

RealRate Inc., 2040 Martin Ave., Santa Clara, CA 95050



RealRate

September 19, 2025

To the Marketing Department
Freshworks Inc
2950 S. DELAWARE ST.
SUITE 201
SAN MATEO, CA 94403
USA

Freshworks Inc TOP Rated in the US Services-Prepackaged Software Ranking

Dear Sir or Madam,

at RealRate we have just published the 2025 US SERVICES-PREPACKAGED SOFTWARE ranking. I am happy to inform you that Freshworks Inc has been TOP Rated at rank 23 out of 140.

Overall, 140 US companies were analyzed with respect to their financial strength. The complete rating is published at <https://www.realrate.ai/rankings>. Your individual rating report, showing your strengths compared to your competitors is attached.



RealRate is an international rating agency based in Santa Clara and Berlin. We use artificial intelligence to create fair and explainable company ratings. Customers highly appreciate the RealRate rating seal: only the strongest companies are able to offer highly attractive and innovative products with top customer services. Billion dollar companies rely on our rating and build trust with their customers.

You too can acquire the RealRate seal and advertise with it. We only reach out to the top-rated companies, like yours and only those may subscribe for our seal. Save a lot of money and effort compared to traditional rating agencies: get a RealRate seal for just \$9,900. Simply sign the attached order form and send it back via email.

I took the liberty of sending an identical letter to the CEO. Please feel free to book a short video call with me: <https://calendly.com/holger-bartel>

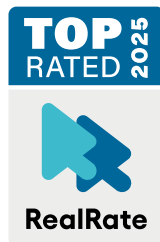
Sincerely,

Dr. Holger Bartel, CEO

RealRate Seal Subscription

RealRate Inc.
2040 Martin Ave., Santa Clara, California 95050, USA
Via email to: holger.bartel@realrate.ai

We subscribe to the SERVICES-PREPACKAGED SOFTWARE RealRate rating for Freshworks Inc. The subscription comprises the annual rating update. The invoice will be sent annually, provided that a TOP rating is achieved again. The subscription can be cancelled by written letter, effective for the following year.



RealRate provides the rating seal as a scalable vector graphic. It can be used without any restrictions by Freshworks Inc (Customer) for all promotional purposes, i.e. in product brochures, presentations, websites and broadcasting.

Item	2025 US SERVICES-PREPACKAGED SOFTWARE RealRate rating seal for Freshworks Inc
Amount	USD 9,900
Order no.	2025-0001544522

Amounts payable by Customer are exclusive of taxes. Customer is responsible for all his taxes and will pay such amounts invoiced by RealRate.

