

Annual General Meeting of Securityholders

The Manager
ASX Market Announcements Office
Australian Securities Exchange

Dear Manager

Doctor Care Anywhere Group PLC – 2023 Annual General Meeting – Chairman and CEO’s Address

Doctor Care Anywhere Group Plc (ASX:DOC) encloses for release to the market, the addresses delivered by the Chairman and Chief Executive Officer at the Company’s 2023 Annual General Meeting.

This ASX announcement was authorised for release by the Board.

Yours faithfully,

Bianca Foster

Company Secretary

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Doctor Care Anywhere Group Plc

Doctor Care Anywhere Group PLC
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Annual General Meeting of Securityholders

Tuesday 28 March 2023 – 17:00 AEDT (07:00 BST)

Chairman's Address - Richard Dammary

Good afternoon, or morning if you are joining us from the UK. My name is Richard Dammary and I am the Chairman of Doctor Care Anywhere Group PLC.

I'd like to begin – as is the custom in Australia – by acknowledging the traditional owners of the land from which I am joining this meeting – the Wurundjeri people of the Kulin nation – and I pay my respects to their elders, past, present and emerging, and indeed the traditional owners of all First Nations peoples on the lands where meeting participants are today.

I've been advised that we have the necessary Quorum and I declare the meeting open. I'd like to warmly welcome my fellow shareholders and guests here to our third AGM since the Company's listing. Let me briefly introduce my director colleagues attending the meeting today, all of whom have had to join us virtually, since we are spread geographically between Australia and the UK. My colleagues' biographies are contained in the Annual Report, so I won't repeat that detail.

- **Romana Abdin** the Chair of our Remuneration and Nominations Committee
- **Simon Calver**, who steps down at the conclusion of this meeting
- **David Ravech**, who has been associated with DCA since quite early in its history
- **John Stier**, currently chair of the Audit Risk and Management Committee and who, following the conclusion of this meeting, will be your new Board Chairman; and
- **Vanessa Wallace**, who is based in Sydney and will also step down at the conclusion of this meeting.

Also in attendance today from the management team is our newly appointed interim CEO, **Ben Kent**, acting CFO, **James Warren**, and Company Secretary, **Bianca Foster**; and from our Auditors, Grant Thornton, I welcome **Ant Thomas**, the lead audit partner. Ant will be available to answer questions, through me, on the conduct of the audit and the preparation and content of the Auditor's Report.

I will now give a short Chairman's address reviewing our 2022 performance, before handing over to interim CEO Ben Kent to speak about the plans for 2023 and beyond.

At the outset, I should note that our Annual Report was released three weeks ago, and that describes comprehensively the challenges and achievements of 2022.

There can be no doubt that 2022 was a challenging year for the Company, in a sector which has lost significant market support, globally, compared to 2020 and 2021. Levels of market support and access to capital are extremely challenging, but despite the upheavals the Company had to deal with in 2022, we ended the year relatively strongly, with:

- revenues of £29.8 million, representing a 19.3% increase on 2021
- improvements in underlying gross profit and contribution margins
- a reduction in non-operating costs on a run rate basis (acknowledging that there is more to be done in this area)
- a 29% increase in Activated Lives to 868,900, with further growth potential given the Company's existing base of 2.5 million Eligible Lives
- a 40% increase year-on-year in consultation volumes, totalling 614,200 for the period, with 186,000 patients having their first consultation during the period
- increased uptake of the Company's secondary care pathway (referral for diagnostic tests and specialist review of results) with 31,200 patients completing the pathway during FY22, up 82% from FY 21

The Company also saw a strong repeat user rate, with 428,000 consultations delivered to returning patients in FY22, representing 70% of total consultations. There can be little doubt that patients value the DCA service: our 2022 customer NPS score of 75.4 reinforces this opinion.

In December 2022, the Company announced that we had secured a £10m four-year loan from our joint venture partner AXA. This loan, which was provided for general working capital purposes, is expected to support the Company to become EBITDA positive in Q1 2024 and be cash generative soon after that.

If you have followed the Company's fortunes, you would have seen that the Board made a number of changes to the leadership group in 2022. The reasons for this were explained in the Annual Report, and we are pleased that there is now a new executive team in place led by Ben Kent, to drive the Company forward in 2023. No doubt this will continue to evolve and develop as the Company's needs change over time. The

Board is very grateful to each of the Executive Team for their resilience and commitment through a challenging period in 2022.

Finally I should say a few words about Board composition and governance. In late January, we announced that we would be undertaking an orderly transition of the Chairman's role from me to my colleague John Stier who joined the Board just before last year's AGM. When I stepped into the Chair this time last year, it was intended to be as an interim measure following the departure of Executive Chairman Jonathan Baines. However we quickly had to face into a range of headwinds, and I agreed to continue in the role. This was not always easy – being on the other side of the world – and it should be self-evident that it is in the Company's best interests to have a Chairman and CEO working in tandem in the UK, with a UK-domiciled Board that can meet in person regularly, is not plagued by time-zone differences, and can support the management team in real time. It has been well-signalled that Simon Calver would leave the Board this year (having only been re-elected for one year in 2022) and likewise that Vanessa Wallace would step down once her Committee Chair role had been relocated to the UK, which happened in late 2022. I would like to take this opportunity, firstly, to thank our shareholders for their support and constructive challenge over the past 12 months; secondly, to thank all my Board colleagues for their support and tremendous effort since the Company's IPO, but particularly in 2022 - I don't think I have ever seen a Board work so hard as this one did last year; and finally, I would like to thank the whole DCA team for their willingness to tackle hard challenges head-on. We would all greatly prefer to see the team's collective efforts reflected in the share price; but the reality is, the new DCA team has an opportunity to consolidate the Company's performance and improve market confidence by delivering on our plan and commitments, and I have every confidence this will happen. When it does, DCA will be one of the first major telehealth companies globally to reach breakeven at significant scale, and that alone will create significant strategic optionality.

