

2022 Annual General Meeting

8 June 2022

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

2022 Annual General Meeting – Chairman and Chief Executive Officer’s Addresses

Doctor Care Anywhere Group PLC (ASX:DOC) encloses for release to the market the addresses to be delivered by the Chairman and Chief Executive Officer at today’s Annual General Meeting, and the supporting presentation.

This ASX announcement was authorized for release by the Board.

Dan Curran
Chief Financial Officer & Company Secretary

- ENDS -

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. Doctor Care Anywhere 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 8 June – 5pm AEST (8am BST)

Chairman's Address – Richard Dammary

I'm delighted to be giving my first Chairman's Address since taking on the position, and I'd like to begin by thanking my predecessor, Jonathan Baines, for his significant contribution to the Company, not least his leadership of the Board through the IPO process, followed hard on its heels by the COVID pandemic.

It's an extraordinary thing to say, but our Board has still not had the opportunity to meet in person – although a number of us have travelled between Australia and the UK in recent months. We have become pretty good at Zoom meetings, and despite the online medium, have got to know each other well. Jonathan took leadership in moving the Board towards full independence by stepping down, and we thank him for doing this so graciously.

We have received a number of questions about share price performance. Let's face it, Doctor Care Anywhere has had a bumpy start as a listed company. After initial very positive momentum, the entire telehealth sector has re-rated, and DCA with it.

The chart on the screen shows the share price performance of the main global telehealth companies, including DCA, and it speaks for itself.

It may be that markets became overly-enthusiastic about telehealth because of the pandemic. There is no disputing that COVID accelerated the awareness of, and take up of, virtual healthcare. But your Board believes that telehealth is not a fad – it's not a COVID phenomenon – it will be feature of medical practice globally; it will endure market fluctuations; and it will lead, over time, to vastly improved access to, and the quality of, primary care.

Doctor Care Anywhere is part of that future, and it has achieved many significant things already in its short life, some of which you will hear more about today.

We are proud that Doctor Care Anywhere is now the largest private-sector provider of digital healthcare services in the UK, doing around 50,000 consultations a month. If you stop and think about it, that's a pretty remarkable achievement. I used the service myself when I was in the UK before Easter, and, like many of the people I have talked to, I found it really terrific: easy to use; convenient on my iPhone; and it was great how my prescription dropped into the app and could be filled without fuss at the nearest Boots Pharmacy. We mustn't forget, amidst all the market noise, that this is why our company exists, and it is making strong progress, even if the share price might suggest otherwise.

Our plan is to integrate the patient journey across primary and secondary care on a single platform, and to join up online and offline care. In the long term, this will contribute to solving systemic and global healthcare problems, such as significant and growing wait times, fragmented health journeys and increasing patient costs.

Bayju will say more about this, but the Company achieved its key targets in FY2021, especially in consultation growth – in fact, we have seen growth of more than 100% growth for two consecutive years.

Looking forward, the key assumptions underpinning our operating plans and budget for FY22 and FY23 are:

- Continued organic revenue and consultation growth
- Implementation of the changes to key customer contracts, in particular the AXA contract, to enhance revenue and margins; and
- Successful implementation of the new operating model.

You'll hear more from Bayju about these areas of focus, but I'm pleased to report that each is well underway and progress is being closely monitored by your Board.

Bayju and his team are also making good progress in restructuring our cost base and introducing alternative care pathways to ensure greater operating efficiency and leverage, while still supporting a quality-care experience for patients. In the UK, average NHS GP consultation times are less than 10 minutes. Our premium service will streamline patients into 15 minute consultations for simpler presentations, with 20 minute consultations still available as and when required. These efficiencies, moving away from only providing 20 minute consultations, are expected to improve the Company's economics, with year-on-year improvements in gross margin and contribution margin through this financial year, without compromising the quality of the care received.

We see 2022 as year of consolidation, as we bed down these changes, continue to invest in platform performance, and reshape the management team for the challenges ahead. I would like to thank our shareholders, our business partners, my Board colleagues and particularly Bayju and the wider DCA team for their support and hard work over the past year.

