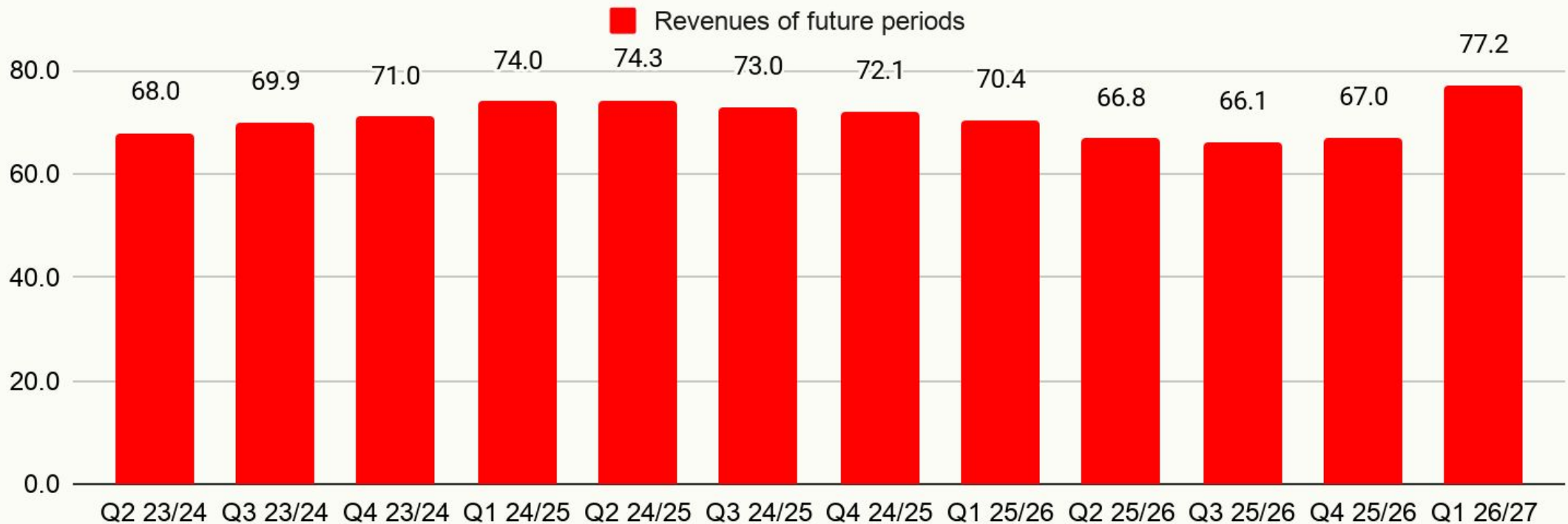
## **Financial results**

## FINANCIAL RESULTS (M PLN)



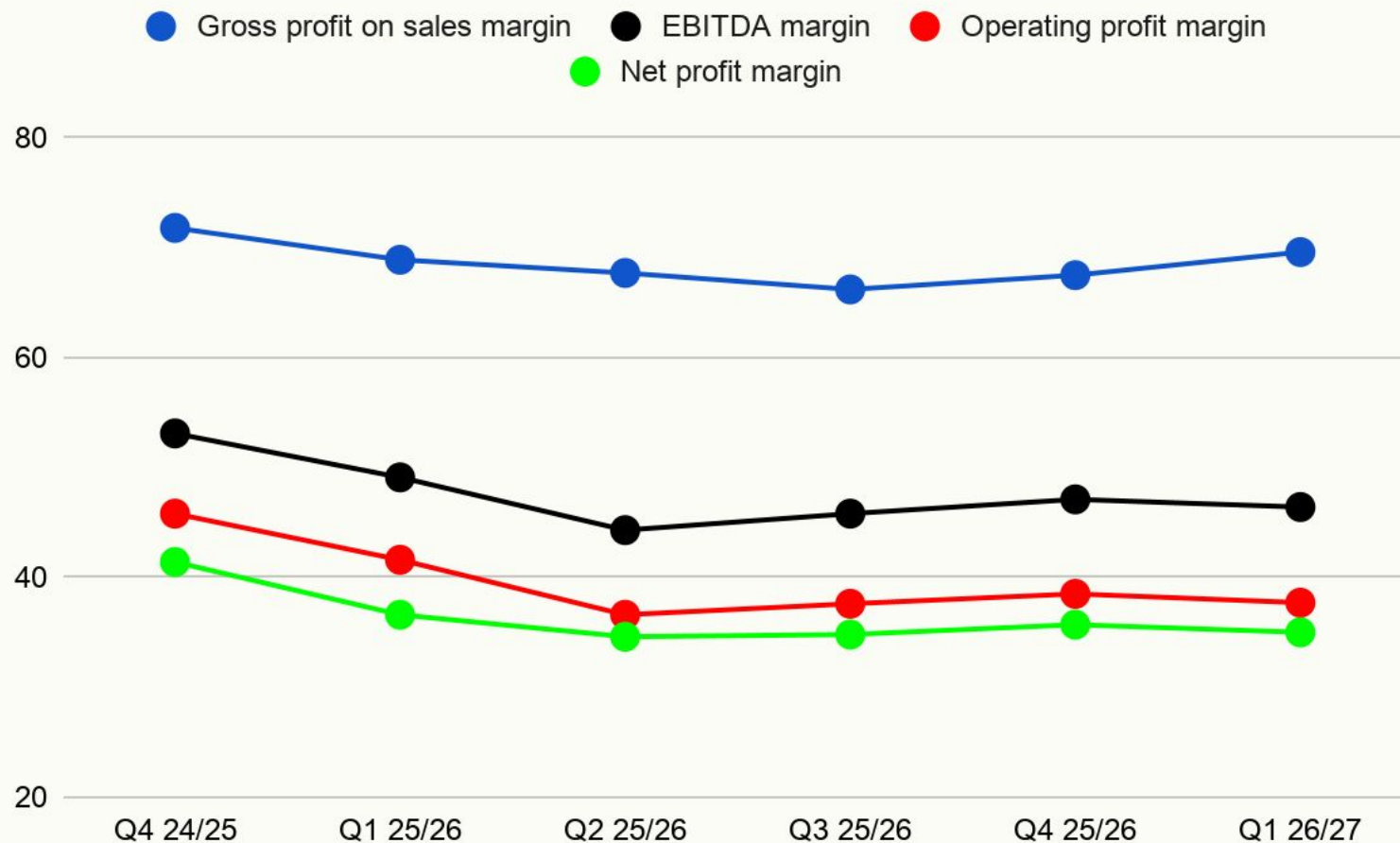
Exchange rates have a significant impact on the Company's results, as virtually all of its revenues are generated in USD. The average USD/PLN exchange rate used to convert results during the period was 3.9% lower than during the same period of the previous year. Revenues in USD rose by **2.1%** y/y to **22.61** m USD.

## FUTURE REVENUE (M PLN)



The annual subscriptions and longer contracts are spread evenly over the time the service is provided, creating the revenues of the future revenues. Presented as liabilities from customer contracts at the end of Q1 2026/27 they amounted to PLN 77.2 million. The significant increase in this item reflects the increase in the share of annual payments during the quarter.

