

Investor presentation

1Q 2021 Trading update

Transforming lives through better healthcare

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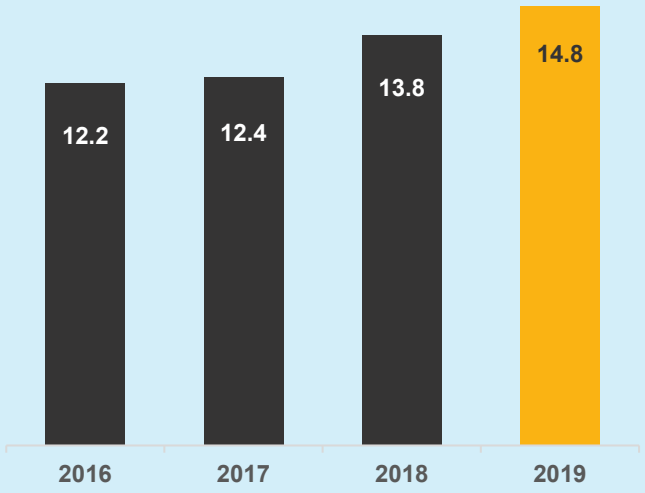
Perennial pressures on the traditional UK health system

Pressures Pre-Pandemic

GP Waiting Times (days)



20%

of GPs said wait for a routine appt exceeded 3 weeks (Pulse)

24.9 weeks

The waiting time measure for consultant-led treatment was 24.9 weeks in September 2019 (House of Commons Library)

Outlook as lockdown eases

6m

Fewer people referred to consultant led elective care in 2020 (The Health Foundation)

3 weeks

The estimated average time that a patient had been waiting for a diagnostic test in February 2021 (NHS England)

4.7m

Patients waiting for routine operations and procedures in February - highest since records began in 2007 (NHS England)

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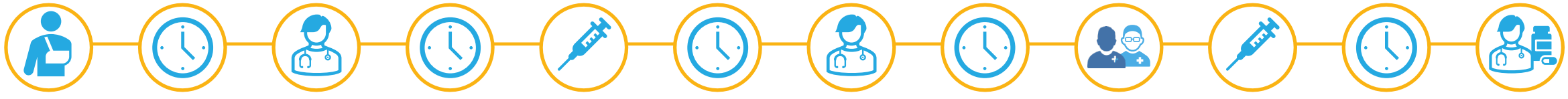
Simpler, faster and more convenient patient journey

Traditional UK patient journey



Our internet hospital patient journey



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Reflective of a typical UK patient journey. There may be variations depending on geography, presenting symptoms and suspected diagnosis.

We are well placed to win

Demand Drivers	Why we will win
Global awareness for virtual GP services has grown significantly	We continue to build a foundation for international expansion by adding to our channel partner agreements and exploring growth opportunities
Growing number of patients using telemedicine services	Our record number of activations and consultations demonstrate the scalability of our VGP platform
Lockdown easing as COVID vaccine continues to be rolled-out across the UK	As hospital availability returns to normal, our secondary care services will open and further our growth
Ageing populations, increased chronicity of disease and the impact of a pandemic	We are continuing to add new clinical pathways and services such as mental health and chronic disease management
Fragmented traditional health systems exacerbated by COVID	We have the capabilities to deliver end-to-end digital health services across primary, diagnostics and secondary care

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Our market and revenue drivers

Private UK VGP market

10m Potential patients

4m Our potential patients within existing channel partners

8m Our potential virtual GP consultations (avg. 2 per patient per year)

Total (8m x £45) = £360m

Current penetration (based 2020 revenue) : 3%

Our channel partners today

HCA Healthcare UK

Allianz

AXA Health

Nuffield Health

Our internet hospital revenue drivers



Initial GP consultation

£45

+



Diagnostic test

£50

+



Specialist review

£60

+



GP follow up

£45

=



Total revenue per patient journey

£200

Additional clinical pathways will generate incremental revenue streams on top of those above such as mental health and chronic management

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1Q 2021 Key Highlights

£4.4 million unaudited underlying revenue for 1Q 2021
up 16.5% on 4Q 2020 and up 260.2% on 1Q 2020

2.4 million Eligible Lives at end 1Q 2021
up 7.0% on 4Q 2020 and up 38.5% on 1Q 2020