I will now hand over to CEO, Dr Bayju Thakar.

ENDS

CEO's Address – Dr Bayju Thakur

Thank you Richard and thank you to everyone who has taken the time to join us for our second AGM. As kindly introduced earlier my name is Bayju Thakar and I am the CEO and co-founder of Doctor Care Anywhere.

I thought it helpful if I spend a few minutes reminding ourselves about what we do, why we do it, and then go into our highlights for 2021 and how that has set very strong foundations for an exciting future.

We exist to make healthcare better. That's not an easy thing to do. But we are making significant strides. And we are doing that by using our proprietary technology to improve access to high quality healthcare via our app 24/7, 365 days a year. Patients can book a doctor of their choice, at a time of their choice, and conduct consultations on their phone or laptop from wherever they are. Their records are all stored in the cloud and available to them, or to be shared if they wish, at the touch of the button. Prescriptions and referrals are seamless. It is not 'Zoom for doctors'. It is an entirely new way of accessing, interacting, and managing one's healthcare.

Our patients access our services, as you can see on this slide, via some of the largest insurance and hospital partners in the world. And for these insurance and hospital partners, we are absolutely strategic. For insurers, we are able to reduce claims costs, improve transparency and, crucially, improve their member satisfaction. For hospitals, we open up new revenue streams and provide access to the patient at the very start of their journey ensuring they end up in their hospitals when clinically appropriate.

But why do we matter to the patient?

Because we are solving real health system problems that exist today; and in doing so we make a difference to patients' lives and to the economics of our partners, which in turn benefit us. It is a 'win, win' approach.

What are these problems we are solving?

Firstly; in the UK we have reached a near-crisis point on wait times to see a GP. Patients often have to wait up to 4 weeks for a GP appointment and there are more than 6 million people waiting for diagnostics and secondary care. These wait times preceded COVID and are indicative of the huge structural pressures the UK health system faces. Accessing a GP via Doctor Care Anywhere takes less than 8 hours in most cases, a far cry from a 4 week wait. On top of that we are able to rapidly speed up access to diagnostic tests and specialist diagnosis through our unique online to offline joined up primary and secondary care model across 8 specialities.

Secondly; nearly every health system in the world is fragmented. Siloed care, siloed budgets, siloed patient records. This fragmentation creates a poor patient experience, poor outcomes, inflated costs and a lack of transparency across the care continuum. Doctor Care Anywhere is joining things up; with AXA we have proven we can bring primary and secondary care together and now with Nuffield we are joining up virtual and in person primary care. Solving the access and fragmentation problems give us better control of the whole patient journey and this results in better economics – in some cases 20% in claims savings for insurers.

Turning to our achievements for 2021. Clearly we are now 6 months into the new financial year – and in our Q1 announcement in February we reported on continued growth, improvements in our margins and new capability – but for the purposes of today lets remind ourselves a little about what happened last year.

In 2021 we delivered 440,000 consultations and generated £25 million in revenue, exceeding guidance of 100% revenue growth.

We proved-out our unique joined up primary to secondary care model with our main strategic insurance partner and we made our first acquisition – GP2U Telehealth – in the Australian market.

We completed the year with new and improved contractual arrangements with our key partner, AXA Health, and as a result, by the end of Q1 2022 we cover circa 2.6 million lives, conduct 50,000 consultations per month, continue to generate an NPS score of 80+ and serve over 1,500 corporates.

We should look at these achievements in context. Doctor Care Anywhere is creating a solution for improved healthcare for the long-term. We have proven that we can deliver online to offline care and we continue to gather the evidence that our method of healthcare delivery results in cost savings for payors and high levels of patient satisfaction, with consistently high repeat usage rates. We will continue to put the patient at the centre of everything we do as we continue to expand and improve our service delivery model. Our new major strategic partnership, with Nuffield Health, is one such example, and our new operating model will allow us to scale faster and more profitably, and respond to the needs of new partners as they emerge.