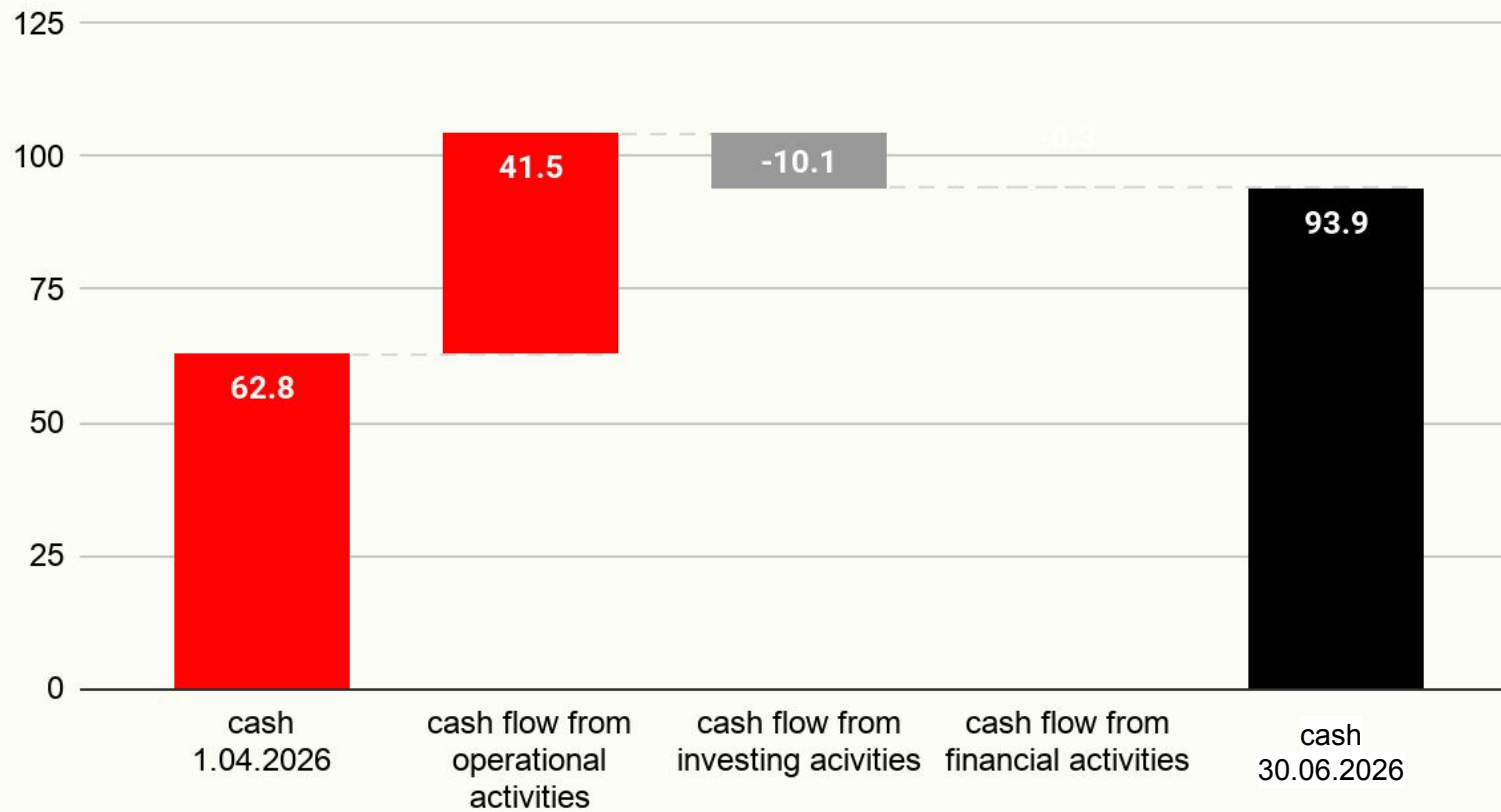
## MARGINS (AS % OF REVENUE)



The first quarter saw another period of recovery in gross profit margins. Other profitability figures declined slightly, reflecting one-time costs (approximately PLN 2 million) related to the changes in the sales process.

Additionally, the USD/PLN exchange rate may also significantly impact margins.

