



FOURTH-QUARTER & FULL-YEAR 2020

Investor Presentation

February 18, 2021

Forward-Looking Statements & Non-GAAP Measures

Forward-looking statements in this presentation are made pursuant to the safe harbor provisions of the Private Securities Litigation Reform Act of 1995. Such forward-looking statements are subject to certain risks and uncertainties that could cause actual results to differ materially from those projected. Such risks and uncertainties include, but are not limited to: we may be more sensitive to revenue fluctuations than other companies, which could result in fluctuations in the market price of our common stock; payments on accounts receivable may be slower than expected, or amounts due on receivables or notes may not be fully collectible; we are dependent on the services of our executive officers and other key employees, the loss of any of whom may have a material adverse effect on our business, financial condition and results of operations; restrictions imposed by independence requirements and conflict of interest rules may limit our ability to provide services to clients of the attest firms with which we have contractual relationships and the ability of such attest firms to provide attestation services to our clients; our goodwill and intangible assets could become impaired, which could lead to material non-cash charges against earnings; our goodwill and intangible assets could become impaired, which could lead to material non-cash charges against earnings; certain liabilities resulting from acquisitions are estimated and could lead to a material non-cash impact on earnings; governmental regulations and interpretations are subject to changes, which could have a material adverse effect on revenue; changes in the United States healthcare environment, including new healthcare legislation, may adversely affect the revenue and margins in our healthcare benefit businesses; we are subject to risks relating to processing customer transactions for our payroll and other transaction processing businesses; cyber attacks or other security breaches involving our computer systems or the systems of one or more of our vendors could materially and adversely affect our business; we are subject to risk as it relates to software that we license from third parties; we could be held liable for errors and omissions; the future issuance of additional shares could adversely affect the price of our common stock; our principal stockholders may have substantial control over our operations; we require a significant amount of cash for interest payments on our debt and to expand our business as planned; terms of our credit facility may adversely affect our ability to run our business and/or reduce stockholder returns; our failure to satisfy covenants in our debt instruments will cause a default under those instruments; we are reliant on information processing systems and any failure of these systems could have a material adverse effect on our business, financial condition and results of operations; we may not be able to acquire and finance additional businesses which may limit our ability to pursue our business strategy; the business services industry is competitive and fragmented; if we are unable to compete effectively, our business, financial condition and results of operations may be negatively impacted; there is volatility in our stock price. A more detailed description of such risks and uncertainties may be found in the Company's filings with the Securities and Exchange Commission.

All forward-looking statements made in this presentation are made only as of the end of the fourth quarter of 2020. The Company does not undertake any obligation to publicly update or correct any forward-looking statements to reflect events or circumstances that subsequently have occurred or of which it thereafter has become aware since the end of the fourth quarter of 2020.

The Company has included certain Non-GAAP measures in this presentation. Non-GAAP measures are commonly used by the Company, its shareholders and debt holders to evaluate, assess and benchmark the Company's operational results and to provide an additional measure with respect to the Company's ability to meet future debt obligations. Reconciliations for Non-GAAP measures can be found in the Appendix.

Who We Are



LEADING PROVIDER OF FINANCIAL, INSURANCE AND ADVISORY SERVICES TO PRIMARILY SMALL AND MIDSIZED BUSINESSES (SMB) IN THE U.S.



Commitment to Community
including
9 Million+ Lbs. of Food Donated
since 2009



CEO **ACT!ON** FOR DIVERSITY & INCLUSION



68 Workplace Awards
in 2020
See Appendix



Click the link above to view our 2019 Corporate Social Responsibility Report or copy and paste this address into your browser:

https://www.cbiz.com/Portals/0/Corporate%20Social%20Responsibility/2019/Corporate-Social-Responsibility-ebook-2019_final.pdf?ver=2020-04-07-130059-557

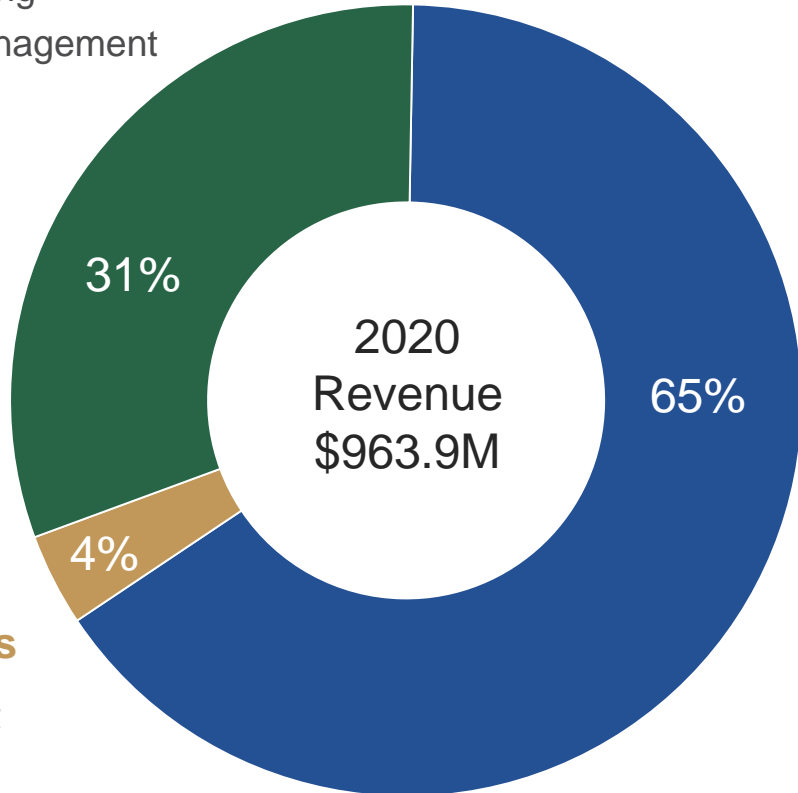
Revenue Profile

Benefits and Insurance Services

- Employee Benefits Consulting
- Payroll / Human Capital Management
- Property & Casualty
- Retirement Plan Services