I'll now hand over to our interim CEO, Ben Kent, to say a few words about the current priorities and the Company's goals for 2023/24.

Interim Chief Executive Officer's Address – Ben Kent

Good afternoon and good morning to you. My name is Ben Kent. I joined DCA as Chief Executive in mid-February, having previously served as Chief Operating and Financial Officer in 2020, when we first took the Company public on the Australian Stock Exchange. I am very pleased to be back in the business.

I'd like to take you through our Business Plan for 2023, the key assumptions – the things that need to happen for us to achieve that, and how achievement of the Plan will position the Company.

Our Plan for 2023

We enter the new year with determination to consolidate the progress made later in 2022. My mandate from the Board is clear: to deliver on our plan and commitment to achieve steady growth, focused on the UK, so that we regain the confidence of our shareholders.

I will highlight 3 areas of focus for us in 2023: our platform; our new operating model; and our operating efficiency.

First: Our platform

We continue to invest in our platform to improve its stability and resilience. During 2023 we plan to enhance our continuous monitoring tools, selectively replace elements of legacy infrastructure, and introduce automated scaling of our system's capacity so that we can flexibly meet increases in demand.

In a complex technology platform, which incorporates numerous third-party solutions, incidents are inevitable, so we will also continue to enhance our ability to anticipate, and quickly respond to, incidents when they happen, including automated incident management.

Second: our New Operating Model

Health systems around the world are challenged by a shortage of clinicians, and so they are increasingly providing primary care services through a range of clinicians, matching the level of clinician to the patient situation to make most effective use of clinical resources. You may well have experienced this in your own local primary care provider. Our Mixed Clinical Workforce follows that model, and will expand our clinician resources, by adding to our existing team of General Practitioners the capabilities of Advanced Nurse Practitioners ("ANPs"); these are nurses with additional academic qualifications and experience who are able to diagnose, prescribe and refer patients to secondary care.

We also plan to launch our Quick Consult service in Q4; this will give patients the option to get fast and easy questionnaire-based treatment for routine conditions.

We are adapting our patient pathways so that patients are guided to the most appropriate clinician to deal with their situation; patients, payers and DCA benefit from the increased flexibility and reduced cost that this new model can provide.

We plan to proceed with the launch of the Mixed Clinical Workforce initiative in the second quarter of 2023, which will enhance clinician availability and hence our ability to deliver continuing consultation growth.

Third: Our operating efficiency

Reducing the Company's operating cost base remains a major area of focus. The business made good progress through the second half of 2022, and my Executive team and I will continue to focus on reducing operating costs throughout 2023. There are opportunities to increase automation in our patient experience function – this is our customer service team, which employs the largest proportion of our non-clinical workforce - and to carefully manage our non-operating costs, so that more of our gross margin performance flows through to the bottom line.

We have set ourselves an exciting but challenging plan for 2023. Progressing towards profitability and cash generation in 2024 is based on a range of assumptions; but we are motivated by our ambition to be one of the first telehealth companies to achieve those milestones.

I will highlight seven key assumptions that underpin our plan, and comment on each of them:

- Minimum growth of 40% in demand for consultations
- Continued stability of our technology platform
- The launch of the Mixed Clinical Workforce proposition in Q2 2023
- Being able to recruit and retain enough clinicians to meet patient demand and tightly manage incentive payments
- Being able to drive productivity gains and no material unanticipated increases in non-operating costs
- Being able to implement inflation-adjusted price increases pursuant to our agreement with AXA
- Drawdown of Tranches 2 and 3 of the AXA loan facility in 2023

Let me put a bit of colour on each of those assumptions and describe our progress in the first quarter:

- Number 1. Consultation volumes: we believe that there is unmet demand for our service given its popularity, so we are confident that as we increase the supply of consultations, we will see growth in demand to match it. YTD at the end of February, consultation volumes were in line with our plan.
- Number 2. Pleasingly during this period we have had no major downtime that has significantly affected client service and we have been above our required Service Level throughout the period. As for SLA service credits, we are discussing with AXA the refinement of our SLAs so that they are focused on the most important measures: clinical safety, patient experience, and commercial outcomes.
- Number 3. The launch of Mixed Clinical Workforce: preparation is in hand, and we are working through the patient pathway so that patients are guided to the most appropriate clinician for their situation. This is an important change for our partners and corporate clients as well, so there is an extensive engagement with them so that they and their employees are ready to use the new service. We will need to roll out the new model at a pace that fits with their requirements.

- Number 4. Recruitment of clinicians: we have started the recruitment of Advanced Nurse Practitioners, and this is generally on track. We have to manage the fine balance of recruiting ANPs in time to onboard and train them for the launch of Mixed Clinical Workforce, but not so early that they are sitting on the bench waiting to be utilised.
- Number 5. Operational efficiency: we have already taken the opportunity to streamline our triage processes, and we have started the work to look at our Patient Experience processes, in preparation for change later in H2. We have also identified opportunities to contain non-operating costs, offsetting slightly higher technology spend in these early months of the year as we work through the important tech deliveries that support Mixed Clinical Workforce and our partners' own product launches.
- Number 6. On price increases, we are working through the calculation of price increases that respond to inflation in our clinician costs, for agreement with AXA over the coming weeks.
- Number 7. On funding: we have already drawn down the 2nd Tranche of the AXA loan, taking the total drawdown to £7.5m in total, with the final tranche expected in the middle of the year.

All of this activity relies on the expertise and commitment of DCA's people – our clinicians and patient experience teams who look after our patients directly; our technology team who run the platform and build the new services that we are rolling out; our clinical leadership who ensures we are building safe and effective services that meet regulatory requirements; and all the rest of the team who support these activities.

2022 was a tough year for all of the team, and I am very grateful for all that the team achieved in difficult circumstances. I am delighted to see the spirit and positive intent in my colleagues, and their ambition to deliver a top quality health service for our patients. My commitment to them is that we create a positive culture and working environment in which they can be at their best, and that we maintain a steady course throughout 2023, focusing on what we need to do to deliver our plan with no distractions. My Executive Team and I will be open and transparent with our people about the work to be done, the progress we are making, and the challenges along the way.

