## **UNITED STATES** SECURITIES AND EXCHANGE COMMISSION

WASHINGTON, D.C. 20549

#### FORM 8-K

#### **CURRENT REPORT**

Pursuant to Section 13 or 15(d) of the Securities Exchange Act of 1934

Date of Report (Date of earliest event reported): May 3, 2022

## FRESHWORKS INC.

(Exact name of Registrant as Specified in Its Charter)

Delaware

(State or Other Jurisdiction of Incorporation)

001-40806

(Commission File Number) 33-1218825

(IRS Employer Identification No.)

2950 S. Delaware Street, Suite 201

(A	San Mateo, CA 94403 address of Principal Executive Offices)	
(Registral	(650) 513-0514 nt's Telephone Number, Including Area Co	ode)
(Former Name	Not Applicable or Former Address, if Changed Since Last	t Report)
Check the appropriate box below if the Form 8-K filing following provisions (see General Instructions A.2. below):	is intended to simultaneously satisf	by the filing obligation of the registrant under any of the
<ul> <li>□ Written communications pursuant to Rule 425 under the S</li> <li>□ Soliciting material pursuant to Rule 14a-12 under the Excl</li> <li>□ Pre-commencement communications pursuant to Rule 14c</li> <li>□ Pre-commencement communications pursuant to Rule 13c</li> </ul>	hange Act (17 CFR 240.14a-12) l-2(b) under the Exchange Act (17 C	
Securities registered pursuant to Section 12(b) of the Act:		
Title of each class	Trading Symbol(s)	Name of each exchange on which registered
Class A Common Stock, \$0.00001 par value per share	FRSH	The Nasdaq Stock Market LLC
Indicate by check mark whether the registrant is an emerging		ule 405 of the Securities Act of 1933 (§230.405 of this

chapter) or Rule 12b-2 of the Securities Exchange Act of 1934 (§240.12b-2 of this chapter).

Emerging growth company ⊠

If an emerging growth company, indicate by check mark if the registrant has elected not to use the extended transition period for complying with any new or revised financial accounting standards provided pursuant to Section 13(a) of the Exchange Act.  $\Box$ 

#### Item 2.02 Results of Operations and Financial Condition.

On May 3, 2022, Freshworks Inc. issued a press release announcing its financial results for the first quarter ended March 31, 2022. A copy of the press release is attached hereto as Exhibit 99.1 and is incorporated herein by reference.

The foregoing information (including the exhibit hereto) is being furnished and shall not be deemed "filed" for purposes of Section 18 of the Securities Exchange Act of 1934, as amended, or otherwise subject to the liabilities of that section, nor shall it be deemed incorporated by reference in any filing under the Securities Act of 1933, as amended, regardless of any general incorporation language in such filings, except as shall be expressly set forth by specific reference in such filing.

#### Item 9.01 Financial Statements and Exhibits.

#### (d) Exhibits

Exhibit No.	Description
99.1	Press Release dated May 3, 2022
104	Cover Page Interactive Data File (embedded within the Inline XBRL document)

#### **SIGNATURES**

Pursuant to the requirements of the Securities Exchange Act of 1934, as amended, the Registrant has duly caused this report to be signed on its behalf by the undersigned hereunto duly authorized.

#### Freshworks Inc.

Dated: May 3, 2022

By: /s/ Tyler Sloat

Tyler Sloat

Chief Financial Officer



#### Freshworks Reports First Quarter 2022 Results

- First quarter revenue grew 42% year over year
- Continued business efficiency with \$1.4 million in net cash from operating activities
- Net dollar retention rate increased to 115%, up 1 percentage point quarter-over-quarter

San Mateo, Calif. – May 3, 2022 – Freshworks Inc. (NASDAQ: FRSH), a leading software company empowering businesses to delight their customers and employees, today announced financial results for its first quarter ended March 31, 2022.

"We're off to a strong start to the year with Q1 revenue growth of 42% year over year," said Girish Mathrubootham, CEO and founder of Freshworks. "We made progress on our 2022 product priorities with the launch of Freshworks CRM for e-commerce, while increasing net dollar retention to 115%, and continuing to run our business efficiently."

#### First Quarter 2022 Financial Summary Results

- **Revenue:** Total revenue was \$114.6 million, representing growth of 42% compared to the first quarter of 2021.
- **GAAP (Loss) from Operations:** GAAP (loss) from operations was \$(47.1) million, compared to \$(1.7) million in the first quarter of 2021.
- Non-GAAP (Loss) from Operations: Non-GAAP (loss) from operations was \$(0.6) million, compared to \$(0.6) million in the first quarter of 2021.
- **GAAP Net (Loss) Income Per Share:** GAAP basic and diluted net (loss) per share was \$(0.18) based on 278.2 million weighted-average shares outstanding, compared to GAAP basic net income per share and diluted net (loss) per share of \$0.89 and \$(0.01), respectively, based on 77.7 million and 233.4 million weighted-average shares outstanding in the first quarter of 2021, respectively.
- **Non-GAAP Net (Loss) Per Share:** Non-GAAP basic and diluted net (loss) per share was \$(0.01) based on 278.2 million weighted-average shares outstanding, compared to \$(0.02) based on 77.7 million weighted-average shares outstanding in the first quarter of 2021.
- **Net Cash Provided by Operating Activities:** Net cash provided by operating activities was \$1.4 million, compared to \$7.8 million in the first quarter of 2021.
- Free Cash Flow: Free cash flow was \$(1.4) million, compared to \$4.8 million in the first quarter of 2021.
- Cash, Cash Equivalents and Marketable Securities: Cash, cash equivalents, and marketable securities were \$1.2 billion as of March 31, 2022.