Importantly our new capabilities, that is, our ability to triage patients into variable time slots, variable clinicians – both online and offline – and indeed asynchronous care, will open up new market segments, channels and customers to us providing significant long term growth opportunities.

In our Q1 announcement we reported strong quarter-on-quarter growth, and although Q2 has seen some volatility, we still expect to see the benefits of our differentiated operating model and overhead reductions flow through in Q3 and Q4.

Longer term I expect to see new strategic partnerships and propositions underpinned by our advancing capabilities as mentioned – moving into fast growing and fragmented markets – as well as our continued drive to join up the whole patient pathway end to end; improving the whole patient journey whilst capturing more revenue and margin for Doctor Care Anywhere.

Finally, I would like to thank all our shareholders for your continued support and all of my colleagues at Doctor Care Anywhere for their efforts towards achieving these goals.

ENDS

Making healthcare better.



Richard Dammery, Chair & Dr Bayju Thakar, CEO

AGM Presentation

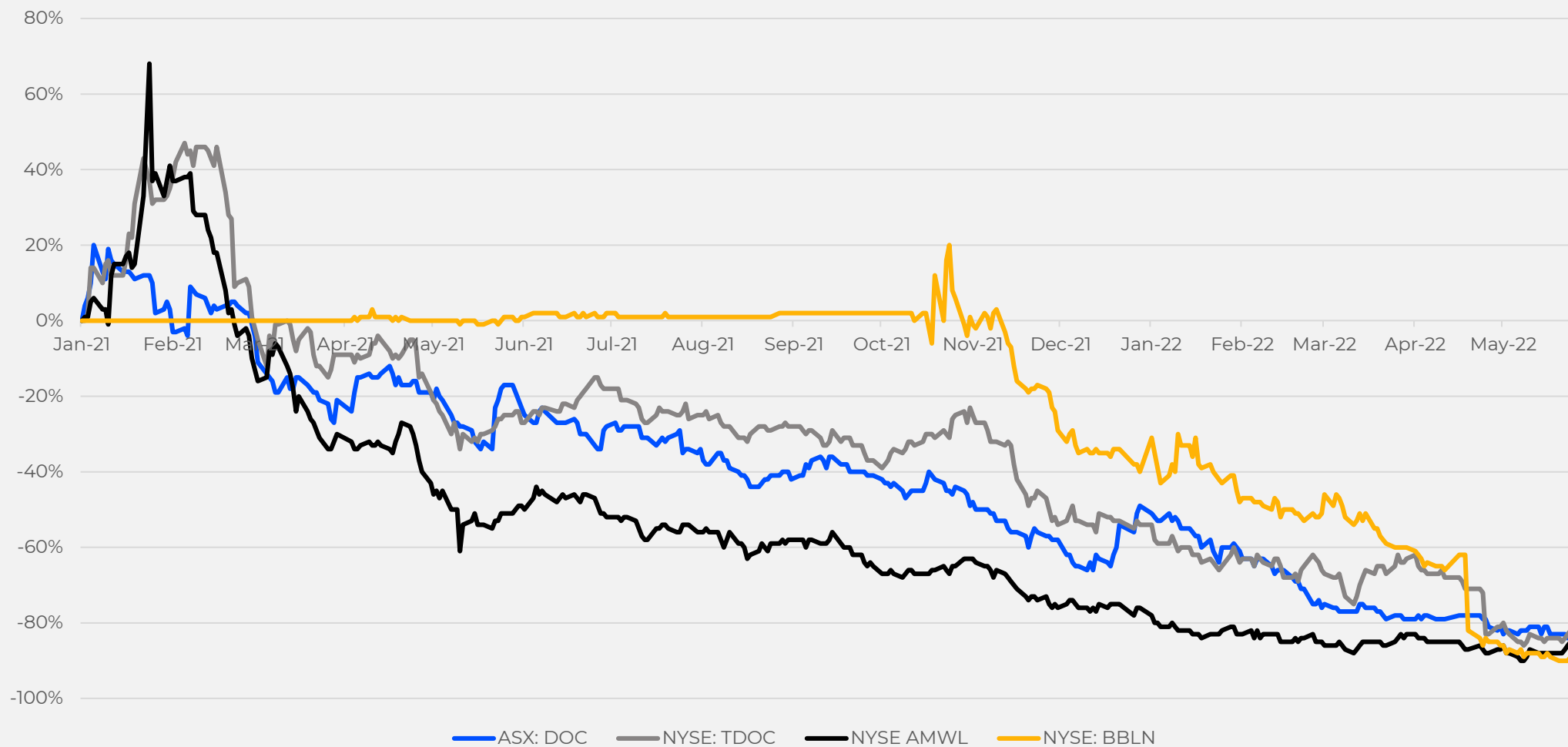
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Chairman's Address



