



commitment

2024 Annual Meeting of Stockholders

Greg Adelson, President & CEO

11/12/2024



- **forward looking statement**

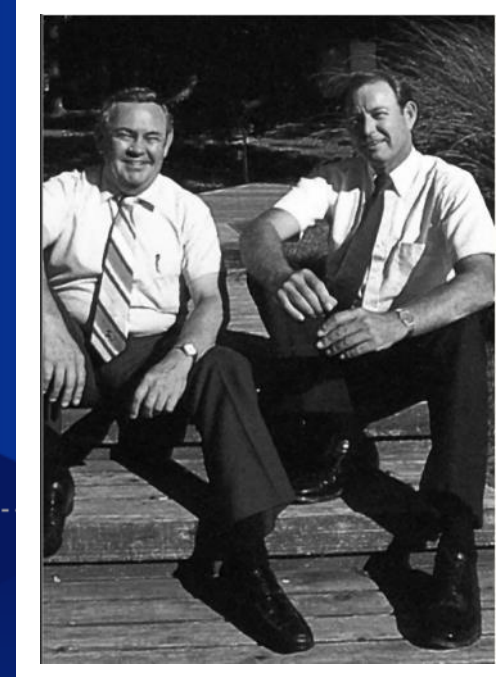
Statements, remarks or responses to questions concerning future expectations, events, objectives, strategies, trends or results constitute forward-looking statements or deal with expectations about the future. Like any statement about the future, these are subject to a number of factors which could cause actual results to differ materially from those which we anticipate, due to a number of risks and uncertainties; and the company undertakes no obligation to update or revise these statements. For a summary of these risk factors and additional information please refer to the sections in our 10-K and 10-Q entitled Risk Factors and Forward-Looking Statements.

Honoring Our Past

- honoring our past

Since our founding in 1976, Jack Henry has always:

- Maintained a people-first culture.
- Focused on helping community and regional financial institutions thrive in the communities they serve.
- Delivered industry leading service to our clients.



“

Relationships are worth the investment. Without them, we wouldn't be as successful – and even if we could be, it wouldn't be as much fun.

”

Jerry Hall | co-founder of Jack Henry

honoring our
past and
embracing
our future



**Culture. Service.
Innovation.**



**Doing the right
thing and whatever
it takes....always!**



**Open & innovative
philosophy**



**Disciplined, resilient
& future-focused**

FY24 Highlights

● 2024 highlights

- Record revenue \$2.2B and operating income \$489.4M
- Record sales attainment in Q2, Q3, Q4 and for the fiscal year.
 - 57 competitive core wins
 - 15 billion plus asset wins
 - Pipeline remains most robust ever
- Continued execution of Technology Modernization core and non-core strategy.
- Successful rollout of key non-core products:
 - Banno Business
 - Financial Crimes Defender
 - FedNow



• 2024 highlights

- Significant progress in executing One Jack Henry initiatives while improving collaboration across the company.
- Maintaining industry leading culture and service through post-covid and macro-economic challenges.
- Successful transition of key leadership roles throughout the company.

A hand in a dark suit jacket holds a glowing blue bar chart with an upward-pointing arrow. The year '2024' is written in large white text above the arrow. The background is dark blue with a pattern of light blue circles.

2024

key leadership transitions

**Shanon
McLachlan**

VP &
Chief
Operating
Officer



**Jonathan
Baltzell**

VP & President,
Banking
Solutions



**Brynn
Ammon**

VP & President,
Credit Union
Solutions



**Susan
Geiss**

VP & President,
Large Client
Strategy
Delivery



**Erica
Pilon**

VP, Corporate
Strategic
Planning &
Initiatives



**Abby
Wood**

Sr. Managing
Director,
Digital



Jack Henry Today

the four tenets

Communication

Ensuring important information is flowing through a variety of mediums

Collaboration

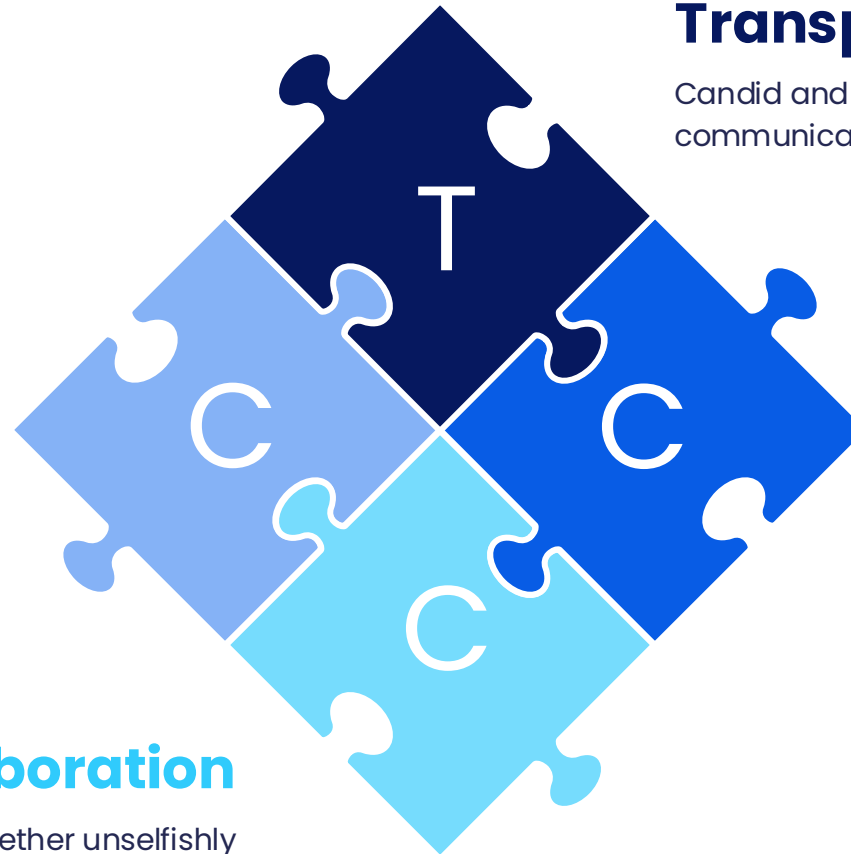
Working together unselfishly toward a common goal

