

Q2FY24 Financial Results Conference Call

February 6, 2024

The logo consists of a solid green square. Inside the square, the text "H&R" is positioned above "BLOCK" in a white, bold, sans-serif font. A registered trademark symbol (®) is located to the upper right of the word "BLOCK".

**H&R
BLOCK®**

Michaela Gallina

VP, Investor Relations, ESG, & Productivity

Safe Harbor Statement

Forward-Looking Statement

This presentation contains forward-looking statements within the meaning of the securities laws. Forward-looking statements can be identified by the fact that they do not relate strictly to historical or current facts. They often include words or variation of words such as "expects," "anticipates," "intends," "plans," "believes," "commits," "seeks," "estimates," "projects," "forecasts," "targets," "would," "will," "should," "goal," "could," "may," or other similar expressions. Forward-looking statements provide management's current expectations or predictions of future conditions, events or results. All statements that address operating performance, events or developments that we expect or anticipate will occur in the future are forward-looking statements. They may include estimates of revenues, client trajectory, income, effective tax rate, earnings per share, cost savings, capital expenditures, dividends, share repurchases, liquidity, capital structure, market share, industry volumes, or other financial items, descriptions of management's plans or objectives for future operations, products or services, or descriptions of assumptions underlying any of the above. They may also include the expected impact of external events beyond the Company's control, such as outbreaks of infectious disease (including the COVID-19 pandemic), severe weather events, natural or manmade disasters, or changes in the regulatory environment in which we operate. All forward-looking statements speak only as of the date they are made and reflect the Company's good faith beliefs, assumptions and expectations, but they are not guarantees of future performance or events. Furthermore, the Company disclaims any obligation to publicly update or revise any forward-looking statement to reflect changes in underlying assumptions, factors, or expectations, new information, data or methods, future events or other changes, except as required by law. By their nature, forward-looking statements are subject to risks and uncertainties that could cause actual results to differ materially from those suggested by the forward-looking statements. Factors that might cause such differences include, but are not limited to a variety of economic, competitive, and regulatory factors, many of which are beyond the Company's control, that are described in our Annual Report on Form 10-K for the most recently completed fiscal year in the section entitled "Risk Factors" and additional factors we may describe from time to time in other filings with the Securities and Exchange Commission. You may get such filings for free at our website at <http://investors.hrblock.com>. In addition, factors that may cause the Company's actual effective tax rate to differ from estimates include the Company's actual results from operations compared to current estimates, future discrete items, changes in interpretations and assumptions the Company has made, future actions of the Company, and increases in applicable tax rates in jurisdictions where the Company operates. You should understand that it is not possible to predict or identify all such factors and, consequently, you should not consider any such list to be a complete set of all potential risks or uncertainties.

Safe Harbor Statement

Non-GAAP Measures

We refer to certain Non-GAAP financial measures in this presentation, including adjusted earnings per share (EPS), earnings before interest, taxes, depreciation, and amortization (EBITDA), free cash flow and free cash flow yield, which management believes provide additional meaningful information regarding the Company's performance and financial strength. All non-GAAP financial measures in this presentation are from continuing operations. Non-GAAP financial measures should not be considered as a substitute for, or superior to, measures of financial performance prepared in accordance with accounting principles generally accepted in the United States (GAAP). Because these measures are not measures of financial performance under GAAP and are susceptible to varying calculations, they may not be comparable to similarly titled measures for other companies. For a description of these non-GAAP financial measures, including the reasons management uses each measure, and reconciliations of these non-GAAP financial measures to the most directly comparable financial measures prepared in accordance with GAAP, please refer to the tables accompanying this presentation and previously filed press releases posted on our investor relations website at <https://investors.hrblock.com>.

