



SUPPORTO

Merger Announcement

March 22, 2021

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The historic financial information respecting Greenidge contained in this Presentation has been taken from or prepared based on the historical audited financial statements of Greenidge, which have been prepared in accordance with U.S. generally accepted accounting principles ("GAAP"). An audit of such financial statements in accordance with the standards of the U.S. Public Company Accounting Oversight Board will be included in the registration statement / prospectus / proxy statement related to the Transaction. This presentation includes non-GAAP financial measures, such as EBITDA. The Company believes that these non-GAAP measures are useful to readers for two principal

reasons. First, they believe these measures may assist reader results the impact of items that do not reflect core operating j Company believes that the use of these non-GAAP financial r Company. These non-GAAP measures should not be consid companies may calculate these non-GAAP financial measure other companies.

All financial data in this Presentation are for informational purp transaction whatsoever. The financial information set out in th what our results of operations are on an audited basis or actu

Furthermore, no representation is made as to the reasonabl analysis or back-testing. The information in this Presentation i Support.com its advisers, connected persons or any other pe its contents. All information, opinions and estimates containe Support.com has no obligation to update any information, opi

All rights to the trademarks, copyrights, logos and other intell not imply an affiliation with, or endorsement by the owners of names referred to in this Presentation may appear with the ® trademarks or registered trademarks of Greenidge.

Additional Information: In connection with the Transaction, G Form S-4 (the "Registration Statement"), which will include a j proxy statement/prospectus and other relevant documents w Transaction. **Stockholders of Support.com and other interes amendments thereto, and the definitive proxy statement/pr the Transaction because these documents will contain imp** copies of the Registration Statement and the proxy statemen Wilmington, DE 19803. These documents, once available, and charge, at the SEC's internet site (<http://www.sec.gov>).

Participants in the Solicitation: Greenidge, Support.com and I be deemed to be participants in the solicitation of proxies of t detailed information regarding the names and interests in the Support.com's Annual Report on Form 10-K and other reports the Registration Statement on Form S-4 to be filed with the S

Presenters



Tim Fazio **Chairman**

- Managing Partner and Co-founder of Atlas Holdings LLC, a private equity fund focused on industrials and power generation



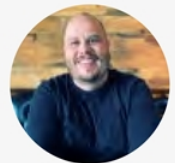
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Jeff Kirt **Chief Executive Officer**

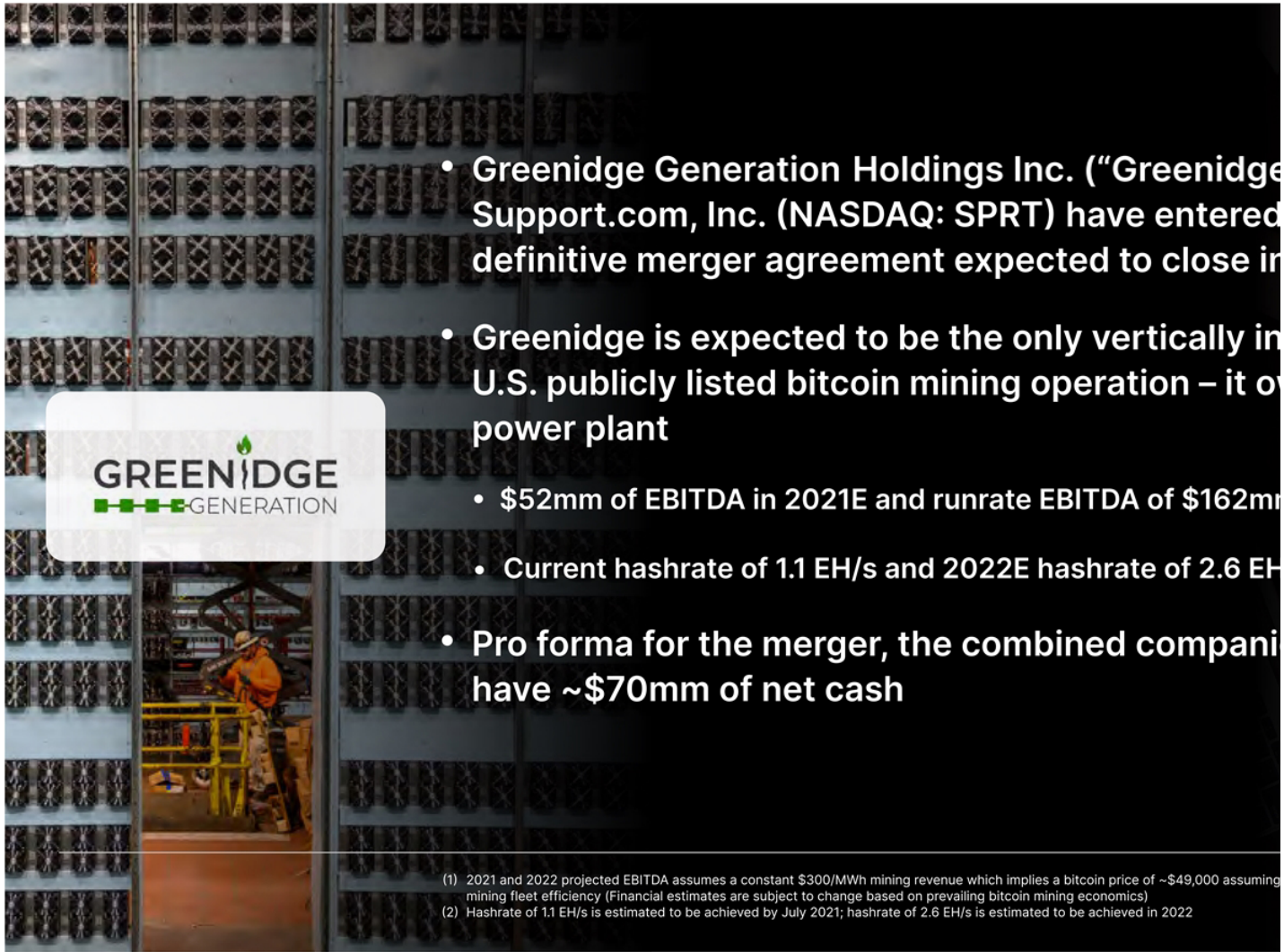
- Founder and Managing Partner of Fifth Lake Management
- 15 years as Partner at Pamplona Capital and Oak Hill Advisors
- Experienced public company board member



