

This is to certify **that**

1. We, Freshworks Inc., is a company incorporated and registered in the United States of America under the domestic laws of the United States.
2. Our Tax Identification Number issued by Department of the Treasury's Internal Revenue Service is (33-1218825).
3. We confirm that we are a tax resident of United States of America and are eligible to claim benefits of the India - United States of America Double Tax Avoidance Agreement (DTAA).
4. We are the beneficial owner of the amounts received/ receivable under the relevant Agreement/ contract, pursuant to which, payments are made to us.
5. We declare that the Company does not have a Permanent Establishment (P.E.) in India as defined under the Income Tax Act, 1961 and DTAA between India and United States of America. We are, therefore, eligible to invoke the beneficial provisions of the Tax Treaty in respect of any income derived from India for the 2021/2022 calendar year.
6. In the event of that Freshworks Inc. experiences a P.E. change in India, we acknowledge our obligation to inform you forthwith with necessary details.

Thanking you,