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 adjusted operating income and adjusted operating margin 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, non-cash pension settlement costs, 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.
A milestone quarter for MoneyGram

Strong Second Quarter Results

• Revenue of $329M exceeded expectations with 18% YoY revenue growth
  – Total money transfer transactions reached an all-time high and delivered 20% YoY growth
  – Digital revenue reached a record $68M, driven by MoneyGram Online (MGO) which delivered revenue of $47M

• Strong Adjusted EBITDA of $55M
  – Performance driven by strength of money transfer revenue
  – Adjusted EBITDA increased 22% year-over-year excluding Ripple & Investment income

Delivered Record Growth in Q2

✓ Record money transfer transactions
✓ Record money transfer volume
✓ Record digital customers
✓ Record digital transactions
✓ Record digital volume
✓ Record digital revenue
✓ Record transactions received digitally

Improved capital structure, coupled with strong second quarter results, represent a significant milestone on our transformational journey
Customer-centric strategy continues to help drive strong financial results

Deliver a Differentiated Customer Experience
80%+
MGO Customer Retention Rate

Scale the Digital Business
+54%
YoY Increase in Active MGO Customers

Be the Preferred Partner for Cross-Border
+41%
YoY Total Cross-Border Money Transfer Volume

Focused growth strategy is positioning the Company to win with consumers and capture market share
MGO delivered all-time highs in customers, transactions and revenue in Q2

+92% YoY cross-border transactions through the app in Q2

<table>
<thead>
<tr>
<th>Year</th>
<th>2018 Q2</th>
<th>2019 Q2</th>
<th>2020 Q2</th>
<th>2021 Q2</th>
</tr>
</thead>
<tbody>
<tr>
<td>%YoY Growth</td>
<td>29%</td>
<td>140%</td>
<td>54%</td>
<td></td>
</tr>
</tbody>
</table>

MoneyGram Online Active Cross-Border Customers

Increasing customer growth driven by strong demand for the app helped drive record MGO revenue of $47M
Loyal MGO customers position the Company for sustainable growth

Reaching new customers...

85% of first-time MGO customers are new to the MoneyGram brand...
...reaching a younger, digitally savvy demographic

63% Under 40

...who are increasingly loyal to MoneyGram

80%+ MGO customer retention rates

3X Avg. Customer Lifetime Value (CLV) of an app customer compared to a retail customer

Digital transformation supports margin-accretive growth
Digital receive transactions continue to post new records

- Digital receive transactions increased 78% year-over-year in the second quarter.
- Visa Direct transactions delivered over 230% year-over-year growth.
- Total Digital Receive Growth: (sends to bank accounts, wallets, and cards)
  - 121% CAGR

Visa Direct transactions delivered over 230% year-over-year growth

Digital receives increased 78% year-over-year in the second quarter
As the Company evolves, interoperability between the two businesses is additive to market reach and customer experience.

MoneyGram serves very different customer groups that are both extremely valuable.

- Retail channel increases Total Addressable Market and enables enhanced customer experience as majority of global receivers prefer access to retail channels.
- Retail senders are very different customers than digital senders with very little overlap between the two customer segments.
- Partnership network is a key enabler of the digital business as online sends to many developing economies rely on access to cash pay-outs.
- Retail business produces meaningful cash flow.

- Digital is core growth engine for the Company and each component is driving significant impact:
  - Direct-to-consumer channel, MoneyGram Online (MGO)
  - Digital partnerships in large send markets
  - Digital receives (account deposit, wallets, cards)
- Digital customers, particularly those in the app, are very different customers that are younger and more loyal with a CLV that’s 3-times greater than retail customers.
Financial Update
Major milestones in the second quarter will have a lasting impact on both earnings and cash flow well into the future.

1. **✓ Officially Exited DPA**
   - Eliminates annual monitor costs of $15M

2. **✓ Significantly improved capital structure**
   - Raised $100M of new equity
   - Completed $815M debt refinancing in July
   - Reduces annual cash interest expense by $36M

Results in $51M of annual cash savings which supports key growth initiatives and further improvements to our capital structure.
Total money transfer transactions and volume reached all-time highs in the second quarter

- Revenue grew +18% over 2020 for the second quarter and +2% over 2019
  - Revenue grew +6% over 2019 after excluding investment revenue which was impacted due to the lower rate environment
- Exceeded initial expectations of $315 to $325M
- Money transfer revenue and transactions both grew +20% YoY driven by continued strong digital growth and retail recovery
  - Fourth consecutive quarter of double-digit transaction growth
  - MGO delivered +66% revenue growth and +52% YoY transaction growth
Q2 2021 Adjusted EBITDA\(^1\) Update

- Adjusted EBITDA\(^1\) excluding Ripple and Investment income increased +22\% over 2020 and +15\% in comparison to 2019.