Transparency

Candid and open communication

Consistency

Developing similar and repeatable processes



● Jack Henry today

>7,200

associates

300+

solutions

4

core processing systems

73%

private cloud model

\$2.2B

revenue as of June 30,
2024

\$12.5B

market capitalization
(NASDAQ: JKHY)

Our Three Pillars Of Success



Associates



Clients



Shareholders

Nurture Our People and Unique Culture



● associates

77%

say Jack Henry encourages
work-life balance

9.2

average years of service

79%

engagement score

FY24 Employee Experience Monitor



63% (over 4,400) of associates participated in this survey, exceeding our 45% target participation.

FY2024 Awards



- **Fintech Breakthrough Award – Best Fraud Prevention Platform**
- **IDC’s Fintech rankings Top 25 (#12) U.S.**
- **News and World Report – Best Companies to Work**
- **Computerworld’s Best Places to Work in IT for 2024**
- **Best Place to Work – Locations**
 - Atlanta, Charlotte, Dallas Fort-Worth, Kentucky (12 years in a row)
- **Newsweek Awards in FY2024**
 - Most Loved Workplaces (#11)
 - Most Responsible Companies
 - America’s Greatest Workplaces
 - For Families and Parents
 - For Women
 - For Diversity
 - For LGBTQIA+
 - For Mental Well-Being
 - For Job Starters

Provide Superior Client Service



We believe the world is a better place with our community and regional financial institutions.

~7,500
clients

900+
banks

700+
credit unions

~5,800
non-core
complementary
clients

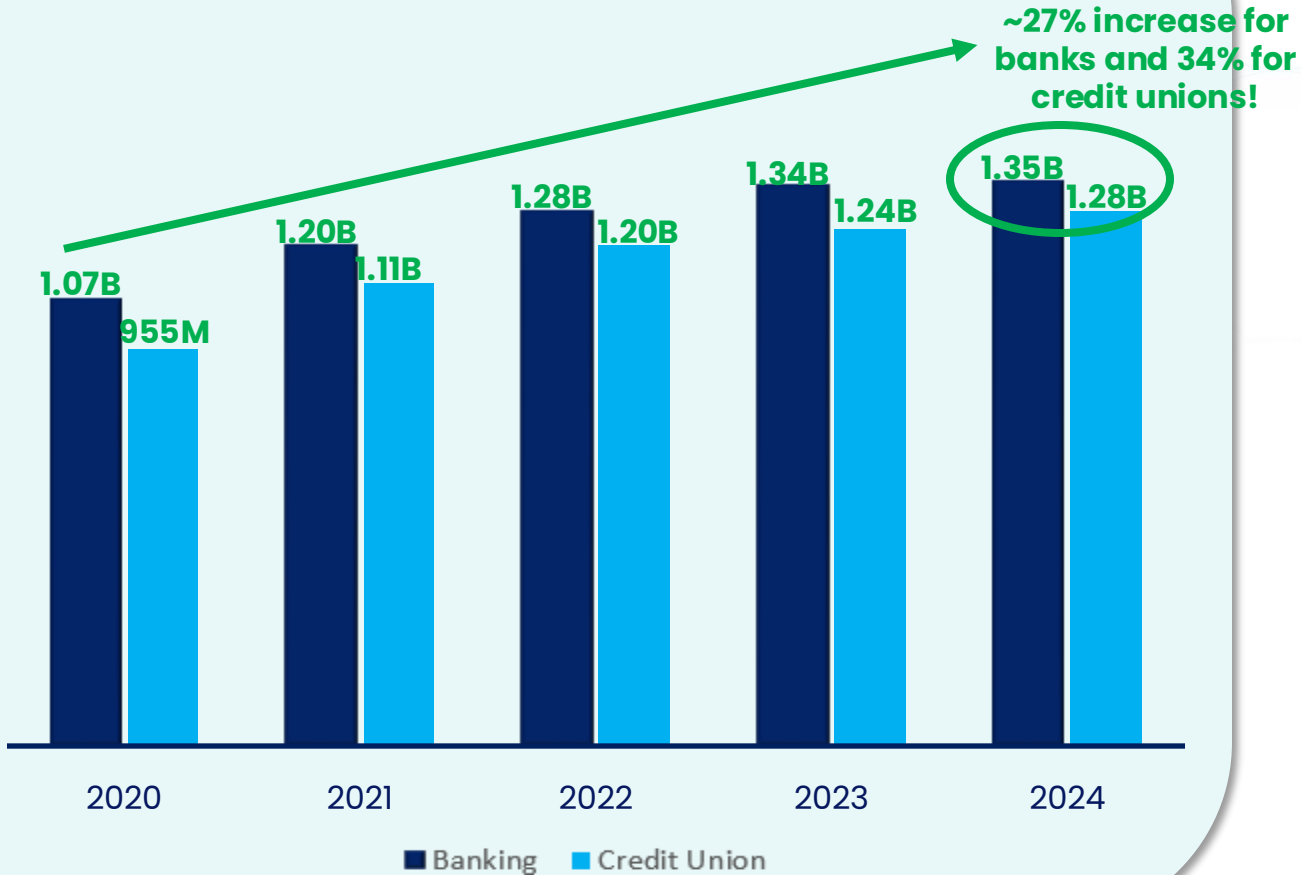
+99+%
community &
regional financial
institutions