Market, Industry, and Operational Tax Data

The data included in this presentation regarding the tax preparation services industry, including trends in the market and the Company's position and the position of its competitors within this industry, are based on the Company's estimates, which have been derived from management's knowledge and experience in the industry, and information obtained from customers, trade and business organizations, internal research, publicly available information, industry publications and surveys and other contacts in the industry. The Company has also cited information compiled by industry publications, governmental agencies and publicly available sources. Although the Company believes these third-party sources to be reliable, it has not independently verified the data obtained from these sources and it cannot assure you of the accuracy or completeness of the data. Estimates of market size and relative positions in a market are difficult to develop and inherently uncertain and the Company cannot assure you that it is accurate. Accordingly, you should not place undue weight on the industry and market share data presented in this presentation.

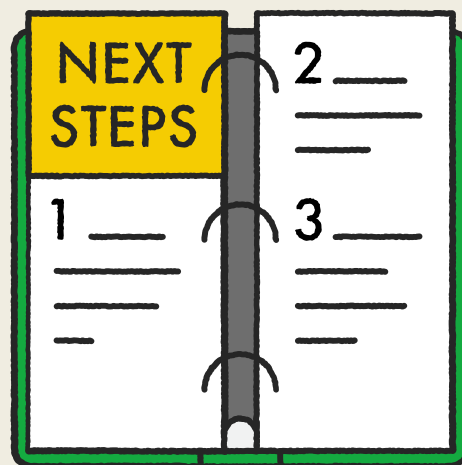
Jeff Jones

President & Chief Executive Officer

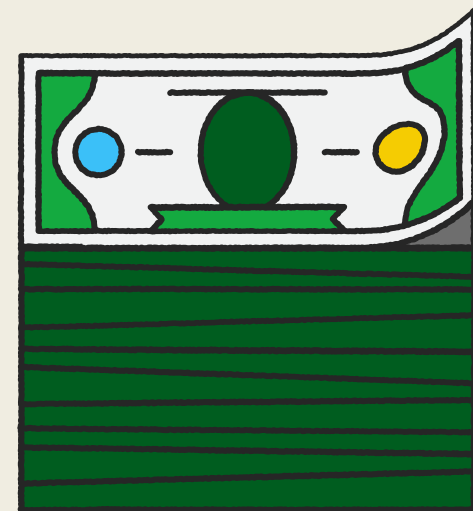
Q2 Results

Performance continues to meet expectations:

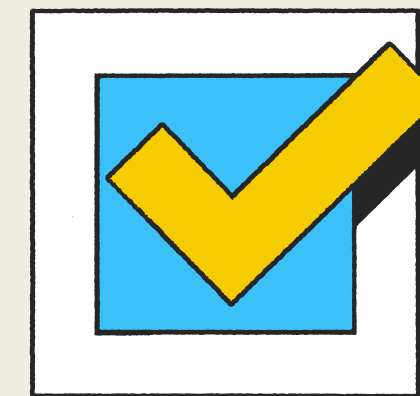
**Reaffirmed
FY24
outlook**



**+8% revenue
growth,
strong finish
to the
extended
filing season**



**Emerald
AdvanceSM
performed
well, which
we believe
bodes well
for the tax
season**



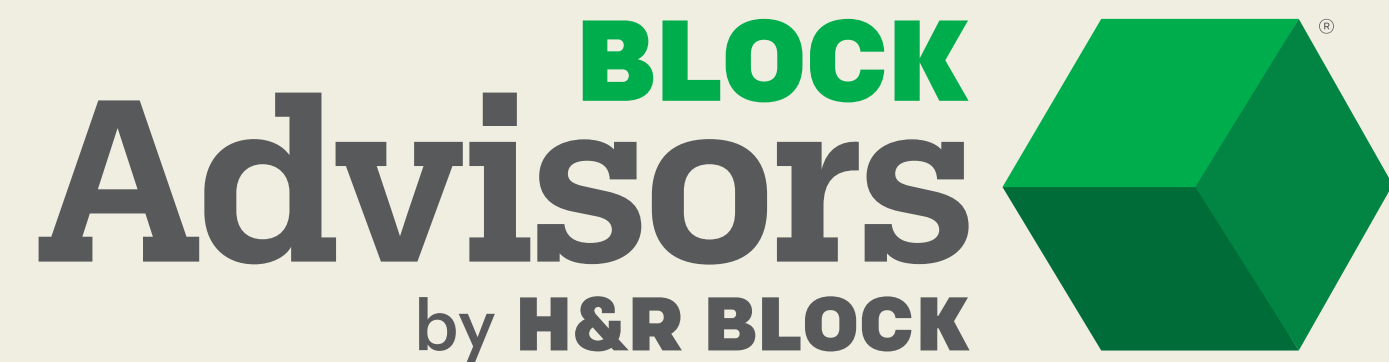
**Repurchased
\$218M of
shares
outstanding,
retiring
another 3%**