My thanks also to the departing Board members for their leadership and support for DCA during 2022 and their tenure as Directors.

I would like to set out for shareholders the market guidance that we provided in our preliminary statement:

We updated our market guidance on our targets for 2023:

- Annualised revenue run rate of £42-46 million by the end of June 2023
- Gross margin of 50-55% by H2 2023

- Contribution margin of 35-40% by H2 2023
- Targeting to be EBITDA positive in Q1 2024 and cash generative soon after

I have already touched on some of the key assumptions and dependencies underpinning this guidance, as set out in our release to the ASX on 28 February.

In conclusion:

Our objectives for 2023 are exciting and challenging in equal part. Successful delivery will be reliant wholly on our people, and so my Executive Team and I are determined to create a collaborative workplace culture, where our people can be at their best and play their part in DCA's success.

We will progress towards becoming EBITDA positive and cash generative, through a combination of the change in operating model, growth in consultation numbers, and optimising operating and non-operating costs.

Delivery of this plan will create strategic options for your company: our goal is to be one of the first telehealth companies to be cash generative and profitable; with the capacity and capability to take on new clients and to expand the range of clinical services that we can provide; this will be focused on our core UK market.

Thank you very much.

Thank you Ben. We will now move to the formal business of the meeting.

The agenda for today's AGM is set out in the Notice of Meeting dated 6 March 2023, which I will take as read. Copies of this, and our 2022 Annual Report, are available on our website and the ASX companies' portal. The minutes of the 2022 AGM have been signed and are available for inspection by arrangement through our company secretary.

You will have received instructions on voting and submission of questions as part of your voting pack, I will talk through these now.

Today's meeting is being held online via the Computershare Meeting platform. This allows Shareholders, Proxies and Guests to attend the meeting virtually. All attendees can watch a live webcast of the meeting and the Annual Report, Notice of Meeting and other Meeting materials is available on the platform.

In addition, shareholders and proxies have the ability to ask questions and submit votes. Online attendees can submit questions at any time. To ask a question, select the Q&A icon. Type your question in to the text box. Once you have finished typing, please hit the send button.

Please note that while you can submit questions from now on, I will not address them until the relevant time in the meeting. Please also note that your questions may be moderated or if we receive multiple questions on one topic, amalgamated together.

Attendees who have logged in as a guest, will not be able to submit questions to the meeting.

To ask a verbal question, please follow the instructions written below the broadcast.

Voting today will be conducted by way of a poll on each item of business set out in the Notice of Meeting. In order to provide you with enough time to vote, I will shortly open voting for all resolutions.

If you are eligible to vote, once voting opens press the vote icon and all resolutions will be activated with voting options. To cast your vote simply select one of the options. There is no need to hit a submit or enter button as the vote is automatically recorded. You will receive a vote confirmation notification on your screen.

You do however have the ability to change your vote, up until the time I declare voting closed.

I will also show a slide with the votes and proxies received prior to the meeting for each resolution. The final votes for and against each resolution will be released to the ASX after the meeting is closed, likely tomorrow morning Australian time, following verification by the returning officer, Julian Muzzin from our share registrar, Computershare.

I now declare voting open on all items of business. The voting tab will soon be active, please submit your votes at any time. I will give you a warning before I move to close voting.

The Board recommends that you vote in favour of all resolutions and as set out in the Notice of Meeting, I, as Chair of this meeting, intend to vote all open proxies in favour of all resolutions.

Business of the Meeting

I turn now to the formal business of the meeting. We have five items before the meeting today, and I will invite questions and comments on each item as we move through them.

Item 1 – Financial Statements and Reports

The first item of business is to receive and consider the Financial Statements and Reports for the year ended December 31, 2022.

While we do not put this item of business to a vote, we would welcome any questions about the company's accounts, or more generally.

As I mentioned earlier, Ant Thomas from Grant Thornton is also available to answer any specific questions you may have about the audit and related matters.

We have received some general questions in advance of the meeting, so I will address these now:

Shareholder questions

1. How do you explain the significant fall in the share price over the last 18 months?

Let me say a few things about this. You may have seen, in the Annual Report, that we included a graph of the global telehealth sector's share price performance since 2021. It is showing on the screen now. DCA's share price has followed this sector trend, despite the business continuing to grow. We believe that reaching sustainable profitability will change the market's assessment of DCA. To do this, we need to execute our plans better than we did in 2021 and 2022 and demonstrate progress by ensuring that projects land on time, on budget and in line with the plan that Ben outlined earlier in the meeting.

2. Are there still plans to set up shop in Australia?

Although we own a business in Australia, our Australian strategy is under review. As noted in the annual accounts and our recent ASX announcements our focus is on the UK market to drive value over the short to mid-term.

3. You will be well aware of the trend in declining average revenue per consultation which developed over 2022. Can you help me understand why this is the case?

I'll ask our CFO, James Warren, to answer this question.

As part of the variation agreement with AXA Health announced on 15 December 2021, we agreed a blended price mechanism with AXA, based on an anticipated mix of 20-minute GP appointments, 15 minute GP and ANP appointments and QuickConsult use. In Q2/Q3/Q4 22 the blended price was lower to reflect this anticipated mix. We introduced 15 minute appointments but not ANPs or QuickConsult in 2022.

4. Where are the SLA penalties included in the income statement – revenue line or in Cost of Goods Sold?

The £750K of SLA penalties was incurred against our revenue line.

5. Is the trend in declining revenues continuing in FY23?

Again, I'll let our CFO, James Warren, to answer this question.

No. Revenue was flat in Q3 vs Q2, due to lower blended price and capacity issues; revenue grew in Q4 over Q3 due to increase in consultations and consistent blended price QonQ. Revenue per consult is forecast to increase following the implementation of contractual inflationary increases as per the terms of our contract with AXA. H2 revenue per consult was also suppressed due to SLA breaches as per the above comment.

