Forward-Looking Statements and Non-GAAP Measures

Forward-Looking Statements
This presentation and remarks made as part of this presentation contain forward-looking statements, which are predictions, projections or other statements about future events and not historical information. Words such as "may," "might," "will," "could," "should," "would," "expect," "plan," "project," "intend," "anticipate," "believe," "estimate," "predict," "potential," "pursuant," "target," "forecast," "outlook," "continue," "currently," and similar expressions are intended to identify such forward-looking statements. These forward-looking statements are based on current expectations, beliefs and assumptions that are subject to risks and uncertainties. There can be no assurance that the Company will realize these expectations or that these beliefs and assumptions will prove correct. Actual results could materially differ because of factors discussed in today's earnings press release, in the comments made during the conference call, and in the Risk Factors section of our Form 10-K, Forms 10-Q, and other reports and filings with the Securities and Exchange Commission. Any forward-looking statements speak only as of the date on which they were made, and we do not undertake any duty to update forward-looking statements.

Non-GAAP Measures
In addition to results presented in accordance with accounting principles generally accepted in the United States ("GAAP"), this presentation and remarks made as part of this presentation, include certain non-GAAP financial measures, including a presentation of EBITDA (earnings before interest, taxes, depreciation and amortization, including agent signing bonus amortization), Adjusted EBITDA (EBITDA adjusted for certain significant items), Adjusted EBITDA margin, Adjusted Free Cash Flow (Adjusted EBITDA less cash interest, cash taxes and cash payments for capital expenditures and agent signing bonuses), constant currency measures (which assume that amounts denominated in foreign currencies are translated to the U.S. dollar at rates consistent with those in the prior year), adjusted diluted earnings per share and adjusted net income. In addition, we present gross profit for our two reporting segments. The following tables include a full reconciliation of non-GAAP financial measures to the related GAAP financial measures. The equivalent GAAP financial measures for projected results are not provided, and projected results do not reflect the potential impact of certain non-GAAP adjustments, which include (but in future periods, may not be limited to) stock-based, contingent and incentive compensation costs, compliance enhancement program costs, direct monitor costs, legal and contingent matter costs, restructuring and reorganization costs, currency changes, debt extinguishment costs, severance and related costs, and the tax effect of such items. We cannot reliably predict or estimate if and when these types of costs, adjustments or changes may occur or their impact to our financial statements. Accordingly, a reconciliation of the non-GAAP financial measures to the equivalent GAAP financial measures for projected results is not available.

We believe that these non-GAAP financial measures provide useful information to investors because they are an indicator of the strength and performance of ongoing business operations. These calculations are commonly used as a basis for investors, analysts and other interested parties to evaluate and compare the operating performance and value of companies within our industry. Finally, EBITDA, Adjusted EBITDA, Adjusted EBITDA margin, Adjusted Free Cash Flow, constant currency, diluted adjusted income (loss) per share and adjusted net income (loss) figures are financial and performance measures used by management in reviewing results of operations, forecasting, allocating resources or establishing employee incentive programs. Although MoneyGram believes the above non-GAAP financial measures enhance investors' understanding of its business and performance, these non-GAAP financial measures should not be considered in isolation or as substitutes for the accompanying GAAP financial measures.
Digital-first strategy is driving strong results

**Strong Digital Results**

- Overall digital revenue achieved a record $70M, tracking toward a $300M revenue run rate in 2022
- Digital transactions represented 34% of total money transfer transactions at the end of Q3, on pace for 50% in 2024
- MGO delivered strong revenue growth of 34% YoY
  - Gross margin of over 50%
  - 88% of transactions were completed on a mobile device
- Launched partnership with Stellar Development Foundation and Circle's USDC stablecoin for blockchain-based payments