Block Horizons

Small Business

Continued to be a growth driver in Q2



- **>20% revenue growth** in Assisted Small Business tax
- Nearly **+4% NAC increase**
- Favorable trends in bookkeeping and payroll



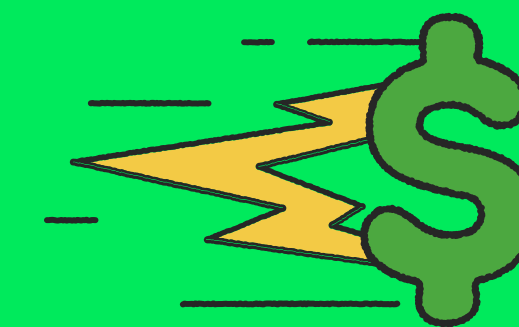
- **+5% revenue growth**
- Introduced a **paid tier subscription service**
- Roadmap to accelerate revenue growth and drive long term profitability

Financial Products

Emerald AdvanceSM: new offering performed well in Q2

- Transitioned product from a line of credit to a short-term loan with flexible repayment options
- Eliminated annual fee and streamlined application process
- Increased maximum available loan amount

In total:
>\$380M in EA
loans were
originated,
+25% YoY



Financial Products

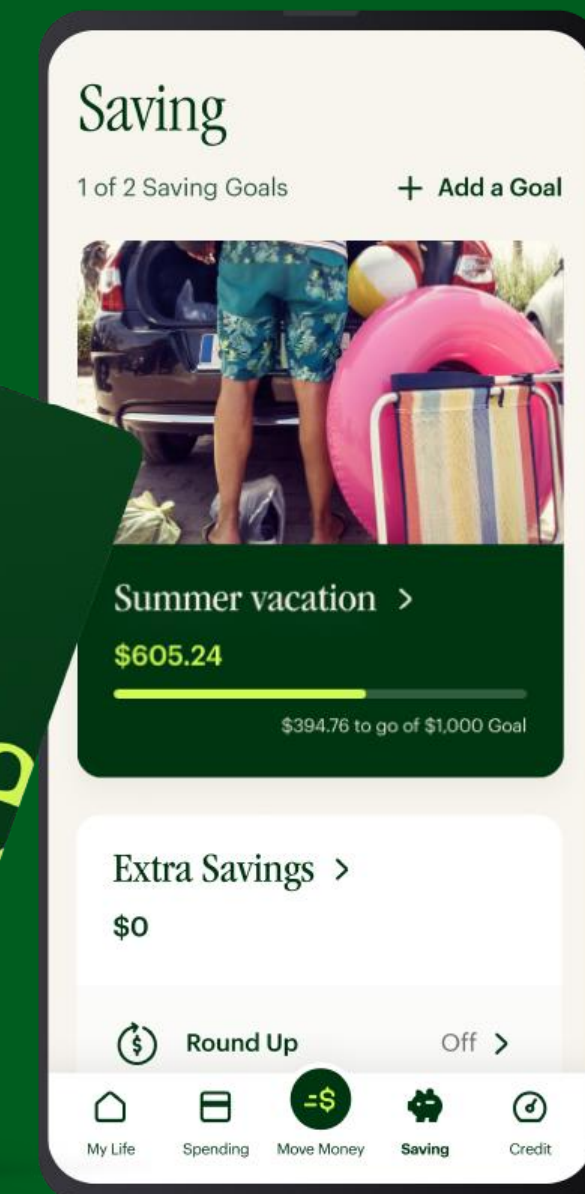
SpruceSM: H&R Block's mobile banking platform

Cumulative results as of Dec 31, 2023:

316K
signups

\$456M
customer
deposits

- Improved App Store ratings; increase in accounts & engagement
- Savings features are helping clients be better with money
- Promoting Assisted & DIY tax offerings in app for the first time



Note: Banking accounts established at, and debit card issued by, Pathward®, N.A., Member FDIC, pursuant to license by Mastercard®. Mastercard and the circles design are registered trademarks of Mastercard International Incorporated.