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Merger announcement

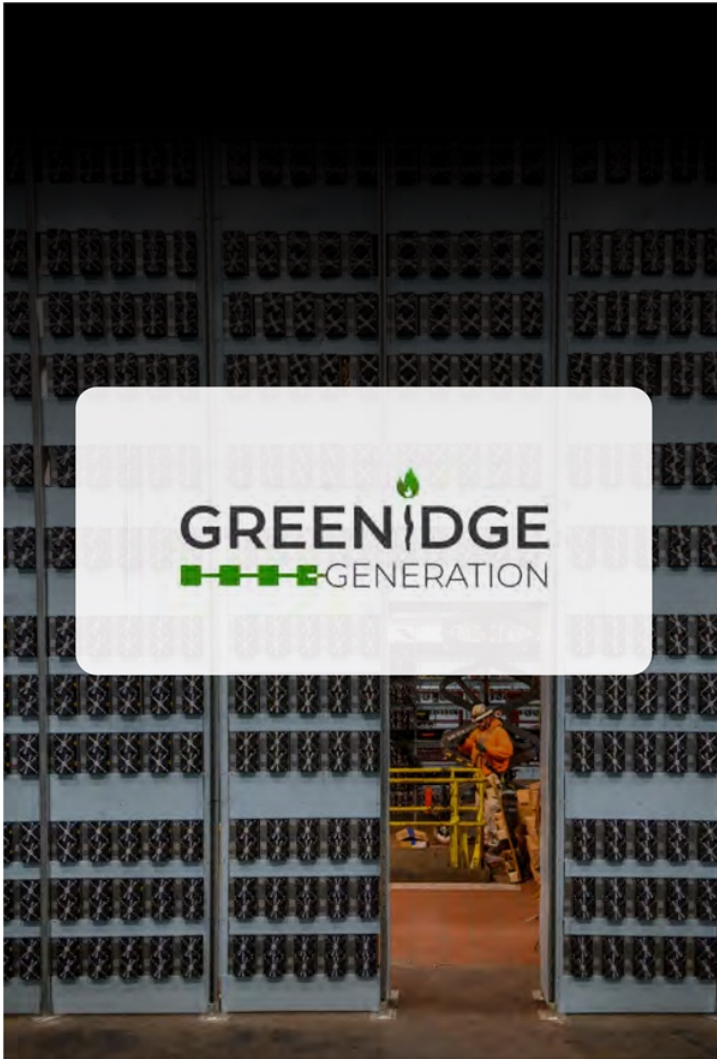


- Greenidge Generation Holdings Inc. (“Greenidge”) and Support.com, Inc. (NASDAQ: SPRT) have entered into a definitive merger agreement expected to close in the second half of 2021
- Greenidge is expected to be the only vertically integrated U.S. publicly listed bitcoin mining operation – it owns its own power plant
- \$52mm of EBITDA in 2021E and runrate EBITDA of \$162mm in 2022E
- Current hashrate of 1.1 EH/s and 2022E hashrate of 2.6 EH/s
- Pro forma for the merger, the combined companies have ~\$70mm of net cash

(1) 2021 and 2022 projected EBITDA assumes a constant \$300/MWh mining revenue which implies a bitcoin price of ~\$49,000 assuming mining fleet efficiency (Financial estimates are subject to change based on prevailing bitcoin mining economics)

(2) Hashrate of 1.1 EH/s is estimated to be achieved by July 2021; hashrate of 2.6 EH/s is estimated to be achieved in 2022

Introduction: Greenidge Generation



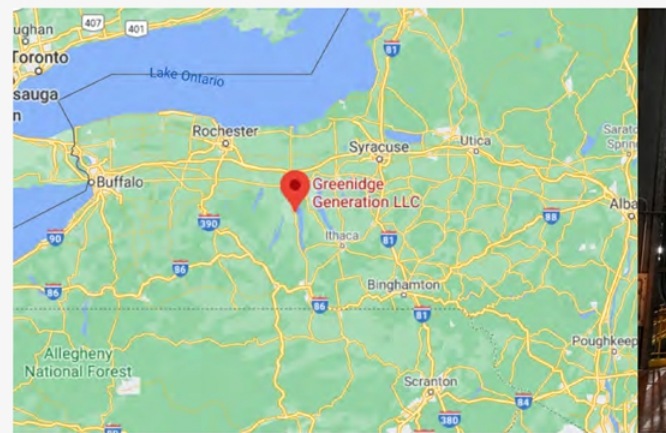
Greenidge Generation Overview

2014

Atlas formed
Greenidge to
purchase facility

2017

Coal-to-gas
conversion
completed



Greenidge business snapshot

Greenidge is expected to be the only U.S. publicly listed bitcoin mining operation with its own power source

- Greenidge owns and operates an integrated 106 MW gas-fired power plant and bitcoin mining operation in Upstate New York
- Unlike its peers, Greenidge has no reliance on third party contracts for power or operations & maintenance services

Industry-leading cost position from low-cost natural gas supply and offsetting power generation revenues

- Average mining power cost of ~\$22/MWh since June 2020⁽¹⁾
- LTM February 2021 cost to mine was \$2,869 per bitcoin⁽²⁾
- In February 2021, Greenidge mined bitcoin at a net cost of a negative ~\$371 per bitcoin⁽³⁾

Greenidge currently operates 19 MW of mining

- Purchased miners expected to grow capacity to 41 MW by July 2021 and 45 MW by 2021 year-end

Experienced in-house power generation operators and mining

Plans to expand to other sites and expects to replicate its in-house power generation operators and mining to achieve at least 500 MW of mining by 2022

(1) ~\$22/MWh average mining power cost from June 2020 to February 2021 net of energy margin and ancillary services revenue

(2) Variable cost to mine net of energy and ancillary margins

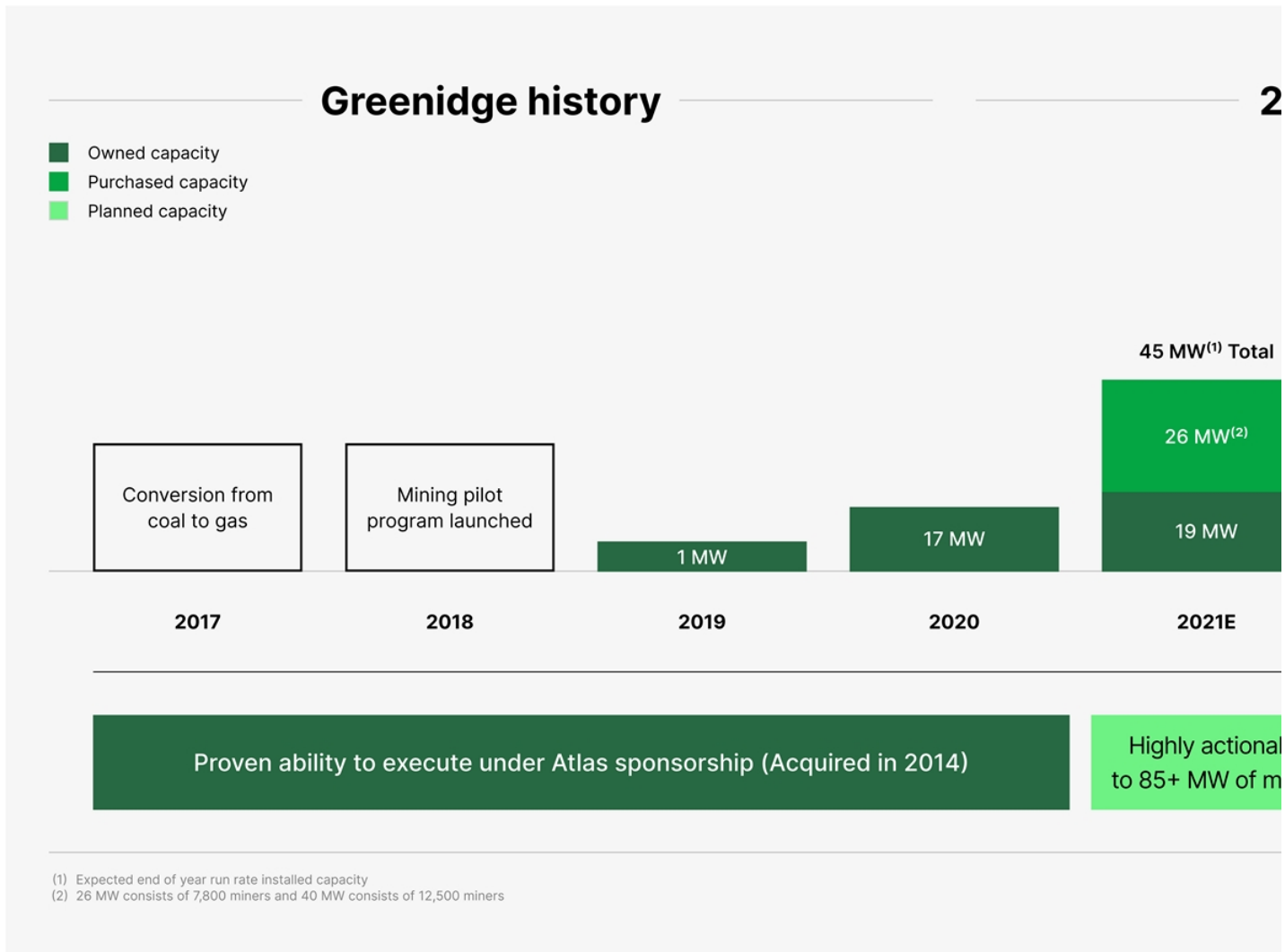
(3) February 2021 variable mining cost net of energy and ancillary margins