6. Has DCA been able to meet SLA levels in 1Q23.

As confirmed in our 2022 preliminary results release, we have not encountered any outages since October 2022 which would be significant enough to incur service credit payments.

7. Is it realistic to assume you will be able to negotiate inflationary price increases with AXA during the course of this year?

Yes this is a contractual clause as per our release so it is 100% realistic.

- 8. In relation to the guidance for FY23 revenues, the key assumption underpinning the guidance is for a minimum 40% growth in consultations, implying at least 861K consultations for FY23. Applying the average revenue per consult achieved in 2H22 of £46, this should get us to £39.6m. The guidance of 42-46 appears to imply a higher average revenue. Is this reasonable based in 1Q23 performance?**

Again, this is related to the contractual inflationary uplift which will increase our revenue per consult. Also please note the contractual penalties from AXA suppressed revenue per consult in H2 22.

- 9. The guidance will no doubt include the downward adjustment to average revenue/consult for the MCW rollout, hence I wish to confirm each of these factors has been taken into account for the guidance?**

All guidance revenue figures reflect adjustments to revenue per consult as per the terms of our contract with AXA.

- 10. Is it reasonable to assume you are looking for a buyer for GP2U?**

Our focus is on the UK to build value and we don't have anything else to say at this point.

Does anybody have any other questions?

Is there anyone waiting to ask a question whether verbally or via our phonelines?

If we have no further questions I will move on to the next item of business.

Item 2 – Reappointment of Auditors

The second item of business is the reappointment of the Company's Auditors, Grant Thornton UK LLP.

Does anyone have any questions in relation to this resolution?

Is there anyone waiting to ask a question whether verbally or via our phonelines?

If we have no further questions I will move on to the next item of business.

Item 3 –Re-election of Directors

The third item of business is the re-election of David Ravech.

This year only one director will be seeking re-election. Last year David Ravech was elected for 12 months, this year he offers himself for re-election for a full term with the Board's support and endorsement, noting that the Company is now governed by a largely independent Board of Non-Executive Directors with an independent Chairman.

I'll now invite David to briefly address the meeting.

[David]

Thanks David.

Does anyone have any questions in relation to this resolution?

Is there anyone waiting to ask a question whether verbally or via our phonelines?

If we have no further questions, that concludes item 3, regarding the election and re-election of directors.

Item 4 – Approval of the Remuneration Report

The fourth item of business is the adoption of the 2022 Remuneration Report. Before putting the resolution to a vote, I would like to remind shareholders that a voting exclusion applies to this resolution as set out in the Notice of Meeting.

This is an advisory resolution, but the Board will take the outcome of the vote into consideration when reviewing the future remuneration policies and practices of the Company.

I'll now invite questions on the remuneration report. Does anybody have any questions or are there any questions whether verbally or via our phonelines?

If we have no further questions I will move on to the next item of business.

Item 5 – Any other Business

I would like to now invite attendees to raise any other business they would like considered at this meeting using either the chat function or the verbally.

Close of Meeting

That concludes all of the items of business in the Notice of Meeting. I will now give all shareholders a moment to finalise their votes, as voting will close momentarily.

[Pause to allow final votes]

I now formally close the poll.

As I said earlier, the final numbers of votes for and against each resolution will be made available to shareholders when we release the results to the ASX. However, on the basis of pre- and proxy voting, I can now declare on a preliminary basis that all resolutions have been passed and the preliminary results are now available to view on screen.

I now declare the meeting closed. Thank you all for your time and participation today.

-ENDS-

2023 AGM Presentation

Dr. Richard Dammery, Chair & Ben Kent,
CEO



Chairman's Address

Our purpose:

To provide quality care to patients by offering 24/7 access to clinical services 365 days a year.



Doctor founded
and clinically led



Enterprise grade
secure technology
platform



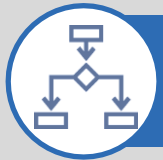
2,500,000+
Eligible Lives



600,000+
consults in
2022



330+
Clinicians



Multi-channel
partnership
network



Focus on clinical
safety and
governance



2000+
organisations



75+ NPS



200+ staff



CEO's Address

Who we are

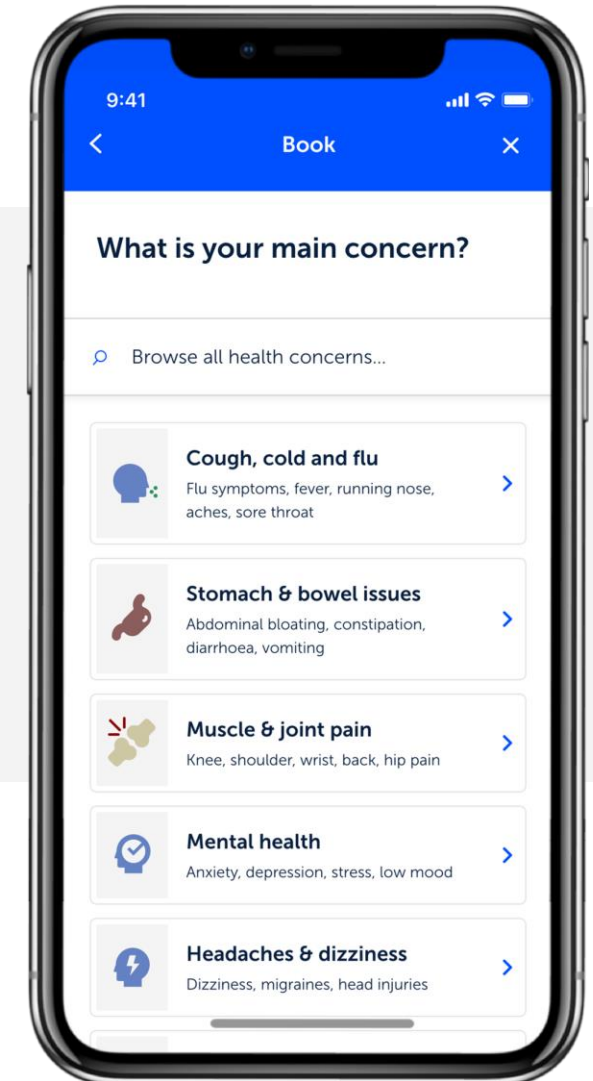
Doctor Care Anywhere is a leading UK based digital healthcare company.

