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BM Bank Pekao

***23rd Annual Emerging Europe
Investment Conference***

September 2026

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



Full story on our [website](#)

2026/27 - MOST IMPORTANT DEVELOPMENTS

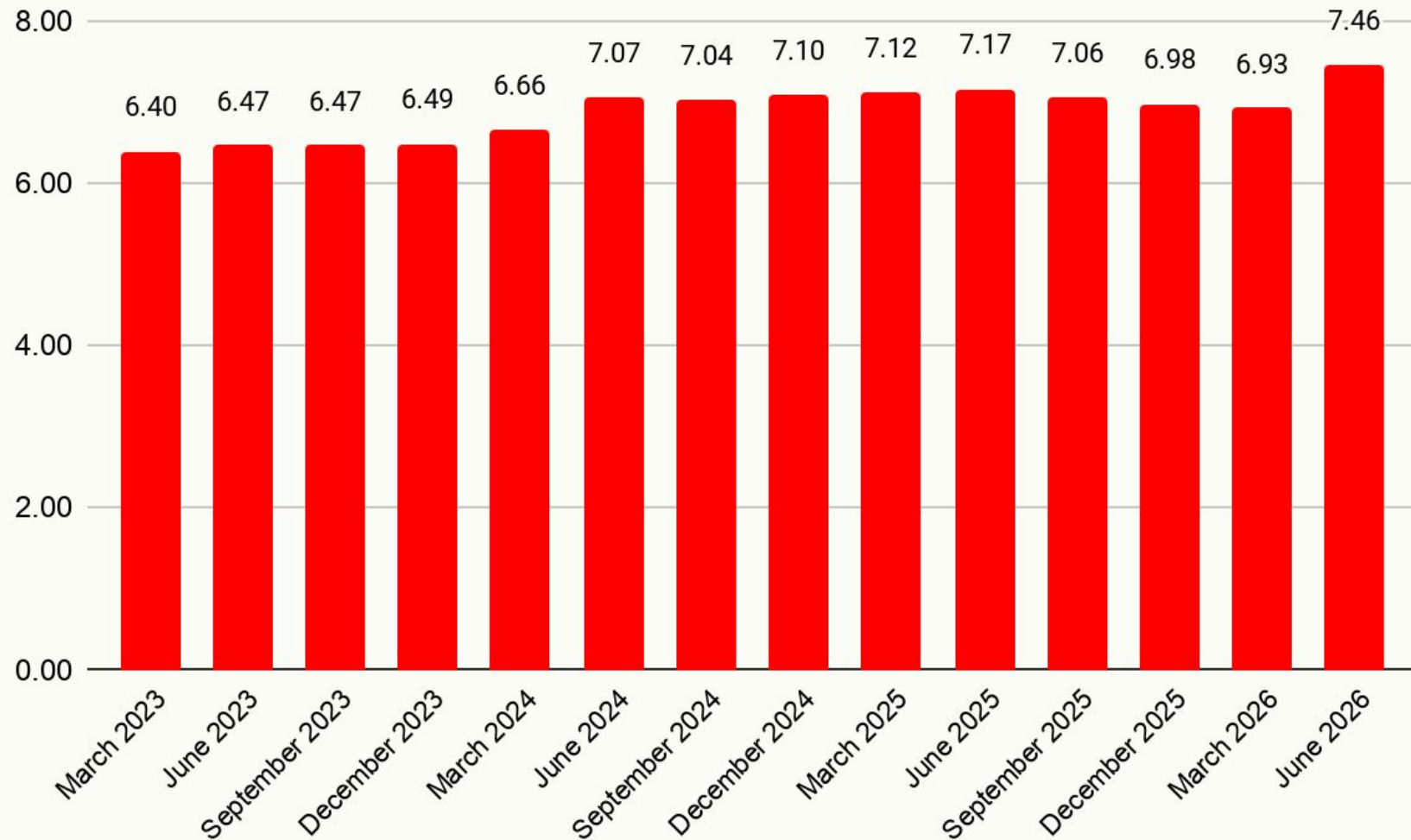
Product and customer acquisition

- In May 2026, the Company obtained SOC 2, Type 2 attestation.
- In May 2026, the Company presented a new visual identity and began implementing the Go-To-Market strategy for the Text product.
- In June 2026, the Company finalized the purchase of the livechat.ai domain.
- In June 2026, the USPTO (United States Patent and Trademark Office) granted the Company a patent for a "System and method for configuring a communication widget directly on a website."
- In July 2026, an integration with Klaviyo, one of the world's largest email and SMS marketing platforms, was released.
- In July 2026, Text, as "Text - Enterprise AI Agent," was made available on the Google Cloud Marketplace platform.
- In August 2026, the Text solution was made available as an official application in the ChatGPT Marketplace.