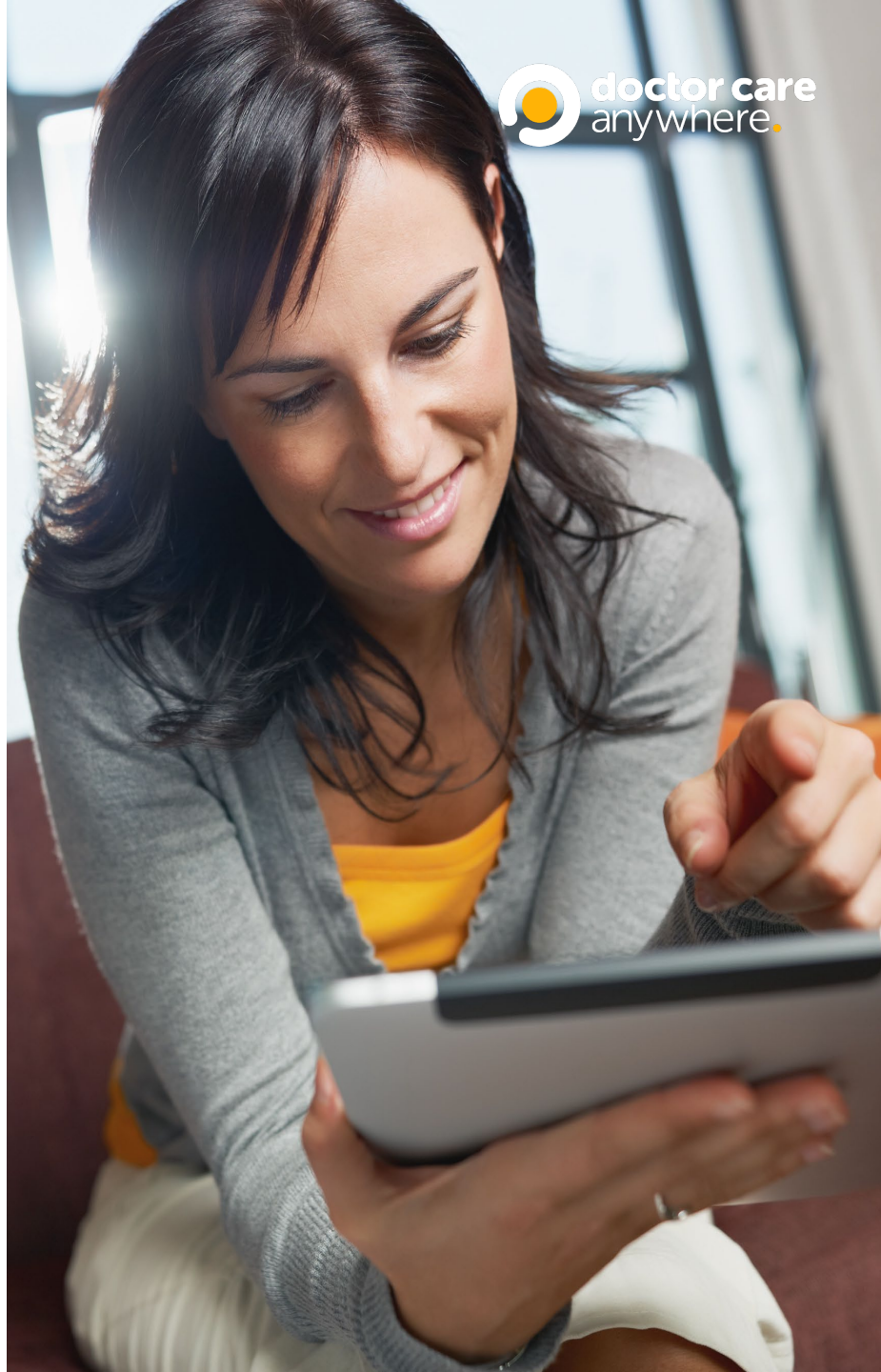
0.5 million Activated Lives at end 1Q 2021
up 14.7% on 4Q 2020 and up 182% on 1Q 2020

90,500 Consultations delivered in 1Q 2021
up 21.9% on 4Q 2020 and up 261% on 1Q 2020

Over 34,000 Consultations delivered in March 2021
32.3% growth above the highest month in 4Q 2020

Cash position of £35.1 million as at 31 March 2021

1.