Founded by doctors, Doctor Care Anywhere uses technology to provide patients with expert healthcare, enabling them to book and conduct video and phone appointments with UK-trained and registered health professionals, access private prescriptions, specialist referrals and medical advice.



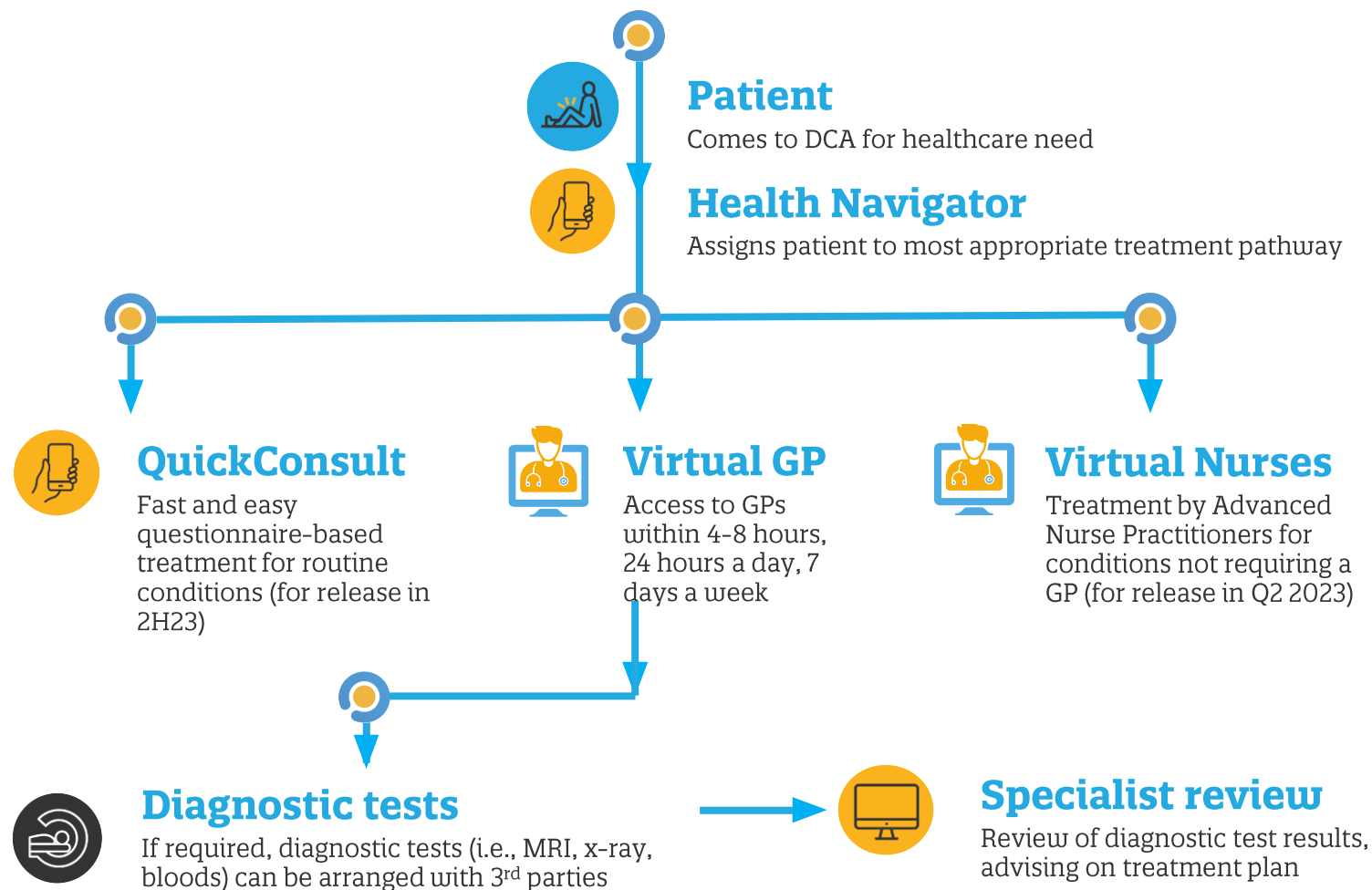
Private prescriptions, specialist referrals and medical advice

“SUCH a brilliant service, if I could give 11 I would. The doctor was kind and compassionate and took time to understand my problems and concerns and I felt like I was really being listened to. The added bonus of being able to do pick an appointment around you is just the cherry on the cake.”



Services Overview

Efficient workforce utilisation to treat a wide range of conditions at scale



Key benefits



For patients

Faster access
Better clinician outcomes



For payors

Differentiated model
Cost savings
Transparency
Better clinician outcomes



For healthcare professionals

Convenience and flexibility
Training and support
Increased income opportunity



For Doctor Care Anywhere

Ability to treat broad range of health conditions
Efficient utilisation of clinicians (lower cost to serve)
Enabling every step of the patient journey

Market Guidance Update

- The Company achieved revenue of £29.8m in FY22 in line with its Aug 22 revenue guidance of £28-31m

Metric	FY23 guidance	Aug-22 Guidance
Annualised revenue run rate 1H23 end	£42-46m	£44-48m
Gross margin	50-55% by 2H23 end	50-55% by 1H23 end
Contribution margin	35%-40% by 2H23 end	35%-40% by 1H23 end
EBITDA positive and cash generation	Targeting Q1 2024	No guidance given

- Revised guidance for FY23 metrics is primarily due to the delayed launch of Mixed Clinical Workforce and QuickConsult.
- Mixed Clinical Workforce and QuickConsult are key drivers of both revenue growth and margin improvement for the Company
- Therefore only when Mixed Clinical Workforce is fully operational, will the gross margin, contribution margin and positive EBITDA metrics be achievable
- Further details on all the key assumptions and dependencies underpinning the guidance are set out in the ASX release “Preliminary full year 2022 results, Appendix 4E & business update” dated 28 February 2023

FY23 Look Ahead

Loan facility secured

- The recently secured £10.0m AXA loan facility will help the business fund 2023 plans and continue its journey towards break even EBITDA. We expect to comply with all terms of the loan facility, including maintaining a minimum cash balance of £3.0m, without recourse to new funding.