A description of non-GAAP financial measures is contained in the section titled "Explanation of Non-GAAP Financial Measures" below and a reconciliation of GAAP to non-GAAP financial measures is contained in the tables below.

#### First Quarter Key Metrics and Recent Business Highlights

Number of customers contributing more than \$5,000 in ARR was 15,639, an increase of 27% year-over-year.

- Net dollar retention rate was 115%, compared to 114% in the fourth quarter of 2021 and 112% in the first quarter of 2021.
- Welcomed new customers to the Freshworks community including: California Credit Union, Kuka, Marymount Manhattan College, Sodexo, Ticket Network, Thermo Fisher, and more.
- Launched Freshworks CRM for e-commerce, a solution built for consumer companies that integrates conversational marketing and support.
- Announced new partnerships with Shopify, Device42, Good Data and Yext, and the completion of 150 projects with Tata Consultancy Services (TCS).

#### **Financial Outlook**

We are providing estimates for the second quarter and full year 2022 based on current market conditions and expectations. We emphasize that these estimates are subject to various important cautionary factors referenced in the section entitled "Forward-Looking Statements" below.

For the second quarter and full year 2022, Freshworks currently expects the following results:

#### **Second Quarter 2022**

Total revenue of \$117.0 million - \$119.0 million Non-GAAP loss from operations of \$18.5 million - \$16.5 million Non-GAAP net loss per share<sup>(1)</sup> of \$0.08 - \$0.06

#### Full Year 2022

Total revenue of \$495.5 million - \$501.5 million Non-GAAP loss from operations of \$43.5 million - \$37.5 million Non-GAAP net loss per share<sup>(1)</sup> of \$0.18 - \$0.16

(1) Non-GAAP net loss per share was estimated assuming 284.4 million weighted-average shares outstanding for the second quarter and full year 2022.

These statements are forward-looking and actual results may differ materially. Refer to the "Forward-Looking Statements" safe harbor section below for information on the factors that could cause our actual results to differ materially from these forward-looking statements.

Freshworks has not reconciled its estimates for non-GAAP loss from operations to GAAP loss from operations or non-GAAP net loss per share to GAAP net loss per share due to the uncertainty and potential variability of expenses that may be incurred in the future. Accordingly, a reconciliation is not available without unreasonable effort. Freshworks has provided a reconciliation of other GAAP to non-GAAP financial measures in the financial statement tables for its first quarter 2022 non-GAAP results included in this press release.

#### **Webcast and Conference Call Information**

Freshworks will host a conference call for investors on May 3, 2022 at 2:00 p.m. Pacific Time / 5:00 p.m. Eastern Time to discuss the company's financial results and business highlights. Investors are invited to listen to a live audio webcast of the conference call by visiting the investor relations website at ir.freshworks.com. A replay of the audio webcast will be available shortly after the call on the Freshworks Investor Relations website and will be available for twelve months thereafter.

#### **Explanation of Non-GAAP Financial Measures**

In addition to financial measures prepared in accordance with U.S. generally accepted accounting principles (GAAP), this press release and the accompanying tables contain non-GAAP financial measures, including non-GAAP gross profit, non-GAAP gross margin, non-GAAP sales and marketing expense, non-GAAP research and development expense, non-GAAP general and administrative expense, non-GAAP loss from operations, non-GAAP operating margin, non-GAAP net loss per share, non-GAAP net loss attributable to common stockholders, and free cash flow. The presentation of these financial measures is not intended to be considered in isolation or as a substitute for, or superior to, financial information prepared and presented in accordance with GAAP.

We use these non-GAAP measures in conjunction with GAAP measures as part of our overall assessment of our performance, including the preparation of our annual operating budget and quarterly forecasts, to evaluate the effectiveness of our business strategies and to communicate with our board of directors concerning our financial performance. We believe these non-GAAP measures provide investors consistency and comparability with our past financial performance and facilitate period-to-period comparisons of our operating results. We believe these non-GAAP measures are useful in evaluating our operating performance compared to that of other companies in our industry, as they generally eliminate the effects of certain items that may vary for different companies for reasons unrelated to overall operating performance.

Investors are cautioned that there are material limitations associated with the use of non-GAAP financial measures as an analytical tool. The non-GAAP measures we use may be different from non-GAAP financial measures used by other companies, limiting their usefulness for comparison purposes. We compensate for these limitations by providing specific information regarding the GAAP items excluded from these non-GAAP financial measures.

We exclude the following items from one or more of our non-GAAP financial measures, including the related income tax effect of these adjustments:

- Stock-based compensation expense. We exclude stock-based compensation, which is a non-cash expense, from certain of our non-GAAP financial measures because we believe that excluding this expense provides meaningful supplemental information regarding operational performance. In particular, stock-based compensation expense is not comparable across companies given the variety of valuation methodologies and assumptions.
- *Employer payroll taxes on employee stock transactions.* We exclude the amount of employer payroll taxes on equity awards from certain of our non-GAAP financial measures because they are dependent on our stock price at the time of vesting or exercise and other factors that are beyond our control and do not believe these expenses have a direct correlation to the operation of our business.
- Amortization of acquired intangibles. We exclude amortization of acquired intangibles, which is a non-cash expense, from certain of our non-GAAP financial measures. Our expenses for amortization of acquired intangibles are inconsistent in amount and frequency because they are significantly affected by the timing, size of acquisitions, and the allocation of purchase price. We exclude these amortization expenses because we do not believe these expenses have a direct correlation to the operation of our business.