(4) 2021 and 2022 projected EBITDA assumes current difficulty and current mining fleet

(5) 2021 capacity includes purchased miners









in-service by 2022

Track record of rapid growth



Greenidge compares favorably to its peers

Greenidge has by far the lowest cost of power in its peer group at an average cost per coin of \$2,869 LTM February 2021

	Greenidge	Riot	Marathon	Cipher
Market Capitalization / Valuation ⁽¹⁾ in \$USD millions		\$4,372	\$4,266	\$2,501
Current Hashrate (EH/s) ⁽²⁾	1.1 ⁽⁵⁾	1.1	1.4	—
Cost of Power (\$/MWh) ⁽³⁾	\$22	N/A (profit share)	\$28	\$27
Captive Power Source ⁽⁴⁾	✓	✗	✗	✗
Miner Efficiency ⁽⁴⁾	High	High	High	N/A
Country				
Exchange	 Nasdaq ⁽⁶⁾	 Nasdaq	 Nasdaq	 Nasdaq

(1) Market capitalizations as of 3/17/21; Cipher valuation derived from investor presentation March 2021

(2) Based on most recent press releases and public filings March 2021

(3) Riot: Known profit share contract based on public filings (According to Riot's public filings, it pays a hosting service rate based upon a share of its mining revenue and as a result experiences higher hosting/power costs as bitcoin mining economics rise) Marathon: Company presentation January 2021. (Marathon cost of power is \$28/MWh excluding \$6/MWh hosting fee) Cipher: Company presentation March 2021. Hive: Energy price for Hive's 30MW facility in Quebec; company presentation September 2020. Hut 8: Average of Wall Street research estimate range. Bitfarms: Company presentation March 2021.

(4) Based on company public filings and filings March 2021

(5) Greenidge hashrate expected to be in-service by Q3 2021

(6) Expected upon registration and listing of Class A common stock

Greenidge implied equity value sensitivities

The below table represents Greenidge's pro forma implied value at various Support.com (NASDAQ: SPRT) share prices

Assumed Support.com share price (\$/share)	Implied pro forma Support.com market capitalization ⁽²⁾ (\$ millions)	Implied post-closing Greenidge market capitalization ⁽³⁾ (\$ millions)
\$2.14 ⁽¹⁾	\$52	\$673
4.00	97	1,258
6.00	145	1,887
8.00	194	2,516
10.00	242	3,145
12.00	290	3,774
14.00	339	4,403
16.00	387	5,032
18.00	436	5,661
20.00	484	6,290

(1) \$2.14 is the 3.19.20 closing price

(2) Assumes ~24.203 million shares outstanding consisting of ~19.680 million shares outstanding prior to private placement, plus ~3.910 million newly issued shares outstanding pursuant to a private placement with 210 Capital, LLC, plus ~0.613 million shares of Greenidge Class A common stock issued pursuant to the merger. Illustrative exchange ratio of 0.124 shares of Greenidge Class A common stock for each share of Support.com common stock, based on the exchange ratio formula in the merger agreement, representing an estimate of full exchange ratio will be calculated using a ten-day volume-weighted average trading price for Support.com prior to the closing date and may be lower than this illustrative exchange ratio to the extent such average trading price prior to the closing date is lower than the illustrative exchange ratio.

(3) Assumes ~38.963 million outstanding Greenidge shares after closing

Greenidge competitive advantage drives profitability

01 Captive low-cost power

- 100% of power for mining operations provided by owned “behind-the-meter” generation with no reliance on third-party power
- Access to some of the lowest-cost natural gas in North America via wholly owned pipeline (2020 average discount of 30% Henry Hub)⁽¹⁾

02 Substantial installed base

- 19 MW of mining in operation currently
- 41 MW fleet expected by the end of July 2021 and 45 MW expected by year-end (already purchased)

03 Pro po

- Unlike most peers, all oper Greenidge staff
- Existing team led coal-to-

04 Ra EB

LTM Feb.
2021
EBITDA
\$6mm

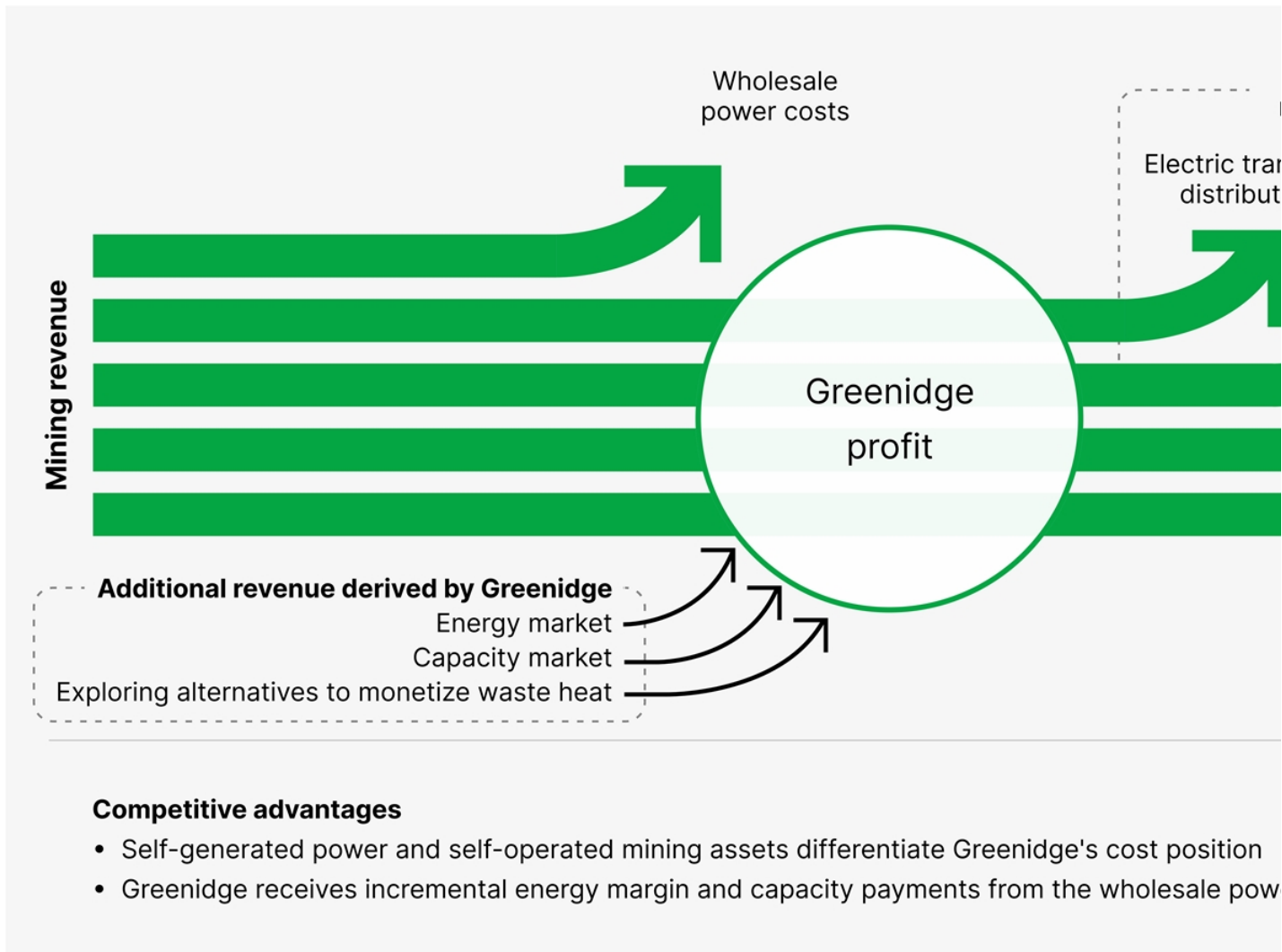


20
EB
\$5

(1) Based on information reported by S&P Global

(2) 2021 and 2022 projected EBITDA assumes a constant \$300/MWh mining revenue which implies a bitcoin price of ~\$49,000 assuming current difficulty and current mining fleet efficiency and excludes Support.com financial information (Financial estimates are subject to change based on prevailing bitcoin mining economics)