**Consistent Strategy Execution**

- **Deliver a Differentiated Customer Experience**
  - 80%+ MGO Customer Retention Rates
- **Scale the Digital Business**
  - +37% YoY MGO Cross-Border Transaction Growth in Q3’21
- **Be the Preferred Partner for Cross-Border**
  - +11% Total Cross-Border Money Transfer Volume in Q3’21
- **Capture New Revenue by Monetizing Capabilities**
  - Launched partnership with Stellar + signed with leading tech company

*All metrics exclude Walmart*
MGO delivered record volume in the quarter

+56% YoY transactions through the app in Q3’21 over Q3’20

Five MGO country sites now account for over 50% of their respective country’s money transfer transactions

MoneyGram Online Active Cross-Border¹ Customers

- Q3 2018: 0%
- Q3 2019: 43%
- Q3 2020: 144%
- Q3 2021: 31%

Significant opportunity to further leverage network for new partners, customers and use cases

- Launched partnership with Stellar Development Foundation and Circle’s USDC stablecoin for blockchain-based payments
  - ~5.7 million Stellar wallets that become a source of volume for MoneyGram
  - Increases the interoperability and liquidity of digital assets
  - Enables consumers to participate in the digital economy by building a bridge between digital assets and local currencies
  - Revolutionizes settlement flows - enabling for the first time, effectively real-time settlement
- Strong market demand to leverage MoneyGram’s network for business disbursements and other use cases

Every Stellar wallet user becomes a source of volume for MoneyGram

Every MoneyGram location becomes an on and off-ramp for Stellar wallet users
Driving consistent growth in digital receives

- Visa Direct delivered record transactions
  - 144% YoY growth in transactions
  - 49 countries now enabled with Visa Direct

- Transactions received digitally in the quarter also achieved new record
  - 63% YoY growth
  - 76% compounded growth since 2018

Total Digital Receive Growth (sends to bank accounts, wallets, and cards)

<table>
<thead>
<tr>
<th>Digital Receive Transactions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q3 2018</td>
</tr>
<tr>
<td>Q3 2019</td>
</tr>
<tr>
<td>Q3 2020</td>
</tr>
<tr>
<td>Q3 2021</td>
</tr>
</tbody>
</table>

Through MoneyGram, consumers have direct access to 3.8 billion bank accounts and 510 million wallets across over 100 digitally-enabled countries.
The next evolution of our strategy is to leverage our network for new customers and use cases.

**All-in on digital**

- **Launch New MGO Markets**
- **Expand Consumer Demographic**
- **Enhance and Expand Service Offerings**

Leverage network:
- Digital send partners
- Account deposit and wallet partners
- Funds-in/out
- Business disbursements
- Cash services

**MoneyGram:** delivering innovative financial solutions that connect the world’s communities

Blockchain and crypto-currency enablement
Revenue for the quarter was $320M
- Revenue was down 1% compared to 2020
- Revenue grew +3% over 2019 after excluding investment revenue which was impacted due to the lower rate environment
- Money transfer revenue was in-line with prior years’ performance despite headwinds

Money transfer transactions grew +4% YoY driven by continued strong digital growth and international performance
- Fifth consecutive quarter of transaction growth
- MGO delivered +34% revenue growth and +31% YoY transaction growth

Money transfer volume grew +10% YoY, with 8 consecutive quarters of YoY growth
Q3 2021 Adjusted EBITDA\(^1\) Update

- Adjusted EBITDA\(^1\) excluding Ripple and Foreign Exchange Gains increased +5\% over 2020 and +14\% in comparison to 2019

- Adjusted EBITDA\(^1\) YoY impact driven by digital money transfer growth and offset by:
  - Ripple: $8.9M decline from 2020
  - Foreign Exchange Gains\(^2\): $6.3M in 2020

- Quality of earnings continue to improve due to:
  - Margin-accretive digital growth
  - Strong expense management with reinvestment in key growth drivers

\(^1\) See Appendix for reconciliation of GAAP and Non-GAAP measures
\(^2\) Foreign Exchange Gains excluded in Qtr 3 2020 Gains
Q4 2021 Outlook