TEXT

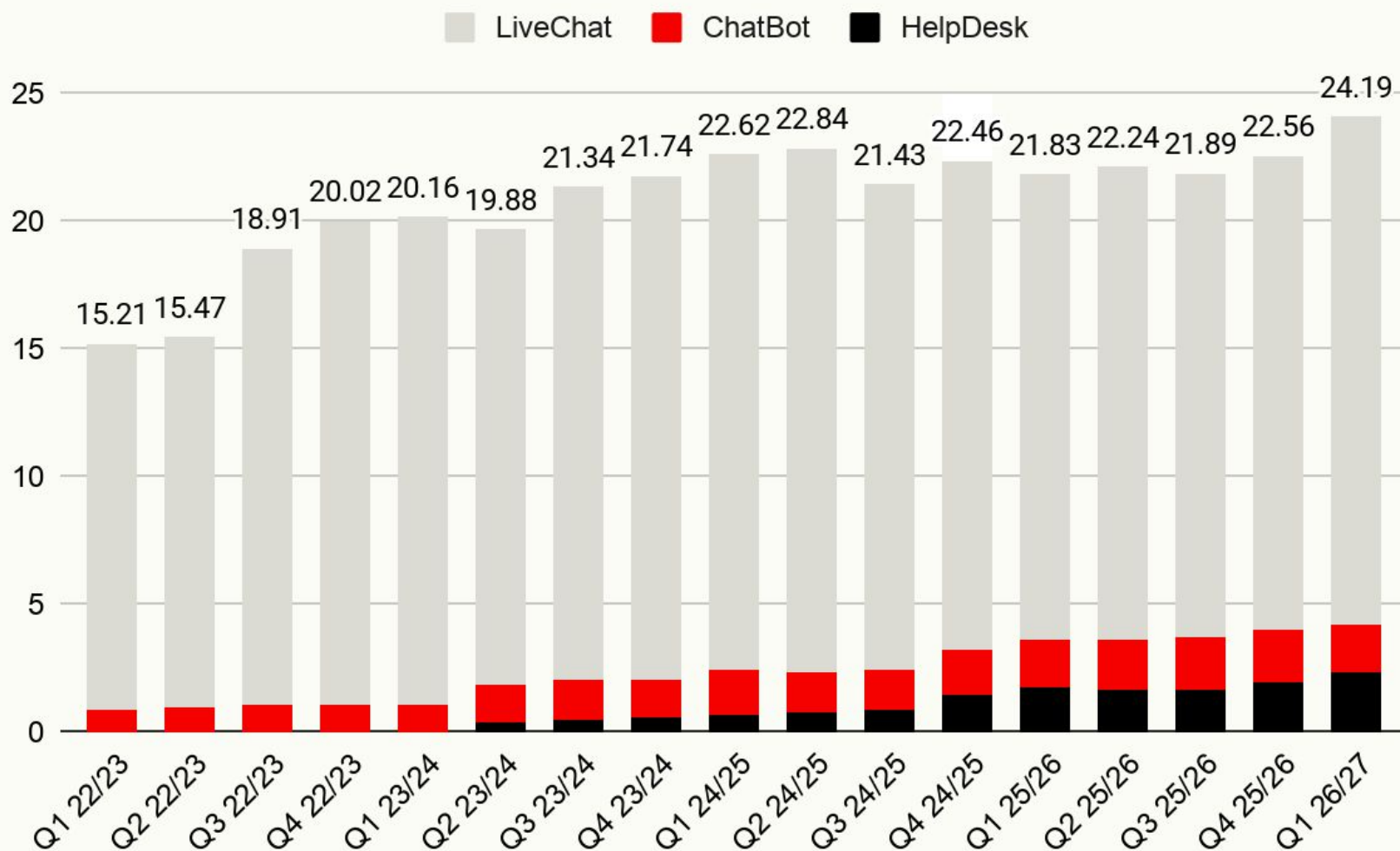
2026/27 Q1
KPIs

MRR OF ALL PRODUCTS (M USD)



Monthly Recurring Revenues at the end of a given month

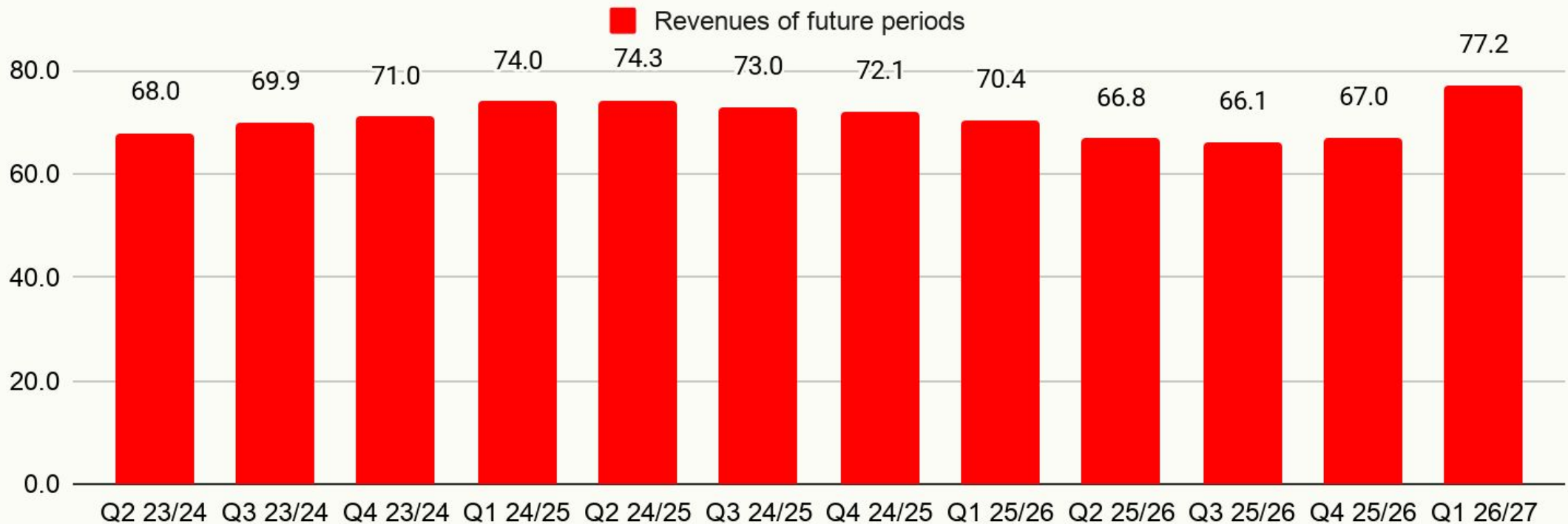
PAYMENTS RECEIVED (M USD)



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.