We define free cash flow as net cash provided by operating activities, less purchases of property and equipment and capitalized internal-use software. We believe that free cash flow is a useful indicator of liquidity as it measures our ability to generate cash from our core operations after purchases of property and equipment. Free cash flow is a measure to determine, among other things, cash available for strategic initiatives, including further investments in our business and potential acquisitions of businesses.

#### **Operating Metrics**

*Number of Customers Contributing More Than* \$5,000 in ARR. We define ARR as the sum total of the revenue we would contractually expect to recognize over the next 12 months from all customers at a point in time, assuming no increases, reductions or cancellations in their subscriptions. We define our total customers contributing more than \$5,000 in ARR as of a particular date as the number of business entities or individuals, represented by a unique domain or a unique email address, with one or more paid subscriptions to one or more of our products that contributed more than \$5,000 in ARR.

*Net Dollar Retention Rate.* To calculate net dollar retention rate as of a given date, we first determine Entering ARR, which is ARR from the population of our customers as of 12 months prior to the end of the reporting period. We then calculate the Ending ARR from the same set of customers as of the end of the reporting period. We then divide the Ending ARR by the Entering ARR to arrive at our net dollar retention rate. Ending ARR includes upsells, cross-sells, and renewals during the measurement period and is net of any contraction or attrition over this period.

#### **Forward-Looking Statements**

This release contains forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995. These statements relate to, among other things, our GAAP and non-GAAP estimates for the second quarter and full year 2022, our financial outlook, our ability to continue to run the business efficiently, and the usefulness of the measures by which we evaluate our business, among other things. These forward-looking statements are based on Freshworks' current expectations, estimates and projections about its business and industry, management's beliefs and certain assumptions made by the company, all of which are subject to change. Forward-looking statements generally can be identified by the use of forward-looking terminology such as, "future", "believe," "expect," "may," "will," "intend," "estimate," "continue," "anticipate," "could," "would," "projects," "plans," "targets" or similar expressions or the negative of those terms or expressions. Such statements involve risks and uncertainties, many of which involve factors or circumstances that are beyond our control, which could cause actual results to vary materially from those expressed in or indicated by the forward-looking statements. Factors that may cause actual results to differ materially include our ability to achieve our long-term plans and key initiatives; our ability to maintain or grow the momentum of our business and operations; our ability to attract and retain customers or expand sales to existing customers; delays in product development or deployments or the success of such products; the failure to deliver competitive service offerings and lack of market acceptance of any offerings delivered; the impact to the economy, our customers and our business due to global economic conditions, including market volatility, continuing geopolitical instability resulting from the conflict between Russia and Ukraine, and the ongoing COVID-19 pandemic; the timeframes for and severity of the impact of any weakened global economic conditions on our customers' purchasing and renewal decisions, which may extend the length of our sales cycles or adversely affect our industry; our history of net losses and ability to achieve or sustain profitability; our ability to sustain or manage any future growth effectively; potential interruptions or performance problems, including a service outage, associated with our technology and the impact of challenges related to being a newly listed public company, as well as the other potential factors described under "Risk Factors" included in Freshworks' Annual Report on Form 10-K for the year ended December 31, 2021 and other documents of Freshworks Inc. on file with the Securities and Exchange Commission (available at www.sec.gov).

Freshworks cautions you not to place undue reliance on forward-looking statements, which speak only as of the date hereof and are based on information available to Freshworks at the time the statements are made and/or management's good faith belief as of that time with respect to future events. Freshworks assumes no obligation to update any forward-looking statements in order to reflect events or circumstances that may arise after the date of this release, except as required by law.

#### About Freshworks Inc.

Freshworks makes it fast and easy for businesses to delight their customers and employees. We do this by taking a fresh approach to building and delivering software that is affordable, quick to implement, and designed for the end user. Headquartered in San Mateo, California, Freshworks has a dedicated team operating from 13 global locations to serve 50,000+ customers including Bridgestone, Chargebee, DeliveryHero, ITV, Klarna, Multichoice, OfficeMax, TaylorMade and Vice Media. For more information visit www.freshworks.com.

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## FRESHWORKS INC. CONDENSED CONSOLIDATED STATEMENTS OF OPERATIONS

(in thousands, except per share data) (unaudited)

		Three Months Ended March 31,		
		2022		2021
Revenue	\$	114,637	\$	80,587
Cost of revenue <sup>(1)</sup>		22,395		16,693
Gross profit		92,242		63,894
Operating expense:				
Research and development <sup>(1)</sup>		30,717		15,395
Sales and marketing <sup>(1)</sup>		71,466		42,508
General and administrative <sup>(1)</sup>		37,183		7,706
Total operating expenses		139,366		65,609
Loss from operations		(47,124)		(1,715)
Interest and other income, net		602		373
Loss before income taxes		(46,522)		(1,342)
Provision for income taxes		2,537		1,073
Net loss		(49,059)		(2,415)
Decretion of redeemable convertible preferred stock		_		216,131
Undistributed earnings allocated to preferred stockholders				(144,221)
Net (loss) income attributable to common stockholders - basic	\$	(49,059)	\$	69,495
Undistributed earnings allocated to preferred stockholders	-	_		144,221
Decretion of redeemable convertible preferred stock		_		(216,131)
Net loss attributable to common stockholders - diluted	\$	(49,059)	\$	(2,415)
Net (loss) income per share attributable to common stockholders - basic	\$	(0.18)	\$	0.89
Net loss per share attributable to common stockholders - diluted	\$	(0.18)	\$	(0.01)
Weighted average shares used in computing net (loss) income per share attributable to common stockholders - basic		278,186		77,696
Weighted average shares used in computing net loss per share attributable to common stockholders - diluted		278,186		233,440

 $(1) \quad \hbox{Includes stock-based compensation expense as follows (in thousands):} \\$ 