• **Revenue Outlook: Approximately $325 million**
  - Considers normal seasonality, ongoing digital growth, and the uncertainties concerning COVID-19
  - Embedded in this projection is an **assumed revenue growth rate of 30%+ for MGO**

• **Adjusted EBITDA\(^1\) Outlook: Approximately $60 million**
  - Considers revenue trends and no benefit from Ripple incentives
  - Implies an Adjusted EBITDA\(^1\) margin of 18.5%, another sequential quarter improvement from 17.7% in Q3

• **Adjusted Free Cash Flow Outlook: Approximately $24 million**
  - Delivering growth of approximately 24% year-over-year

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1. See Appendix for reconciliation of GAAP and Non-GAAP measures
Delivering innovative financial solutions that connect the world’s communities
Reconciliation of Non-GAAP Financial Measures

<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>(Loss) income before income taxes</td>
<td>$ (20.8)</td>
<td>$ 12.5</td>
<td>$ (9.6)</td>
<td>$ (33.3)</td>
</tr>
<tr>
<td>Interest expense</td>
<td>13.0</td>
<td>23.0</td>
<td>24.8</td>
<td>(10.0)</td>
</tr>
<tr>
<td>Depreciation and amortization</td>
<td>14.1</td>
<td>15.9</td>
<td>18.2</td>
<td>(1.8)</td>
</tr>
<tr>
<td>Signing bonus amortization</td>
<td>13.8</td>
<td>14.6</td>
<td>11.2</td>
<td>(0.8)</td>
</tr>
<tr>
<td><strong>EBITDA</strong></td>
<td><strong>20.1</strong></td>
<td><strong>66.0</strong></td>
<td><strong>44.6</strong></td>
<td><strong>(45.9)</strong></td>
</tr>
</tbody>
</table>

Significant items impacting EBITDA:

<table>
<thead>
<tr>
<th>Description</th>
<th>2021</th>
<th>2020</th>
<th>2019</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Loss on early extinguishment of debt</td>
<td>33.6</td>
<td>-</td>
<td>-</td>
<td>33.6</td>
</tr>
<tr>
<td>Stock-based, contingent and incentive compensation</td>
<td>1.6</td>
<td>1.5</td>
<td>1.6</td>
<td>0.1</td>
</tr>
<tr>
<td>Compliance enhancement program</td>
<td>0.9</td>
<td>0.5</td>
<td>2.6</td>
<td>0.4</td>
</tr>
<tr>
<td>Restructuring and reorganization costs</td>
<td>0.2</td>
<td>(0.2)</td>
<td>0.1</td>
<td>0.4</td>
</tr>
<tr>
<td>Direct monitor costs</td>
<td>-</td>
<td>1.0</td>
<td>2.1</td>
<td>(1.0)</td>
</tr>
<tr>
<td>Legal and contingent matters</td>
<td>0.1</td>
<td>-</td>
<td>0.6</td>
<td>0.1</td>
</tr>
<tr>
<td>Severance and related costs</td>
<td>-</td>
<td>-</td>
<td>0.1</td>
<td>-</td>
</tr>
<tr>
<td><strong>Adjusted EBITDA</strong></td>
<td><strong>$ 56.5</strong></td>
<td><strong>$ 68.8</strong></td>
<td><strong>$ 51.7</strong></td>
<td><strong>$ (12.3)</strong></td>
</tr>
</tbody>
</table>

**Adjusted EBITDA Margin**

<table>
<thead>
<tr>
<th></th>
<th>2021</th>
<th>2020</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adjusted EBITDA Margin</td>
<td>17.7%</td>
<td>21.3%</td>
<td>16.0%</td>
<td>(3.6%)</td>
</tr>
</tbody>
</table>

1 Adjusted EBITDA Margin is calculated as Adjusted EBITDA divided by total revenue.