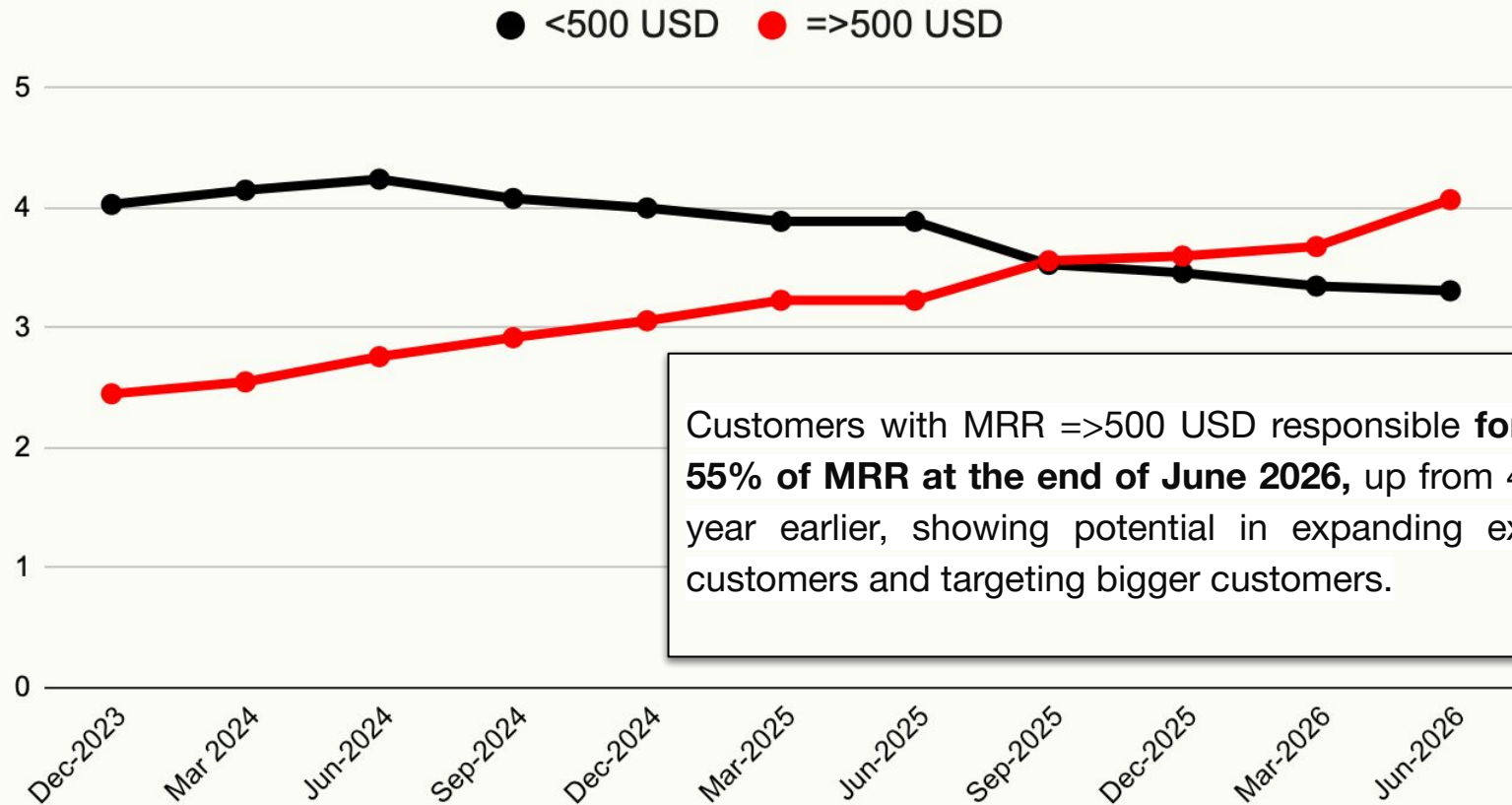
FUTURE REVENUE (M PLN)



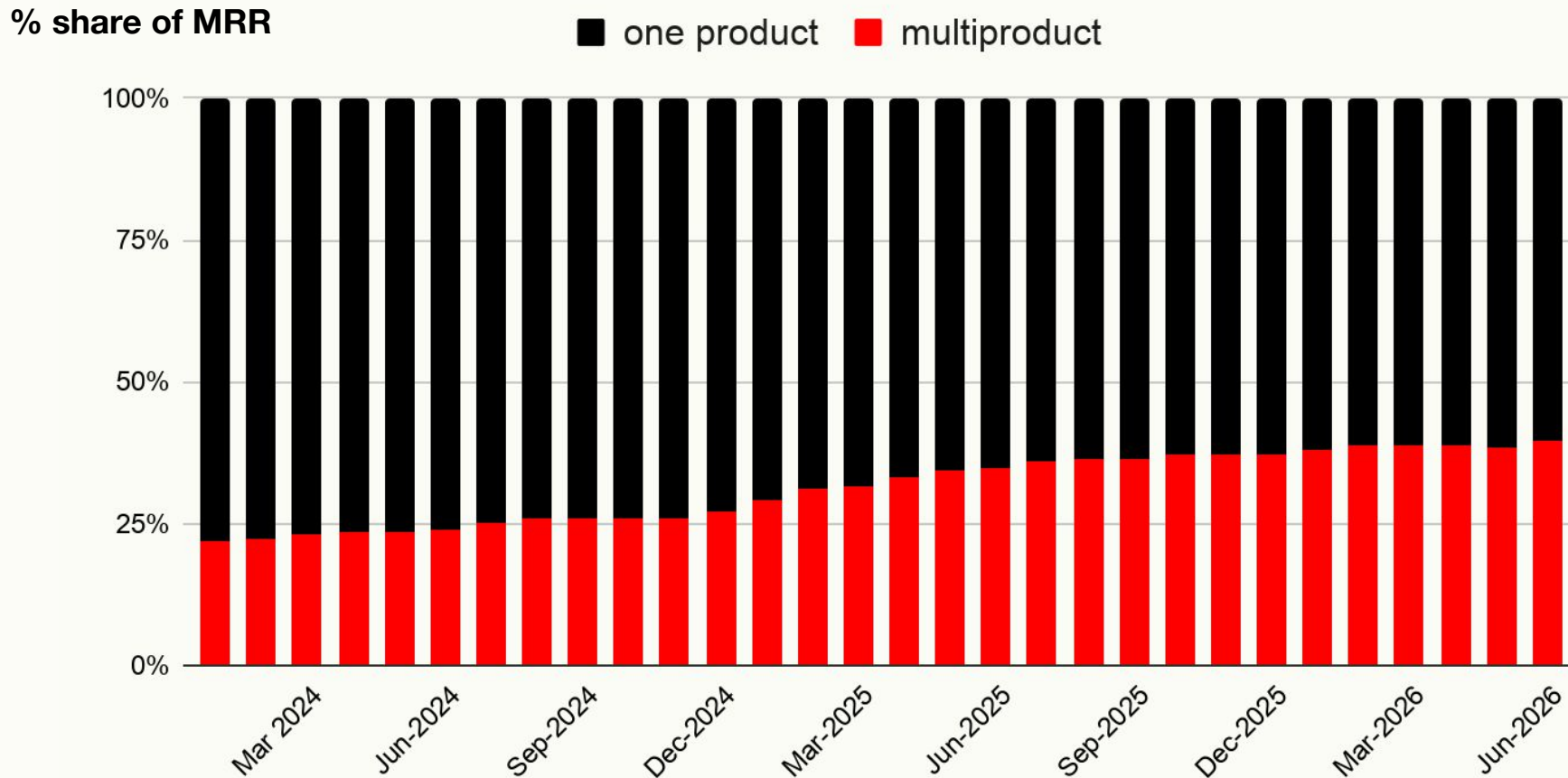
The annual subscriptions and longer contracts are spread evenly over the time the service is provided, creating the revenues of the future revenues. Presented as liabilities from customer contracts at the end of Q1 2026/27 they amounted to PLN 77.2 million. The significant increase in this item reflects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