## CASH POSITION (PLN MN)



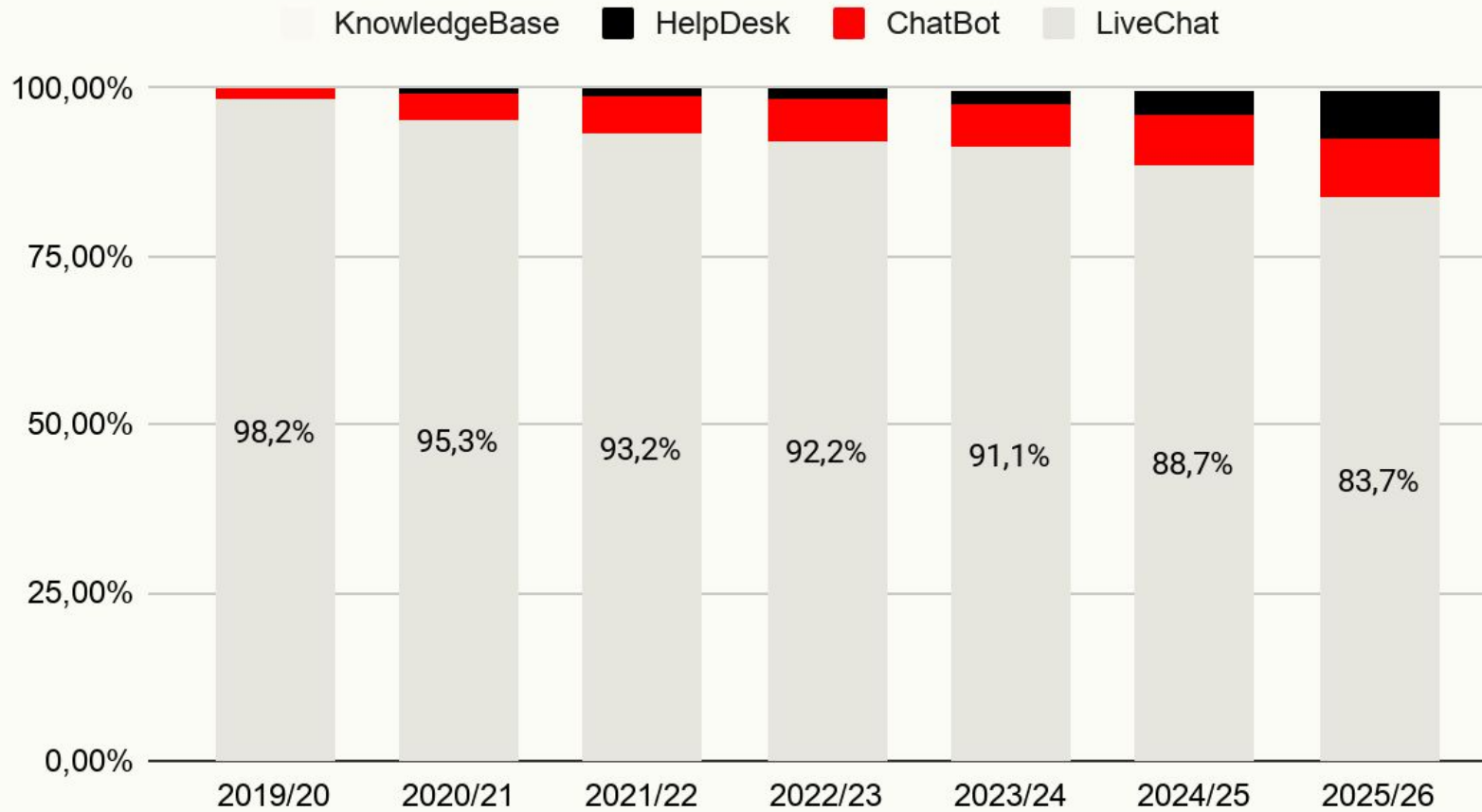
During the quarter, net cash flows from operating activities were 22.2% higher than those recorded in the same period of the previous year.

## REVENUE PER PRODUCT

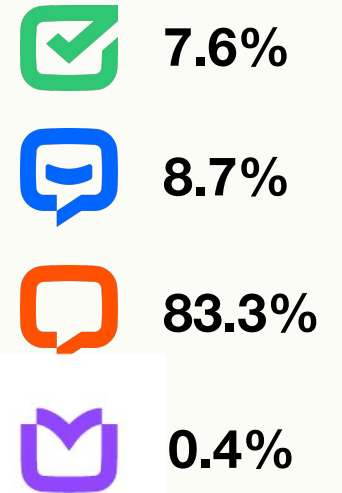
| Revenues per product<br>(PLN mn)                                                                    | 2024/25 | 2025/26 | Change        |  | Q1 2025/26 | Q1 2026/27 | Change        |
|-----------------------------------------------------------------------------------------------------|---------|---------|---------------|--|------------|------------|---------------|
|  <b>LiveChat</b> * | 314 323 | 275 495 | <b>-12.4%</b> |  | 72 192     | 69 286     | <b>-4.0%</b>  |
|  <b>ChatBot</b>    | 26 160  | 28 694  | <b>+9.7%</b>  |  | 6 807      | 7 268      | <b>+6.8%</b>  |
|  <b>HelpDesk</b> | 13 695  | 24 884  | <b>+81.7%</b> |  | 5 799      | 6 643      | <b>+14.6%</b> |

In 2025/26 FY, LiveChat accounted for 83.3% of all Group revenues  
(vs 83.7% during whole previous year)