	Three Months Ended March 31,			
		2022		2021
Cost of revenue	\$	1,526	\$	_
Research and development		8,309		_
Sales and marketing		12,536		-
General and administrative		24,254		_
Total stock-based compensation expense	\$	46,625	\$	_

# FRESHWORKS INC. CONDENSED CONSOLIDATED BALANCE SHEETS (in thousands)

Current assets:         4 603,46 (s)         7 47,861           Manketable securities         594,322 (57,50)         55,769           Accounts receivable, net         48,482 (51,756)         15,769           Deferred contract acquisition costs         15,709 (15,40)         14,640           Prepaid expenses and other current assets         37,661 (31,40)         31,410           Total current assets         21,999 (31,421,376)         12,428           Operating lease right-of-use assets         28,237 (31,421,376)         ————————————————————————————————————		March 31, 2022	December 31, 2021
Current assets:         5         60.36         \$         74.86           Marketable securities         594.32         575.679           Accounts receivable, net         44.848         51.755           Deferred contract acquisition costs         15.729         14.640           Prepaid expenses and other current assets         3.7681         31.440           Total current assets         2.1098         21.478           Opperating lease right-of-use assets         28.237         —           Operating lease right-of-use assets         28.237         —           Operating lease right-of-use assets         15.243         15.007           Intensible assets, net         1.270         1.894           Goodwill         5.139         6.244           Ober assets         5.359         6.244           Other assets         5.359         6.245           Total current laishities         5.359         6.245           Ac		(unaudited)	
Cash and cash equivalents         \$ 603,466         \$ 747,861           Marketable securities         594,322         575,679           Accounts receivable, net         48,482         51,759           Deferred contract acquisition costs         15,729         41,640           Prepaid expenses and other current assets         1,299,600         1,421,376           Property and equipment, net         21,089         21,478           Operating lease right-of-use assets         28,237         —           Operating lease right-of-use assets         1,270         1,804           Obditified States, net         1,270         1,804           Goodwill         6,181         6,181           Operating lease right-of-use assets         5,836         6,240           Obditified States         1,270         1,804           Operating lease right-of-use assets         2,832         -           Operating lease right-of-use assets         2,833         -           Obditified States         5,836         6,240           Obditified States         5,836         6,240           Obditified States         5,336         6,242           Obditified States         5,379         6,321           Accountified States         23,36	Assets		
Marketable securities         594,32         575,679           Accounts receivable, net         48,482         51,756           Deferred contract acquisition costs         37,601         31,400           Prepaid expenses and other current assets         12,999         1,41,376           Property and equipment, net         21,009         21,478           Operating lease right-of-use assets         28,237         —           Deferred contract acquisition costs, noncurrent         15,243         15,008           Deferred contract acquisition costs, noncurrent         11,270         1,808           Deferred contract acquisition costs, noncurrent         6,101         6,101           Deferred contract acquisition costs, noncurrent         1,102         6,108           Deferred contract acquisition costs, noncurrent         1,102         6,108           Deferred contract acquisition costs, noncurrent         5,103         6,108           Deferred contract acquisition costs, noncurrent         5,108         6,204           Deferred contract acquisition costs, noncurrent         5,108         6,204           Deferred contract acquisition costs, noncurrent         3,108         6,204           Deferred contract acquisition costs, noncurrent         21,002         6,203           Deferred contract acquisitio	Current assets:		
Accounts receivable, net         48,482         51,766           Deferred contract acquisition costs         15,299         14,640           Prepaid expenses and other current assets         37,681         31,440           Total current assets         21,299         1,421,376           Property and equipment, net         21,009         21,478           Operating lease right-of-use assets         28,237         -           Deferred contract acquisition costs, nonurrent         15,243         15,007           Intensible assets, net         6,181         6,181           Godwill         6,181         6,181           Obeferred tax assets         13,131         10,002           Other assets         13,131         10,002           Total assets         5,139,008         6,281           Accounts payable         5,3,58         6,284           Accounts payable         5,3,58         6,201           Accound tay payable         3,3,59         6,221           Operating lease liabilities, non-current         23,36         7,202           Operating lease liabilities, non-current         2,33         7,202           Total liabilities         2,33         7,202           Total liabilities         3,3         4,3	Cash and cash equivalents	\$ 603,460	5 \$ 747,861
Deferred contract acquisition costs         15,729         14,640           Prepaid expenses and other current assets         37,681         31,404           Total current assets         12,909         1,421,376           Operating lease right-of-use assets         28,237         —           Deferred contract acquisition costs, noncurrent         15,234         15,007           Interpolate assets, net         1,209         1,804           Godwill         5,158         6,804           Deferred tax assets         5,585         6,804           Other assets         13,11         1,059           Total assets         5,309         1,482,20           Total assets         5,309         1,482,20           Total assets         5,309         6,204,20           Total assets         5,309         6,204,20           Total assets         5,309         6,204,20           Deferred tax assets         5,309         6,32           Accounts payable         5,309         5,209           Accounts payable         3,30         2,20           Deferred revenue         2,304         2,20           Operating lease liabilities, on-current labilities         2,30         2,20           Total Liabili	Marketable securities	594,33	2 575,679
Prepaid expenses and other current assets         37,681         31,400           Total current assets         1,299,690         1,421,376           Property and equipment, net         21,008         21,478           Operating lease right-of-use assets         28,237         —           Deferred contract acquisition costs, noncurrent         15,243         15,007           Interpation assets, net         1,270         1,848           Goodwill         6,181         6,181           Deferred tax assets         5,356         6,284           Other assets         3,300         3,300           Total assets         5,300         5,300           Accounts passets         3,300         2,300           Total current liabilities         2,300         <	Accounts receivable, net	48,48.	51,756
Total current assets         1,299,690         1,421,376           Property and equipment, net         21,089         21,478           Operating lease right-of-use assets         28,237         —           Deferred contract acquisition costs, noncurrent         15,243         15,007           Intangible assets, net         1,279         1,894           Godwill         6,181         6,181           Deferred tax assets         5,858         6,284           Other assets         3,130,60         3,105,00           Total assets         5,130,00         3,142,100           Total assets         5,130,00         3,142,100           Current liabilities         5,130,00         5,520           Accounts payable         5,379         6,621           Accound liabilities         3,150         5,520           Deferred revenue         3,150         5,520           December liabilities         3,150         2,023           Operating lease liabilities, non-current         2,03         6           Operating lease liabilities, non-current         2,03         6           Other liabilities         2,03         6           Other liabilities         2,03         6           Other liabilities	Deferred contract acquisition costs	15,729	) 14,640