Vertically integrated business model enhances profitability



Permanent captive low-cost power

Industry leading low-cost power not subject to third-party with renegotiation risk



(1) Estimated net cost of power post-halvening June 2020 to February 2021

(2) Cipher mining investor presentation March 2021; \$27 power cost is 80% of total variable cost

(3) Marathon investor presentation January 2021: \$28 power cost plus \$6 hosting fee

(4) Bitfarms investor fact sheet March 2020

(5) Hive corporate presentation September 2020

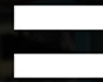
(6) HC Wainwright report average February 2021

(7) Cambridge Center for Alternative Finance

Operational excellence

- Experienced in-house team of engineers and operators executed Greenidge's coal-to-gas conversion and mining buildout
- Electrical expertise of power plant engineers highly applicable to mining buildouts
- Significant base of know-how relating to 24/7 continuous operation, mining hardware repair, thermal/noise management, and miner optimization
- R&D capability focused on mining hardware reliability, racking solutions, immersion cooling, and other improvements
- Experience in sourcing latest generation highly efficient miners from key OEMs

Lower



High

Reduced

Long-term strategies

Expansion to new sites

- Active development pipeline of new sites expected to achieve at least 500 MW of mining by 2025
- Replicate model of owning captive low-cost power source
- Target renewables and other low-carbon power sources

Mining adjacencies

- Expand into adjacencies within the blockchain ecosystem
- Mining and transaction processing are the backbone of cryptocurrencies
- Greenidge expertise and technical capabilities applicable to other cryptocurrencies, mining services, and other adjacencies

Industry leading partnerships

Mining hardware
manufacturers

BITMAIN

Financing

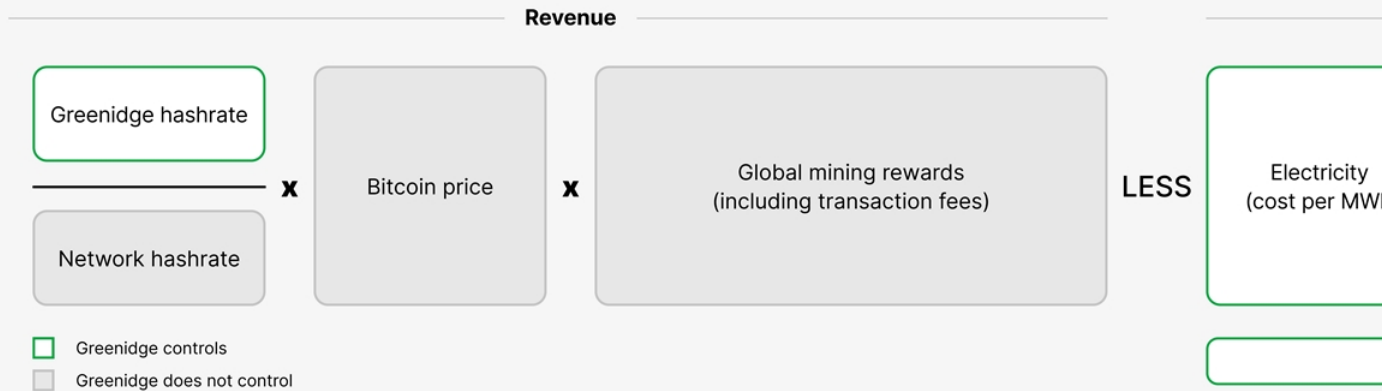
foundry + A Digital Currency
Group Company

Capital markets / Other

 **NYDIG**

Bitcoin mining overview

USD mining revenue per unit of computing power is uncontrollable, but and miner efficiency should allow it to be profitable in virtually any mar



Electricity costs and fixed costs are key areas of differentiation for Greenidge

- Captive generation and offsetting power generation revenues ensure best-in-class electricity costs
- Greenidge's location in a northern, dust-free climate ensures no need for expensive air conditioning
- Low fixed costs from the ability to share facility and labor costs across the power plant and mining operation

Equipment efficiency is often overlooked as a significant factor in mining cost

- Deep relationships with mining hardware manufacturers allow Greenidge to procure the latest, most efficient miners
- At 33 J/TH Greenidge will be among the most efficient miners in operation⁽¹⁾

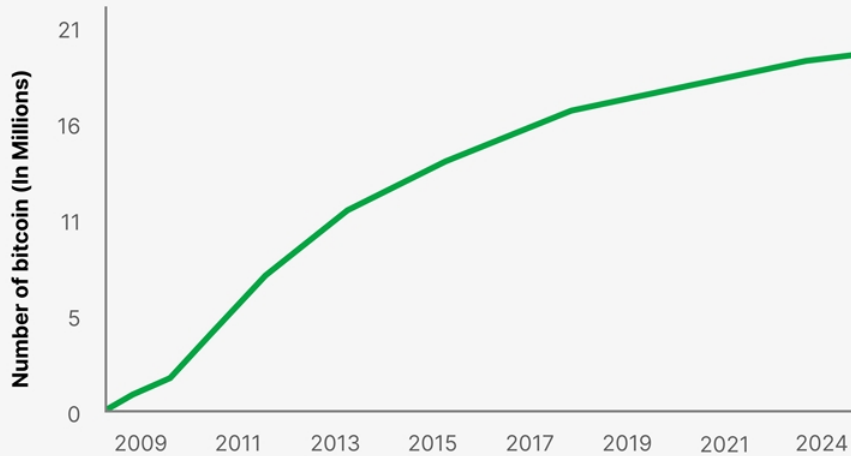
(1) Estimated fleet efficiency upon completion of estimated buildout plan in 2022

Bitcoin as a superior store of value

Bitcoin fundamental characteristics

- Scarcity
- Durability
- Verifiability
- Portability
- Divisibility
- Recognizability

Finite supply⁽¹⁾



There will never be more than 21 million bitcoins

Use cases

- Store of value – currencies
 - Cannot be controlled
 - Finite supply of
- Medium of exchange but already better
- Unit of account common measure

Bitcoin has surpassed

(1) Source: blockchain.com as of March 2021
(2) Based on Greenidge management's beliefs, opinions and expectations

Growing bitcoin adoption

The rise in bitcoin is driven by growing awareness of bitcoin as a store of value and hedge against fiat currency inflation

Goldman Sachs

"There is no question in our mind there will be more digital commerce... and (use of) digital money"

BlackRock

"Cryptocurrencies are here to stay and they could take the place of gold. It is so much more functional than passing a bar of gold around"

PayPal

"Paypal launches new service enabling users to buy, hold and sell cryptocurrency"