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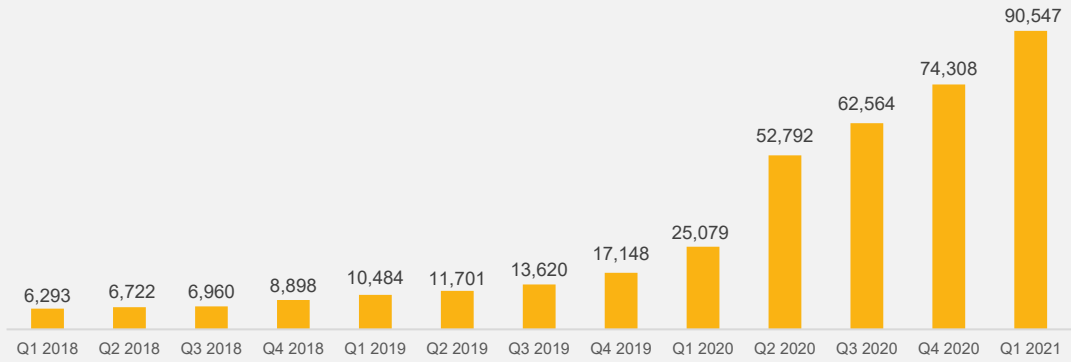
Key metrics for 1Q 2021: exhibiting strong growth

Eligible Lives by quarter end (000's), 2018 – 2021

Eligible Lives: the number of members who have access to our service through their insurance supplier

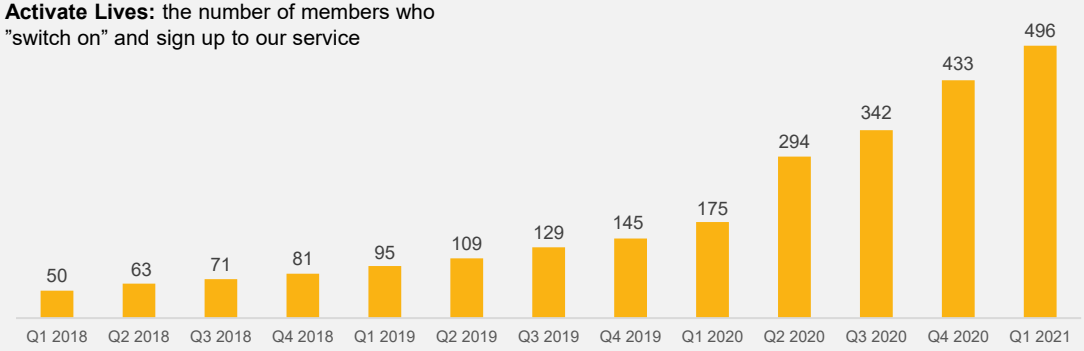


Consultations by quarter end, 2018 – 2021



Activated Lives by quarter end (000's), 2018 – 2021

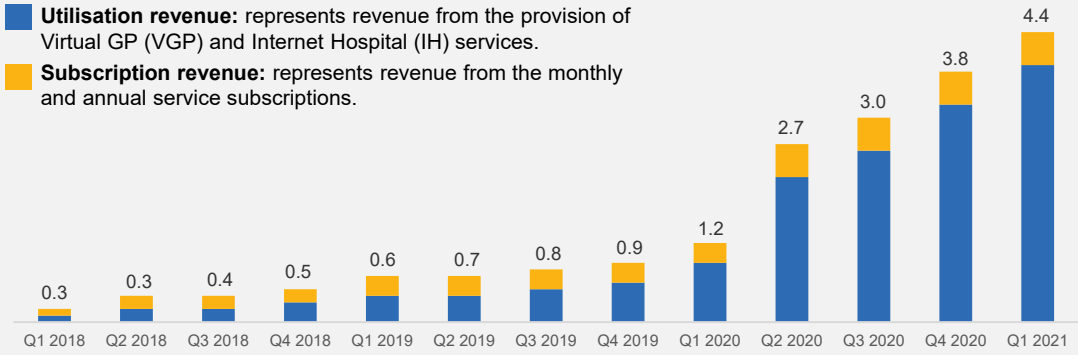
Activate Lives: the number of members who "switch on" and sign up to our service



Underlying revenue, 2018 – 2021

Utilisation revenue: represents revenue from the provision of Virtual GP (VGP) and Internet Hospital (IH) services.

Subscription revenue: represents revenue from the monthly and annual service subscriptions.



Underlying Revenue: excludes irregular revenue items such as underwritten volume top-up payments, technology platform licencing fees and digital design service fees. This metric is intended to give a clear view of the underlying operational performance of the business.

