12 May 2021

ASX Market Announcements Office
Australian Securities Exchange
20 Bridge Street
Sydney NSW 2000

2021 Annual General Meeting – Chairman and Chief Executive Officer's Addresses

Attached for release to the market are the addresses to be delivered by the Chairman and Chief Executive Officer at today's Annual General Meeting of Shareholders.

Daniel Curran
Chief Financial Officer & Company Secretary

This ASX announcement was authorised for release by the Chief Financial Officer & Company Secretary.

About Doctor Care Anywhere:

Doctor Care Anywhere Group PLC is a UK-based telehealth company that is committed to delivering the best possible patient experience and clinical care through digitally enabled, joined up, evidence based pathways on its proprietary platform. DOC utilises its relationships with health insurers, healthcare providers and corporate customers to connect with patients to deliver a range of telehealth services.

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Doctor Care Anywhere Group PLC – Annual General Meeting of Shareholders

Wednesday 12 May – 6pm AEST (9am BST).

Chairman's Address

I feel I hardly need to add my own comments on the really extraordinary year we all experienced in 2020. Each of us has had to think and operate in ways we could have never imagined, and it has been a very tragic year for many people.

What I can say, and I did write it in my letter to you in our Annual Report, is that Doctor Care Anywhere has been of very direct and immense help to an awful lot of people who have needed access to convenient and reliable healthcare during the crisis and we have received some wonderful letters of gratitude.

There's no doubt at all that the pandemic has accelerated the take up of what is known as telemedicine, or virtual healthcare, in the most extraordinary way but I am personally quite certain that we're not going back. The traditional health systems in the UK were being overwhelmed well before the coronavirus pandemic struck. The simple facts of an aging population and, sadly, an increasingly unhealthy one, with more chronic disease, was already pushing out waiting times and what has happened in the past 12 months has massively accelerated that change.

What's happening now in healthcare is rather like what's been happening to the combustion engine or print newspapers – in just the same way that electric vehicles are changing the way we get from A-B, and social media is changing the way we receive our news, so access to healthcare is changing and it's changing for good.

Let me give you just a couple of statistics:

- Research, independent research, has shown that, on average, patients save an hour and a half every time they use a virtual, as opposed to a physical or in-person, consultation;

- It's the same for GPs too. 93% of clinicians, 93%, report that in their view, telehealth is now a perfectly viable option for delivering first class healthcare. In fact we would say probably, often better healthcare;

- And it's been estimated that 67% of A&E visits would be avoidable if everyone used virtual consultations.

So, we're not going back; this change is happening now and it's forever.

What's really good news for Doctor Care Anywhere, now the lockdowns are finally easing across the UK and the hospitals are getting back to normal, is that we can now deliver secondary care, the diagnostic and specialist reviews that we haven't been able to deliver when the hospitals were blocked out for coronavirus patients. Coronavirus has actually held us back, at last we can now do what we always said we would do, and what sets us apart, and that is joining up primary and secondary care and making it much more convenient for the patient and more economical for the provider.

Doctor Care Anywhere went listed last December exactly to be able meet that demand and invest in our growth. After much deliberation, we chose the Australian Securities Exchange, the ASX, as you all know, we raised just over A$100m as you also know, and we absolutely haven't been in any way disappointed since. We've had terrific support, and advice, from all our shareholders and we are very grateful for that. Thank you.

Speaking of having listed on the other side of the world, I'd just like to specifically thank our three new directors in Australia who I introduced just now. They haven't yet sat in a room with the rest of their Board colleagues, let alone the executive management; every meeting has been at some unearthly hour, and they've played an instrumental role all the way through; especially at the IPO. I think it's an amazing achievement and I just wanted to acknowledge it.

I also particularly want to convey you my confidence in the team that you have running the business. A year ago, this company had 130 odd permanent staff and was private; now we have almost 250 staff and are listed. A year ago we had 89 GPs/clinicians; now we have some 250 with another 50 in training and are currently recruiting a further 50 each month for the next four months. That is some challenge for one year! The number of consultations the company has been delivering has grown from ten thousand a month a year ago to over thirty thousand a month today.

You've got to be proud of a company that can do that, and I am proud and I'm very grateful on behalf of every single shareholder to every member of staff for what they have achieved in the really very, very difficult circumstances of 2020. It has given us the most wonderful opportunity and a great platform to become one of the successes in the market.

Now, you will have read our 2020 Results in the Annual Report but let me hand over to Bayju to remind you of the key performance highlights and perhaps talk a little about that opportunity and how we see the year ahead.

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Wednesday 12 May – 6pm AEST (9am BST)

Chief Executive Officer's Address

Our purpose is to transform lives through better healthcare. This intention has been at the forefront of my thoughts as we have all endured the worst health emergency of our lifetimes. The COVID-19 pandemic has placed a huge strain on healthcare systems across the world and the advantages of a digital healthcare model have never been more relevant.

Our success in meeting the challenges of delivering digital healthcare in a global pandemic has reinforced our reputation with major blue chip channel partners, including two of the world's largest insurance companies, and we have driven impressive growth across our key metrics which I am proud to outline to you at our first AGM as a listed Company.

Our joint venture with AXA Health represents the first time primary care, diagnostics and secondary care have been integrated in the UK digital healthcare sector. This achievement is a significant point of differentiation for our Company and has the potential to transform the healthcare journey for millions of patients.

Our partnership with Allianz marks our first international private medical insurance agreement. It allows international policy holders and their dependents based across Europe access to our service. This is a considerable milestone, demonstrating both our scope for international expansion and the confidence channel partners have in our ability to attract and service their client base no matter their location.

We also increased our international reach, signing an agreement to provide our services to one of the UK's Big Four retail banks in the Republic of Ireland. These partnerships, combined with contracts with private hospital providers Nuffield Health and HCA Healthcare and corporate benefit providers such as Perkbox, has given us access to 2.2 million potential patients, an increase of 186% in just one year.

In 2020, our 200 strong team of GPs and clinical specialists delivered 214,700 consultations. This represents a 305% increase on the prior year and has driven our revenue growth by 102% to £11.6 million in sterling.

I hope you'll agree that these achievements represent an impressive operational performance. However, our overriding priority is and always will be the safety and quality of care we provide our patients. With the aid of our independent Clinical Governance Committee, we have placed safety and a culture of continuous improvement at the core of our business. As a clinician, this drive to remain at the forefront of clinical best practise is personally very important to me, it is at the heart of our vision to ensure healthcare is the best it can be, and I believe central to our future success.

Our outlook for 2021 remains strong. The drivers which were accelerating the adoption of digital healthcare pre the pandemic have not changed; they have been compounded and patient behaviours embedded. We are confident that lockdown measures easing in the UK will unlock hospital availability and increase diagnostic referrals. Our differentiated approach leaves us ideally

placed to take full advantage of the opportunity ahead and we are confident of at least 100% revenue growth in 2021.

I am hugely proud of all our employees and the commitment and energy they have demonstrated to continuing to deliver high quality patient care throughout the challenges of operating in a global pandemic. The success of the Company this year is in no small part down to their hard work and determination and I would like to take this opportunity to thank them fully.

Thank you also to you, our shareholders. As Jonathan has already mentioned, listing on the ASX was a defining moment for our Company and a huge personal thrill for me as one of its founders. Your continued support is appreciated, and I look forward to sharing the next stage of our growth with you.