



Macquarie Australia Conference Investor Presentation

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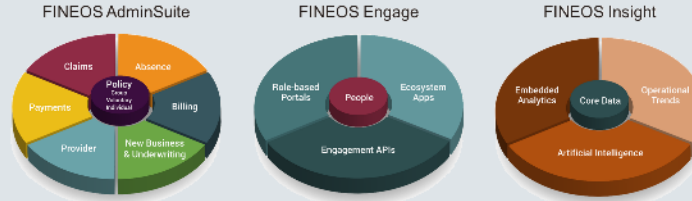


FINEOS Overview



60+
CARRIERS

**Market Leader in Life, Accident
& Health core systems**



**100% Focused on Life,
Accident and Health**



**7 of Top 10 U.S. &
6 of Top 10 Australian
Group L&A
Insurers use
FINEOS Claims**

**Global Market
Position and Leadership**

~500

Strong R&D Team

~1100

Employees Globally



**Top Talent & Experience
>90% Employee Retention Rate**

**System Integrator (SI)
Partnership Strategy
in place and growing**

**New Strategic Global Alliance
signed with EY**

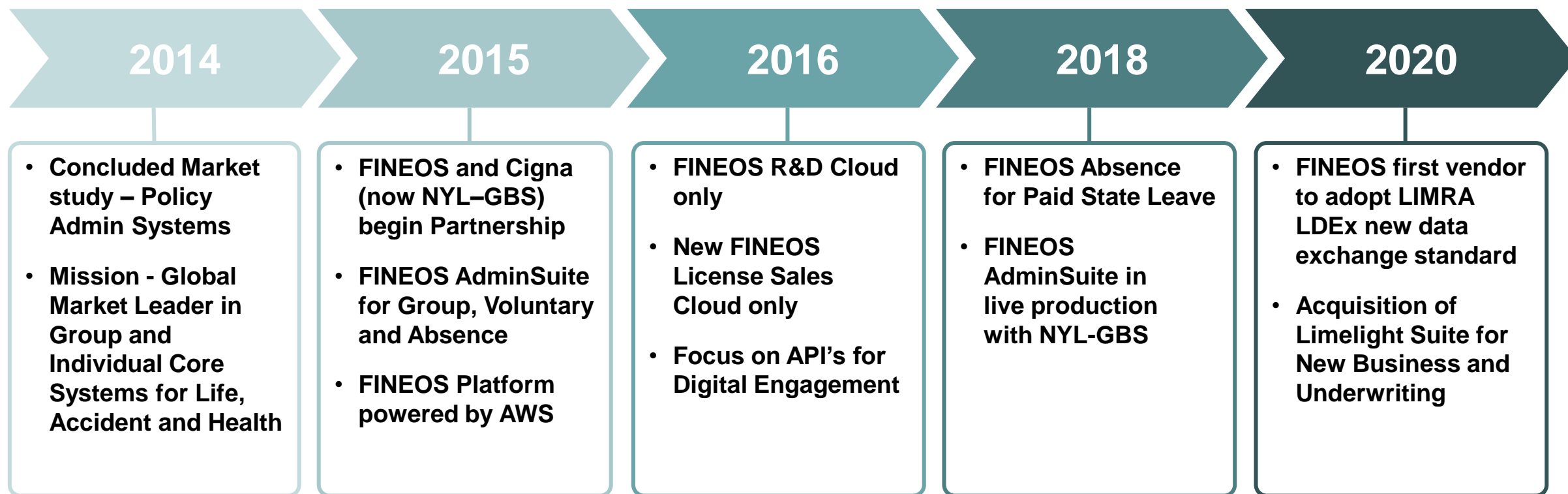
**Award winning
Diversity and Inclusion
program: “Embrace”**