Charles Schwab

"Charles Schwab is reportedly exploring a white-label solution to allow its customers to invest in bitcoin directly on the brokerage platform"

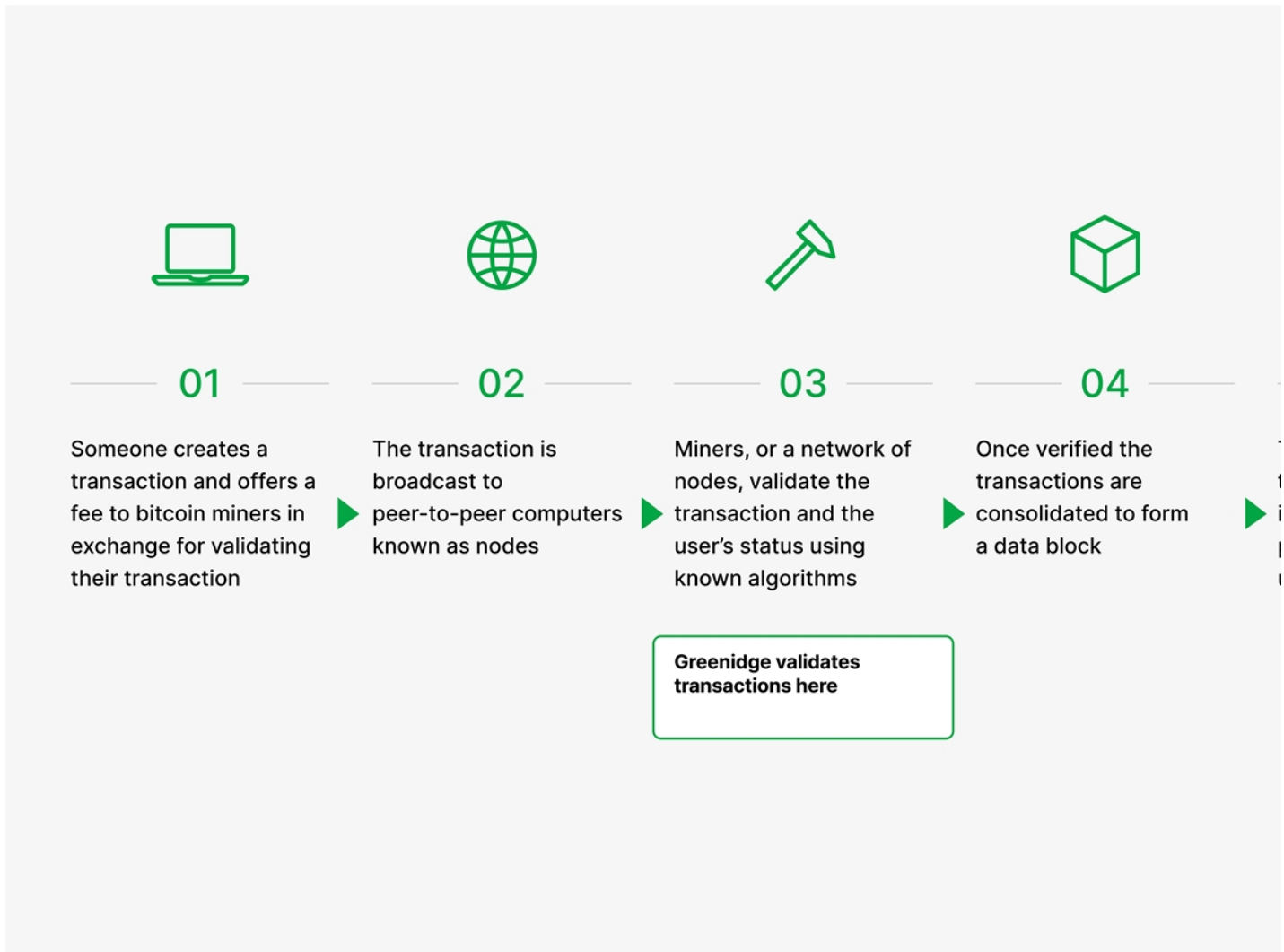
Fidelity Investments

"Fidelity has made a long-term commitment to the future of blockchain technology and to making digitally-native assets, such as bitcoin, more accessible to investors"

TESLA

"We invested an aggregate \$1.50 billion in bitcoin under this policy and may acquire and hold digital assets from time to time or long-term"

Blockchain basics



Rapid EBITDA growth

Annual

(\$ in millions)	LTM ⁽²⁾	2021E ~\$49k BTC ⁽³⁾	2022E ~\$49k BTC ⁽³⁾
Revenue	\$26	\$78	\$145
Gross Profit	\$14	\$65	\$128
EBITDA	\$6	\$52	\$109
Capex	\$7	\$73	\$64
Capacity	17 MW	45 MW	85 MW
# of bitcoins mined	1,186		
Cost to mine one bitcoin	\$2,869		

Curren

Assumptions

- Flat \$300/MWh mining revenue throughout the projection period
- All financial information excludes Support.com

(1) Run rate based on Greenidge estimates assuming expected year-end mining capacity

(2) LTM as of February 2021 based on unaudited expected figures and amounts are approximate

(3) Reflects the estimated bitcoin price needed to produce \$300/MWh mining revenue assuming Greenidge's current efficiency at current implied difficulty (Financial estimates are subject to change based on prevailing bitcoin mining economics)

Sensitivity to bitcoin price⁽¹⁾

Calendar and run rate EBITDA at forecast mining econo

(\$ in millions)	2021E	2022E	2021E Run rate	2022E Run rate
Projected \$49k BTC \$300/MWh	\$52	\$109	\$80	\$162
\$30k BTC \$185/MWh	\$26	\$56	\$40	\$86
\$60k BTC \$370/MWh	\$68	\$141	\$103	\$208
\$90k BTC \$554/MWh	\$111	\$226	\$167	\$330

Calendar and run rate EBITDA at current mining econo

(\$ in millions)	2021E	2022E	2021E Run rate	2022E Run rate
Projected \$49k BTC \$0.311/TH	\$60	\$146	\$98	\$224
\$30k BTC \$0.191/TH	\$31	\$79	\$51	\$124
\$60k BTC \$0.383/TH	\$78	\$187	\$125	\$285
\$90k BTC \$0.574/TH	\$125	\$294	\$200	\$445

Assumptions

- All financial information excludes Support.com

(1) Reflects the estimated bitcoin price needed to produce the equivalent mining revenue in terms of \$/MWh or \$/TH assuming Greenidge's current efficiency at current implied difficulty (Financial estim

Merger transaction summary

Benefits of Support.com merger



Expedited path to public markets to accelerate Greenidge's growth



Support.com expected to deliver \$33mm of cash and potentially beneficial NOLs⁽¹⁾



Potential synergies with Support.com business



Voting support agreement for ~30% of Support.com shares



Expected to close in Q3 2021

Pro fo

- Atlas
- Existing institutional and other investo
- Support.com shareholders
- Management/board
- Foundry Digital LLC

- Pro forma for merger, exp
- Support.com shareholder
- Transitioning to dual clas
- Support.com business wi closing with existing man

(1) Minimum closing cash condition of \$28mm per merger agreement (estimated at \$33mm at closing) – potential NOLs up to \$147mm
(2) Excludes potential dilution pursuant to Greenidge Generation Holdings Inc. 2021 Equity Incentive Plan and other transactions permitted under the merger agreement
(3) Greenidge cash plus digital assets less debt plus \$33mm of cash expected from merger agreement

(4) Per terms of merger agreement
(5) Existing Greenidge shareholders own shar relative to newly-issued one-vote Class A will automatically convert to Class A share

Pro forma ownership

Greenidge ownership post-closing⁽¹⁾

(Share counts in 000s)	Shares outstanding at close ⁽²⁾	Sha
Atlas Entities	26,800	
Existing institutional and other investors	7,529	
Support.com shareholders	2,998	
Management/board	1,475	
Foundry Digital LLC	160	
Total	38,963	

(1) Illustrative exchange ratio of 0.124 shares of Greenidge Class A common stock for each share of Support.com common stock, based on the exchange ratio formula in the merger agreement and assumed using Support.com's closing share price of \$2.14 on March 19, 2021. The final exchange ratio will be calculated using a ten-day volume-weighted average trading price for Support.com if such average trading price prior to the closing exceeds \$2.14.