Billing address

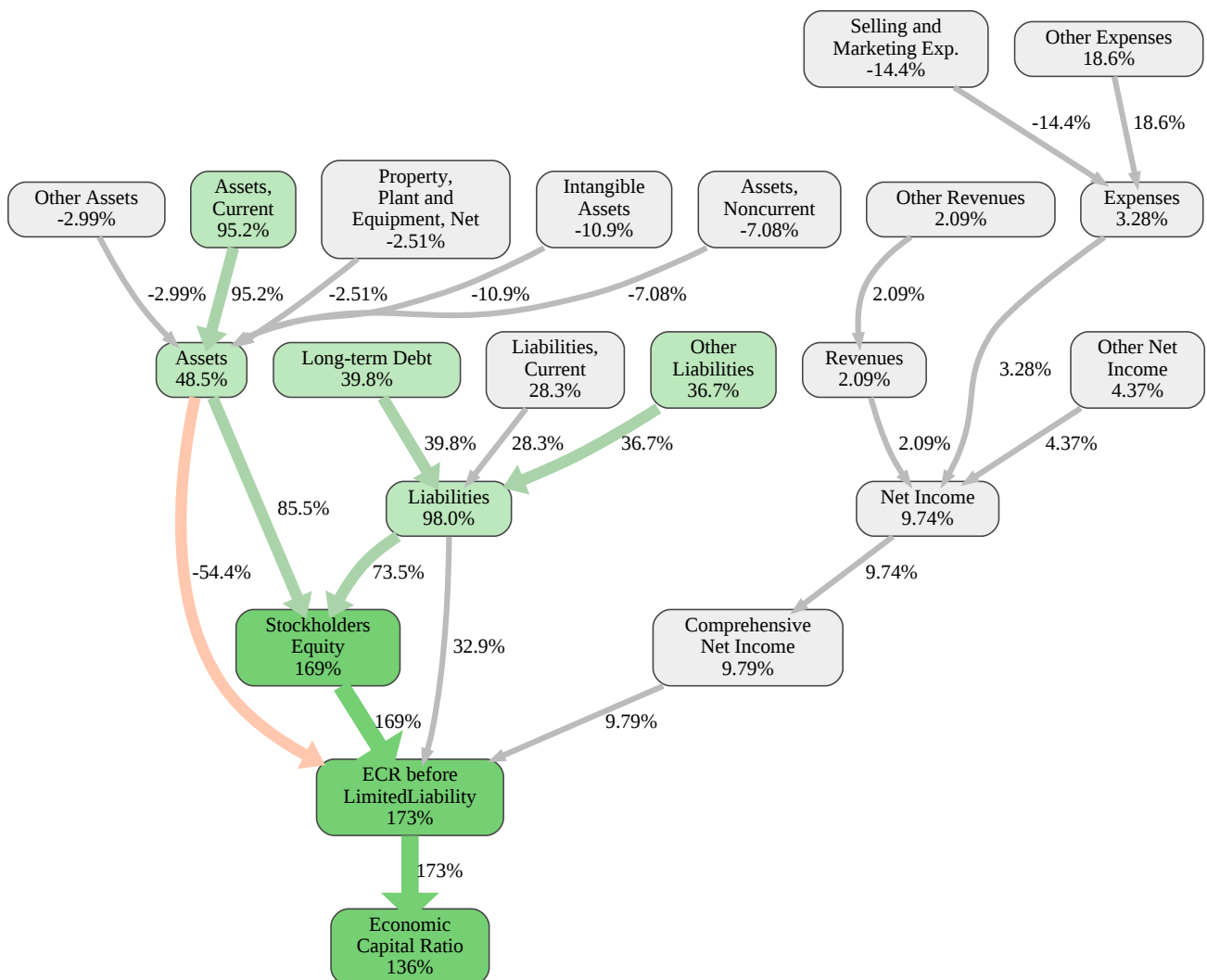
Company name	Full name
Street address	Department
City	Phone number
State / province	Email address
ZIP code	
Country	

Shipping address

The electronic RealRate rating seal and the invoice will be sent to
Delivery email

Freshworks Inc

Date, location, name



The relative strengths and weaknesses of Freshworks Inc are analyzed with respect to the market average, including all of its competitors. We analyzed all variables having an effect on the Economic Capital Ratio.

The greatest strength of Freshworks Inc compared to the market average is the variable Stockholders Equity, increasing the Economic Capital Ratio by 169% points. The greatest weakness of Freshworks Inc is the variable Selling and Marketing Exp., reducing the Economic Capital Ratio by 14% points.

The company's Economic Capital Ratio, given in the ranking table, is 488%, being 136% points above the market average of 352%.

Input Variable	Value in 1000 USD
Assets, Current	1,265,427
Assets, Noncurrent	14,786
General and Administrative Exp.	180,629
Intangible Assets	274,745
Liabilities, Current	407,715
Long-term Debt	66,248
Other Assets	31,033
Other Compr. Net Income	416
Other Expenses	127,525
Other Liabilities	0
Other Net Income	47,773
Other Revenues	720,420
Property, Plant and Equipment, Net	25,893
Research and Development Exp.	164,590
Selling and Marketing Exp.	390,817

Output Variable	Value in 1000 USD
Liabilities	473,963
Assets	1,611,884
Expenses	863,561
Revenues	720,420
Stockholders Equity	1,137,921
Net Income	-95,368
Comprehensive Net Income	-94,952
ECR before Limited Liability	351%
Economic Capital Ratio	488%