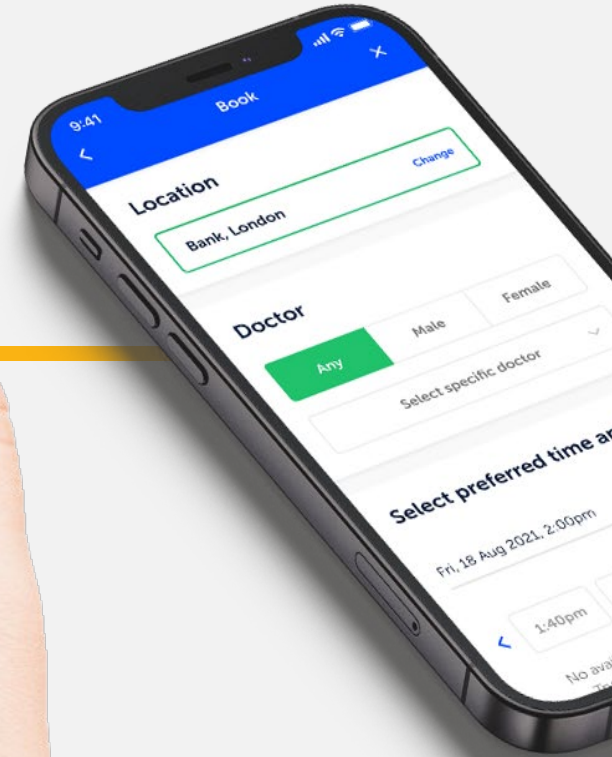
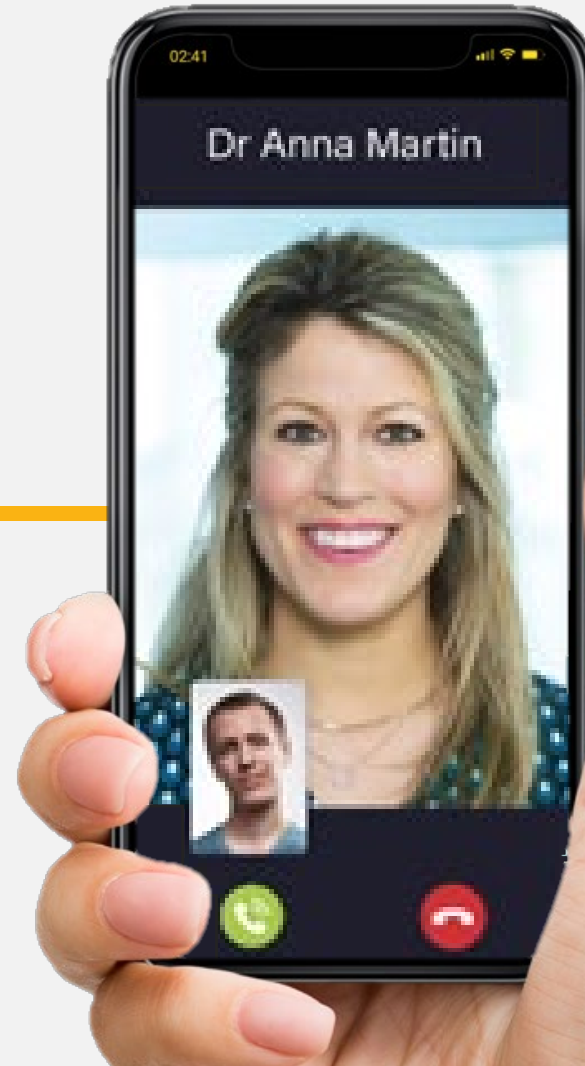
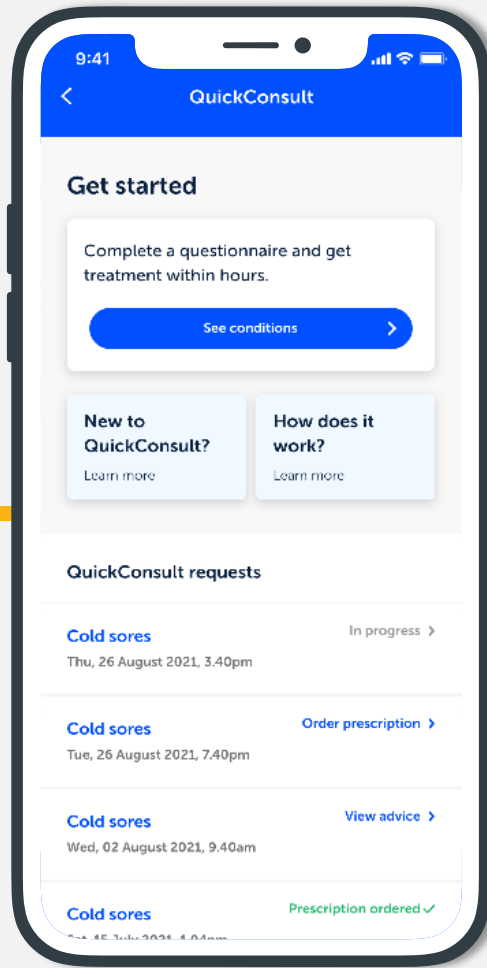