Property and equipment, net         21,089         21,478           Operating lease right-of-use assets         28,237         —           Deferred contract acquisition costs, noncurrent         15,007         1,809           Intagible assets, net         1,270         1,894           Godwill         6,181         6,181           Operating assets         5,836         6,284           Other assets         13,131         10,592           Intal assets         13,103         1,082           Total assets         5,309         1,082           Country and depriment required         5,309         6,282           Accounts payable         5,309         5,829           Deferred revenue         12,414         160,73           Deferred revenue         3,309         1,023           Operating lease liabilities, non-current         26,93         2,23,46           Operating lease liabilities, non-current         26,93         24,47           Other liabilities         27,94         24,47           Other liabilities         27,94         24,47           Other liabilities         27,94         24,47           Other liabilities         3         3           Other liabilities         <	Prepaid expenses and other current assets	37,68	31,440
Operating lease right-of-use assets         28,237         —           Defered contract acquisition costs, noncurrent         15,007         1,809           Intangible assets, net         1,270         1,809           Goodwill         6,181         6,181           Defered tax assets         5,858         6,284           Other assets         13,13         10,592           Otal assets         \$1,390,60         1,482,812           Intalilities and Stockholders' Equity         ***         ***         6,281           Cital assets         \$3,906         \$1,302         \$6,281           Accounts payable         \$3,709         \$6,281           Accrued liabilities         53,100         \$5,829           Deferred revenue         174,412         160,733           Income tax payable         33         1,023           Operating lease liabilities, non-current         26,934         —           Other liabilities         20,934         24,435           Other liabilities         29,346         24,435           Other liabilities         29,346         24,507           Other liabilities         20,334         24,507           Other liabilities         3         3           <	Total current assets	1,299,690	1,421,376
Deferred contract acquisition costs, noncurrent         15,043         15,007           Intangible assets, net         1,270         1,894           Goodwill         6,181         6,181           Deferred tax assets         5,858         6,284           Other assets         13,113         10,592           It also assets         \$ 1,390.681         \$ 1,482,812           Courrent liabilities         * 3,796         \$ 6,321           Accounts payable         \$ 3,798         \$ 6,321           Accounts payable         \$ 3,798         \$ 6,321           Income tax payable         \$ 3,798         \$ 6,321           Income tax payable         \$ 3,798         \$ 6,321           Income tax payable         \$ 3,798         \$ 1,023           Operating lease liabilities, non-current         \$ 23,635         \$ 223,346           Operating lease liabilities, non-current         \$ 23,945         \$ 24,725           Stockholders' equity:         \$ 29,463         \$ 24,725           Common stock         \$ 3         \$ 3           Additional paid-in capital         \$ 4,355,8         \$ 4,509,724           Accumulated other comprehensive loss         \$ (3,320,00)         \$ (3,270,941)           Accumulated deficit         \$ (3,11,1	Property and equipment, net	21,08	21,478
Intangible assets, net         1,270         1,894           Goodwill         6,181         6,181           Deferred tax assets         5,858         6,284           Other assets         13,113         10,502           Total assets         \$ 1,390,681         \$ 1,482,812           Labilities and Stockholders' Equity           Total assets         \$ 3,796         \$ 6,284           Accounts payable         \$ 3,798         \$ 6,221           Accounted liabilities         53,100         55,829           Deferred revenue         174,412         160,73           Income tax payable         23,655         20,324           Operating lease liabilities, non-current         23,655         223,46           Operating lease liabilities, non-current         26,934         21,427           Total liabilities         26,934         21,427           Total liabilities         279,463         24,737           Stockholders' equity:         3         3           Common stock         3         3           Accumulated other comprehensive loss         4,509,74           Accumulated deficit         3,320,000         3,270,911           Total stockholders' equity         3,320,000	Operating lease right-of-use assets	28,23	<i></i>
Goodwill         6,181         6,181           Defered tax assets         5,858         6,284           Other assets         13,131         10,592           Total assets         \$ 1,390,681         \$ 1,482,812           Libilities and Stockholders' Equity           Current liabilities         S 3,798         \$ 6,321           Accounts payable         \$ 3,798         \$ 5,829           Deferred revenue         174,412         160,173           Income tax payable         33         1,023           Total current liabilities         231,695         233,466           Operating lease liabilities, non-current         26,934         1,427           Other liabilities         20,834         21,427           Total liabilities         20,834         21,427           Total liabilities         20,834         21,427           Total liabilities         20,834         21,427           Total liabilities         279,433         24,737           Stockholders' equity:         3         3           Accumulated other comprehensive loss         4,435,568         4,509,724           Accumulated deficit         3,320,000         3,270,911           Total stockholders' equity <td>Deferred contract acquisition costs, noncurrent</td> <td>15,24</td> <td>3 15,007</td>	Deferred contract acquisition costs, noncurrent	15,24	3 15,007
Deferred tax assets         5,858         6,284           Other assets         13,113         10,592           Total assets         \$ 1,390,681         \$ 1,482,812           Liabilities and Stockholders' Equity           Current liabilities:           Accounts payable         \$ 3,798         \$ 6,321           Accrued liabilities         53,100         55,829           Deferred revenue         174,412         160,173           Income tax payable         335         1,023           Operating lease liabilities, non-current         26,934            Other liabilities         20,834         21,427           Total liabilities         279,463         244,73           Stockholders' equity:         3         3           Additional paid-in capital         4,435,568         4,509,724           Accumulated other comprehensive loss         4,355,90         3,270,941           Accumulated deficit         3,320,000         3,270,941           Total stockholders' equity         1,111,218         1,238,039	Intangible assets, net	1,270	1,894
Other assets         13,113         10,502           Total assets         \$ 1,300,601         \$ 1,482,812           Libilities and Stockholders' Equity           Current liabilities:           Accounts payable         \$ 3,798         6,221           Accrued liabilities         53,100         55,829           Deferred revenue         174,412         160,173           Income tax payable         385         1,023           Total current liabilities         231,695         223,346           Operating lease liabilities, non-current         26,934            Other liabilities         279,463         244,73           Stockholders' equity:         3         3         3           Stockholders' equity:         3         3         3           Accumulated other comprehensive loss         4,435,568         4,509,724           Accumulated other comprehensive loss         3         7,747           Accumulated other comprehensive loss         3         7,747           Accumulated other comprehensive loss         1,111,218         1,238,039	Goodwill	6,18	6,181
Intal assets         \$ 1,390,681         \$ 1,482,812           Liabilities and Stockholders' Equity           Current liabilities:           Accounts payable         \$ 3,798         \$ 6,321           Accrued liabilities         53,100         55,829           Deferred revenue         174,412         160,173           Income tax payable         385         1,023           Total current liabilities         231,695         223,346           Operating lease liabilities, non-current         26,934            Other liabilities         20,834         21,427           Total liabilities         279,463         244,773           Stockholders' equity:         3         3           Common stock         3         3           Accumulated other comprehensive loss         (4,355,68)         4,509,724           Accumulated deficit         (3,320,00)         (3,270,941)           Accumulated deficit         (3,320,00)         (3,270,941)           Total stockholders' equity         1,111,218         1,236,039	Deferred tax assets	5,856	6,284