Block Experience

Blending digital tools with human expertise

Clients are empowered to be served however they choose:
fully in person to fully virtual, and everything in between

Assisted



Blended

Everything in-between

- Uploading documents from home
- Virtual calls with tax pros
- Signing return online

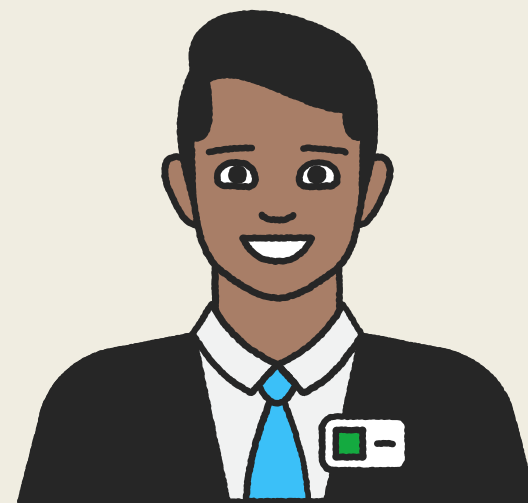
DIY



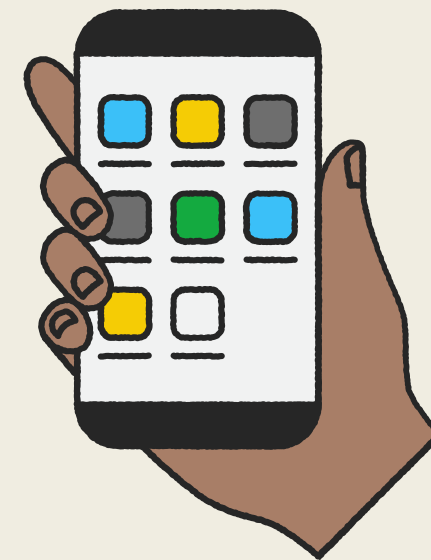
Assisted

Well positioned for tax season 2024

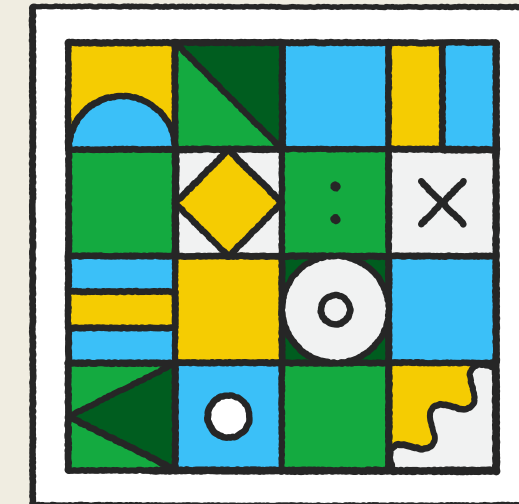
Achieved hiring goals and saw **strong trends in tax pro retention**



Many enhancements to the MyBlock app



Launched AI technology in call center operations



These advancements, alongside positive customer satisfaction metrics, give us confidence to take modest price increases

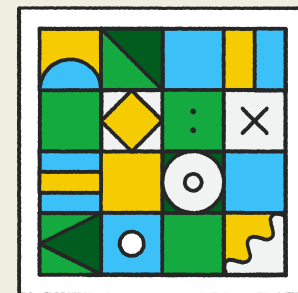
Continue to Build Momentum in DIY

Formula for success:

1

Offer an award-winning product & continually innovate

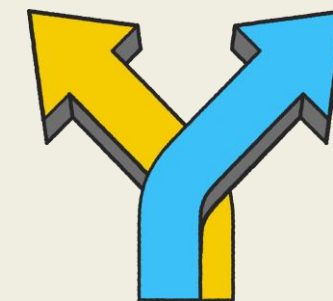
Launched AI Tax Assist



2

Make it easy to switch

Made it easier for clients to switch with Direct Import



3

Price competitively

Taking modest price increases



It's Better With Block

Marketing campaign promotes strong value proposition in Assisted & DIY

IT'S BETTER WITH BLOCK.