**Strong culture and emphasis on
our people**



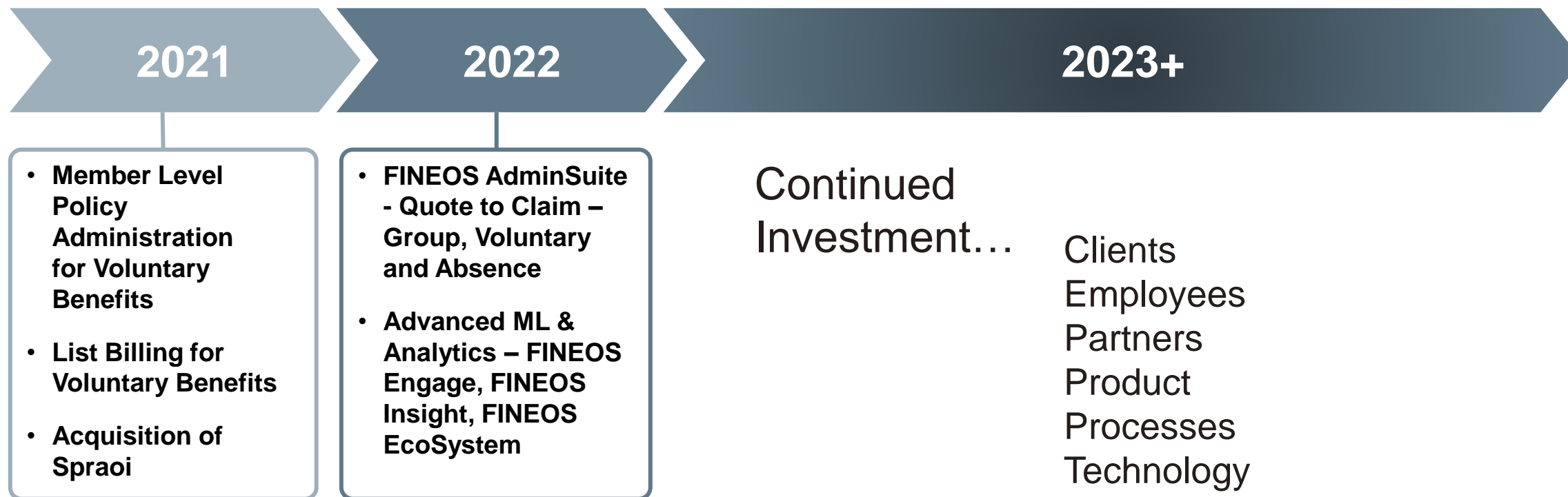
The FINEOS Platform for Life, Accident and Health

Purpose Built SaaS Platform for Core, Digital and Data



The FINEOS Platform for Life, Accident and Health

Purpose Built SaaS Platform for Core, Digital and Data



... and more!



3Q22 Highlights

**FY22 total
revenue guidance
reaffirmed**

Expected to be at lower end
of range €125-130m

**ARR
€53.1m
at 31 March '22**

Vs €51.8m at 31 December '21

Consistently high SaaS product
subscription revenue growth;

30%

Subscription revenue growth
forecast for FY22

42% growth achieved in FY21;
38% achieved in FY20



79%

Cloud based revenue¹
Up from 71% at 1H22

**1,080
Total headcount²
at 31 Mar '22**

Decrease of 2% Vs 31 Dec '21

**1st New Zealand Life &
Health insurer
goes live on FINEOS
Platform**

Indication of future regional
shift to cloud in ANZ region



In focus: Employee Benefits North America

Employee Benefit Journey



New Hire: Enroll in Benefits

New Hire: Access benefits

Employees enroll in & choose voluntary benefits at the beginning of employment or annually during open enrollment. As a new employee, they gain access to company benefits



New Child

Parental Benefits

When welcoming a new child to the family, employee time off benefits include statutory paid and unpaid leave and employer plans and policies



SAW/RTW & accommodations

Workplace accommodations

When trying to avoid taking a leave of absence (stay-at-work) or returning to work, a workplace accommodation can help an employee with their job and remain engaged



Claims & Absence

Diagnosis or workplace injury

When diagnosed with an illness or injury, short-term disability, unpaid leave, paid leave, workers comp, or AI, CI, or HI can all be in play



Family Care

Care of a family member

Employees have peace of mind when they know they can care for their family members when illness or injury occurs without fear of missing a paycheck or losing their job



LTD

Extended Leave

Provide wage replacement when a disability prevents returning to work for extended or permanent period of time



Life Benefits

Long Term Care & Death

Life insurance, long-term care, and annuity benefits earned during employment provide benefits to beneficiaries upon retirement and death



Biggest area for Group Insurance Growth = Voluntary Benefits



“Voluntary benefits are a huge opportunity for growth. Products like accident, critical illness, and hospital indemnity insurance can help fill key gaps that medical insurance doesn’t cover. And many times, growth today isn’t just about a consumer buying a product; it’s that they don’t purchase enough. This is often the case with products like disability and life insurance.”