National Practices

- Technology Support



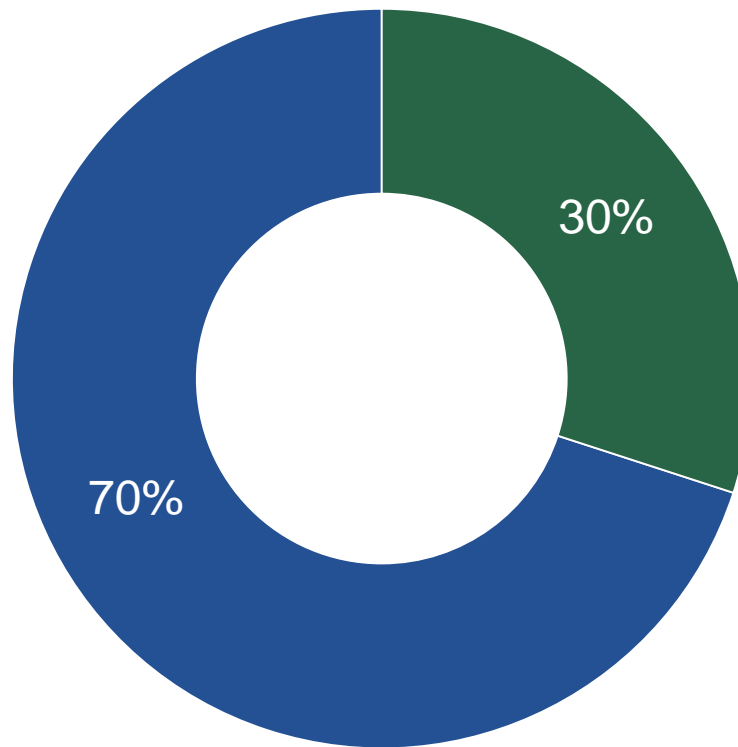
Financial Services

- Accounting and Tax
- Government Health Care Consulting
- Financial Advisory
- Transaction Advisory
- Risk & Advisory Services
- Valuation

Recurring Revenue

Recurring Services

- Annual Tax Compliance
- Group Health Benefits
- Government Health Care Consulting
- Property & Casualty
- Payroll
- Retirement Plan Services
- Technology Support



Project-based work

- Financial Consulting
- Valuation
- Compensation Studies
- Litigation Support
- Transaction Advisory
- Risk Advisory
- Executive Search

Client Profile

Target Clients



SMB

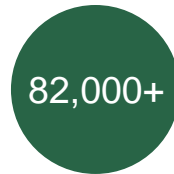


50 to 2,000
Employees



\$5M to \$200M
in Revenue

NATIONAL RESOURCES – PERSONAL SERVICE



Total
Clients



Business
Clients



Client Retention
Rate

National Scale

4,800

Team Members

100+

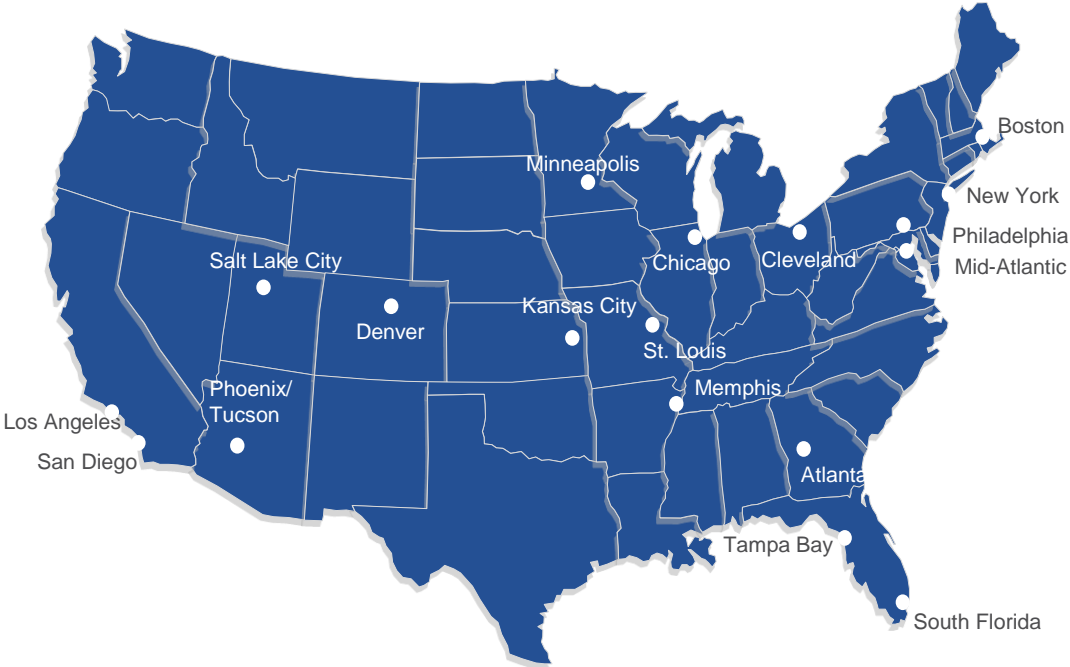
Offices

31

States

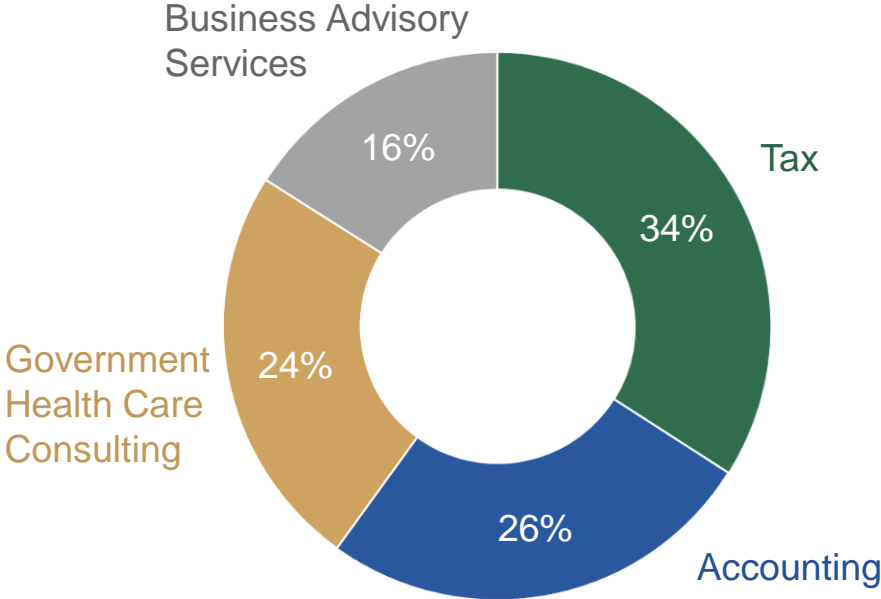
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Major Markets