Change in operating model driving financial stability

- Planned launch of Mixed Clinical workforce in Q2 expected to drive up margins in the year
- QuickConsult forecast to launch in 2H 23 to further improve margins
- Consultation volumes are expected to grow further in FY23, January 23 saw DCA's highest monthly consultation numbers to date with over 63,000 appointments in the month, leading to further growth in revenue
- Restructuring programme in 1H 22 leading to significantly reduced run rate non-operating costs for DCA entering 2023. Continuing focus on driving productivity
- All these items are supported by a positive market environment and will help drive DCA towards positive EBITDA and cash generation.

Stable IT platform and refreshed leadership and culture

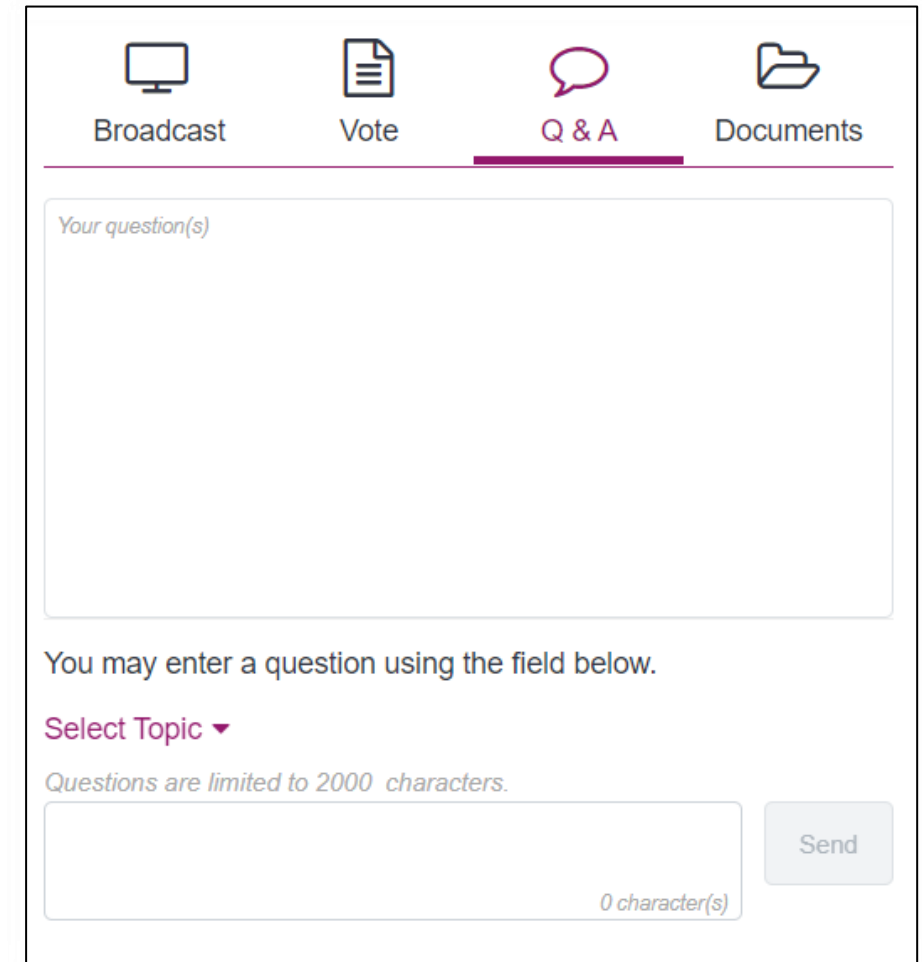
- New management team led by Ben Kent in place to drive the Company forward in 2023 following departure of DCA's Senior Leadership team in 2022.
- IT stabilisation process has led to reduced down time towards end of FY22 supporting revenue growth in 2023 and the introduction of our new operating model.
- A leaner, UK-based Board in place from April to support Management to achieve our 2023 goals.

Business of the Meeting

Resolutions &
Securityholder
Questions

How to Ask a Question

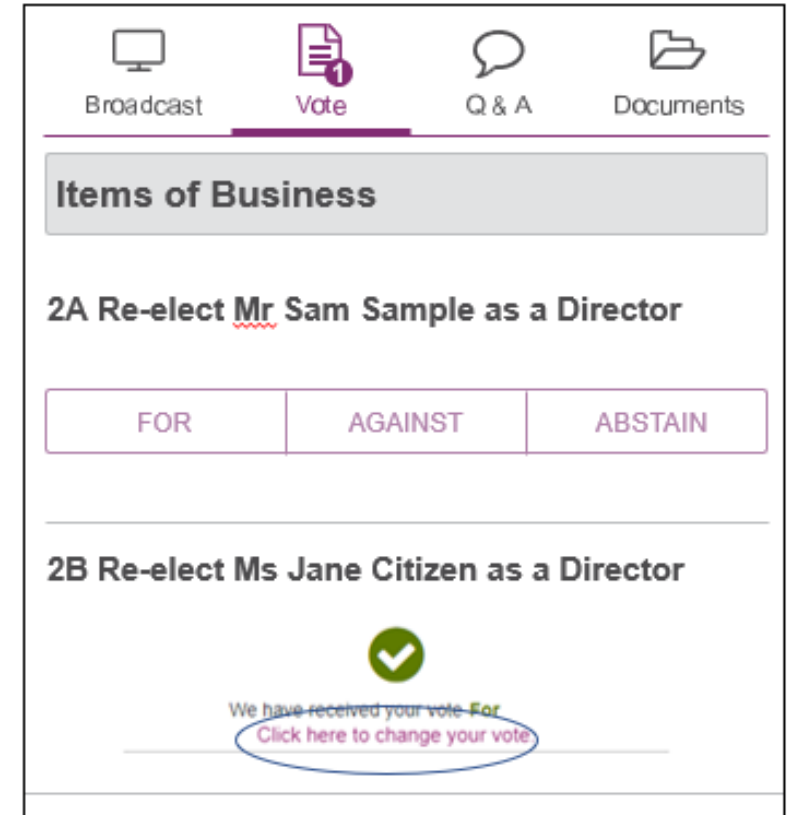
- To ask a written question select the Q & A icon
- Select the topic your question relates to from the drop-down list
- Type your question in the text box and **press** the send button
- To ask a verbal question follow the instructions below the broadcast window.