## REVENUE SPLIT BY PRODUCTS

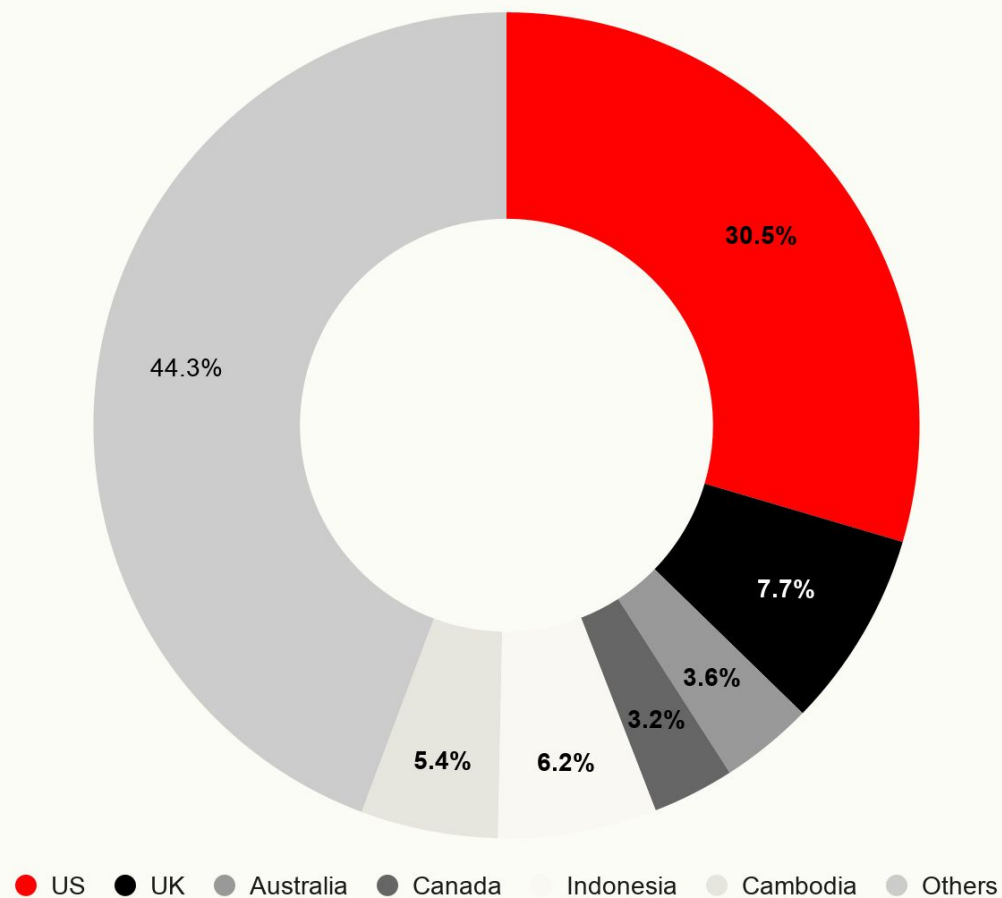


### Q1 2026/27 revenue split



\*LiveChat revenues includes marketplace.

## REVENUES BY GEOGRAPHIES



English-speaking countries continue to generate below 50% of the revenues. Poland with 1.4% share in revenues is in TOP 15 countries.

## HIGHLIGHTS

### Q1 KPIs

- MRR increased by 7.6% QoQ (4% YoY) to USD 7.46mn (ARR = USD 89.52 million) mainly due to the end of LiveChat pricing grandfathering.
- Payments received increased by 10.8% y/y (+7.2 q/q) to USD 24.19 mn.
- API usage slightly below 250 thous. USD in a quarter (revenue is not included in MRR)

### Financials: Q1 2026/27

- Revenue in USD: 22.61 million (+2.1% y/y); Revenue in PLN: 83.20 million PLN (-1.9% y/y and +4.1% q/q)
- Record high future revenues reflects customer's shift toward annual payments.
- Stable level of costs, which were burdened with a one-off item (approx. PLN 2 million) related to the restructuring of the sales department.
- Net profit in the first quarter amounted to PLN 29.1 million, which means a decrease of 6.2% y/y and an increase of 2.0% q/q.

TEXT

# Company overview

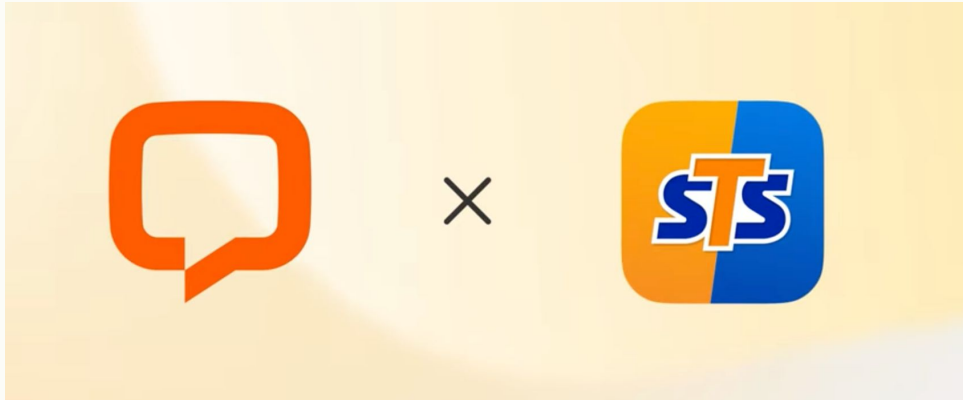


**We help our customers to:**

- **Monetize their business online** by providing tools to convert website visitors into paying customers.
- **Automate their communication** through features like chatbots and canned responses, saving time and resources.
- **Improve the quality of their customer service** by offering instant support and personalized interactions.