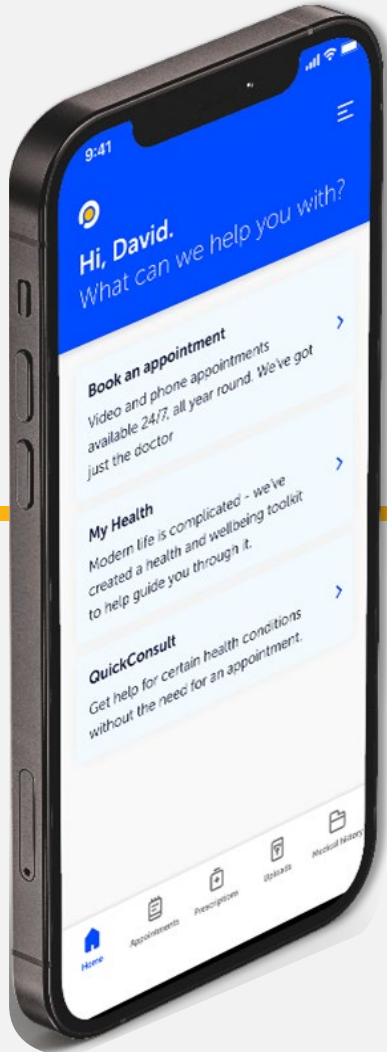
Share Price Performance – Telehealth Peers