Labilities and Stockholders' Equity           Current liabilities:         \$ 3,798         \$ 6,321           Accounts payable         \$ 3,798         \$ 6,321           Accrued liabilities         53,100         55,829           Deferred revenue         174,412         160,173           Income tax payable         385         1,023           Total current liabilities         231,695         223,346           Operating lease liabilities, non-current         26,934         —           Other liabilities         20,834         21,427           Total liabilities         279,463         244,773           Stockholders' equity:         3         3           Accumulated optic capital         4,435,568         4,509,724           Accumulated officit         (3,320,00)         (3,270,941)           Accumulated deficit         (3,320,00)         (3,270,941)           Total stockholders' equity         1,111,218         1,238,039	Other assets	13,113	3 10,592
Current liabilities:       \$ 3,798 \$ 6,321         Accounts payable       \$ 3,798 \$ 6,321         Accrued liabilities       53,100 \$ 55,829         Deferred revenue       174,412 \$ 160,173         Income tax payable       385 \$ 1,023         Total current liabilities       231,695 \$ 223,346         Operating lease liabilities, non-current       26,934 \$         Other liabilities       279,463 \$ 244,773         Total liabilities       279,463 \$ 244,773         Stockholders' equity:       3 3         Common stock       3 \$ 3         Additional paid-in capital       4,435,568 \$ 4,509,724         Accumulated other comprehensive loss       (4,353) \$ (747)         Accumulated deficit       (3,320,000) \$ (3,270,941)         Total stockholders' equity       1,111,218 \$ 1,238,039	Total assets	\$ 1,390,68	\$ 1,482,812
Accounts payable         \$ 3,798         \$ 6,321           Accrued liabilities         53,100         55,829           Deferred revenue         174,412         160,173           Income tax payable         385         1,023           Total current liabilities         231,695         223,346           Operating lease liabilities, non-current         26,934            Other liabilities         20,834         21,427           Total liabilities         279,463         244,773           Stockholders' equity:         3         3           Common stock         3         3           Additional paid-in capital         4,435,568         4,509,724           Accumulated other comprehensive loss         (4,353)         (747)           Accumulated deficit         (3,320,000)         (3,270,941)           Total stockholders' equity         1,111,218         1,238,039	Liabilities and Stockholders' Equity		
Accrued liabilities       53,100       55,829         Deferred revenue       174,412       160,173         Income tax payable       385       1,023         Total current liabilities       231,695       223,346         Operating lease liabilities, non-current       26,934       —         Other liabilities       20,834       21,427         Total liabilities       279,463       244,773         Stockholders' equity:       Stockholders' equity:         Common stock       3       3         Additional paid-in capital       4,435,568       4,509,724         Accumulated other comprehensive loss       (4,353)       (747)         Accumulated deficit       (3,320,000)       (3,270,941)         Total stockholders' equity       1,111,218       1,238,039	Current liabilities:		
Deferred revenue         174,412         160,173           Income tax payable         385         1,023           Total current liabilities         231,695         223,346           Operating lease liabilities, non-current         26,934         —           Other liabilities         20,834         21,427           Total liabilities         279,463         244,773           Stockholders' equity:         3         3           Common stock         3         3           Additional paid-in capital         4,435,568         4,509,724           Accumulated other comprehensive loss         (4,353)         (747)           Accumulated deficit         (3,320,000)         (3,270,941)           Total stockholders' equity         1,111,218         1,238,039	Accounts payable	\$ 3,796	3 \$ 6,321
Income tax payable         385         1,023           Total current liabilities         231,695         223,346           Operating lease liabilities, non-current         26,934         —           Other liabilities         20,834         21,427           Total liabilities         279,463         244,773           Stockholders' equity:         3         3           Common stock         3         3           Additional paid-in capital         4,435,568         4,509,724           Accumulated other comprehensive loss         (4,353)         (747)           Accumulated deficit         (3,320,000)         (3,270,941)           Total stockholders' equity         1,111,218         1,238,039	Accrued liabilities	53,100	55,829
Total current liabilities         231,695         223,346           Operating lease liabilities, non-current         26,934         —           Other liabilities         20,834         21,427           Total liabilities         279,463         244,773           Stockholders' equity:         Stockholders' equity:           Common stock         3         3           Additional paid-in capital         4,435,568         4,509,724           Accumulated other comprehensive loss         (4,353)         (747)           Accumulated deficit         (3,320,000)         (3,270,941)           Total stockholders' equity         1,111,218         1,238,039	Deferred revenue	174,41	160,173
Operating lease liabilities, non-current         26,934         —           Other liabilities         20,834         21,427           Total liabilities         279,463         244,773           Stockholders' equity:         Stockholders' equity:           Common stock         3         3           Additional paid-in capital         4,435,568         4,509,724           Accumulated other comprehensive loss         (4,353)         (747)           Accumulated deficit         (3,320,000)         (3,270,941)           Total stockholders' equity         1,111,218         1,238,039	Income tax payable	38	1,023
Other liabilities         20,834         21,427           Total liabilities         279,463         244,773           Stockholders' equity:         3         3           Common stock         3         4,435,568         4,509,724           Accumulated other comprehensive loss         (4,353)         (747)           Accumulated deficit         (3,320,000)         (3,270,941)           Total stockholders' equity         1,111,218         1,238,039	Total current liabilities	231,699	223,346
Total liabilities         279,463         244,773           Stockholders' equity:         3         3           Common stock         3         4,435,568         4,509,724           Accumulated other comprehensive loss         (4,353)         (747)           Accumulated deficit         (3,320,000)         (3,270,941)           Total stockholders' equity         1,111,218         1,238,039	Operating lease liabilities, non-current	26,93	· —
Stockholders' equity:         Common stock       3       3         Additional paid-in capital       4,435,568       4,509,724         Accumulated other comprehensive loss       (4,353)       (747)         Accumulated deficit       (3,320,000)       (3,270,941)         Total stockholders' equity       1,111,218       1,238,039	Other liabilities	20,83	1 21,427
Common stock         3         3           Additional paid-in capital         4,435,568         4,509,724           Accumulated other comprehensive loss         (4,353)         (747)           Accumulated deficit         (3,320,000)         (3,270,941)           Total stockholders' equity         1,111,218         1,238,039	Total liabilities	279,46	3 244,773
Additional paid-in capital       4,435,568       4,509,724         Accumulated other comprehensive loss       (4,353)       (747)         Accumulated deficit       (3,320,000)       (3,270,941)         Total stockholders' equity       1,111,218       1,238,039	Stockholders' equity:		
Accumulated other comprehensive loss       (4,353)       (747)         Accumulated deficit       (3,320,000)       (3,270,941)         Total stockholders' equity       1,111,218       1,238,039	Common stock		3
Accumulated deficit         (3,320,000)         (3,270,941)           Total stockholders' equity         1,111,218         1,238,039	Additional paid-in capital	4,435,56	3 4,509,724
Total stockholders' equity 1,111,218 1,238,039	Accumulated other comprehensive loss	(4,353	(747)
	Accumulated deficit	(3,320,000	(3,270,941)
Total liabilities and stockholders' equity \$ 1,390,681 \$ 1,482,812	Total stockholders' equity	1,111,21	3 1,238,039
	Total liabilities and stockholders' equity	\$ 1,390,68	\$ 1,482,812