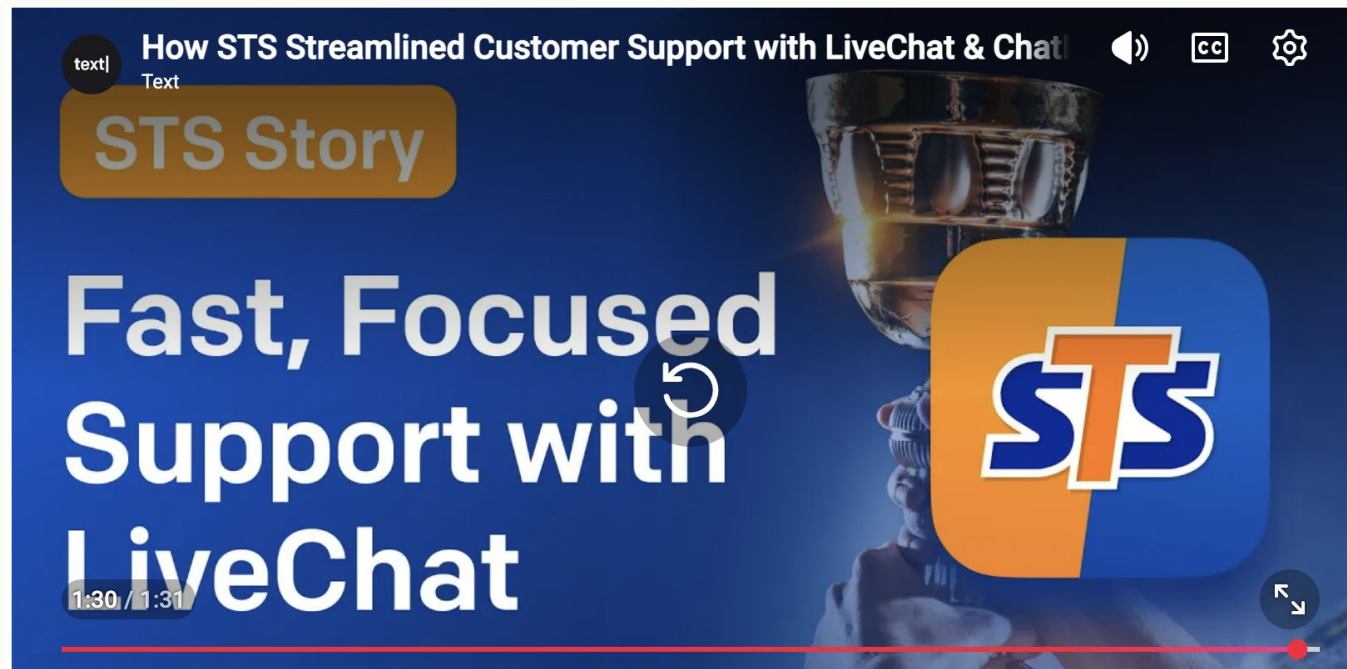
**Conclusion:** Our solutions empower businesses to enhance customer engagement, streamline operations, and drive revenue growth.

## STREAMING CUSTOMER SUPPORT



STS - Poland's leading sports betting brand, trusted by a massive community of bettors

- high traffic at times resulting in **over 500,000** chats each year
- **82%** customer satisfaction thanks to use of Text products



## MONETIZING

# Wembley Stadium Earns Over \$1.5M in Eight Months with ChatBot on the AI-powered Frontline



Karolina Žeromska

🕒 6 min read

📅 Mar 24, 2025



## MONETIZING



# Pioneer Millworks Increased Average Opportunity Value by 16%

The company brings their customer service and sales team closer together, resulting in more closed projects and increased conversion rates.

**16%**

increase in the average opportunity value

**5%**

growth in online samples transaction rate



## MONETIZING

for**sale**byowner.com.au

# ForSaleByOwner is Growing 100% a Year Since Installing LiveChat

The company improved the quality and speed of customer service on their website, so customers can rely on it and trust it with their property transactions.