OPPORTUNITY TO EXPAND INTO NEW AND STRENGTHEN EXISTING MARKETS

Financial Services



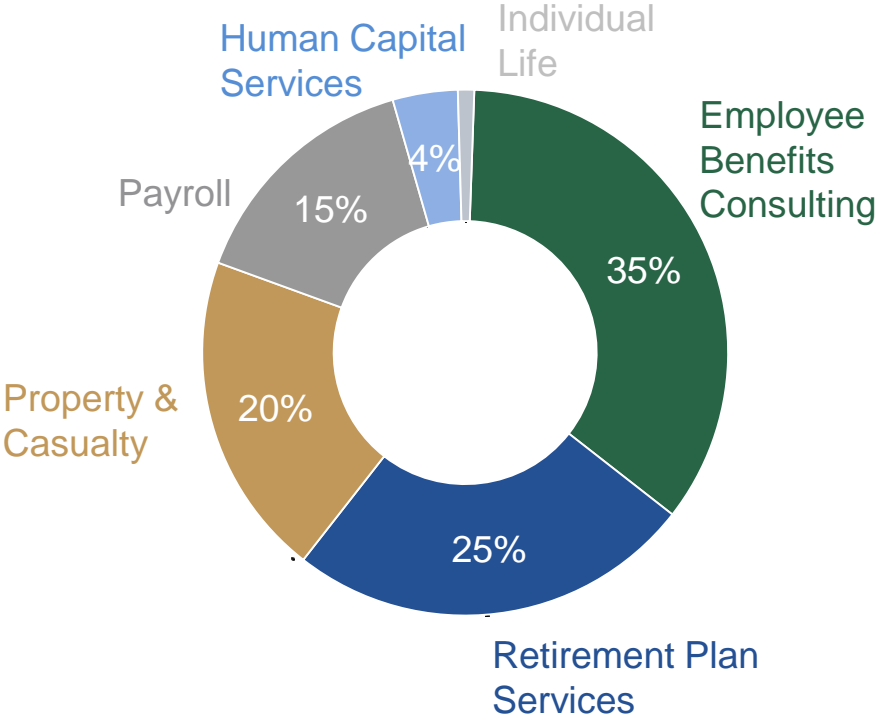
2020	
REVENUE	\$629.8M
OPERATING INCOME	\$104.6M
OPERATING MARGIN	16.6%



Accounting Provider
Nationally 2020 by
Accounting Today



Benefits and Insurance Services



2020	
REVENUE	\$297.8M
OPERATING INCOME	\$49.4M
OPERATING MARGIN	16.6%



Best Places to Work in Insurance 2020 by *BI Magazine*



Top 20 Broker of U.S. Business 2020 by *BI Magazine*

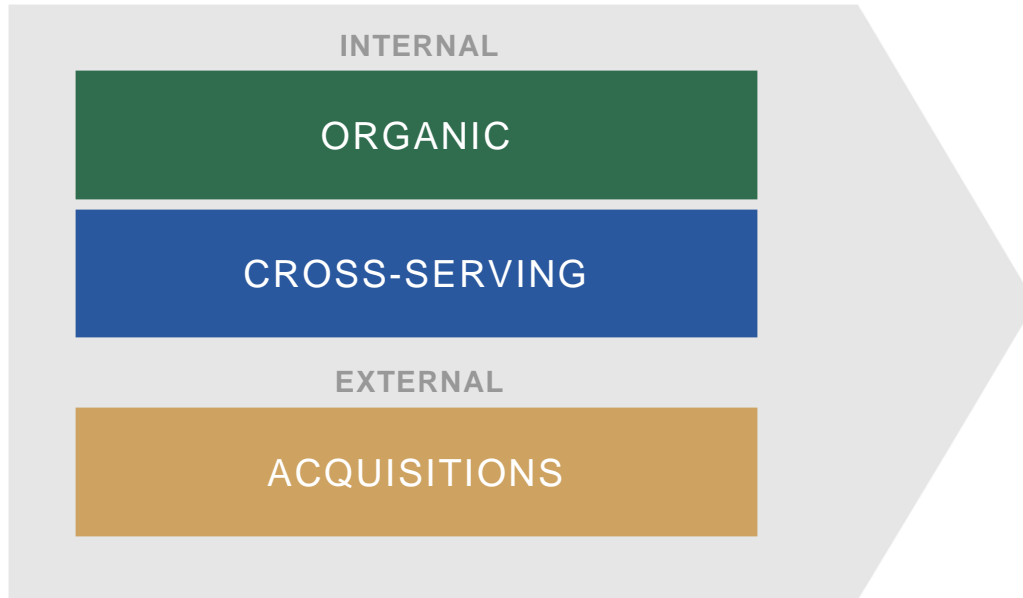


Top 100 Retirement Plan Adviser 2020 by *PLANADVISER*



Focus on Growth

REVENUE GROWTH COMPONENTS



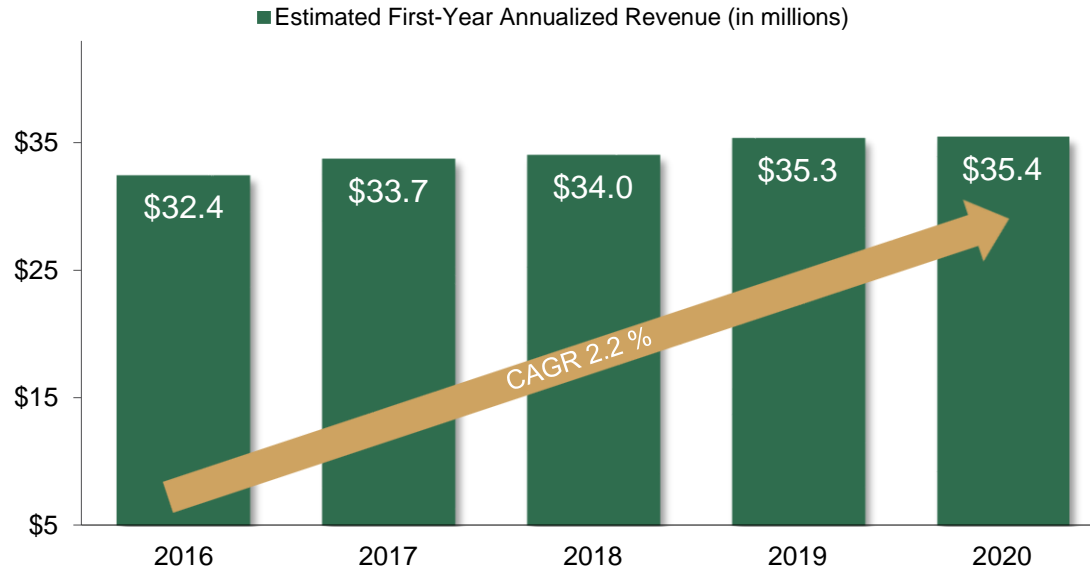
COMPOUNDED
ANNUAL
GROWTH RATE
SINCE 2016

4.8%

EARNINGS PER SHARE (from continuing operations)

16.9%

Growth by Cross-Serving



Trust



Co-location



Training



Recognition/
Reward

Growth by Acquisition



- Successful local or regional company
- Cultural fit
- Strong leadership
- Desire for greater national platform and enhanced client service capabilities
- Cross-serving potential