CEO's Address



What we do



We are solving systemic and global healthcare problems



Significant and growing wait times

In the UK; up to 4 weeks in primary care and 18 weeks in secondary care common, even pre-COVID

Swift access to primary care (virtual and in person) or onward referral to secondary care at scale through unique operating model



Fragmented health journeys and lack of data integration frustrate patients and clinicians, deliver poorer outcomes and add to costs

Online to offline connected patient journeys. Transparent and joined-up healthcare improves outcomes and reduces costs; one stop shop for patients



Increasing costs for payors. Resulting from waiting times, increased chronicity of disease, ageing populations and lack of standardization of care

Driving claims savings by up to 20% through the combination of our unique operating model and joined-up online to offline journeys



DOC PROOF POINT

2021 Business Overview



We expanded our pool of activated lives to 675,000, delivering 440,000 consultations and revenue of £25 million, exceeding our revenue guidance of at least 100% growth



In May, we announced the signing of a Heads of Terms agreement and the expansion of an existing partnership with Nuffield Health, one of the UK's largest hospital groups, finalizing the contract in January 2022



We delivered on a unique business model that joins up online and offline care; integrating the patient journey across primary and secondary care under a single platform; better patient experience, significant savings for payors, 'ownership' of patient for providers and better margins for DCA



In September, we welcomed the GP2U team to the Doctor Care Anywhere family. Trading in Australia under the Psych2U brand, the business delivers tele-mental health services to patients across Australia and enjoys a long-term relationship with health insurance partner HCF.



+3x revenue growth potential *through existing channel partners in the UK alone*, with very large global growth potential having already entered the Australian market through the acquisition of GP2U/PSYCH2U



2.6m lives



350+ GPs

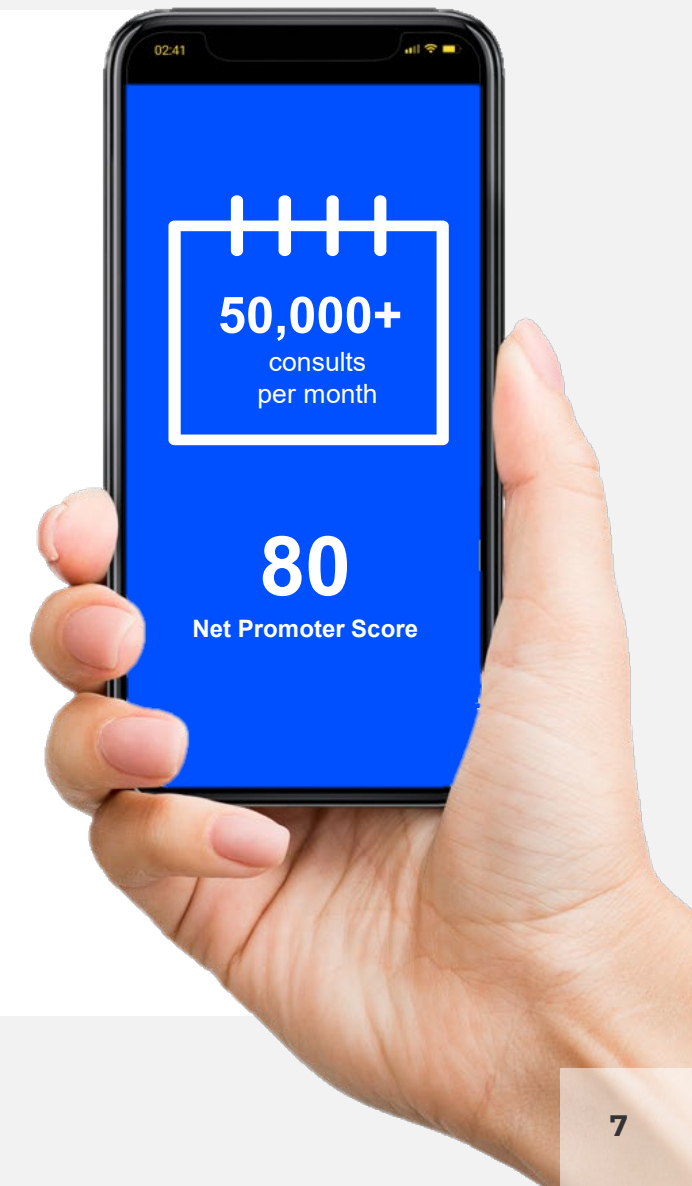
50+ specialist



250+ staff



1,500+ corporate customers



Outlook for Doctor Care Anywhere

Short term

Absolute growth and margin improvement expected versus previous year and in line with internal expectations.