**99% core
client
retention**
*excludes M&A



- asset size growth and market share increase

Average Assets



Banks

Asset Range	Industry
\$1 – \$50 Billion	990
Year	JHA Customers
2020	204
2024	243

~25%
Market Share

Credit Unions

Asset Range	Industry
\$1 – \$50 Billion	447
Year	JHA Customers
2020	172
2024	220

~50%
Market Share

Investment in Technology

R&D
Expenditure

14 – 15% of total revenue

2024

\$314

2023

\$309

2022

\$270

technology priorities

- Digital solutions/Banno Business™
- Technology Modernization strategy
- Financial Crimes Defender
- Jack Henry Payments™ hub - PayCenter
- Compliance and Cybersecurity
- Integrated, enterprise account opening platform
- One Jack Henry program

• clients

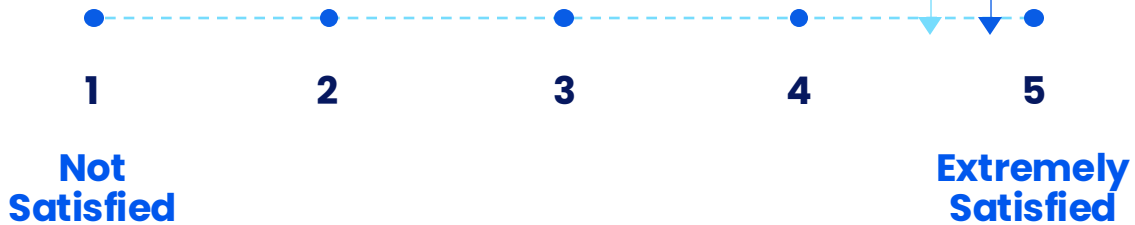
4.60

Satisfaction with customer service experience

4.74

Satisfaction with customer service representative

(FY24)



Generate Attractive Shareholder Value



shareholders

\$2.2B

revenue as of 6/30/2024

20

calendar years of
increased dividends

91%

recurring revenue

96.7%

institutionally held
(NASDAQ:JKHY)

Revenue and EPS results

(in millions, except per share data)

Revenue

2024

\$2,216

2023

\$2,078

2022

\$1,943

EPS

2024

\$5.23

2023

\$5.02

2022

\$4.94

- **Corporate Sustainability**

Key Sustainability Priorities

- **Purpose and Mission**
- **Commitment to People & Communities**
 - Sense of Belonging and Inclusion
 - Talent Attraction, Development, and Retention
 - Corporate Citizenship and Philanthropy
- **Commitment to the Planet**
 - Low Carbon Transition
 - Environmental Stewardship
 - Climate-Related Risks
- **Commitment to Responsible Business Practices**
 - Information and Cybersecurity
 - Business Ethics
 - Human Rights and Fair Labor Practices



Focused on the Future

Key Strategic Priorities



• What's top of mind?

Post election and interest rate uncertainty.

Bank and Credit Union M&A expected to increase significantly in 2025.

Regulatory scrutiny continues to increase thus does our focus and resources.

Maintaining sales momentum, especially in the multi-billion asset market.

Continued execution of key priorities – SMB, Tech Modernization, One JH, etc.

Leveraging AI to enhance products and operational efficiency/effectiveness.