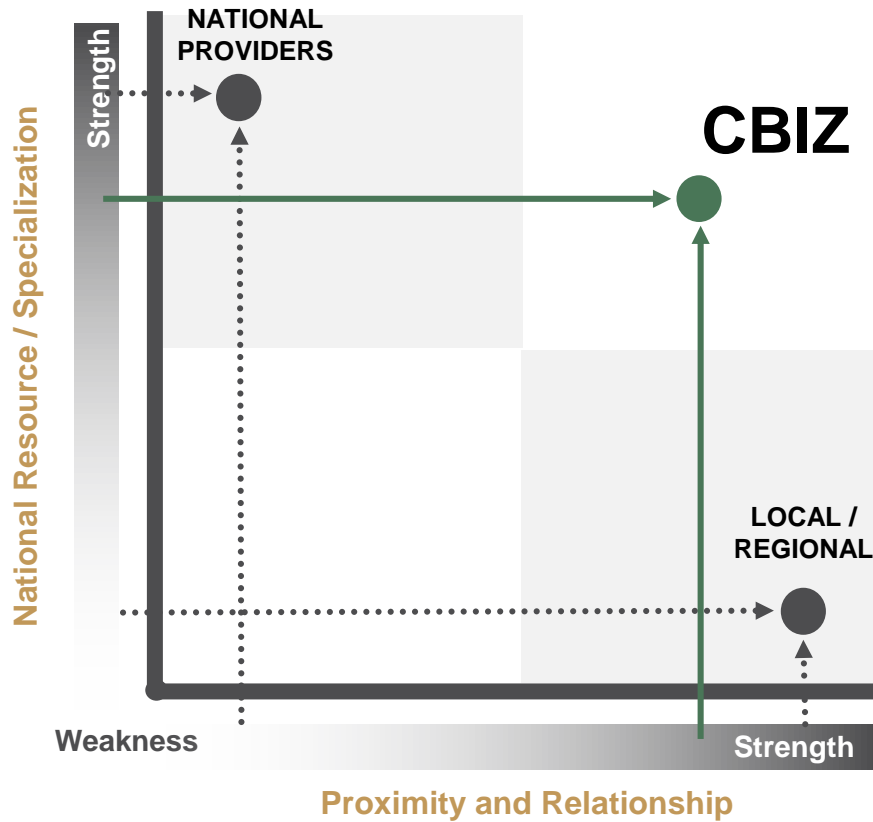
- Focus on core services in specific geographic markets
- Focus on high-growth industries and service niches
- Full integration
- Immediately accretive

- Consideration based on TTM EBITDA
- 50%+ paid up front
- Balance paid on multi-year earnout contingent upon achieving growth targets
- Consideration primarily cash with small stock component

IMMEDIATELY ACCRETIVE TO SHAREHOLDERS

Competitive Advantage

NATIONAL RESOURCES – PERSONAL SERVICE



“We out-local the nationals and out-national the locals”



Financial Overview



CBIZ, Inc.

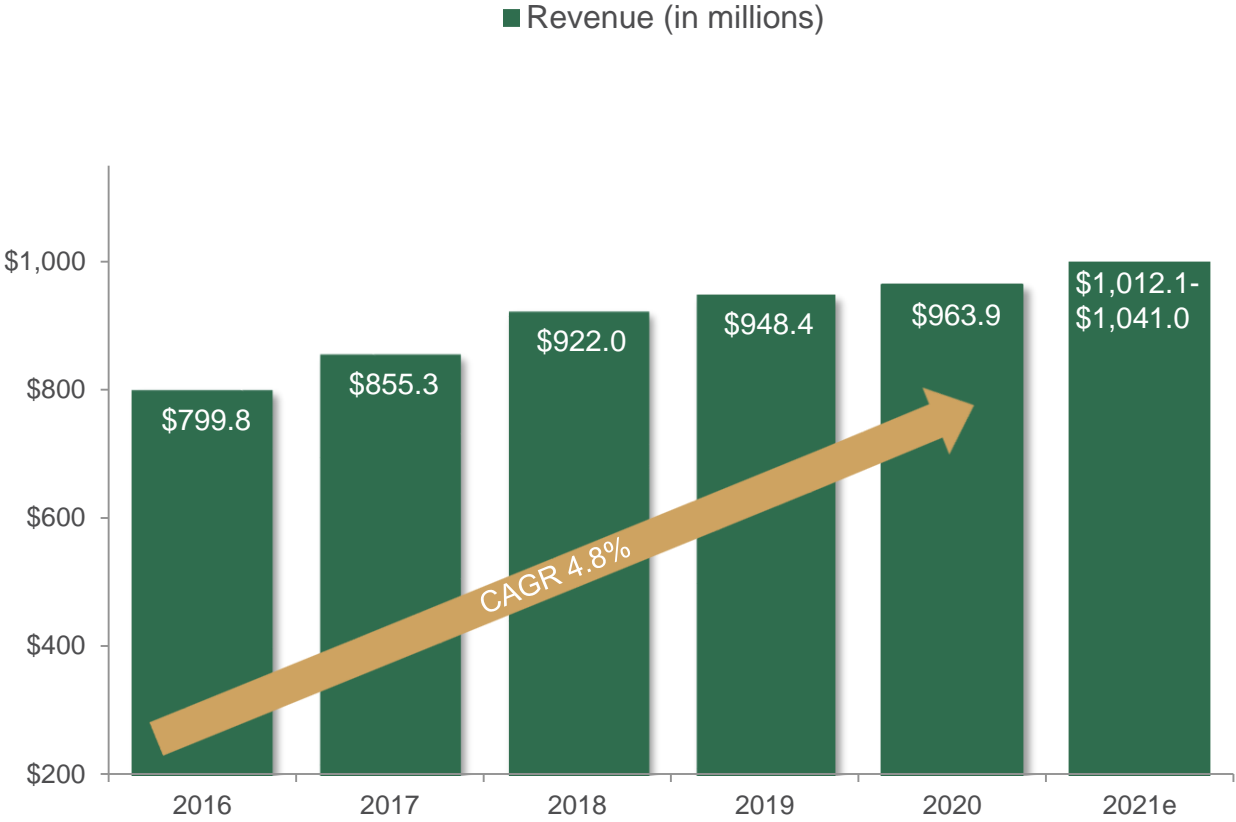
Key Financial Highlights

	2016	2020	TOTAL GROWTH	CAGR
REVENUE (IN MILLIONS)	\$799.8	\$963.9	20.5%	4.8%
PRE-TAX INCOME (IN MILLIONS)	\$67.0	\$103.5	54.4%	11.5%
PRE-TAX MARGIN	8.4%	10.7%	230 bps	
GAAP EPS (FROM CONTINUING OPERATIONS)	\$0.76	\$1.42	86.8%	16.9%