GROWING SHARE OF CUSTOMERS WITH MRR => 500 USD

MRR, USD million



INCREASING SHARE OF MRR FROM CUSTOMERS WITH MULTIPLE PRODUCTS



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

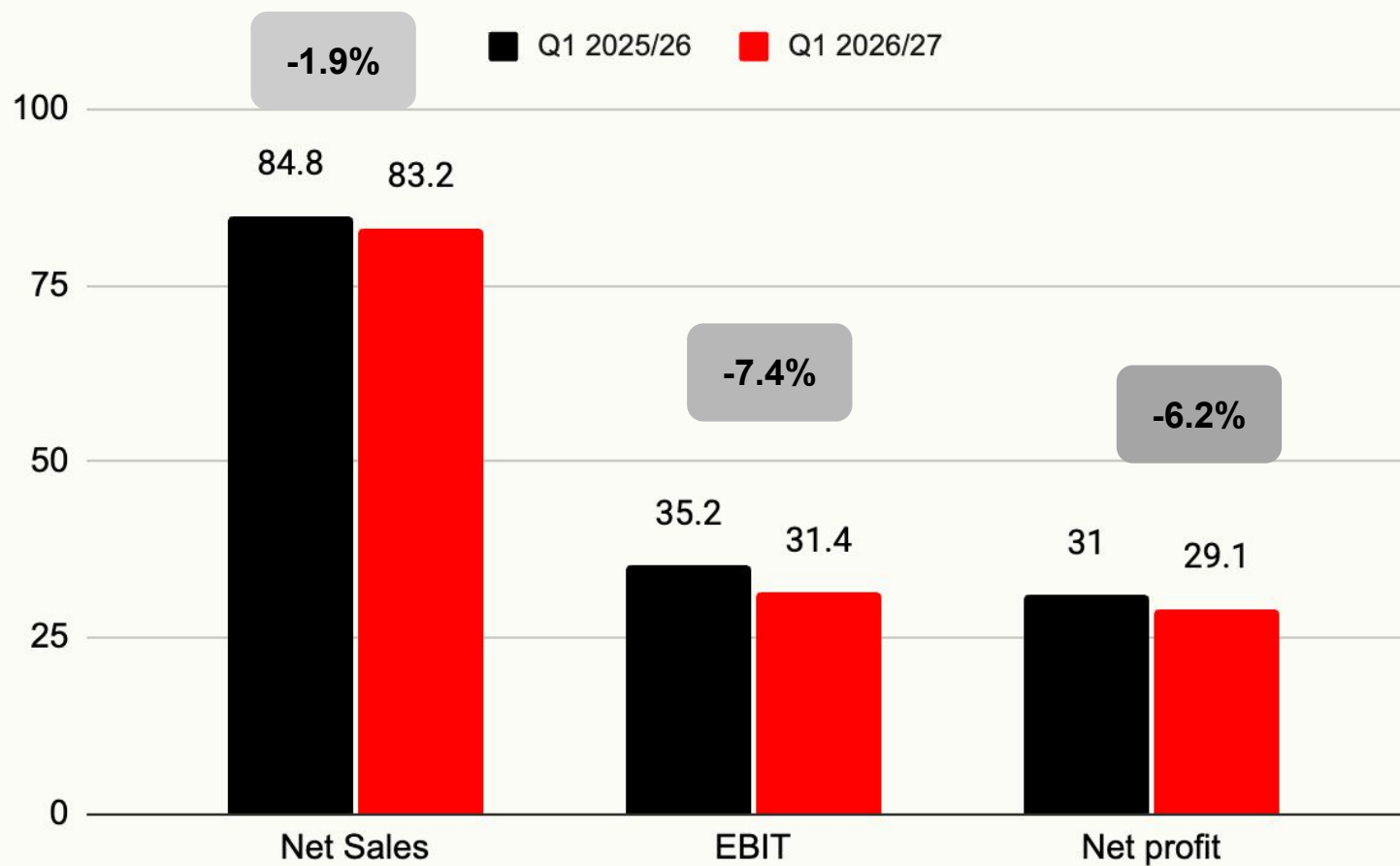
Shows our journey from one-product company to multi-product company with an aim to offer a product suite in the future.