Ensure JH and our clients WIN: culture, exceptional service and innovative technology

Our Company Philosophy





commitment

Annual Shareholder Meeting

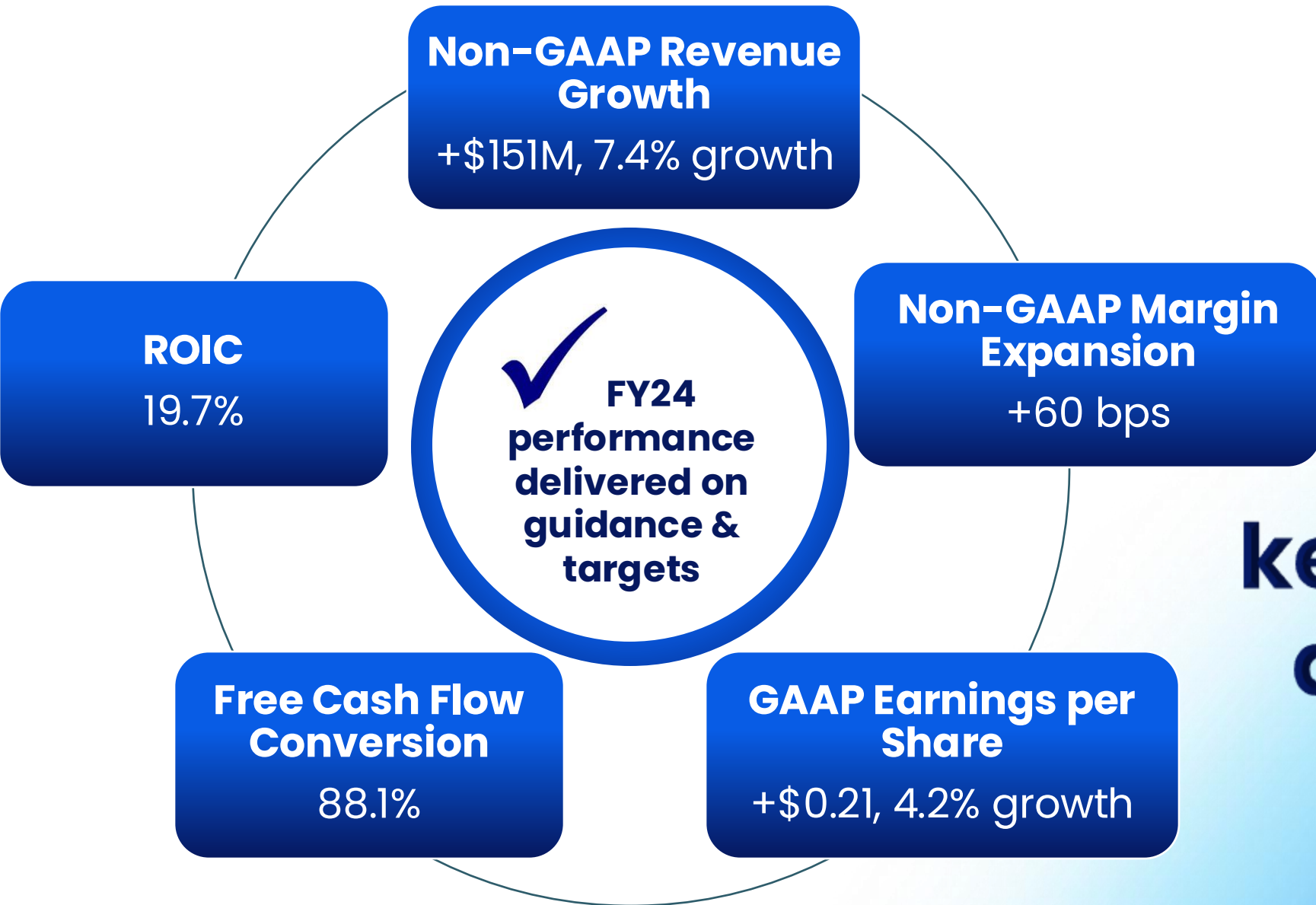
Mimi Carsley
11/12/2024



What makes Jack Henry an attractive company?



- Culture – history of ‘doing the right thing and whatever it takes’
- Sizable market opportunity and we are growing our share
- Durable moat & business model resiliency
- Strong balance sheet & free cash flow generation
- Disciplined capital allocator with attractive shareholder return
- Investing for future growth; experienced acquirer



5

key metrics delivered

contributions of revenue growth

**Key
Revenue
~75%
FY24 3-yr
CAGR 10.1%**

Total FY24 3-yr CAGR 8.2%
Only deconversion is excluded. Includes acquisition contribution.