Dick Mucci, LFG

“Our billing system replacement is focused around the voluntary workplace market...”

“While overall spending remains mostly the same or less than 5% increase, funding for customer/agent portals and billing are being given funding priority. Funding for billing could be a potential catalyst for other customer improvement initiatives.”

Carrier Testimonials - Novarica

“Excellent products, administration and service are table stakes for success in the voluntary market ”

“The supplemental health voluntary insurance market is seeing an increase in competition. Competition growth stems from more carriers turning their attention to the market segment and a growing number of plans.”

Eastbridge Consulting Group

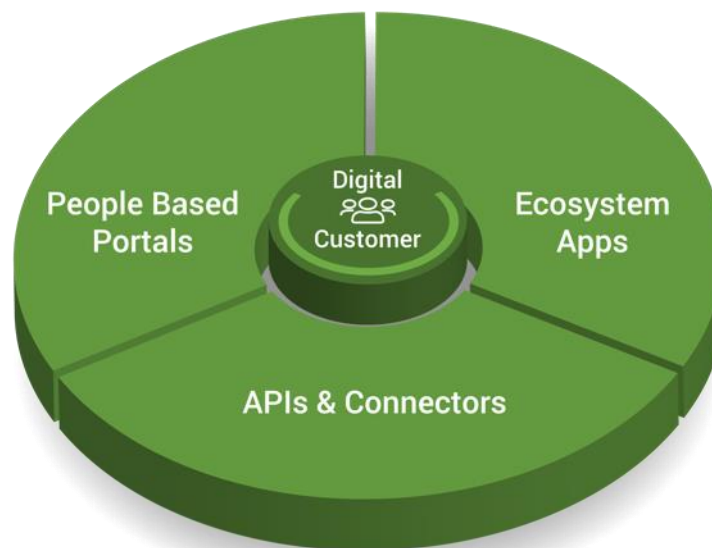


The FINEOS Platform

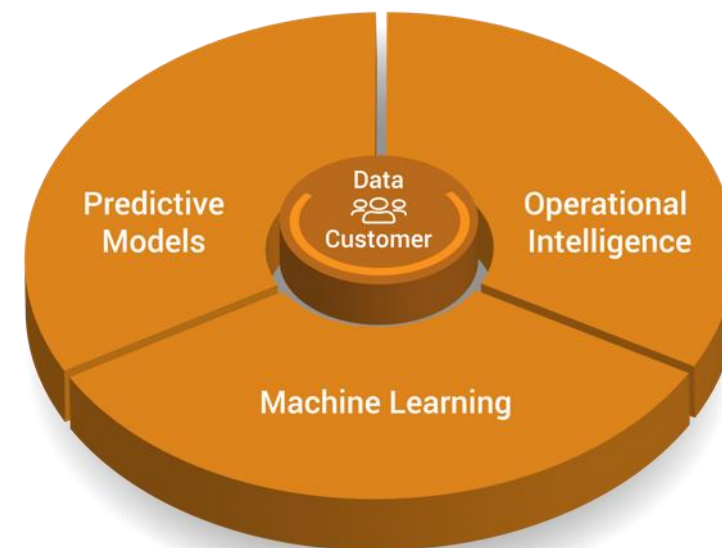
FINEOS AdminSuite



FINEOS Engage



FINEOS Insight



PLATFORM CAPABILITIES

- Consumer/employer core admin
- Digital friendly process model
- Case management rules and workflow

- End-to-end integrated components
- Comprehensive API support
- Machine learning capabilities

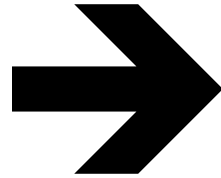
- Configurable SaaS platform
- Secure, stable and scalable
- End-to-end episode management