TEXT

Q1 2026/27

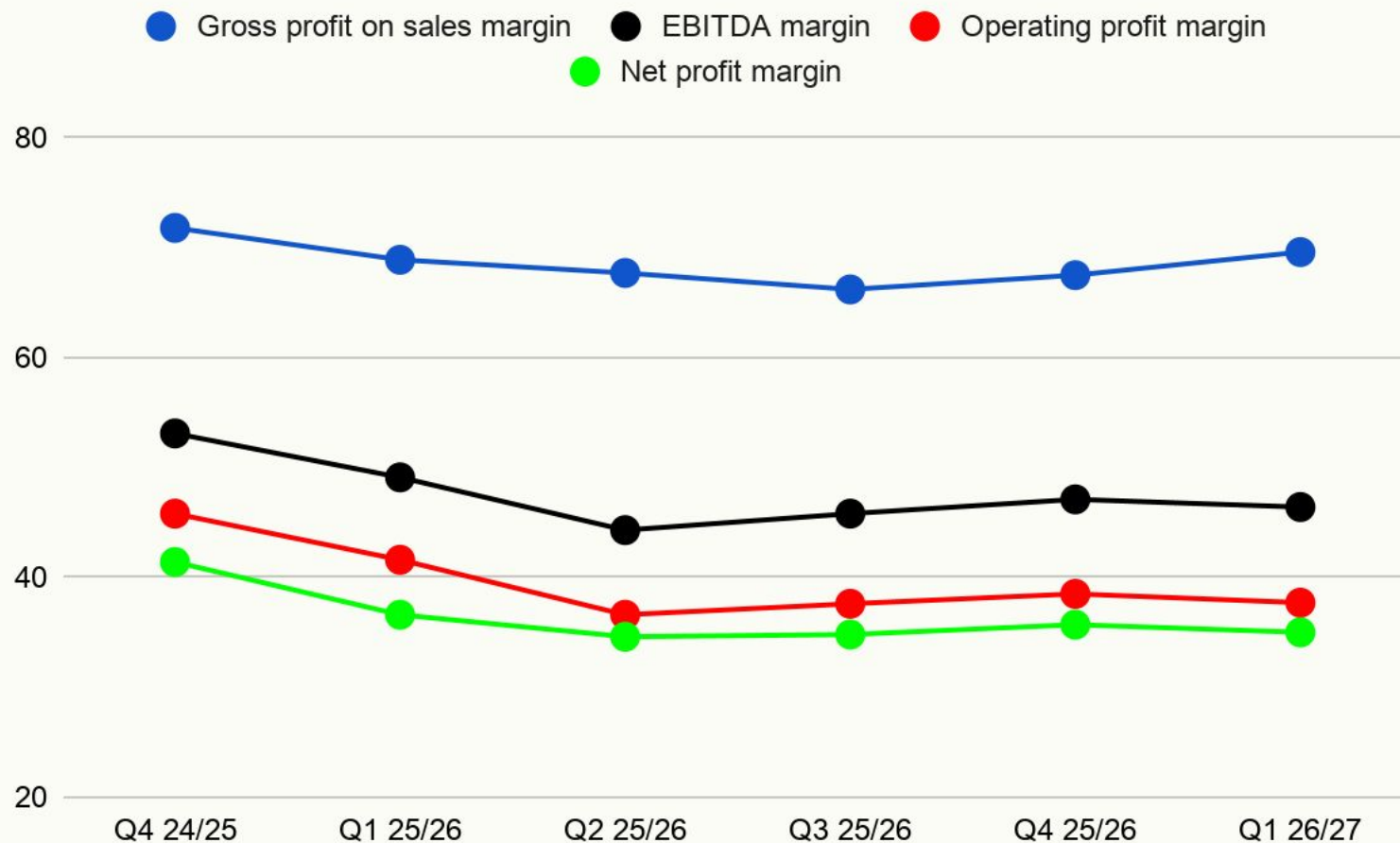
Financial results

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.

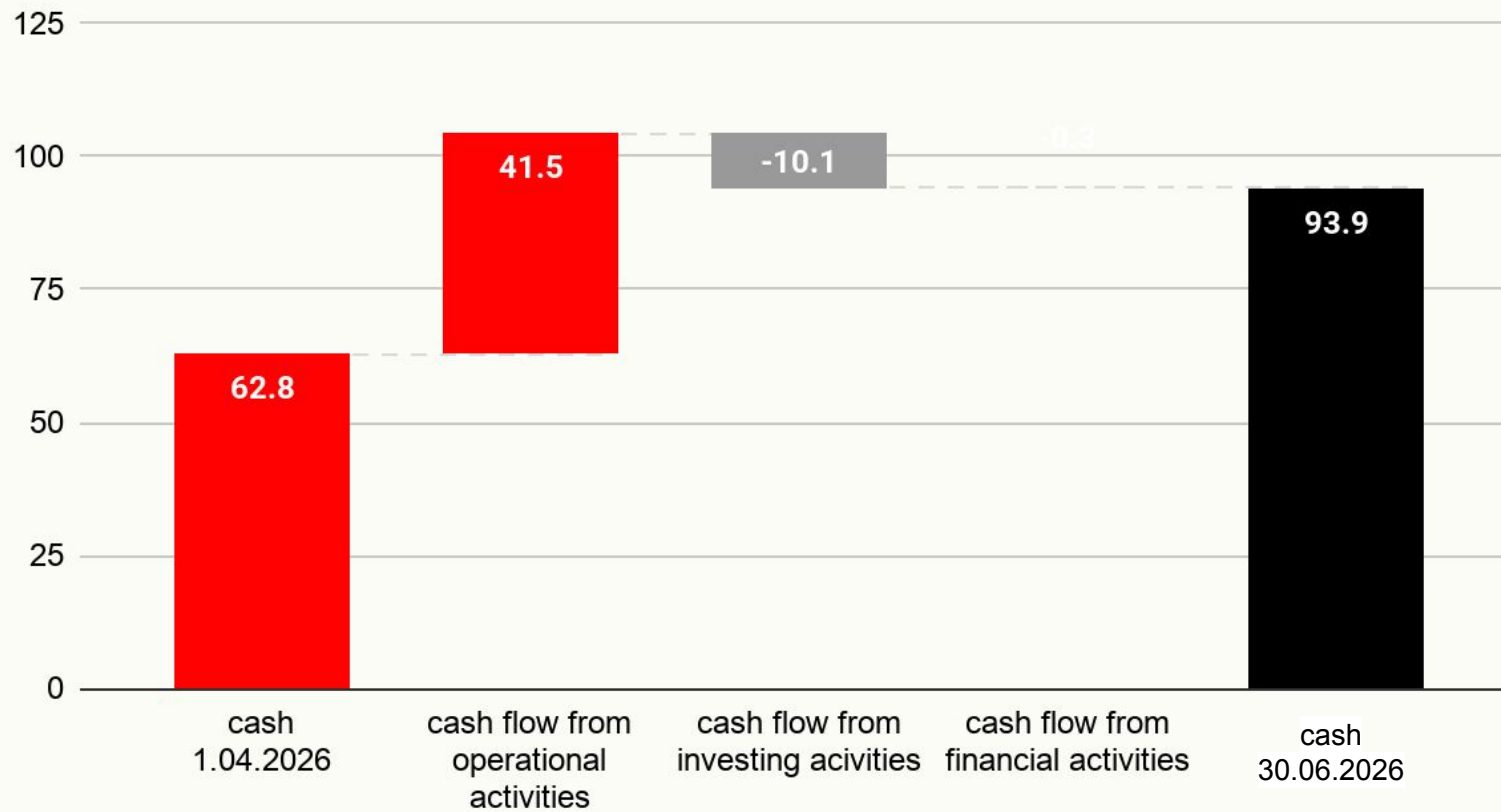
MARGINS (AS % OF REVENUE)



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)