(2) Estimated shares outstanding at closing; excludes potential dilution pursuant to Greenidge Generations Holdings Inc. 2021 Equity Incentive Plan and other transactions permitted

Summary



Expedited path to NASDAQ listing with ~\$7 of net cash on the balance sheet



Captive low-cost power



Substantial installed base



Rapid EBITDA growth



Operations and development experts



Business model optimized and ready for ex replication to at least 500 MW of mining ca



Appendix

Definitions & terms

- “~” = Approximately
- “**Atlas**” = Atlas Holdings LLC, the sponsor of funds that are the majority shareholder in Greenidge, and a manager and sponsor of private equity funds and other investments with ~\$3.8 billion assets under management (“**Atlas Entities**”)
- “**Difficulty**” = Measure of how difficult it is to mine a bitcoin block; difficulty is adjusted every ~2 weeks so that the average time between each block mined remains 10 minutes
- “**EBITDA**” = Earnings before interest, taxes, depreciation, amortization, certain extraordinary items and other one-time expenses
- “**Efficiency**” = As applied to miners, the electricity used per hash, typically expressed in J/TH
- “**E**” = When used in connection with any date or amount means the information related thereto is estimated or projected
- “**EH/s**” = Exahash per second, a measure of hashrate
- “**EH**” = Exahash or 10^{18} hashes or 1,000,000 terahashes
- “**Hash**” = a calculation that converts an input of letters and numbers into an encrypted output
- “**Hashrate**” = The number of hashes calculated each second, typically expressed in TH/s, as a measure of the mining power used to mine and secure the blockchain as bitcoin
- “**J/TH**” = Joules per terahash, a measure of miner efficiency
- “**LTM**” = Last twelve months
- “**Mining capacity**” = The maximum amount of mining hardware that can be used to mine a given amount of bitcoin
- “**MW**” = Megawatt, a unit of power demand or capacity
- “**MWh**” = Megawatt-hour, a unit of energy (expressed in MWh)
- “**NOL**” = Net operating loss, a tax benefit
- “**TH**” = Terahash
- “**TH/s**” = Terahash per second

Executive Team



Jeff Kirt Chief Executive Officer

- Founder and Managing Partner of Fifth Lake Management
- Previously a Partner at Pamplona Capital and Oak Hill Advisors



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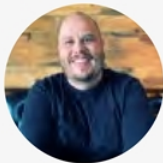
Dale Irwin President

- 20 years with Greenidge
- Led bitcoin mining deployment at Greenidge
- Expertise in power plant management and bitcoin mining



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Tim Rainey Chief Financial Officer

- 5 years with Greenidge
- Bitcoin mining and deployment experience



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Board of Directors



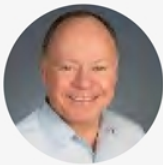
Tim Fazio **Chairman**

- Managing Partner and Co-founder of Atlas Holdings LLC, a private equity fund focused on industrials and power generation



Ted Rogers **Vice Chairman / Independent**

- Former president of Xapo, a bitcoin bank
- 25 years of financial services experience



Andrew Bursky

- Managing Partner and Co-founder of Atlas Holdings LLC, a private equity fund focused on industrials and power generation



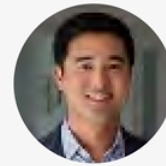
David Filippelli

- Partner at Atlas Holdings (Joined in 2014)



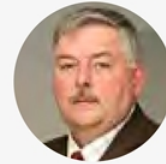
Jeff Kirt

- Greenidge CEO



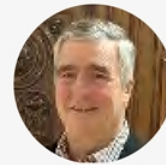
Jerome Lay

- Partner at Atl (Joined in 2014)



Tim Lowe **Indep**

- Formerly CEC Company, Fin
- 30+ years of pulp/paper ex



Dan Rothaupt **Ir**

- Former Vice F AES from 199
- 30+ years of



Michael Neusch

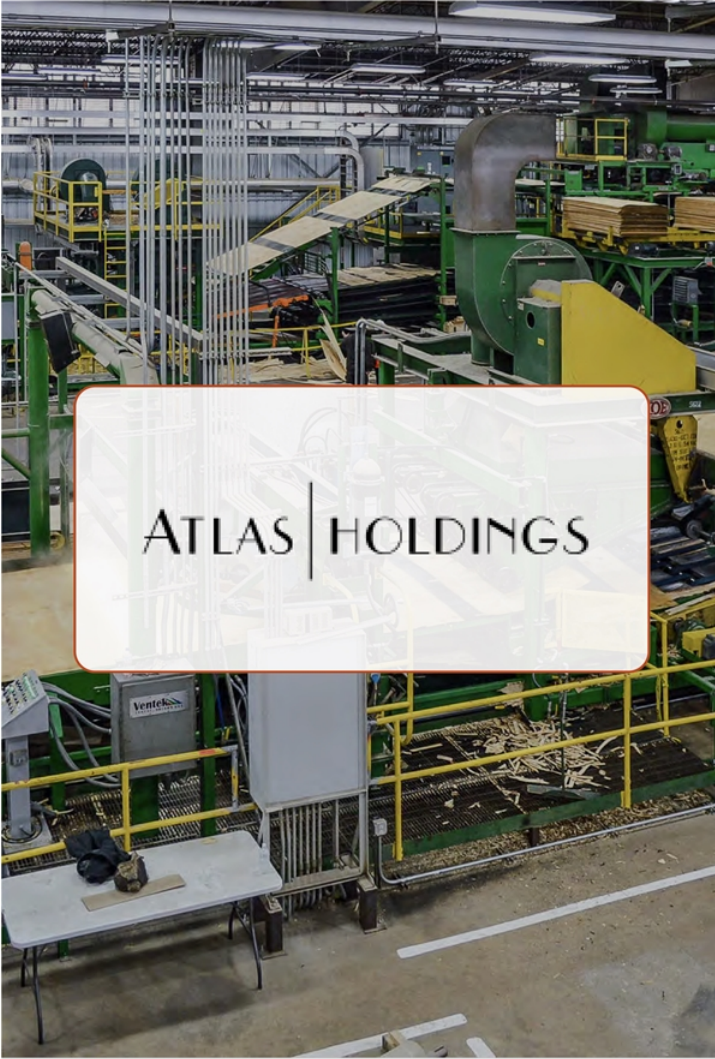
- Former CFO c
- 11+ years of p



Support.com Overview

- Global provider of homesourcing solutions - global customers delivered by home based experts (employees) - 780+ countries
- On-demand, globally scalable business grows with mirror markets
- 20 years' experience delivering stellar results for global customers
- Proven, omnichannel CRM solutions provided through software designed and optimized for homesourcing
- High-margin consumer software business with production or perpetual basis
- New leadership team has a proven track record building outsourced ("BPO") businesses