The screenshot shows the 'Q & A' section of the Doctor Care Anywhere app. At the top, there are four icons: a monitor for 'Broadcast', a document for 'Vote', a speech bubble for 'Q & A' (which is highlighted with a purple bar), and a folder for 'Documents'. Below the icons is a large text box labeled 'Your question(s)'. Underneath this is a smaller text box with the placeholder 'You may enter a question using the field below.' and a dropdown menu labeled 'Select Topic'. Below the dropdown is a text box with the placeholder 'Questions are limited to 2000 characters.' and a 'Send' button. The text box shows '0 character(s)'.

How to Vote

- When the poll is open, select the vote icon at the top of the screen
- To vote, select either For, Against or Abstain
- You will see a vote confirmation
- To change or cancel your vote “click here to change your vote” at any time until the poll is closed



The screenshot shows the Doctor Care Anywhere voting interface. At the top, there is a navigation bar with four icons: a monitor for 'Broadcast', a document with a red '1' for 'Vote', a speech bubble for 'Q & A', and a folder for 'Documents'. The 'Vote' icon is highlighted with a purple underline. Below the navigation bar is a section titled 'Items of Business' in a grey box. The first item is '2A Re-elect Mr Sam Sample as a Director'. Below this item are three buttons: 'FOR', 'AGAINST', and 'ABSTAIN'. The second item is '2B Re-elect Ms Jane Citizen as a Director'. Below this item is a green checkmark icon and the text 'We have received your vote For'. Below the text is a link 'Click here to change your vote' which is circled in blue.

Preliminary Results



2. Reappointment of Grant Thornton UK LLP as Auditors.

<u>For</u>	<u>Against</u>	<u>Abstain</u>
129,800,075	172,649	302,992

3. Re-election of David Jeremy Ravech.

<u>For</u>	<u>Against</u>	<u>Abstain</u>
85,522,379	1,025,672	463,061

4. Approval of The Remuneration Report.

<u>For</u>	<u>Against</u>	<u>Abstain</u>
75,889,563	9,437,008	429,245

**VOTING IS
NOW
OPEN**

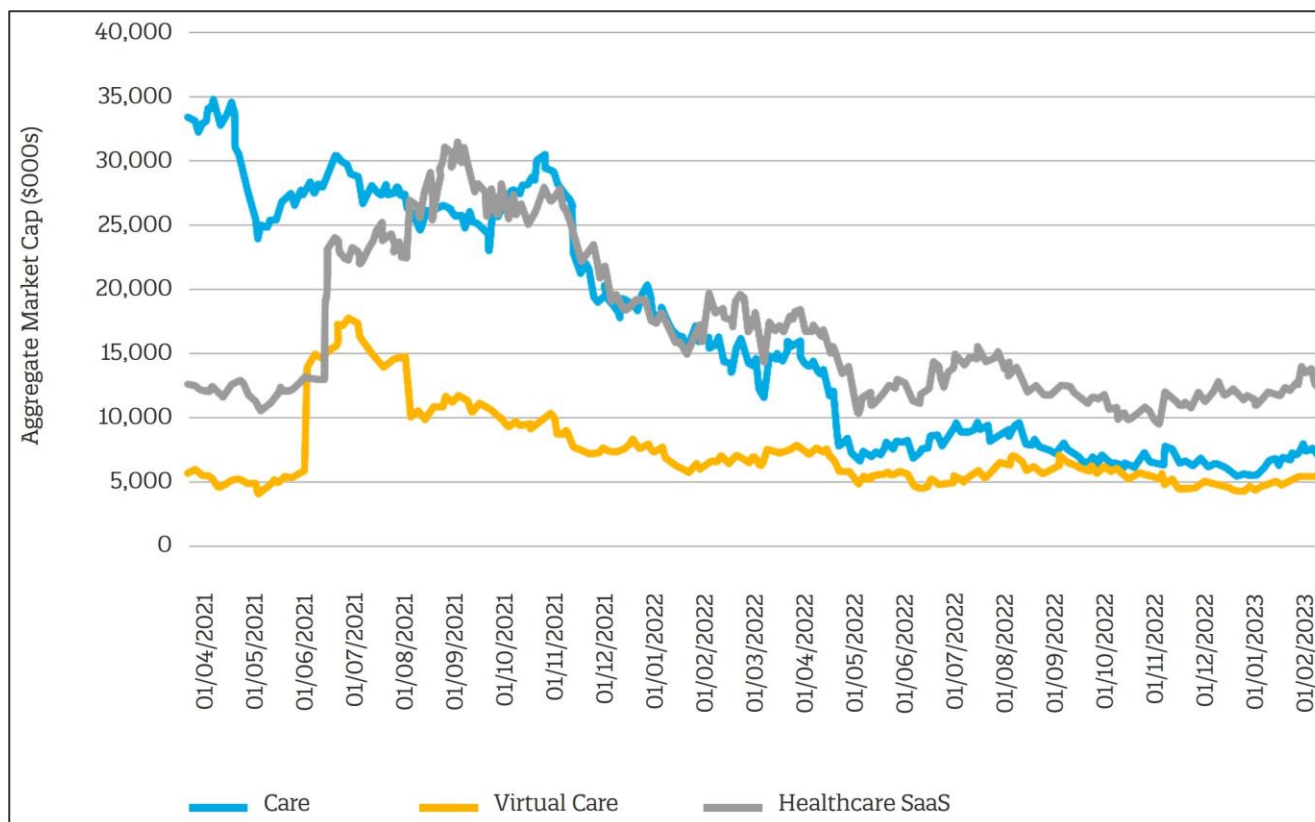
Business of the Meeting

Financial Statements & Reports

To receive the Directors' Report, Financial Report, Remuneration Report and Auditors' Report for the Company and its wholly owned subsidiaries for the year ended 31 December 2022.