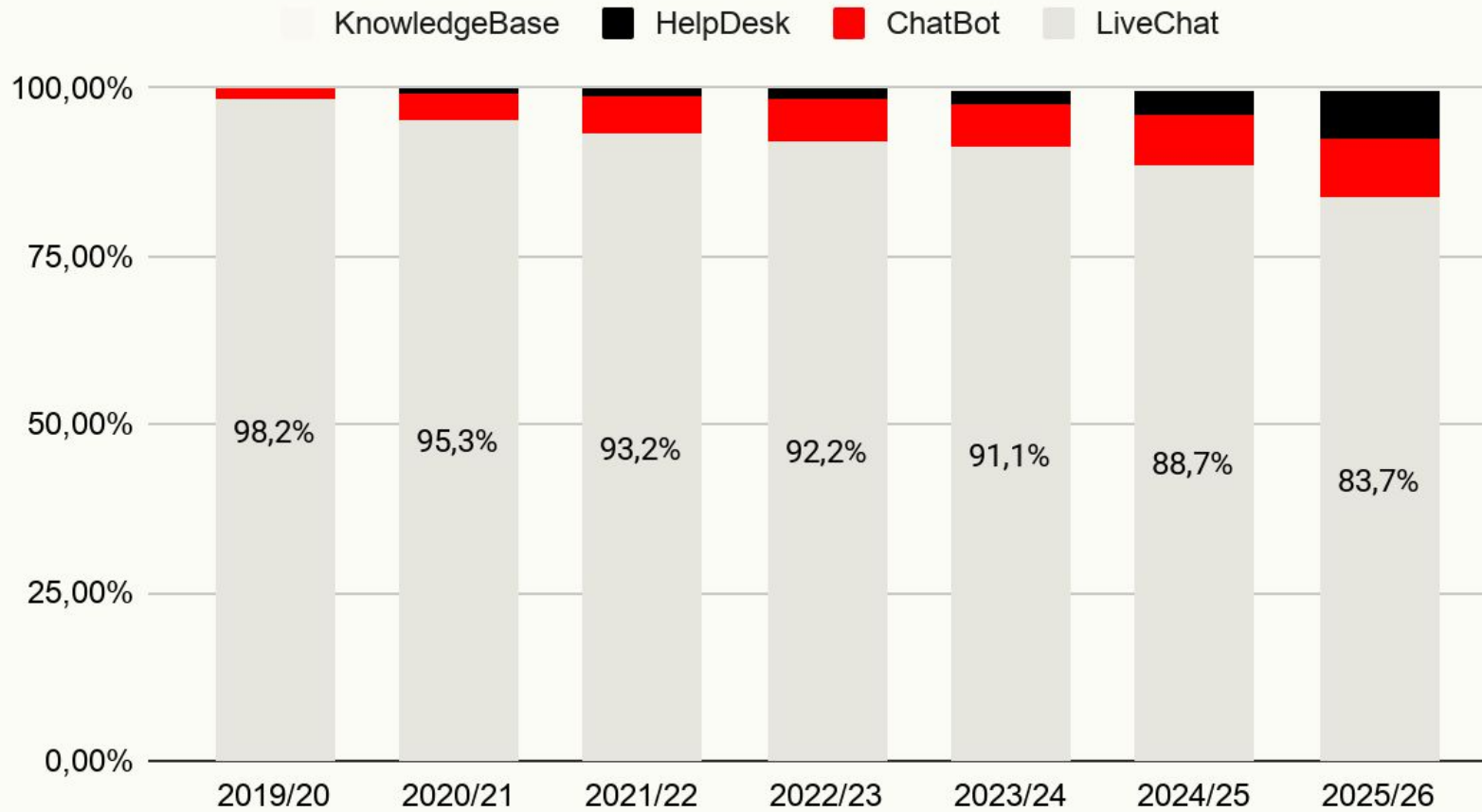
During the quarter, net cash flows from operating activities were 22.2% higher than those recorded in the same period of the previous year.

REVENUE PER PRODUCT

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

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



7.6%



8.7%



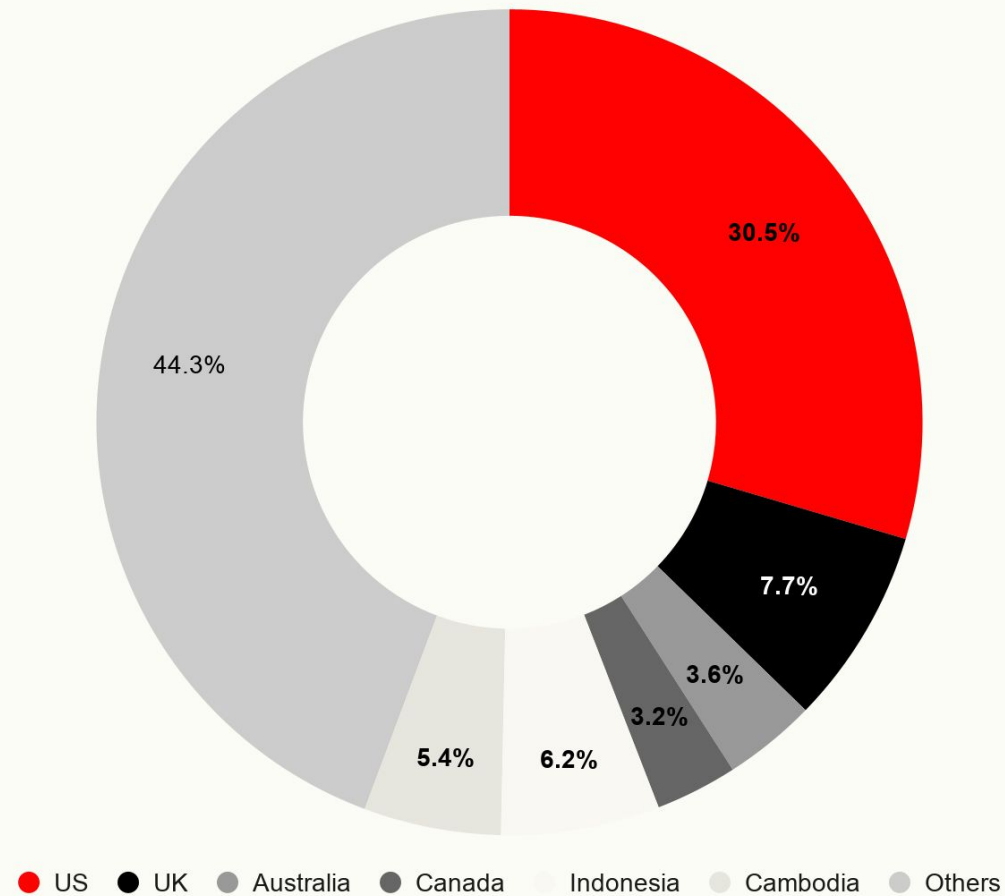
83.3%



0.4%

*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

KEY FACTS



Global SaaS business

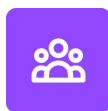
Ca 35% of MRR generated in the US, less than 2% in Poland

**B2B
subscription
revenue
model**



Unique customer acquisition model

Allowing high,
sustainable margins.



Co-founders

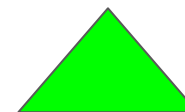
Consortium led by
co-founders is company's
leading shareholder



Dividend company

With a track record of sharing
profit with shareholders.

Growth story



+494%

EPS growth in 8 years



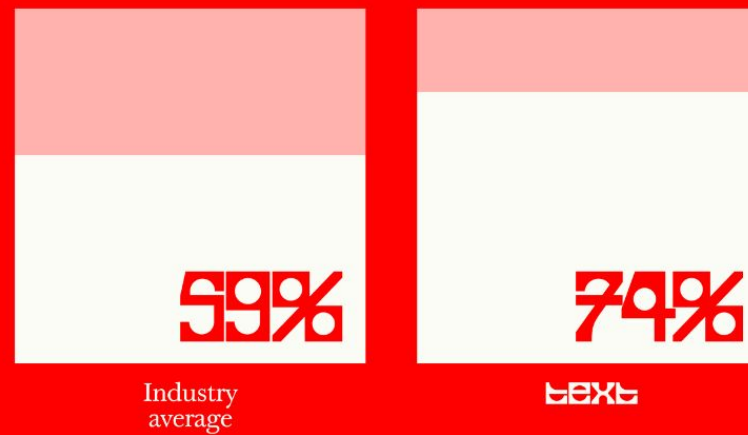
We help our customers to:

- **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.