2020 Highlights & 2021 Guidance

SEGMENT	2020 ORGANIC REVENUE GROWTH	2020 TOTAL REVENUE GROWTH	2021 GUIDANCE
FINANCIAL SERVICES	0.8%	2.1%	
BENEFITS AND INSURANCE SERVICES	-3.0%	0.5%	
NATIONAL PRACTICES	2.1%	2.1%	
REVENUE	-0.4%	1.6%	5% to 8%
GAAP EPS (FROM CONTINUING OPERATIONS)		\$1.47	8% to 12%
TAX RATE		24.3%	~25%
SHARE COUNT		55.4M	54.5M

Revenue

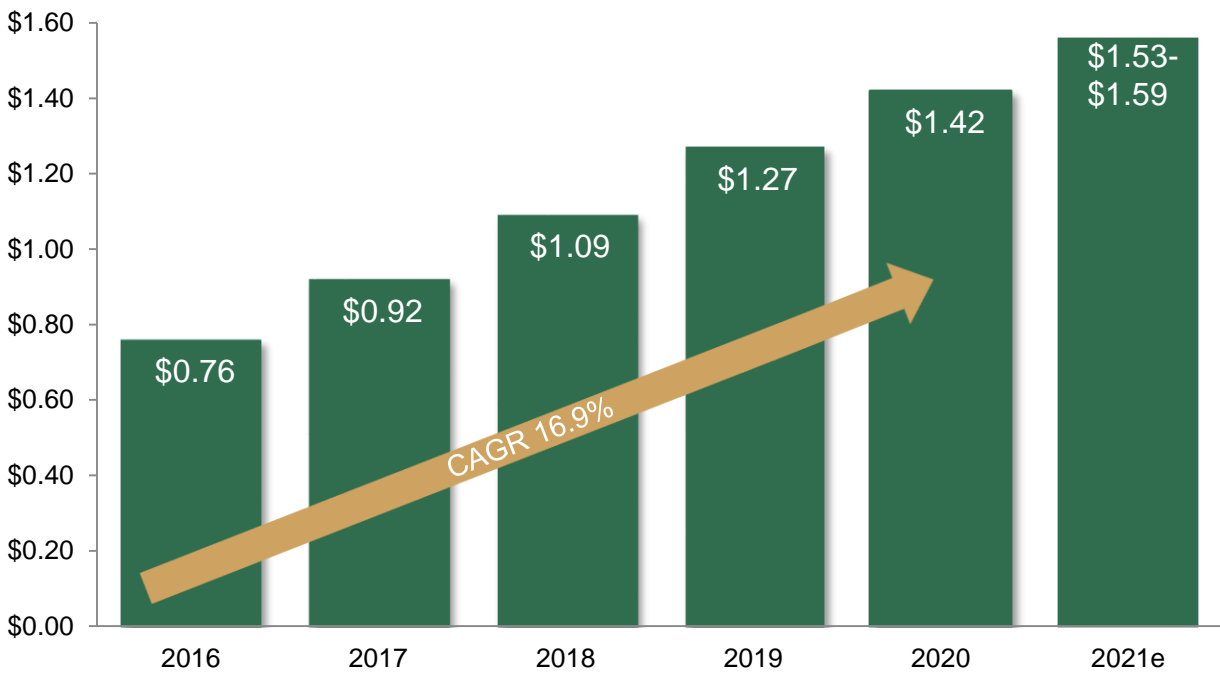


(1) Reflects guidance issued by the Company on February 18, 2021. This guidance speaks only as of this date and this presentation does not constitute confirmation or updating of guidance.

Diluted Earnings per Share

(from continuing operations)

■ Diluted EPS from continuing operations



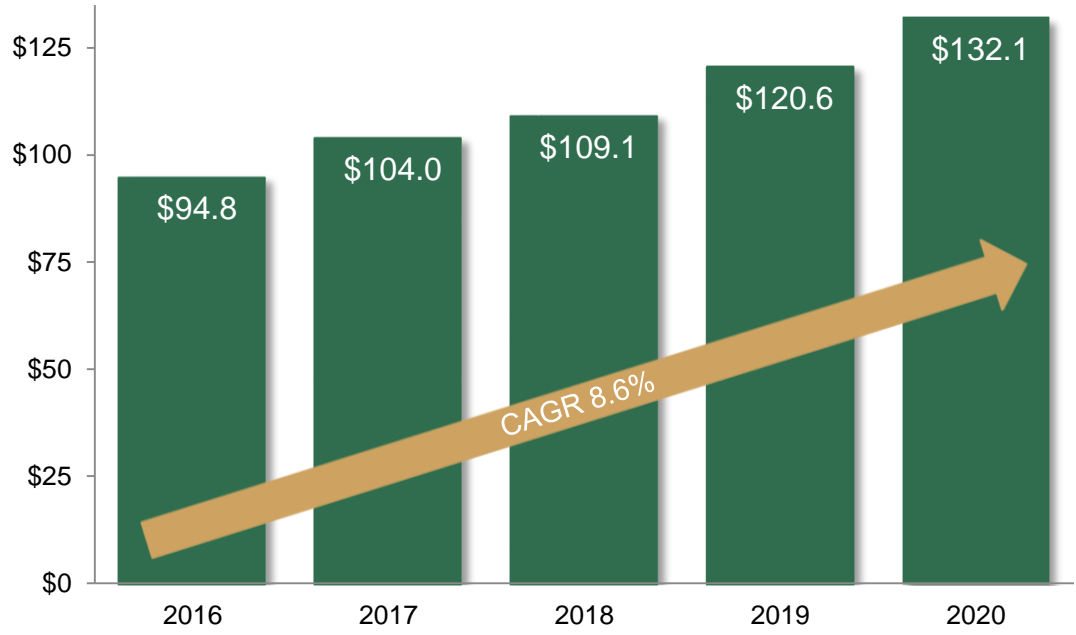
(1) Reflects guidance issued by the Company on February 18, 2021. This guidance speaks only as of this date and this presentation does not constitute confirmation or updating of guidance.