# FRESHWORKS INC. CONDENSED CONSOLIDATED STATEMENTS OF CASH FLOWS

(in thousands) (unaudited)

	Three Months Ended March 31,		
	2022	2021	
Cash Flows from Operating Activities:			
Net loss	\$ (49,059) \$	(2,415)	
Adjustments to reconcile net loss to net cash provided by operating activities:			
Depreciation and amortization	2,973	3,201	
Amortization of deferred contract acquisition costs	4,275	2,659	
Non-cash lease expense	1,404	_	
Stock-based compensation	46,625	_	
Premium amortization on marketable securities	766	363	
Change in fair value of equity securities	(85)	(27)	
Deferred income taxes	309	_	
Other	754	(67)	
Changes in operating assets and liabilities:			
Accounts receivable	3,160	(2,833)	
Deferred contract acquisition costs	(5,600)	(4,790)	
Prepaid expenses and other assets	(8,685)	3,299	
Accounts payable	(2,059)	689	
Accrued and other liabilities	(4,972)	(9,277)	
Deferred revenue	14,239	16,975	
Operating lease liabilities	(2,690)	_	
Net cash provided by operating activities	1,355	7,777	
Cash Flows from Investing Activities:			
Purchases of property and equipment	(1,397)	(1,987)	
Proceeds from sale of property and equipment	17	102	
Capitalized internal-use software	(1,344)	(956)	
Purchases of marketable securities	(151,408)	(26,381)	
Sales of marketable securities	58,736	2,510	
Maturities and redemptions of marketable securities	69,750	42,462	
Net cash (used in) provided by investing activities	(25,646)	15,750	
Cash Flows from Financing Activities:	 		
Proceeds from exercise of stock options	28	21	
Payment of withholding taxes on net share settlement of equity awards	(119,948)	_	
Payment of deferred offering costs	(109)	(28)	
Net cash (used in) financing activities	(120,029)	(7)	
Net (decrease) increase in cash, cash equivalents and restricted cash	(144,320)	23,520	
Cash, cash equivalents and restricted cash, beginning of period	747,864	98,331	
Cash, cash equivalents and restricted cash, end of period	\$ 603,544 \$	121,851	