PRODUCT ON OFFENSE

AI resolution rate



59% is what others call impressive
We call it **the starting point**

PRODUCT ON OFFENSE

text

266%

Conversion rate to order lift when customers chat with AI agent.

I'm planning to celebrate the 4th of July, what cool can I wear?

Read

Absolutely! We have some fantastic patriotic t-shirts perfect for celebrating the 4th of July, including designs featuring the America250 logo, "Made in America" statements, and creative American flag graphics. Would you like to see options in a specific color or size?



America250 Independence Day Men's T-Shirt

\$32.99

View product



Made in America Men's T-Shirt

\$32.99

View product



Shamrock Flag Men's T-Shirt

\$32.99

View product

text

PRODUCT ON OFFENSE



- *914 Shopify and BigCommerce merchants using Text and LiveChat product in April
- Growth by 39% over month

PRODUCT ON OFFENSE

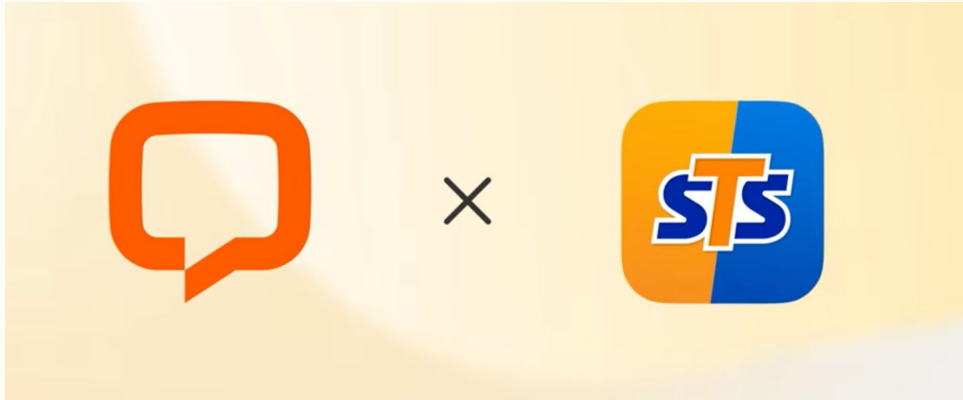
2M+

workflow executions last month

one month with TEXT

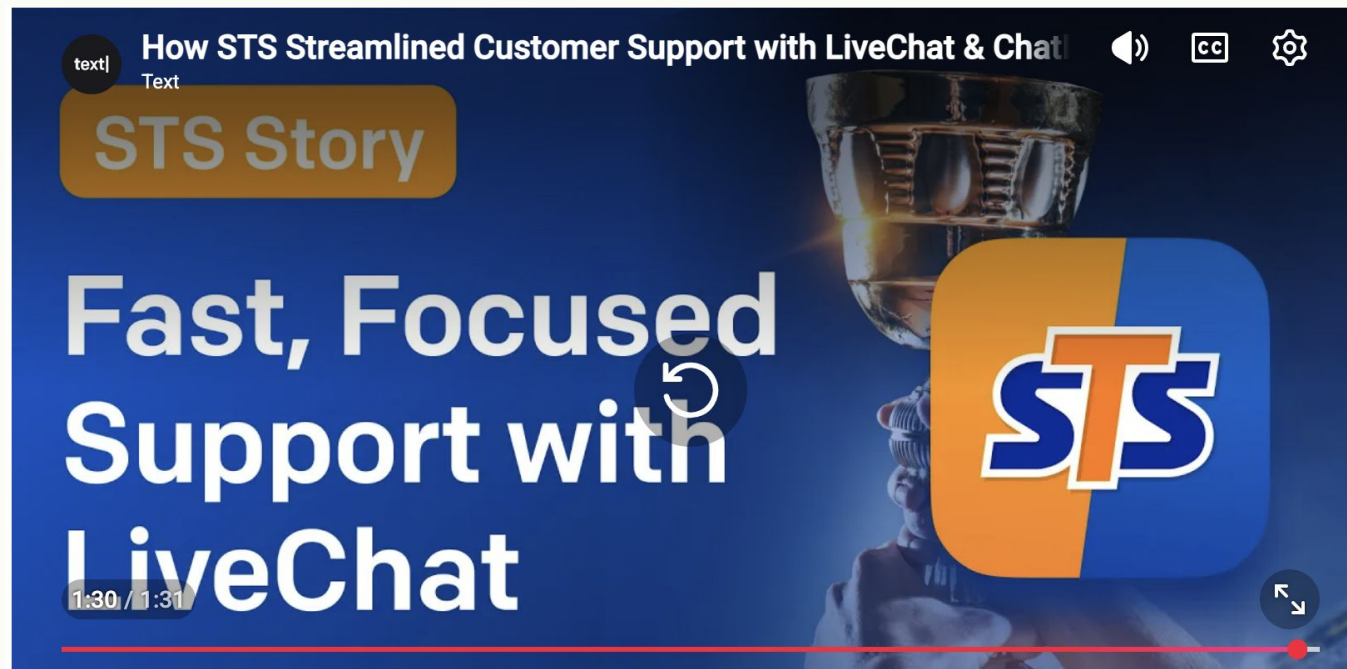
~33,000 hours of work saved.
Humans and AI agents running
the same workflows.