Simply upload last year's TurboTax® return to make the switch to **H&R Block Online.**

File today



**No interest.
No loan fees.
No kidding.**

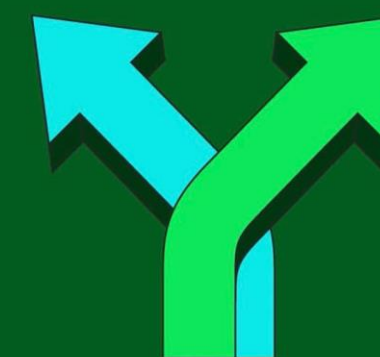
Available until Feb. 29

^ By Pathward®, N.A.; Terms apply.



hrblock
hrblock · Original audio

0:08



Multiple ways to have a tax pro file for you.

H&R BLOCK



Switch to H&R Block and come out on top with upfront transparent pricing, **guaranteed.**

File today



Tony Bowen

Chief Financial Officer

Q2 FY24 Financial Results

<i>In millions, except per share amounts</i>	<i>For the three months ended December 31, 2023</i>	<i>For the three months ended December 31, 2022</i>	Change
	Q2 FY24	Q2 FY23	
Revenue	\$179.1	\$166.4	7.6%
Operating Expenses	\$446.5	\$449.6	0.7%
Interest Expense	\$21.4	\$19.0	(12.5%)
Pretax Loss	(\$282.9)	(\$298.0)	5.1%
EBITDA¹	(\$231.4)	(\$246.3)	6.0%
Loss Per Share¹	(\$1.33)	(\$1.43)	7.0%
Adjusted Loss Per Share¹	(\$1.27)	(\$1.37)	7.3%

In Q2 FY24, repurchased **4.8M** shares for **\$218.1M**

Note: All amounts are unaudited and represent results from continuing operations.

¹ All share amounts are based on weighted average fully diluted shares over the corresponding period. EBITDA and adjusted EPS are non-GAAP financial measures. Please see the safe harbor statement at the beginning of this presentation for information on non-GAAP financial measures. A reconciliation of EBITDA and adjusted EPS to the most comparable GAAP measures can be found in the Appendix.

FY24 Outlook Reaffirmed

Assumptions:

- Return to typical 1% industry growth
- Maintain market share
- Low single digit pricing
- Ongoing franchise acquisitions
- Opportunistic share repurchase

	FY24 Outlook
Revenue	\$3,530 - \$3,585M
EBITDA¹	\$930 - \$965M
Effective Tax Rate	~23%
Adjusted EPS¹	\$4.10 - \$4.30

¹ EBITDA and adjusted EPS from continuing operations are non-GAAP financial measures. Future period non-GAAP outlook includes adjustments for items not indicative of our core operations, which may include, without limitation, items described in the Appendix. Such adjustments may be affected by changes in ongoing assumptions and judgments, as well as nonrecurring, unusual, or unanticipated charges, expenses or gains, or other items that may not directly correlate to the underlying performance of our business operations. The exact amounts of these adjustments are not currently determinable but may be significant. It is therefore not practicable to provide the comparable GAAP measures or reconcile this non-GAAP outlook to the most comparable GAAP measures. Please see the safe harbor statement at the beginning of this presentation for information on non-GAAP financial measures.