**Non-Key
Revenue
~25%
FY24 3-yr
CAGR 3.3%**

Key Revenue: Cloud & Processing

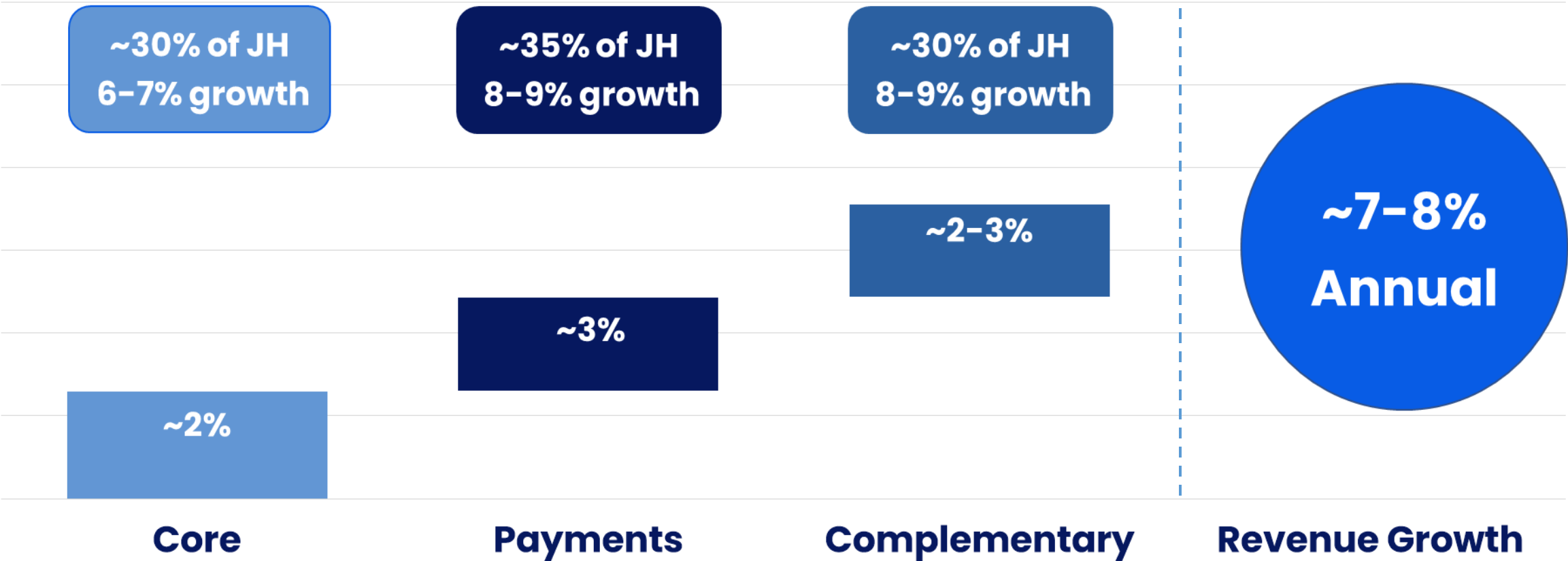
- Long term contracts
- Base Fee, volume-based or activity-based fees
- Contracts can be fixed or variable

Non-Key Revenue: Product Delivery & Services and On-Premise Support

- Annual maintenance
- Software usage
- Implementation & consulting
- License & hardware
- Other revenue

revenue growth algorithm

**Non-GAAP
Revenue Growth**



We continue to focus on driving sustainable growth

**demand
remains
strong**



25%

Market share of
Banks
\$1B - \$10B



80%

Clients plan to
increase
investments in
technology



46%

Market share of
Credit Unions
\$500M - \$10B

Integration of mission-critical solutions
and practical new technologies

Long-term contracts & relationships

Service levels that consistently exceed
client expectations

High recurring revenue

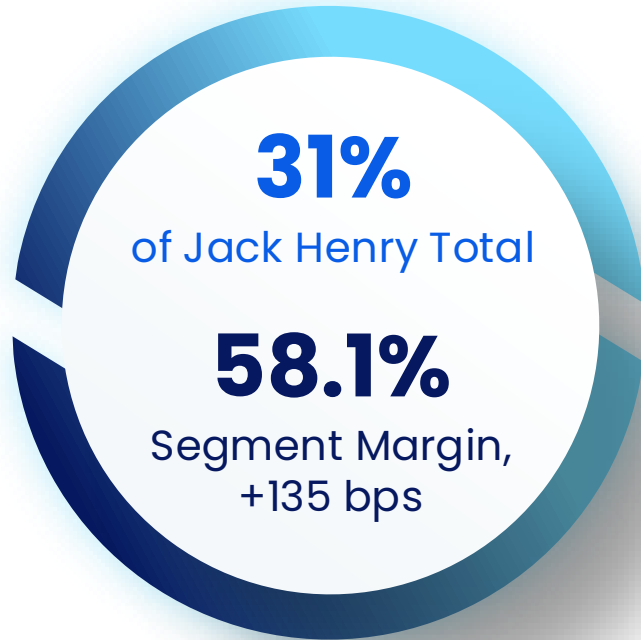
High-quality business systems with
cross-sales opportunities

Our clients grow with us

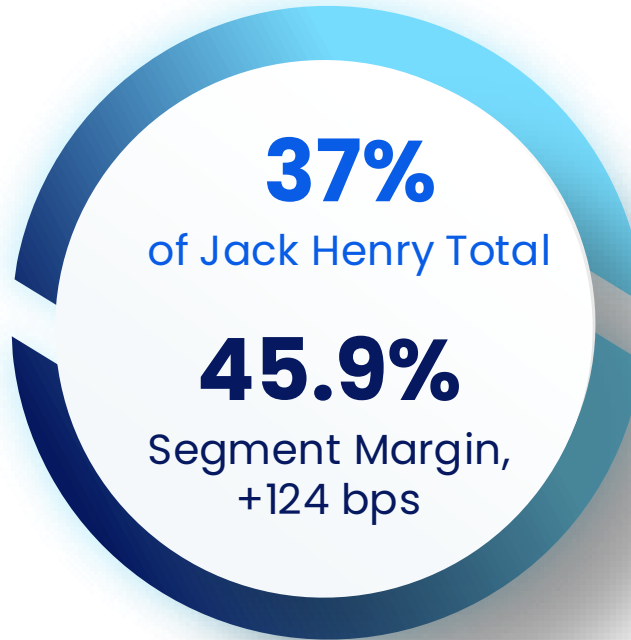
consistent growth and portfolio diversification lead to margin expansion