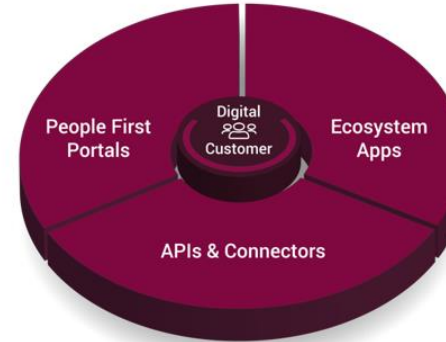
In focus: FINEOS Insight & Engage



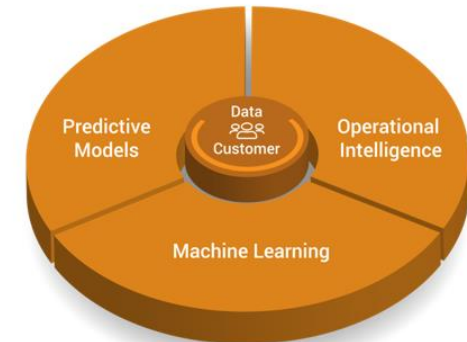
MACHINE LEARNING • CUSTOMER EXPERIENCE
INNOVATION SOLUTIONS



FINEOS Engage



FINEOS Insight



Spraoi supercharges FINEOS Engage and Insight

Machine Learning and a Digital Experience Framework combine to offer the following solutions to the market:

- Claims Guidance
- Fraud Detection & Management
- Agent/Consumer Quote and Service
- Multi-line Enrolment Solution
- Benefit Administration Connectors
- Smart data transformation

FINEOS Engage and Insight....

- Can be licensed standalone or integrated with other FINEOS Platform components.
- Can be implemented in weeks in some cases, and generate an ROI for clients in only months
- Enables FINEOS to solve periphery challenges for clients that have plagued the industry for years, paving the way for improved and potentially frictionless servicing



Growth & Outlook

System Integration Partners

- Building FINEOS Capability
- Product vs. Services
- Complementary market understanding and joint innovation
- Leveraging assets and accelerators

accenture

Deloitte.

Capgemini

EY

pwc



Growth Strategy being executed

Four pillar strategy driving expansion. Multiple levers to achieve growth in FY23 and beyond



1. Grow and upsell with clients

- FINEOS has a multinational client base through its leading FINEOS Claims product
- Significant opportunities with the Company's existing FINEOS Claims client base for up-selling and cross-selling additional FINEOS Platform products, in particular Absence management
- FINEOS will seek to grow its cloud-based software revenues which have higher margins than services revenue
- Continue to migrate existing clients to the cloud



2. Win new clients

- Seeing high demand for IDAM (Integrated Disability and Absence Management) support from U.S. based existing and new clients
- Insurers are having to modernise their systems due to:
 - Higher regulatory complexity
 - Higher competition
 - Demand for a better customer experience
 - Cost and risk of legacy systems



3. Expand sales and enter new markets

- FINEOS intends to increase client acquisitions and product delivery capabilities in new geographies by expanding its sales and marketing teams, already aided by recent acquisitions of Limelight Health and Spraoi
- FINEOS modules are compatible across jurisdictions
- There are a number of adjacent verticals (i.e. insurance lines classified within LA&H) that FINEOS can target, including medical, dental and vision
- M&A



4. FINEOS the LA&H industry platform

- Make FINEOS the industry leading platform
- FINEOS is committed to product innovation, and expanding the capabilities of the existing FINEOS Platform
- Continually add new product and services capabilities
- Exploring the potential for extended artificial intelligence and analytics integration to enhance software offering (Engage and Insight)



FINEOS Outlook¹

- Reaffirm guidance from interim result, to achieve total revenue for FY22 at lower end of the guidance range €125-130 million
- Subscription revenue guidance is also reaffirmed with continued growth in the second half expected to deliver an annualised growth rate of approximately 30%
 - ARR at end of 3Q22 of €53.1 million
- The outlook for Services revenue reflects the move by FINEOS to rely more extensively on SI partners for product implementations
- Growth expectations supported by a pipeline of cross-sell and up-sell opportunities with existing and new clients
- Continued investment in R&D expected into FY23 to capitalise on the market opportunity
- Targeting free cash flow positive position in FY24.



Thank you – Questions