Where We Are Going

Total shareholder return algorithm

Revenue	3 - 6%	<i>Steady industry growth, low single digit price increases, franchise acquisitions, and Wave; Block Horizons as upside</i>
EBITDA¹	Can grow up to ~1.5x revenue	<i>Leverage our fixed cost structure</i>
Share Repurchase	\$1.25B authorization through 2025	<i>Opportunistic share buybacks are a core element of capital allocation strategy</i>
Adjusted EPS¹	Double digit growth	<i>Annually through 2025</i>
Dividend	\$0.32/share quarterly	<i>10% dividend increase announced in August 2023</i>
Free Cash Flow¹	>100% FCF generation relative to income	<i>16% Free Cash Flow Yield¹ in FY23</i>

¹ EBITDA, Adjusted EPS, Free Cash Flow, and Free Cash Flow Yield are non-GAAP financial measures. Please see the prior slide for additional information on EBITDA, Adjusted EPS, and our future period non-GAAP outlook. Free cash flow is defined as net cash provided by operating activities less capital expenditures. Free Cash Flow Yield is defined as free cash flow divided by the market value of equity (market capitalization). The Company believes Free Cash Flow Yield is useful to investors as an indication of the strength of the Company and its ability to generate cash and to evaluate the Company's cash generation ability relative to competitors. It should not be inferred that the entire free cash flow amount is available for discretionary expenditures. A reconciliation of Free Cash Flow Yield to Cash Flow from Operating Activities can be found in the appendix.

Capital Allocation Practice Remains Robust

Ongoing value creation for shareholders

Q2 FY24:

Repurchased
4.8M shares for
\$218M

Retired another
3% of shares
outstanding

Since 2016:

Returned **>\$3.8B**
to shareholders

Retired **>40%** of
shares outstanding

Increased quarterly
dividend by **60%**¹

¹ Dividend growth is calculated as the percentage growth from our April 2016 dividend

Q&A

**H&R
BLOCK®**

Appendix Section

The logo consists of a solid green square. Inside the square, the text "H&R" is positioned above "BLOCK" in a white, bold, sans-serif font. A registered trademark symbol (®) is located to the upper right of the word "BLOCK".

**H&R
BLOCK®**

Non-GAAP Measure: EBITDA

The following is a reconciliation of EBITDA, which is a non-GAAP financial measure:

(in 000's)

EBITDA	Three months ended December 31, 2023	Three months ended December 31, 2022
Net loss – as reported	(\$189,755)	(\$223,579)
Discontinued operations, net	639	2,716
Net loss from continuing operations – as reported	(189,116)	(220,863)
Add back:		
Income tax benefit	(93,758)	(77,140)
Interest expense	21,364	18,985
Depreciation and amortization	30,107	32,723
	(42,287)	(25,432)
EBITDA from continuing operations	(231,403)	(246,295)

Non-GAAP Measure: Adjusted EPS

The following is a reconciliation of Adjusted EPS, which is a non-GAAP financial measure:

(in 000's except for amounts per share)

Adjusted EPS	Three months ended December 31, 2023	Three months ended December 31, 2022
Net loss from continuing operations – as reported	(\$189,116)	(\$220,863)
Adjustments:		
Amortization of intangibles related to acquisitions (pretax)	12,269	12,839
Tax effect of adjustments ⁽¹⁾	(3,087)	(2,787)
Adjusted net loss from continuing operations	(\$179,934)	(\$210,811)
Diluted loss per share from continuing operations – as reported	(\$1.33)	(\$1.43)
Adjustments, net of tax	0.06	0.06
Adjusted diluted loss per share from continuing operations	(\$1.27)	(\$1.37)

¹ Tax effect of adjustments is the difference between the tax provision calculated on a GAAP basis and on an adjusted non-GAAP basis.

Non-GAAP Measure: Free Cash Flow & Free Cash Flow Yield

The following is a reconciliation of Free Cash Flow and Free Cash Flow Yield, which are non-GAAP financial measures:

(in 000's except for amounts per share)

Free Cash Flow Yield	Year ended June 30, 2023
Operating cash flow – as reported	\$821,841
Less: capital expenditures	(69,698)
Free cash flow	\$752,143
Market price at June 30, 2023	\$31.87
Shares outstanding	146,150
Market capitalization	\$4,657,801
Free cash flow yield	16.1%