- Adjusted EBITDA\(^1\) YoY impact driven by money transfer growth and offset by:
  - Ripple: $9M decline
  - Investment Income: $2M decline from 2020 and $6M decline from 2019

- Quality of earnings continue to improve due to:
  - Margin-accretive digital growth
  - Strong expense management

\(^1\) See Appendix for reconciliation of GAAP and Non-GAAP measures
Q3 2021 Outlook

Total Revenue

Q3-20: $323M
Q3-21 Outlook: $323 - $333M

Adjusted EBITDA\(^1\)

Q3-20: $6M
Q3-20: $9M
Q3-20: $69M
Q3-21 Outlook: $52 - $57M

Total Revenue outlook considers normal seasonality, ongoing digital growth, the potential impact from a full quarter of Walmart marketplace expansion, and the uncertainties concerning COVID-19.

Adjusted EBITDA\(^1\) outlook considers the revenue trends as well as no benefit from Ripple incentive fees and no benefit from the one-time FX gain reported last year.

\(^1\) See Appendix for reconciliation of GAAP and Non-GAAP measures
Globally diversified revenue streams
—
Large, growing and loyal customer base
—
Record digital growth
—
Unique, global partnership platform
—
API-driven infrastructure

Digital transformation continues to enable a stronger MoneyGram

33% of money transfer transactions are digital1

Retail business stabilizing with key markets growing

Increasing digital customers

Modernized organization with increased agility

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1. As of June 2021
Modern Mobile API-Driven
A Global Leader in Cross-Border P2P Money Transfers
## Reconciliation of Non-GAAP Financial Measures

<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>Loss before income taxes</td>
<td>$(11.7)</td>
<td>$(1.9)</td>
<td>$(35.0)</td>
<td>$(9.8)</td>
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<tr>
<td>Interest expense</td>
<td>22.5</td>
<td>22.7</td>
<td>14.0</td>
<td>(0.2)</td>
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<tr>
<td>Depreciation and amortization</td>
<td>14.1</td>
<td>16.2</td>
<td>18.2</td>
<td>(2.1)</td>
</tr>
<tr>
<td>Signing bonus amortization</td>
<td>14.7</td>
<td>12.6</td>
<td>11.7</td>
<td>2.1</td>
</tr>
<tr>
<td>EBITDA</td>
<td>39.6</td>
<td>49.6</td>
<td>8.9</td>
<td>(10.0)</td>
</tr>
</tbody>
</table>

### Significant items impacting EBITDA:

- Loss on early extinguishment of debt: 10.3 in 2021, - in 2020, 2.4 in 2019, 10.3 in Qtr2 2021 vs Qtr2 2020
- Restructuring and reorganization: 2.2 in 2021, 0.7 in 2020, 0.5 in 2019, 1.5 in Qtr2 2021 vs Qtr2 2020
- Stock-based, contingent and incentive compensation: 1.5 in 2021, 1.6 in 2020, 1.9 in 2019, (0.1) in Qtr2 2021 vs Qtr2 2020
- Direct monitor costs: 1.1 in 2021, 3.1 in 2020, 6.2 in 2019, (2.0) in Qtr2 2021 vs Qtr2 2020
- Compliance enhancement: 0.2 in 2021, 1.2 in 2020, 2.3 in 2019, (1.0) in Qtr2 2021 vs Qtr2 2020
- Legal and contingent matters: (0.1) in 2021, 0.2 in 2020, 0.7 in 2019, (0.3) in Qtr2 2021 vs Qtr2 2020
- Severance and related costs: - in 2021, - in 2020, 0.1 in 2019, - in Qtr2 2021 vs Qtr2 2020
- Non-cash pension settlement charge: - in 2021, - in 2020, 31.3 in 2019, - in Qtr2 2021 vs Qtr2 2020

Adjusted EBITDA: $54.8 in 2021, $56.4 in 2020, $54.3 in 2019, $ (1.6) in Qtr2 2021 vs Qtr2 2020

Adjusted EBITDA Margin¹: 16.6% in 2021, 20.2% in 2020, 16.8% in 2019, (3.6%) in Qtr2 2021 vs Qtr2 2020

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