Greenidge sponsor



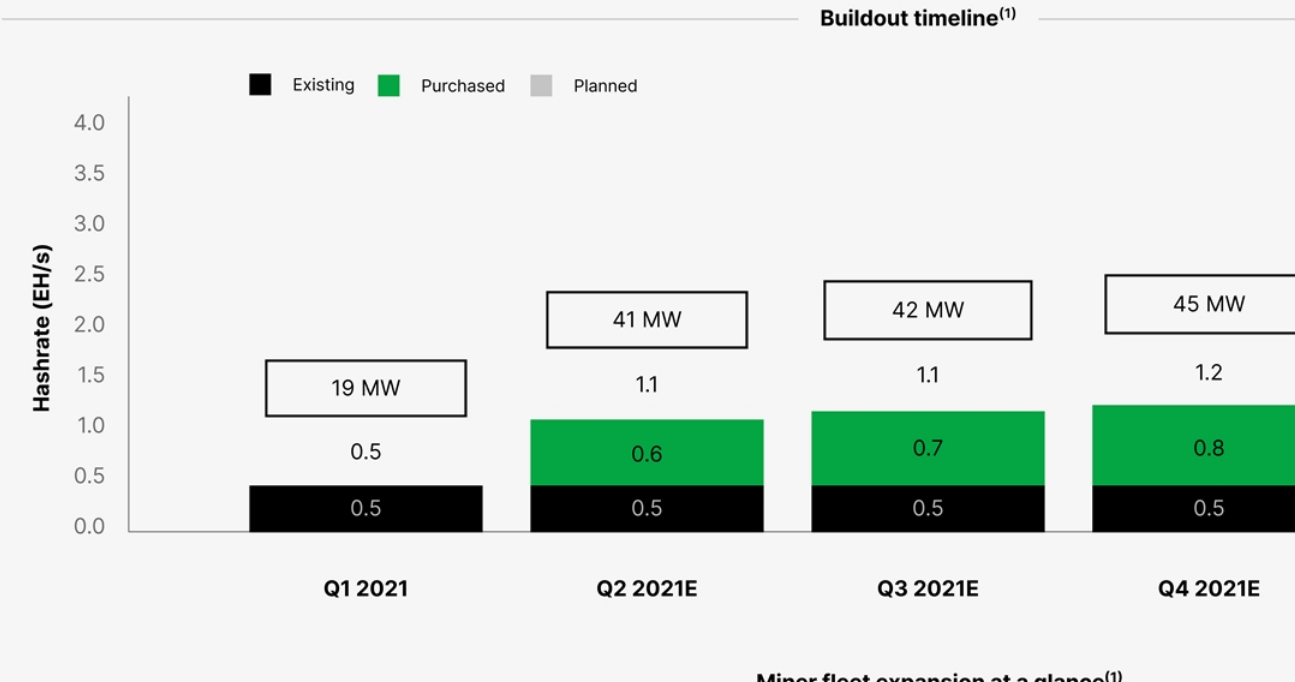
Atlas Holdings Overview

- Atlas Holdings LLC (“Atlas”), founded in 2002, is a manager of Atlas Investments (“Atlas Entities”) that own a diversified group of Atlas Entities and their affiliates collectively employ approximately 300 employees across more than 300 global locations
- Atlas Entities own and operate 1,164 MW (gross) of renewable energy assets in the Midwest and New England
- Atlas Entities’ companies span the automotive, building construction, energy, food manufacturing, industrial services, and logistics industries
- Many of the companies owned by the Atlas Entities have been recognized as industry leaders
- Collectively, the Atlas Entities have a strong balance sheet and are well-managed

Values & Principles

People • Partnership • Performance

Buildout & miner fleet efficiencies



Miner fleet expansion at a glance⁽¹⁾



85 MW
Power



2.6 EH/s
Hashrate



33 J/TH
Efficiency



⁽¹⁾ Based on Greenidge estimated buildout plan

Transaction fees overview

Bitcoin transaction fees

What are transaction fees?

Every bitcoin transaction must be validated prior to being added to the bitcoin blockchain

How does Greenidge earn transaction fees?

Every block a miner adds to the blockchain comes with a 6.25 BTC bounty ("block reward") as well as all fees sent with the transactions that were included in that block.

The bitcoin algorithm rewards miners with extra bitcoin for processing transactions; when the price of bitcoin is high, transaction fees pay for the cost of power

Future of transac

As use of the bitcoin network increases, transaction fees

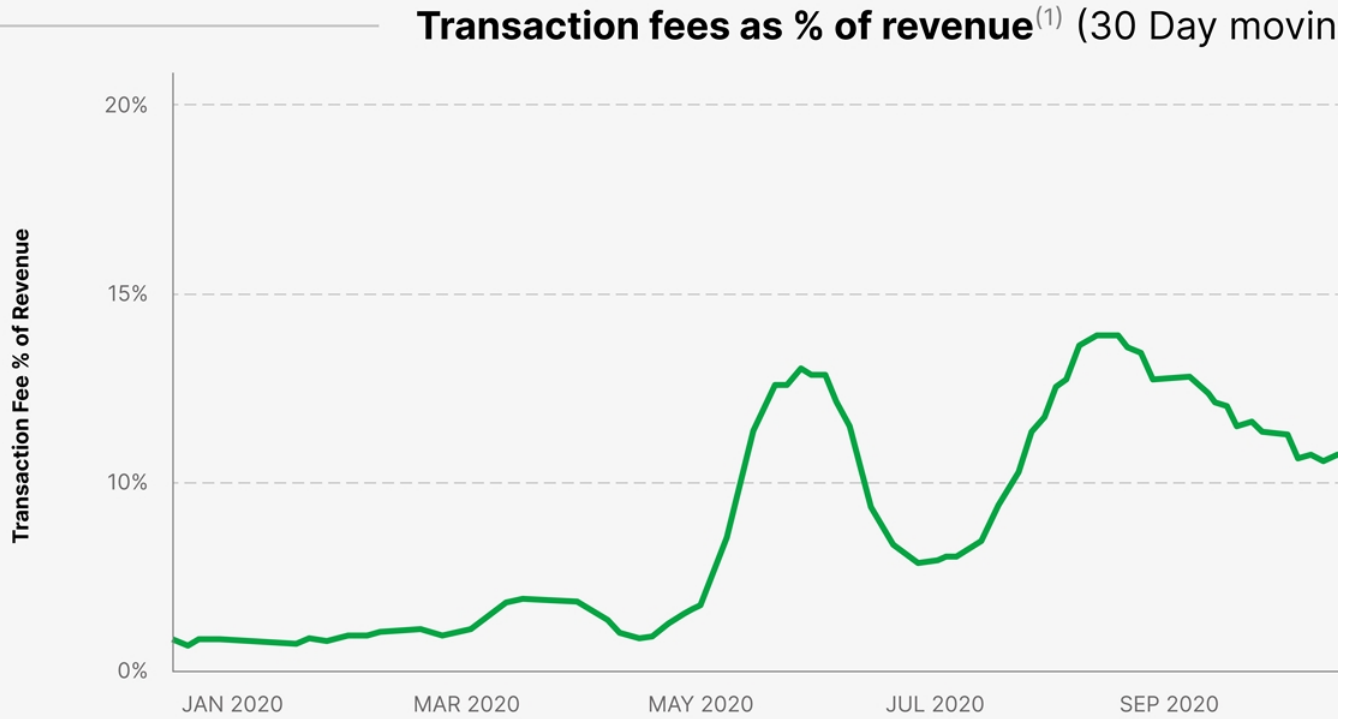
As transactions are processed in the network, transaction volume leads to congestion, which creates an incentive to pay fees

As the total number of Bitcoin blocks decreases, transaction fees will become a major incentive

As block rewards become scarce, transaction fees will become a major revenue source over time

Transaction fees overview (cont'd)

Transaction fees will play a significant role as the bitcoin network grows



(1) Represents the amount of global transaction fees in USD as a percentage of the total global block rewards and transaction fees in USD.
Source: blockchain.com as of March 2021