Securityholder Questions

Comparable Company Performance



How do you explain the significant fall in the share price over the last 18 months?

You may have seen, in the Annual Report, that we included a graph of the global telehealth sector's share price performance since 2021.

DCA's share price has followed this sector trend, despite the business continuing to grow. We believe that reaching sustainable profitability will change the market's assessment of DCA. To do this, we need to execute our plans better than we did in 2021 and 2022 and demonstrate progress by ensuring that projects land on time, on budget and in line with the plan that Ben outlined earlier in the meeting.

Are there still plans to set up shop in Australia?

Although we own a business in Australia, our Australian strategy is under review. As noted in the annual accounts and our recent ASX announcements our focus is on the UK market to drive value over the short to mid-term.

You will be well aware of the trend in declining average revenue per consultation which developed over 2022. Can you help me understand why this is the case?

As part of the variation agreement with AXA Health announced on 15 December 2021, we agreed a blended price mechanism with AXA, based on anticipated mix of 20-minute GPs, 15 minutes GPS, ANPs and QuickConsult. In Q2/Q3/Q4 22 the blended price was lower to reflect this anticipated mix. We introduced 15 minute appointments but not ANPs or QuickConsult in 2022.



**Where are the SLA penalties
included in the income statement
– revenue line or in Cost of Goods
Sold?**

The £750K of SLA penalties was incurred against our revenue line.

Is the trend in declining revenues continuing in FY23?

No. Revenue was flat, Q3 vs Q2, due to lower blended price and capacity issues; revenue grew Q4 over Q3 due to increase in consultations and consistent blended price QonQ. Revenue per consult is forecast to increase following the implementation of contractual inflationary increases as per the terms of our contract with AXA. H2 revenue per consult was also suppressed due to SLA breaches as per the above comment.

Has DCA been able to meet SLA levels in 1Q23.

As confirmed in our 2022 preliminary results release, we have not encountered any outages since October 2022 which would be significant enough to incur service credit payments.

Is it realistic to assume you will be able to negotiate inflationary price increases with AXA during the course of this year?

Yes, this is a contractual clause as per our release, so it is 100% realistic.

In relation to the guidance for FY23 revenues, the key assumption underpinning the guidance is for a minimum 40% growth in consultations, implying at least 861K consultations for FY23. Applying the average revenue per consult achieved in 2H22 of £46, this should get us to £39.6m. The guidance of 42-46 appears to imply a higher average revenue. Is this reasonable based in 1Q23 performance?

Again, this is related to the contractual inflationary uplift which will increase our revenue per consult. Also please note the contractual penalties from AXA suppressed revenue per consult in H2 22.

The guidance will no doubt include the downward adjustment to average revenue/consult for the MCW rollout, hence I wish to confirm each of these factors has been taken into account for the guidance?

All guidance revenue figures reflect adjustments to revenue per consult as per the terms of our contract with AXA.

Is it reasonable to assume you are looking for a buyer for GP2U?

Our focus is on the UK to build value and we don't have anything else to say at this point.

A photograph of an older man with a grey beard and glasses, wearing a light blue button-down shirt and white earbuds. He is holding a white smartphone in both hands and looking down at it. The background is slightly blurred, showing what appears to be an indoor setting with a green door.

The Reappointment of the Auditors

To consider and if thought fit, pass the following as an ordinary resolution:

“That Grant Thornton UK LLP be reappointed as Auditors of the Company to hold office until the conclusion of the next general meeting at which the accounts are laid before the Members, and to authorise the Directors to determine their remuneration.”

<u>For</u>	<u>Against</u>	<u>Abstain</u>
129,800,075	172,649	302,992

Re-election of Directors

To consider and, if thought fit, pass the following as an ordinary resolution:

“That, David Ravech, who retires n accordance with rule 80 of the Company’s Articles of Association and, being eligible, offers himself for re-election, be re-elected as a Director of the company.”

<u>For</u>	<u>Against</u>	<u>Abstain</u>
85,522,379	1,025,672	463,061

Approval of the Remuneration Report

To consider and if thought fit, pass the following as an ordinary resolution:

“That the Directors’ Remuneration Report (including the statement by the Chair of the Remuneration Committee), for the financial year ended 31 December 2022 be received and approved”

<u>For</u>	<u>Against</u>	<u>Abstain</u>
75,889,563	9,437,008	429,245

Any Other Business

The Chairman invites participants to raise any other business that may be rightfully raised and discussed at this meeting.



Close of Meeting

Doctor Care Anywhere

Improving people's lives through
accessible healthcare



**VOTING IS
NOW CLOSED**

Preliminary Results



2. Reappointment of Grant Thornton UK LLP as Auditors.

<u>For</u>	<u>Against</u>	<u>Abstain</u>
129,800,075	172,649	302,992

Carried

3. Re-election of David Jeremy Ravech.

<u>For</u>	<u>Against</u>	<u>Abstain</u>
85,522,379	1,025,672	463,061

Carried

4. Approval of The Remuneration Report.

<u>For</u>	<u>Against</u>	<u>Abstain</u>
75,889,563	9,437,008	429,245

Carried



-End-