Adjusted EBITDA

See Appendix for GAAP Reconciliation



Adjusted EBITDA (in millions)



Adjusted EBITDA Margin	2016	2017	2018	2019	2020
	11.9%	12.2%	11.8%	12.7%	13.7%

Capital Structure



- Focused on high-growth opportunities
- Typically complete three to five annually

- Strategic approach
- Neutralize impact of newly issued shares

- Facility improvements
- Office equipment

- Strong cash flow from operations
- \$400M unsecured credit facility

	Annual Capital Spend			
2020	\$88.8M	\$58.5M	\$11.7M	0.8X
2019	\$37.3M	\$27.2M	\$13.9M	0.9X
2018	\$41.7M	\$17.5M	\$14.6M	1.3X
2017	\$39.9M	\$19.7M	\$11.9M	1.8X
2016	\$51.1M	\$9.1M	\$4.7M	3.0X

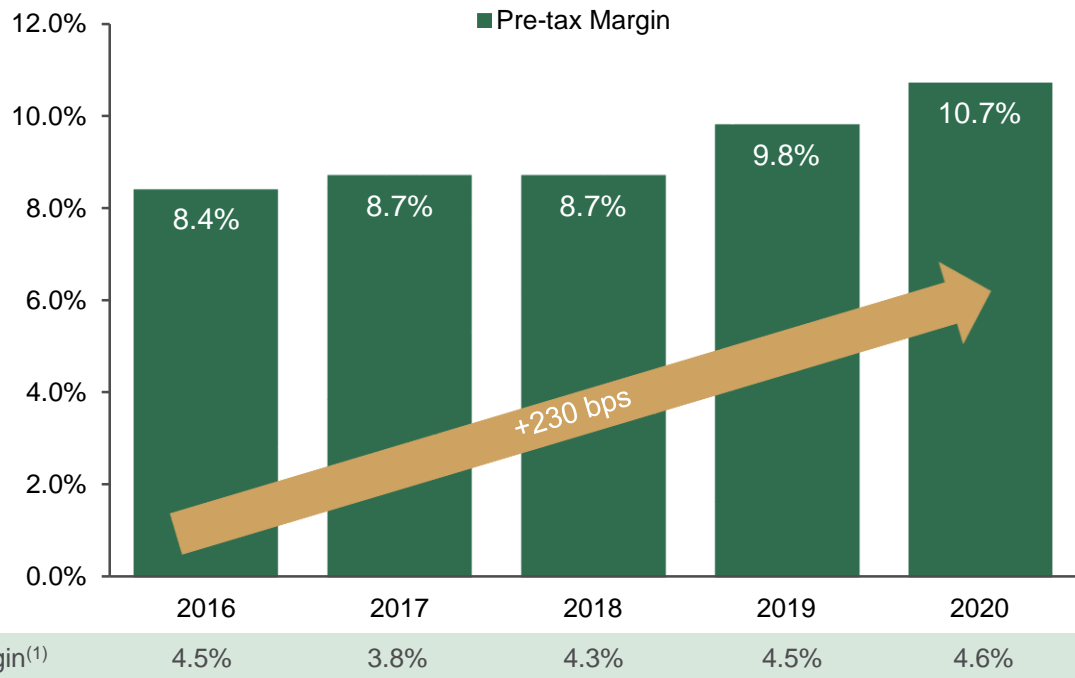
Total Capital Spend since 2002

\$776.9M \$592.3M

(79.7M shares avg. price \$7.43)

Operating Leverage

GOAL IS TO IMPROVE PRE-TAX INCOME MARGIN BY 20 TO 50 BPS PER YEAR

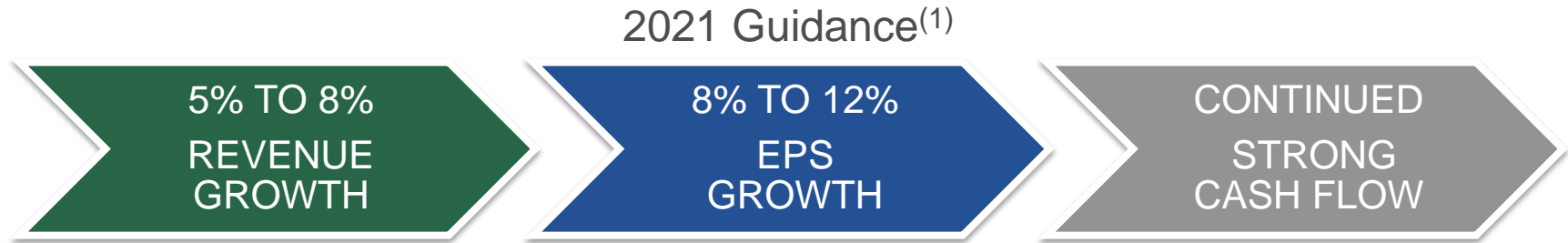


	2016	2017	2018	2019	2020
Adjusted G&A Margin ⁽¹⁾	4.5%	3.8%	4.3%	4.5%	4.6%

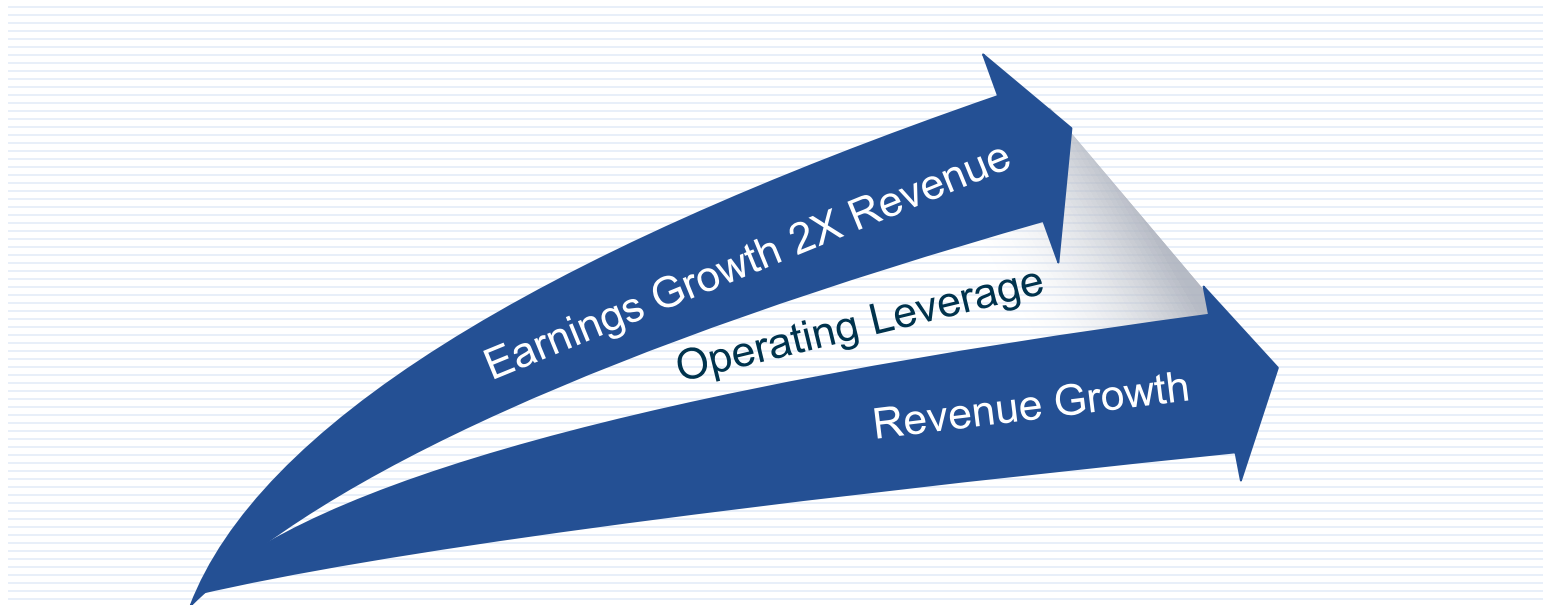


(1) See Appendix for GAAP reconciliation.