Non-GAAP
Margin Expansion

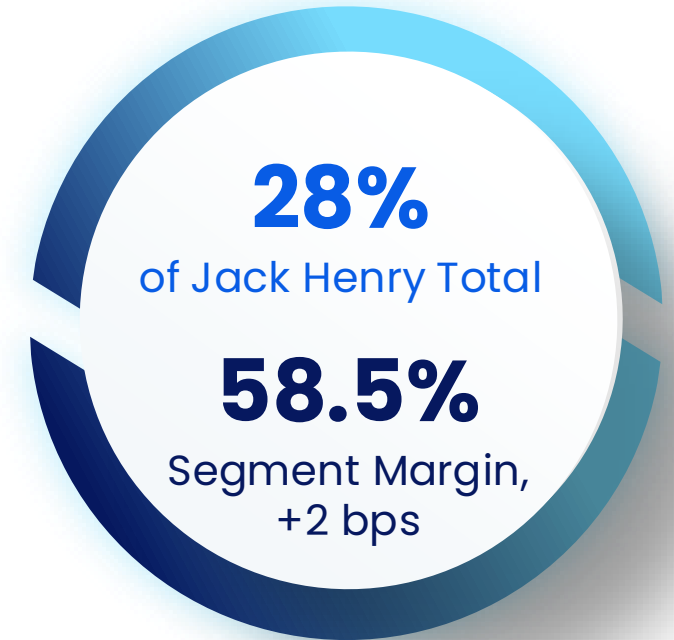
Core



Payments



Complementary



22.5% FY24 Non-GAAP Operating Income Margin **+60 bps**

**Fortified
SAAS Model
supports
margin
expansion**

Build once, sell many times

Multi-tenant

Data center scalability

Shared service architecture

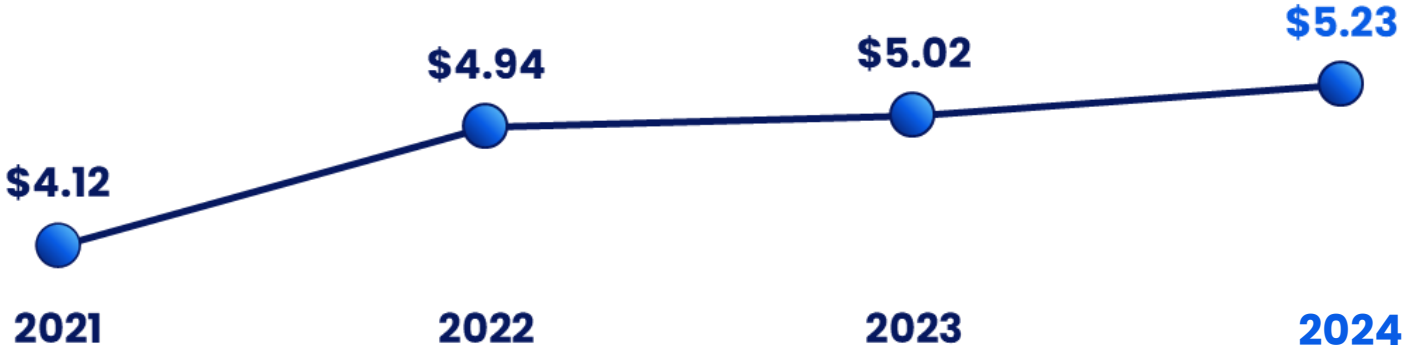
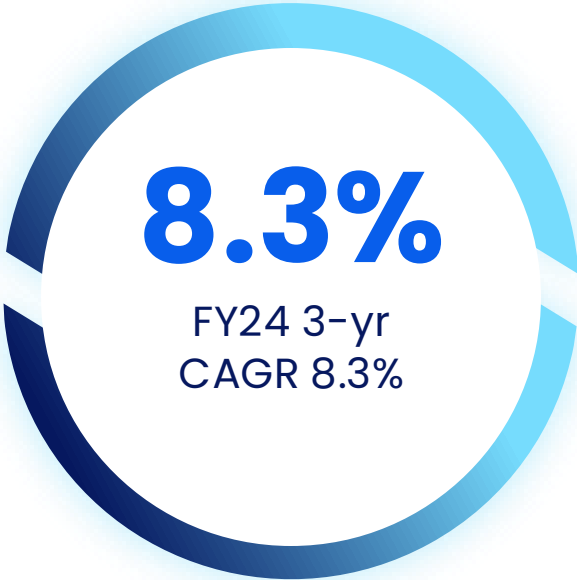
Client growth & volume expansion