Key risks and uncertainties related to Greenidge

Greenidge Generation Holdings Inc. is subject to a number of risks and uncertainties, including but not limited to:

- Greenidge operates in emerging and volatile markets and is exposed to risks and uncertainties associated with these markets.
- Greenidge operates in heavily regulated industries and is exposed to risks and uncertainties associated with federal, state and local changes in permitting and other rules and regulations applicable to its business.
- Greenidge may be adversely affected by the development of new cryptocurrencies or changes with respect to price volatility, public adoption, regulatory scrutiny.
- Greenidge is subject to the risks and uncertainties that are applicable to or otherwise could affect its business upon which its business is dependent for future growth and expansion.
- Greenidge's business and profitability is subject to risk and uncertainties that are out of its control, including bitcoin and other cryptocurrencies, and bitcoin mining economics and other factors relating thereto.
- Greenidge's single operating facility may realize material, if not total, loss and interference as a result of physical disaster, data security breach, computer malfunction or sabotage.
- Greenidge may realize losses as a result of fraud, theft and employee error.
- Greenidge is subject to anti-money laundering, sanctions and anti-bribery regulation and related compliance requirements.
- Greenidge may be subject to litigation or investigations which could result in material settlements, fines, reputational damage, business, financial condition and results of operations.

You should carefully review and consider the risk factors set forth in the Registration Statement on Form S-1 contained therein, that is to be filed in connection with the transaction contemplated by this presentation and the uncertainties relating to our business and operations. You should consult with your legal, financial, tax and other advisors in making decisions with respect to Greenidge Generation Holdings Inc. or the transaction contemplated by this presentation.

Disclaimer

No Offer or Solicitation

This communication is not and shall not constitute a solicitation of a proxy, consent, or authorization with respect to the proposed merger. This press release shall also not constitute an offer to sell or the solicitation of an offer to buy securities in any states or jurisdictions in which such offer, solicitation, or sale would be unlawful prior to or after the securities laws of any such jurisdiction. No offering of securities shall be made except by means of a prospectus in accordance with the Securities Act of 1933, as amended, or an exemption therefrom. This communication is not for release in, or into, directly or indirectly, any jurisdiction in which such release, publication or distribution would be unlawful.

Forward-Looking Statements

This communication includes "forward looking statements" within the meaning of the "safe harbor" provisions of the Private Securities Litigation Reform Act of 1995, Section 27A of the Securities Act and Section 21E of the Securities Exchange Act of 1934. The words "estimates," "projected," "expects," "anticipates," "forecasts," "plans," "intends," "believes," "seeks," and variations of these words or similar expressions (or the negative versions of such words or expressions) are used to identify forward-looking statements. These forward-looking statements are not guarantees of future performance, conditions or results, and are subject to unknown risks, uncertainties, assumptions and other important factors, many of which are outside Greenidge Support.com Inc.'s ("Support.com") management's control, that could cause actual results or outcomes to differ from those stated in the forward-looking statements. Forward-looking statements contained in this communication include, but are not limited to, the following: (i) the anticipated benefits of the merger transaction; (ii) the projected liquidity and cash balance of Support.com; (iii) the projected cash flow and EBITDA of the business of Greenidge and Support.com; (iv) the current and projected operations of Greenidge and Support.com; (v) expected mining capacity in the future; and (vi) other statements about the future operations of Greenidge and Support.com in the future.

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Disclaimer (cont'd)

Forward-looking statements are subject to a number of risks, uncertainties and assumptions. Factors that from those expressed or implied in such forward-looking statements include but are not limited to: (i) the circumstances that could give rise to the termination of the merger transaction or delay in the closing of the transaction; (ii) the ability to recognize the anticipated objectives and benefits, including tax benefits, of the proposed merger transaction or permits affecting Greenidge or Support.com operations or the industries in which each operate, including cryptocurrency; (iii) risks related to failure to obtain adequate financing on a timely basis and on acceptable terms; (iv) fluctuations in the market pricing of cryptocurrencies; (v) loss of public confidence in cryptocurrency; (vi) money laundering, malware infections and phishing, and the costs associated with such issues; (vii) the price of equipment; (viii) the price of energy; (ix) the economics of mining cryptocurrency, including as to variables or factors affecting the cost, efficiency and availability, delivery schedule and cost of equipment necessary to maintain and grow the business and operations; (x) the possibility that Greenidge and Support.com may be adversely affected by other economic factors affecting the industries in which they operate or upon which they rely and are dependent; (xi) an increase in the cost of mining facilities, mine other cryptocurrencies or otherwise expand the business; (xii) changes in tax regulations affecting the respective assets; (xiii) any potential litigation involving either or both of Greenidge or Support.com; (xiv) cryptocurrency transaction fees and fluctuation in cryptocurrency transaction fees; (xv) Greenidge's single operating facility; (xvi) equipment interference as a result of equipment malfunction or break-down, physical disaster, data security breach, cybersecurity risks and uncertainties related to the business plan, business strategy, acquisition strategy and build-out strategy; (xvii) the potential economic fallout resulting from the COVID-19 outbreak. The actual results, performance and financial condition of Support.com could differ materially from the results expressed in, or implied by, any forward-looking statements. We do not undertake any obligation to update or revise any forward-looking statements, whether as a result of new information, changes in circumstances or as required by law. Additional risks and uncertainties are identified and discussed in Support.com's reports and filings with the SEC on its website at <http://www.sec.gov>.

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Disclaimer (cont'd)

Non-GAAP Financial Measures

This presentation includes non-GAAP financial measures, such as EBITDA. Greenidge believes that these are two principal reasons. First, they believe these measures may assist readers in comparing performance over time by removing from operating results the impact of items that do not reflect core operating performance. Greenidge's management to assess its performance. Greenidge believes that the use of these non-GAAP financial measures is useful for readers to evaluate and understand the business and operations of Greenidge. These non-GAAP measures are not intended to be used as an alternative to, financial measures determined in accordance with GAAP. Other companies may calculate these measures differently, and therefore such financial measures may not be directly comparable to similarly titled measures.

Additional Information and Disclaimer

In connection with the merger, Greenidge intends to file with the Securities and Exchange Commission (the "SEC") Form S-4 (the "Registration Statement"), which will include a preliminary proxy statement of Support.com and other relevant documents will be mailed to stockholders of Support.com established for voting on the merger. **Stockholders of Support.com and other interested persons are advised to read the preliminary proxy statement/prospectus, and amendments thereto, and the definitive proxy statement/prospectus in connection with the special meeting to be held to approve the merger because these documents will contain information regarding Greenidge, and the merger.** Stockholders will also be able to obtain copies of the Registration Statement and other relevant documents, at no charge, by directing a request to: Support.Com, Inc., 1521 Concord Pike (US 202), Suite 301, Wilmington, DE 19880 and Support.com's annual and other reports and proxy statements filed with the SEC can also be obtained, without charge, at <http://www.sec.gov>.

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Disclaimer (cont'd)

Participants in the Solicitation

Support.com and its directors, executive officers, other members of management and employees may be solicited to vote on behalf of the company by the holders of proxies from Support.com's stockholders with respect to the merger. A list of the names of those directors and their interests in Support.com will be included in the proxy statement/prospectus for the proposed merger, filed with the SEC, and be available at www.sec.gov. Additional information regarding the interests of such statement/prospectus for the proposed merger when available.

Greenidge and its directors, executive officers, other members of management and employees may also be solicited to vote on behalf of the company by the holders of proxies from the stockholders of Support.com in connection with the proposed merger. A list of the names and information regarding their interests in the proposed merger will be included in the proxy statement/prospectus filed with the SEC.