### FRESHWORKS INC.

RECONCILIATION OF SELECTED GAAP MEASURES TO NON-GAAP MEASURES (in thousands, except percentages and per share data) (unaudited)

		Three Months Ended March 31,			
		2022		2021	
Reconciliation of gross profit and gross margin:					
GAAP gross profit	\$	92,242	\$	63,894	
Non-GAAP adjustments:					
Stock-based compensation expense		1,526		_	
Employer payroll taxes on employee stock transactions		(55)		_	
Amortization of acquired intangibles		525		969	
Non-GAAP gross profit	\$	94,238	\$	64,863	
GAAP gross margin		80.5%		79.3 %	
Non-GAAP gross margin		82.2 %		80.5 %	
Reconciliation of operating expenses:					
GAAP research and development	\$	30,717	\$	15,395	
Non-GAAP adjustments:					
Stock-based compensation expense		(8,309)		_	
Employer payroll taxes on employee stock transactions		178		_	
Non-GAAP research and development	\$	22,586	\$	15,395	
GAAP research and development as percentage of revenue		26.8 %		19.1 %	
Non-GAAP research and development as percentage of revenue		19.7 %		19.1 %	
GAAP sales and marketing	\$	71,466	\$	42,508	
Non-GAAP adjustments:					
Stock-based compensation expense		(12,536)		_	
Employer payroll taxes on employee stock transactions		488		_	
Amortization of acquired intangibles		(99)		(99)	
Non-GAAP sales and marketing	\$	59,319	\$	42,409	
GAAP sales and marketing as percentage of revenue		62.3 %		52.7 %	
Non-GAAP sales and marketing as percentage of revenue		51.7 %		52.6 %	
GAAP general and administrative	\$	37,183	\$	7,706	
Non-GAAP adjustments:					
Stock-based compensation expense		(24,254)		_	
Employer payroll taxes on employee stock transactions		(29)		_	
Non-GAAP general and administrative	\$	12,900	\$	7,706	
GAAP general and administrative as percentage of revenue		32.4 %		9.6 %	
Non-GAAP general and administrative as percentage of revenue		11.3 %		9.6 %	
GAAP general and administrative as percentage of revenue	<del></del>	32.4 %			

# FRESHWORKS INC. RECONCILIATION OF SELECTED GAAP MEASURES TO NON-GAAP MEASURES (in thousands, except percentages and per share data) (unaudited)

		Three Months Ended March 31,		
		2022		2021
Reconciliation of operating (loss) and operating margin:				
GAAP (loss) from operations	\$	(47,124)	\$	(1,715)
Non-GAAP adjustments:				
Stock-based compensation expense		46,625		_
Employer payroll taxes on employee stock transactions		(692)		_
Amortization of acquired intangibles		624		1,068
Non-GAAP (loss) from operations	\$	(567)	\$	(647)
GAAP operating margin		(41.1)%	)	(2.1)%
Non-GAAP operating margin		(0.5)%	)	(0.8)%
Reconciliation of net (loss) income attributable to common stockholders:				
GAAP net (loss) income attributable to common stockholders - basic	\$	(49,059)	\$	69,495
Non-GAAP adjustments:				
Undistributed earnings allocated to preferred stockholders		_		144,221
Decretion of redeemable convertible preferred stock		_		(216,131)
Stock-based compensation expense		46,625		_
Employer payroll taxes on employee stock transactions		(692)		_
Amortization of acquired intangibles		624		1,068
Income tax adjustments		381		_
Non-GAAP net (loss) attributable to common stockholders - basic and diluted	\$	(2,121)	\$	(1,347)
Reconciliation of net (loss) income per share - basic and diluted:				
GAAP net (loss) income per share attributable to common stockholders - basic	\$	(0.18)	\$	0.89
Non-GAAP adjustments:				
Undistributed earnings allocated to preferred stockholders		_		1.86
Decretion of redeemable convertible preferred stock		_		(2.78)
Stock-based compensation expense		0.17		_
Employer payroll taxes on employee stock transactions		_		_
Amortization of acquired intangibles		_		0.01
Income tax adjustments		_		_
Non-GAAP net (loss) per share attributable to common stockholders - basic and diluted	\$	(0.01)	\$	(0.02)
Weighted-average shares used in computing GAAP and non-GAAP net (loss) per share attributable to common stockholders - basic and diluted		278,186		77,696
Computation of two each flavor				
Computation of free cash flow:  Net cash provided by operating activities	¢	1 255	¢	7 777
	\$	1,355	\$	7,777
Less: Purchases of property and equipment		(1.207)		(1.007)
Capitalized internal-use software		(1,397) (1,344)		(1,987) (956)
•	¢		¢	
Free cash flow	\$	(1,386)	\$	4,834
Net cash (used in) provided by investing activities	\$	(25,646)	\$	15,750
Net cash (used in) financing activities	\$	(120,029)	\$	(7)