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We are well placed to win

Revenue FY 2020: £11.6m

Increase eligible lives
- New channel partners
- Expand international footprint



Increase activated lives
- New customer marketing initiatives
- Build brand awareness



Increase consultations
- Activation drives consultations
- Considerable pressure on NHS primary care
- Patient adoption embedded



Re-opening of diagnostic pathways
- Hospital availability improving
- Waiting times within NHS increasing
- Proprietary platform attractive



Drive new sources of income
- Mental health proposition

Revenue FY 2021e: at least 100% growth

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A world where healthcare is the best it can be

Complete Patient Care

1

Self-Management tools and content

Empowering people to look after all elements of their health, from one simple to use hub, provides the fastest route to positive outcomes

2

Community Support

Tools to encourage early engagement, drive proactive behaviour and build resilience

3

Primary Care Provision

Access to the right services at the right time enable earlier interventions and better health outcomes

4

Specialist Care Provision

Advancing technology to optimise patient pathways and provide evidence-based tools to facilitate diagnostic ordering and specialist review



Where DCA operates today

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Questions?

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Appendices

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Pro-forma Operating and Financials metrics

			Variance			Variance	
	1Q 2021	4Q 2020	Q on Q	1Q 2021 %	1Q 2020	PCP	4Q 2020 %
Revenue (£ in millions)	6.4	3.8	2.6	69.3%	1.9	4.6	242.4%
Gross profit margin (%)	61%	46.8%	14.1 ppt		66.3%	(5.3) ppt	
Contribution margin (%)	45%	22.7%	22.3 ppt		47.7%	(2.7) ppt	
Underlying revenue (£ in millions)	4.4	3.8	0.6	16.5%	1.2	3.2	260.2%
Underlying gross profit (£ in millions)	1.9	1.8	0.1	7.6%	0.6	1.3	221.7%
Underlying contribution margin (£ in millions)	0.9	0.9	0.0	2.9%	0.2	0.6	261.1%
Underlying gross profit margin (%)	43.2%	46.8%	(3.6) ppt		48.4%	(5.2) ppt	
Underlying contribution margin (%)	20.0%	22.6%	(2.6) ppt		20.0%	-	
Utilisation – eligible lives at period end (in 000s)	2,192.7	2,040.8	151.9	7.4%	1,583.7	609.0	38.5%
Subscription – eligible lives at period end (in 000s)	185.0	181.0	4.0	2.2%	133.2	51.9	39.0%
Eligible lives at period end (in 000s)	**2,377.7**	**2,221.8**	**155.9**	**7.0%**	**1,716.8**	**660.9**	**38.5%**
Utilisation – activated lives at period end (in 000s)	449.8	385.1	64.6	16.8%	143.5	306.2	213.4%
Subscription – activated lives at period end (in 000s)	46.2	47.4	(1.3)	(2.7)%	31.9	14.3	44.8%

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Pro-forma Operating and Financials metrics

			Variance			Variance	
	1Q 2021	4Q 2020	Q on Q	1Q 2021 %	1Q 2020	PCP	4Q 2020 %
Activated lives at period end (in 000s)	495.9	432.5	63.4	14.7%	175.4	320.5	182.8%
Utilisation - activation % (at period end)	20.5%	18.9%	1.6 ppt		9.1%	11.5 ppt	
Subscription – activation % (at period end)	24.9%	26.2%	(1.2) ppt		23.9%	1.0 ppt	
Activation % (at period end)	**20.9%**	**19.5%**	**1.4 ppt**		**10.2%**	**10.6 ppt**	
Utilisation – average activated lives (in 000s)	427.0	350.4	76.6	21.9%	129.6	297.4	229.5%
Subscription – average activated lives (in 000s)	45.9	46.8	(0.9)	(1.8)%	31.0	15.0	48.4%
Average activated lives (in 000s)	**472.9**	**397.2**	**75.7**	**19.1%**	**160.5**	**312.4**	**194.6%**
Utilisation – consultations (in 000s)	84.2	67.7	16.4	24.2%	19.8	64.4	325.7%
Subscription – consultations (in 000s)	6.4	6.6	(0.2)	(2.8)%	5.3	1.1	20.3%
Consultations (in 000s)	**90.5**	**74.3**	**16.2**	**21.9%**	**25.1**	**65.5**	**261.0%**
Utilisation – annualised utilisation (%)	78.8%	77.3%	1.5 ppt		61.0%	17.8 ppt	
Subscription – annualised utilisation (%)	55.6%	56.1%	(0.5) ppt		68.6%	(13.0) ppt	
Annualised utilisation (%)	**76.6%**	**74.8%**	**1.7 ppt**	**2.3%**	**62.5%**	**14.1 ppt**	

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