Financial Goals



Long-Term Goals - Beyond 2021



(1) Reflects guidance issued by the Company on February 18, 2021. This guidance speaks only as of this date and this presentation does not constitute confirmation or updating of guidance.

Investment Highlights

OPERATIONAL LEVERAGE

- Established national platform
- Full integration of acquired businesses
- Infrastructure provides margin expansion opportunity

FINANCIAL STRENGTH

- Strong balance sheet
- Strong and consistent cash flow
- Credit facility provides flexible source of funds
- 90% client retention rates
- 70% recurring revenue
- Underserved SMB market
- Long-standing diverse client base
- Broad geographic / industry / client exposure mitigates risk

RESULTS

- Proven ability to grow earnings at a faster rate than revenue growth
- 2016 – 2020 Revenue Growth CAGR: 4.8%
- 2016 – 2020 EPS Growth CAGR: 16.9%



Appendix



CBIZ, Inc.

Our Response to the COVID-19 Pandemic



TEAM

- Swiftly & successfully transitioned 95%+ team members to remote work
- Suspended business travel and work at client sites
- Launched internal COVID-19 Resource Center
 - Remote work tools
 - Wellbeing resources
 - Tech center
 - Social forum
- Comprehensive communications strategy



CLIENTS

- Assisting clients with their most urgent needs including applying for PPP loan assistance and CARES Act consulting
- Offices remained open for essential business to better serve our clients
- Established COVID-19 Resource Center on our website
- Developed client education events and COVID-related webinars
- Intensive outreach and follow-up to clients and prospects



OPERATIONS

- Came into 2020 in very strong financial condition
- Temporarily paused M&A
- Limited discretionary spending
- Delayed strategic initiatives and national marketing campaign
- Deferred payroll taxes (CARES Act)
- Temporarily suspended share repurchase – resumed in 3Q
- Stable liquidity – positive cash flow

OUR NUMBER ONE PRIORITY IS THE SAFETY AND WELLBEING OF
OUR TEAM MEMBERS AND CLIENTS

COVID-19 Environment



Position of Strength

- Started 2020 in strong financial position
- Provide essential services
- Trusted advisor to clients
- No disproportionate geographic, industry or client concentration
- 70%+ of services naturally recurring
- High client retention rates
- Discretionary cost controls in place with additional options
- Variable cost structure with leverage built in
- Low net debt
- Strong balance sheet & cash flow



Opportunities

- Market share opportunity with increased outreach to clients and prospects
- Consultation on PPP and CARES Act
- Helping clients and prospects “Plan and Protect” their business
- Clients and prospects in need of our advice and services
- Current environment may open up future acquisition opportunities

2020 Workplace Awards




68
Workplace Awards
 in 2020



National Workplaces

2020 Top Entry Level Employer
 2020 Top Intern Employer
 Best Workplaces in Consulting and Professional Services
 2020 Workplace Excellence Seal of Approval
 2020 Best Places to Work in Insurance
 2019 & 2020 Top 101 Best & Brightest Companies in the Nation



Local Health and Wellness

Alpharetta, GA | Atlanta | Brentwood, TN
 Cleveland, OH | Cleveland, TN | Cumberland, MD
 Kansas City | Knoxville | Memphis | Minneapolis
 Murfreesboro, TN | New York | Overland Park, KS
 Philadelphia | Phoenix | Plymouth Meeting, PA
 Providence | South Florida | Woodstock, GA
Some offices were jointly recognized in their region.



Local Office Workplaces

Akron, OH* | Alpharetta, GA | Atlanta | Boca Raton*
 Boston | Brentwood, TN | Chicago* | Cleveland*
 Delray Beach, FL | Denver | Encino, CA
 High Point, NC | Los Angeles | Memphis
 Naperville, IL* | Network Solutions | New York*
 Oxnard, CA | Philadelphia | Phoenix*
 Plymouth Meeting, PA | Providence* | San Diego*
 San Francisco | San Jose | Tampa Bay* | Tucson*
 Uniontown, OH* | Woodstock, GA
**Indicates multi-award winner*



Certifications and Rankings

Great Place to Work Certification
 2021 Vault Accounting 50
 2021 Most Prestigious Accounting Firms
 2021 Best Accounting Firms for Audit & Assurance**
 2021 Best Accounting Firms for Forensic Accounting
 2021 Best Accounting Firms for Tax Accounting
 Best Practices for Supporting Workers 50+
 2021 Vault Top 100 Best Internships
 2020 Women on Boards



National Health and Wellness

2020 Health & Wellness Seal of Approval
 2020 Healthiest 100 Workplaces in America
 2019 & 2020 Best and Brightest in Wellness



Credibility

Top 100 Retirement Plan Advisers
 Barron's 2020 Top 50 Institutional Consulting Teams



***MHM is an independent CPA firm providing audit, review and attest services, and works closely with CBIZ, a business consulting, tax and financial services provider.*

Adjusted EBITDA Reconciliation

GAAP RECONCILIATION
Income from Continuing Operations to Non-GAAP Financial Measures (1)
(In thousands)

	THREE MONTHS ENDED		TWELVE MONTHS ENDED	
	DECEMBER 31,		DECEMBER 31,	
	2020	2019	2020	2019
(Loss) income from continuing operations	\$ (90)	\$ (1,136)	\$ 78,347	\$ 71,049
Interest expense	816	1,256	4,983	5,765
Income tax expense	(1,979)	(3,164)	25,141	21,840
Loss (gain) on sale of operations, net	587	(15)	509	(417)
Depreciation	2,516	2,181	9,568	8,283
Amortization	3,346	3,554	13,571	14,062
Adjusted EBITDA	\$ 5,196	\$ 2,676	\$ 132,119	\$ 120,582

- (1) CBIZ reports its financial results in accordance with GAAP. This table reconciles Non-GAAP financial measures to the nearest GAAP financial measure, "Income from continuing operations". Adjusted EBITDA is not defined by GAAP and should not be regarded as an alternative or replacement to any measurement of performance or cash flow under GAAP. Adjusted EBITDA is commonly used by the Company, its shareholders and debt holders to evaluate, assess, and benchmark the Company's operational results and to provide an additional measure with respect to the Company's ability to meet future debt obligations.