## IMPROVING CUSTOMER EXPERIENCE AND CSAT



# AWeber Reaches 95% of Customer Satisfaction with LiveChat

AWeber provides customers with world-class email delivery, 24/7 live chat and email support, and phone support five days a week.

**95%**

customer satisfaction





# District 49 Uses LiveChat to Build a Strong Relationship with Its Community

Because of LiveChat, parents are finding it easier to communicate with the District 49 team members who can better respond to parents' information needs.



## AUTOMATION

*brastel*

### Brastel case study

Learn how Brastel set up 20 workflows and reduced handling time per ticket by up to 39%.

[Read the story →](#)



**35%**

Brastel team saves 8 minutes handling each ticket for Brastel Remit. It's a 35% decrease in the ticket resolution process.

**39%**

Brastel team saves 12 minutes handling each ticket for Telecom. It's a 39% decrease in the ticket resolution process.

**2,000**

Brastel team handles nearly 2,000 tickets a month using automation.

## AUTOMATION AND CSAT

# Funded Trading Plus Achieves 93% CSAT in 125K Yearly Chats and Reduces Workload by 18%



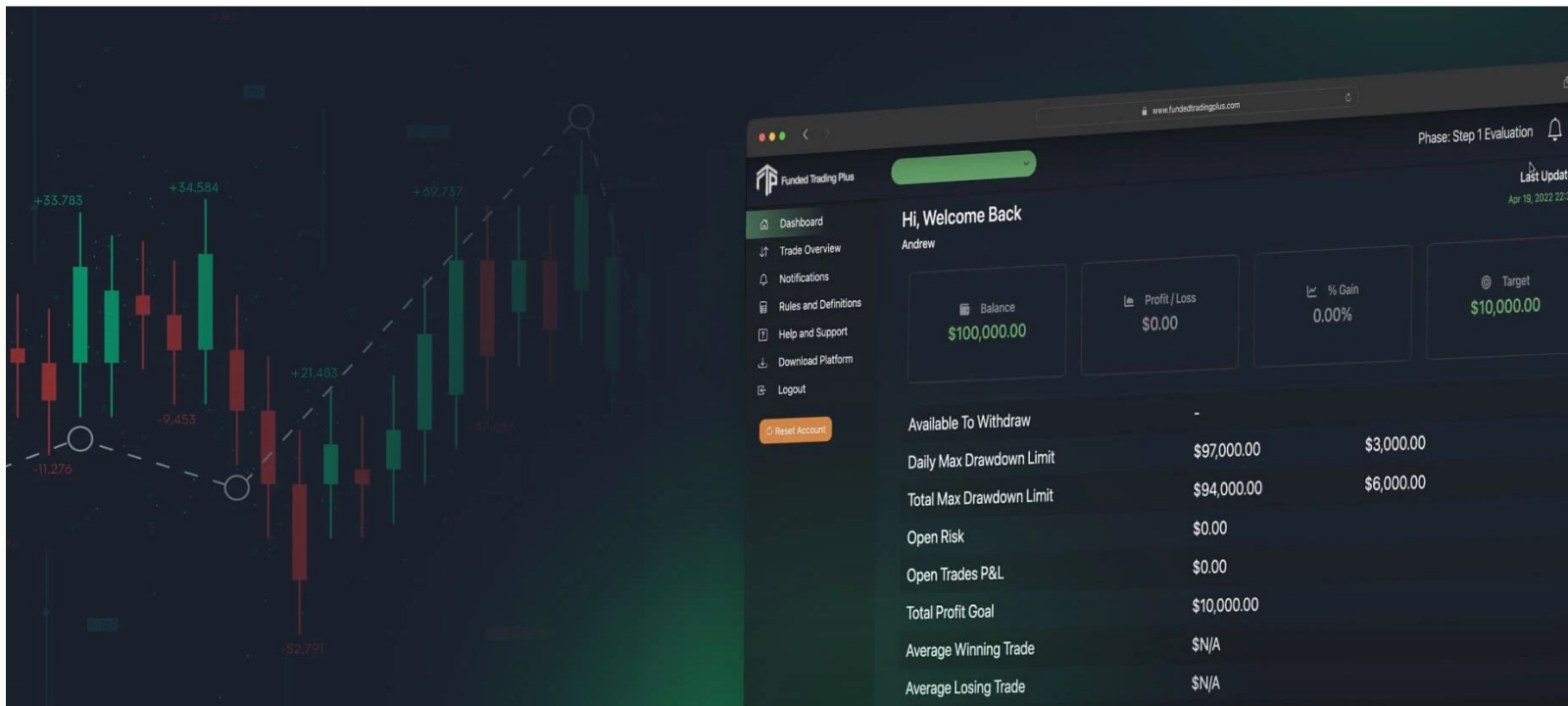
Karolina Žeromska



5 min read



Dec 9, 2024

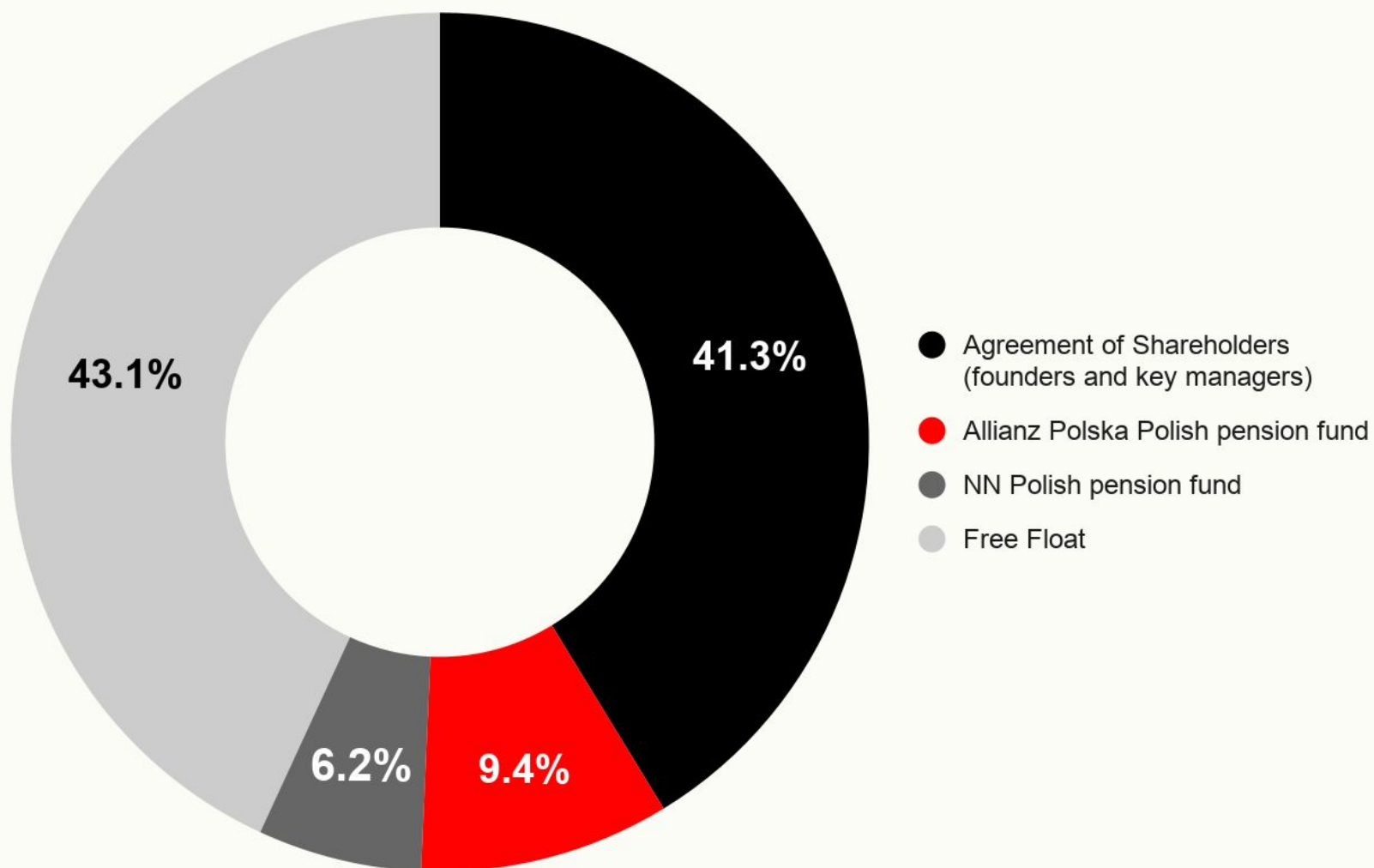


# Meet 250+ A-players

[text.com/team](https://text.com/team)



## SHAREHOLDERS - COMPANY STILL LED BY FOUNDERS\*



\* According to the shareholders' notifications received by the Company, public data from the Polish pension funds' reports



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