Diverse solution portfolio

Disciplined staffing model

GAAP EPS: delivering shareholder value

GAAP EPS Growth



High quality earnings & reporting transparency

Strong free cash flow generation & Investing in the future

88.1%

**FY24 FCF
Conversion**

\$314M

**FY24 Product
Investment**

14.3%

**FY24 R&D
Investment Rate**

- Long history of FCF generation
- FCF is impacted by Sec. 174 Tax (R&D) changes
- **Targeting 65–75%**

- Product innovation fuels growth and supports operations
- **Targeting 14% – 15%**

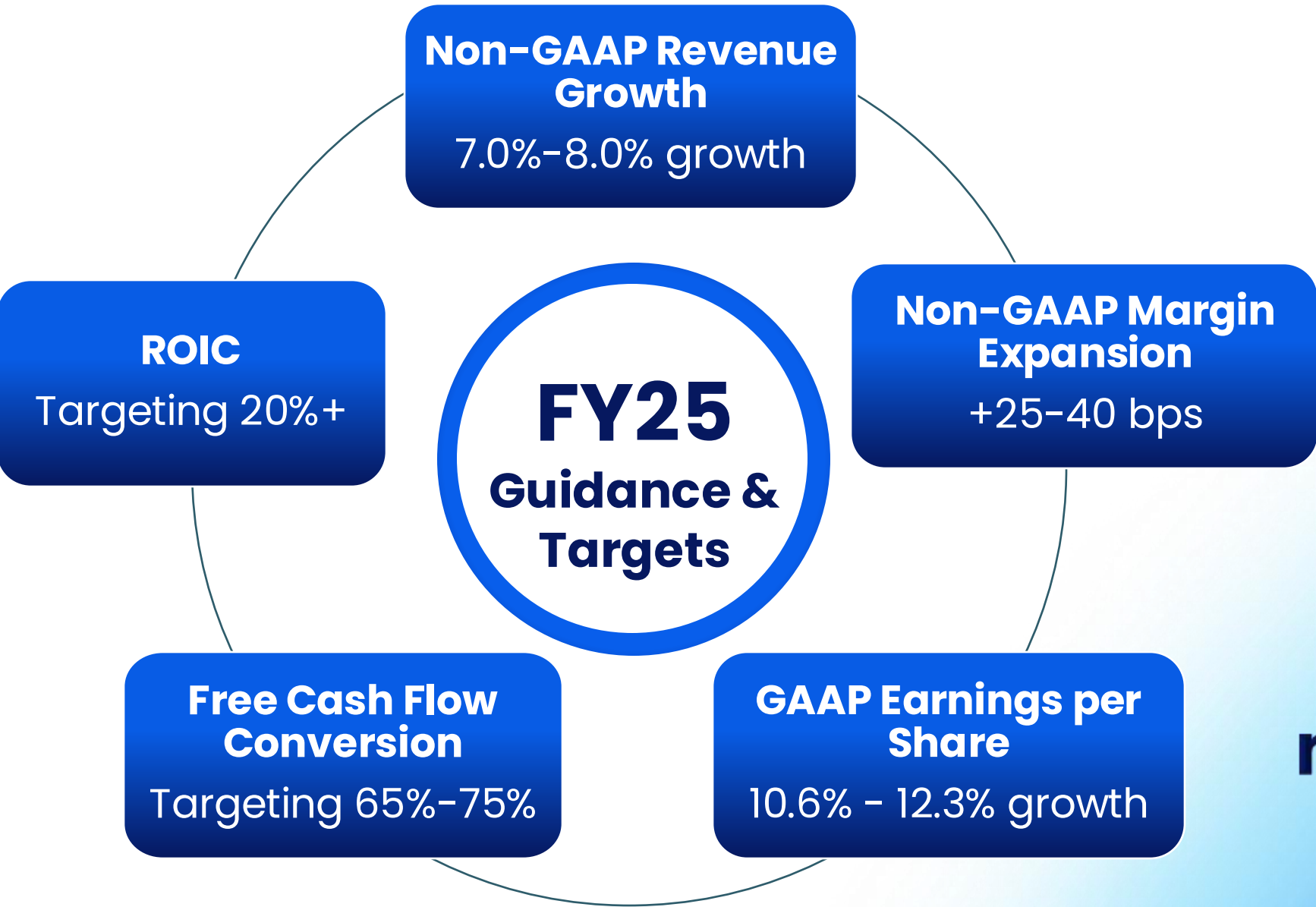
responsible stewards of investor capital

ROIC



FY24			
Dividends Paid \$156M	Share Buyback \$28M	M&A and CapEx \$74M	Debt Repayment \$125M

Dividend raised for the 20th consecutive calendar year
Opportunistically buy back shares and manage dilution
Focused investment drives innovation and growth
Very low leverage