Adjusted EBITDA Reconciliation

GAAP RECONCILIATION

Reconciliation of GAAP Income from Continuing Operations to Adjusted EBITDA (1)

(In thousands)

	Year Ended December 31,				
	2020	2019	2018	2017	2016
Income from continuing operations	\$ 78,347	\$ 71,049	\$ 61,573	\$ 51,032	\$ 40,607
Interest expense.....	4,983	5,765	6,645	6,675	6,593
Income tax expense.....	25,141	21,840	18,267	23,288	26,399
Loss (gain) on sale of operations, net.....	509	(417)	(1,025)	(45)	(855)
Depreciation.....	9,568	8,283	6,140	5,274	5,378
Amortization.....	13,571	14,062	17,535	17,787	16,720
Adjusted EBITDA (2)	\$ 132,119	\$ 120,582	\$ 109,135	\$ 104,011	\$ 94,842

- (1) CBIZ reports its financial results in accordance with GAAP. This table reconciles Non-GAAP financial measures to the nearest GAAP financial measure, "Income from continuing operations". Adjusted EBITDA is not defined by GAAP and should not be regarded as an alternative or replacement to any measurement of performance or cash flow under GAAP. Adjusted EBITDA is commonly used by the Company, its shareholders and debt holders to evaluate, assess and benchmark the Company's operational results and to provide an additional measure with respect to the Company's ability to meet future debt obligations.

Adjusted G&A Margin Reconciliation

GAAP RECONCILIATION
Reconciliation of GAAP Corporate G&A Expenses to Corporate G&A Expenses
Excluding Deferred Compensation Plan (1)
(In thousands)

	Year Ended December 31,				
	2020	2019	2018	2017	2016
Corporate G&A expenses	\$ 46,066	\$ 44,406	\$ 39,173	\$ 33,295	\$ 36,319
Deferred compensation plan (income) / expense (2).....	1,587	1,987	(417)	1,172	684
Corporate G&A expenses excluding deferred compensation plan	<u>\$ 44,479</u>	<u>\$ 42,419</u>	<u>\$ 39,590</u>	<u>\$ 32,123</u>	<u>\$ 35,635</u>
Corporate G&A % of revenue.....	4.8%	4.7%	4.2%	3.9%	4.6%
Corporate G&A excluding deferred compensation plan % of revenue.....	4.6%	4.5%	4.3%	3.8%	4.5%

- (1) CBIZ reports its financial results in accordance with GAAP. This table reconciles the nearest GAAP financial measure, "Corporate G&A expenses" to Non-GAAP financial measures.
- (2) CBIZ sponsors a deferred compensation plan, under which a CBIZ employee's compensation deferral is held in a rabbi trust and invested accordingly as directed by the employee. Income and expenses related to the deferred compensation plan are included in "Corporate general and administrative expenses" and are directly offset by deferred compensation gains or losses in "Other (expense) income, net." The deferred compensation plan has no impact on "Income from continuing operations before income tax expense."

Adjusted Revenue Reconciliation

(for services adversely impacted by COVID-19 discussed on the 4Q20 earnings call)

CBIZ, INC.
GAAP RECONCILIATION
Revenue to Non-GAAP Financial Measures (1)
(In thousands)

	TWELVE MONTHS ENDED	
	DECEMBER 31,	
	2020	2019
Total Revenue	\$ 963,897	\$ 948,424
% growth	1.6%	
Covid-19 Impacted Businesses	154,658	177,272
% of total	16.0%	
Adjusted Revenue	\$ 809,239	\$ 771,152
% growth	4.9%	

- (1) CBIZ reports its financial results in accordance with GAAP. This table reconciles Non-GAAP financial measures to the nearest GAAP financial measure, "Total Revenue". Adjusted Revenue is not defined by GAAP and should not be regarded as an alternative or replacement to any measurement of performance or cash flow under GAAP. Adjusted Revenue is commonly used by the Company to benchmark the Company's operational results.

Adjusted Revenue Reconciliation

(for services adversely impacted by COVID-19 discussed on the 4Q20 earnings call)

CBIZ, INC.
GAAP RECONCILIATION
Revenue to Non-GAAP Financial Measures (1)
(In thousands)

	TWELVE MONTHS ENDED	
	DECEMBER 31,	
	2020	2019
Same-unit Revenue	\$ 943,227	\$ 946,696
% growth	-0.4%	
Covid-19 Impacted Businesses	154,658	177,272
% of total	16.4%	
Adjusted Revenue	\$ 788,569	\$ 769,424
% growth	2.5%	

- (1) CBIZ reports its financial results in accordance with GAAP. This table reconciles Non-GAAP financial measures to the nearest GAAP financial measure, "Same-Unit Revenue". Adjusted Revenue is not defined by GAAP and should not be regarded as an alternative or replacement to any measurement of performance or cash flow under GAAP. Adjusted Revenue is commonly used by the Company to benchmark the Company's operational results.

Adjusted Revenue Reconciliation

(for services adversely impacted by COVID-19 discussed on the 4Q20 earnings call)

CBIZ, INC.
GAAP RECONCILIATION
Revenue to Non-GAAP Financial Measures (1)
(In thousands)

	THREE MONTHS ENDED	
	DECEMBER 31,	
	2020	2019
Total Revenue	\$ 211,110	\$ 203,138
% growth	3.9%	
Covid-19 Impacted Businesses	37,697	43,032
% of total	17.9%	
Adjusted Revenue	\$ 173,413	\$ 160,106
% growth	8.3%	

- (1) CBIZ reports its financial results in accordance with GAAP. This table reconciles Non-GAAP financial measures to the nearest GAAP financial measure, "Total Revenue". Adjusted Revenue is not defined by GAAP and should not be regarded as an alternative or replacement to any measurement of performance or cash flow under GAAP. Adjusted Revenue is commonly used by the Company to benchmark the Company's operational results.

Adjusted Revenue Reconciliation

(for services adversely impacted by COVID-19 discussed on the 4Q20 earnings call)

CBIZ, INC.
GAAP RECONCILIATION
Revenue to Non-GAAP Financial Measures (1)
(In thousands)

	THREE MONTHS ENDED	
	DECEMBER 31,	
	2020	2019
Same-unit Revenue	\$ 204,546	\$ 202,323
% growth	1.1%	
 Covid-19 Impacted Businesses	 37,697	 43,032
 % of total	 18.4%	
 Adjusted Revenue	 \$ 166,849	 \$ 159,291
% growth	4.7%	

- (1) CBIZ reports its financial results in accordance with GAAP. This table reconciles Non-GAAP financial measures to the nearest GAAP financial measure, "Same-Unit Revenue". Adjusted Revenue is not defined by GAAP and should not be regarded as an alternative or replacement to any measurement of performance or cash flow under GAAP. Adjusted Revenue is commonly used by the Company to benchmark the Company's operational results.