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

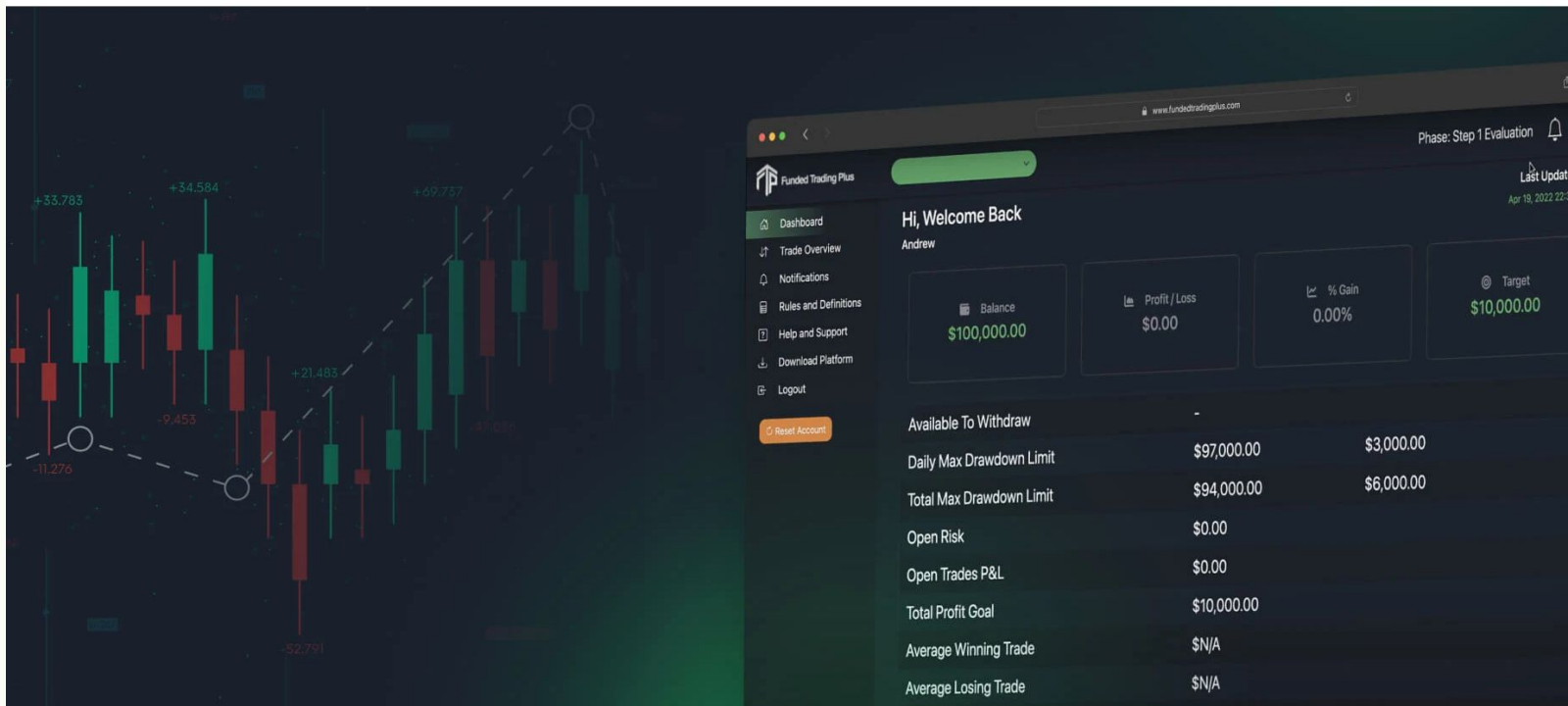
Funded Trading Plus Achieves 93% CSAT in 125K Yearly Chats and Reduces Workload by 18%



Karolina Žeromska

🕒 5 min read

📅 Dec 9, 2024



AND WE ARE DOING THAT AT SCALE

text|

Chat widget highlights

288K

views per minute

2B+

weekly views

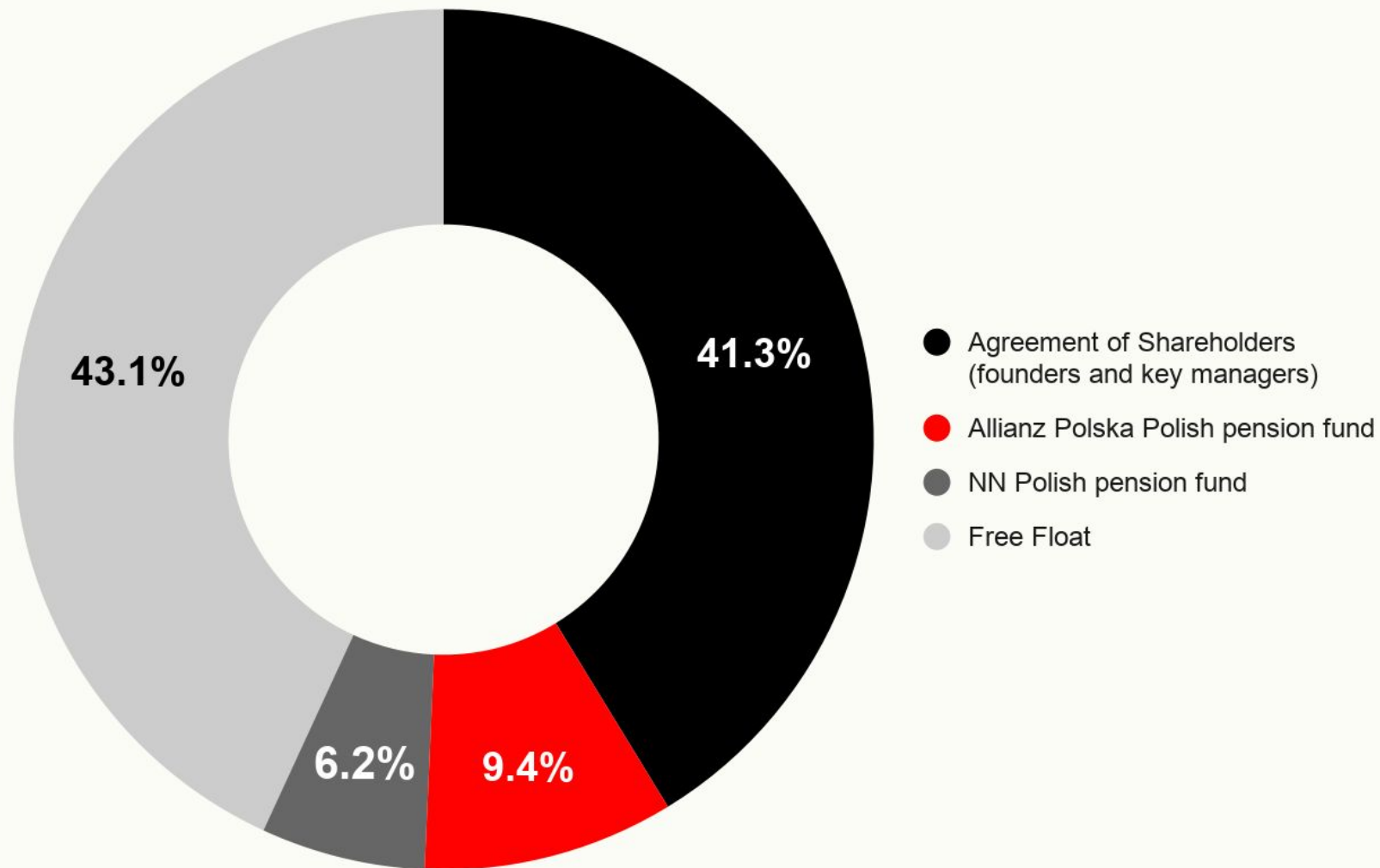
Data source: LiveChat and Text App

Meet 250+ A-players

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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