5

**Looking
forward: key
metric targets**

**We continue to focus on sustainable growth
and delivering shareholder value.**

jack henry™

Culture

Service

Innovation

appendix

FY24 Segment & Non-GAAP Reconciliation

Year Ended June 30, 2024

(Unaudited, In Thousands)	Core	Payments	Complementary	Corporate and Other	Total
GAAP REVENUE	\$ 690,738	\$ 817,708	\$ 618,211	\$ 88,886	\$2,215,543
Non-GAAP adjustments*	(7,292)	(7,781)	(3,217)	(209)	(18,499)
NON-GAAP ADJUSTED REVENUE	683,446	809,927	614,994	88,677	2,197,044
GAAP COST OF REVENUE	287,349	442,084	256,007	314,037	1,299,477
Non-GAAP adjustments*	(1,065)	(3,573)	(903)	(24)	(5,565)
NON-GAAP ADJUSTED COST OF REVENUE	286,284	438,511	255,104	314,013	1,293,912
GAAP SEGMENT INCOME	\$ 403,389	\$ 375,624	\$ 362,204	\$ (225,151)	
Segment Income Margin	58.4 %	45.9 %	58.6 %	(253.3)%	
NON-GAAP ADJUSTED SEGMENT INCOME	\$ 397,162	\$ 371,416	\$ 359,890	\$ (225,336)	
Non-GAAP Adjusted Segment Income Margin	58.1 %	45.9 %	58.5 %	(254.1)%	
Research and Development					148,256
Selling, General, and Administrative					278,419
Non-GAAP adjustments unassigned to a segment**					(18,468)
NON-GAAP TOTAL ADJUSTED OPERATING EXPENSES					1,702,119
NON-GAAP ADJUSTED OPERATING INCOME					\$ 494,925

*Revenue non-GAAP adjustments for the Core, Complementary, and Corporate and Other segments were deconversion revenue. Revenue non-GAAP adjustments for the Payments segment were deconversion revenue of \$(5,836) and acquisition revenue of \$(1,945). Cost of revenue non-GAAP adjustments for the Core and Complementary segments were deconversion costs. Cost of revenue non-GAAP adjustments for the Payments and Corporate and Other segments were deconversion costs of \$(259) and \$(4), respectively, and acquisition costs of \$(3,314) and \$(20), respectively.

**Non-GAAP adjustments unassigned to a segment were selling, general, and administrative VEDIP expenses, deconversion costs, and acquisition costs of \$(16,443), \$(1,177), and \$(192), respectively, and research and development acquisition costs of \$(656).

Year Ended June 30, 2023

(Unaudited, In Thousands)	Core	Payments	Complementary	Corporate and Other	Total
GAAP REVENUE	\$649,045	\$ 767,309	\$ 583,586	\$ 77,762	\$ 2,077,702
Non-GAAP adjustments*	(10,924)	(7,924)	(12,649)	(278)	(31,775)
NON-GAAP ADJUSTED REVENUE	638,121	759,385	570,937	77,484	2,045,927
GAAP COST OF REVENUE	276,818	420,880	237,758	283,606	1,219,062
Non-GAAP adjustments*	(913)	(303)	(807)	(23)	(2,046)
NON-GAAP ADJUSTED COST OF REVENUE	275,905	420,577	236,951	283,583	1,217,016
GAAP SEGMENT INCOME	\$ 372,227	\$ 346,429	\$ 345,828	\$ (205,844)	
Segment Income Margin	57.3 %	45.1 %	59.3 %	(264.7)%	
NON-GAAP ADJUSTED SEGMENT INCOME	\$ 362,216	\$ 338,808	\$ 333,986	\$ (206,099)	
Non-GAAP Adjusted Segment Income Margin	56.8 %	44.6 %	58.5 %	(266.0)%	
Research and Development					142,678
Selling, General, and Administrative					235,274
Non-GAAP adjustments unassigned to a segment**					2,351
NON-GAAP TOTAL ADJUSTED OPERATING EXPENSES					1,597,319
NON-GAAP ADJUSTED OPERATING INCOME					\$ 448,608

*Revenue non-GAAP adjustments for all segments were deconversion revenue. Cost of revenue non-GAAP adjustments for all segments were deconversion costs.

**Non-GAAP adjustments unassigned to a segment were the selling, general, and administrative gain on sale of assets, net, and deconversion costs of \$4,567 and \$(2,216), respectively.

FY24 ROIC and Free Cash Flow Reconciliation

Calculation of Return on Invested Capital (ROIC) (Non-GAAP)

(in thousands)

Net income (trailing four quarters)

Average stockholder's equity (period beginning and ending balances)

Average current maturities of long-term debt (period beginning and ending balances)

Average long-term debt (period beginning and ending balances)

Average invested capital

ROIC

	June 30,	
	2024	2023
\$	381,816	\$ 366,646
	1,725,437	1,495,066
	45,000	34
	167,500	195,000
\$	1,937,937	\$ 1,690,100
	19.7%	21.7%

Calculation of Free Cash Flow (Non-GAAP)

(in thousands)

Net cash from operating activities

Capitalized expenditures

Internal use software

Proceeds from sale of assets

Capitalized software

FREE CASH FLOW

	Year Ended June 30,	
	2024	2023
\$	568,041	\$ 381,559
	(58,118)	(39,179)
	(7,130)	(1,685)
	904	27,939
	(167,175)	(166,120)
\$	336,522	\$ 202,514

Thank You!

Thank you for your
confidence and
investment in JKHY.