Medium term

Growth and margin improvements expected, with the start of FY22 providing confidence.

Impact of overhead reductions in Q1 and Q2 realized.

Benefits of our new operating model to flow through

Long term

Continued multi-year organic growth and diversification as a result of:

- new strategic partnerships
- new contracted opportunities
- growth of mental health services in Australia

The importance to existing partners will continue through the delivery of joined up pathways and reduced claims and we will seek to further extend joining up primary and secondary care across the whole pathway either organically or through acquisitions should they make sense

Question and Voting Instructions



Text Question Process

Select the messaging tab and type your question in the “Ask a question” box.

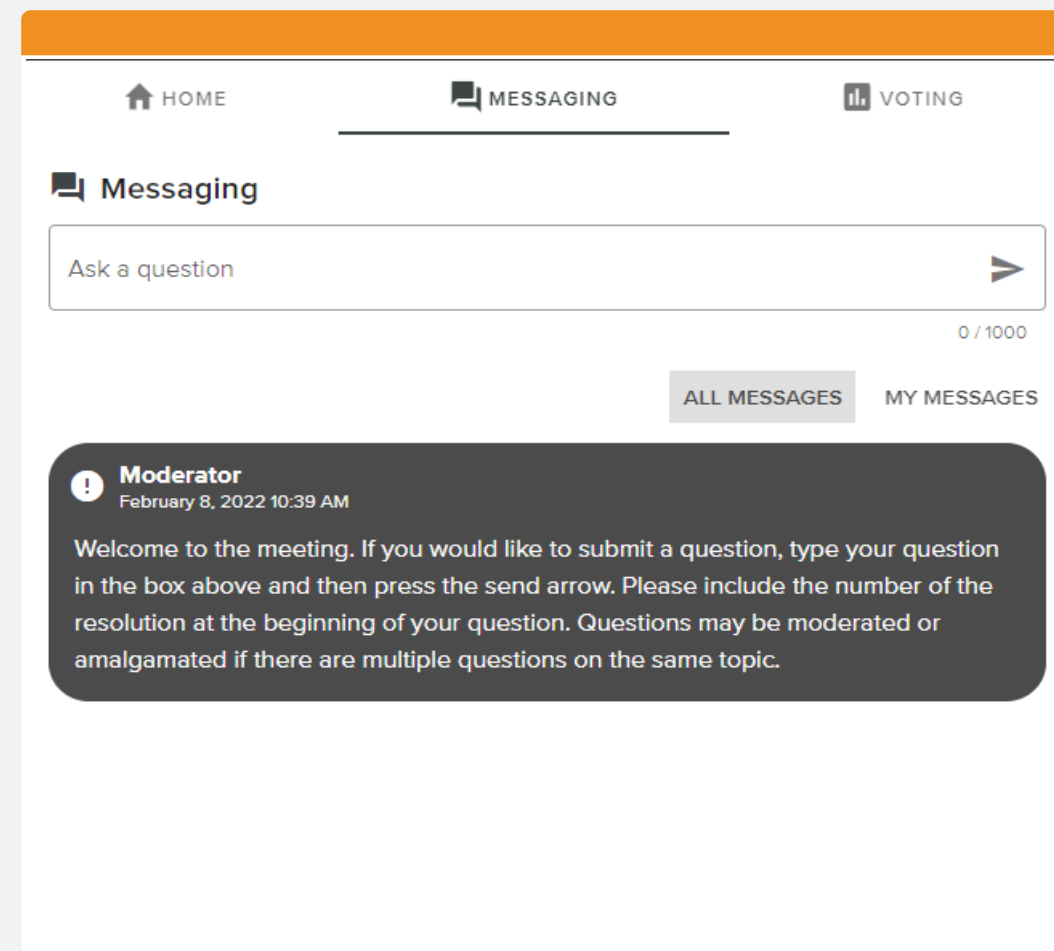


Press the send arrow to submit your message for review.



Received

Your submitted questions along with any written responses from the meeting team can be found by selecting “My Messages”

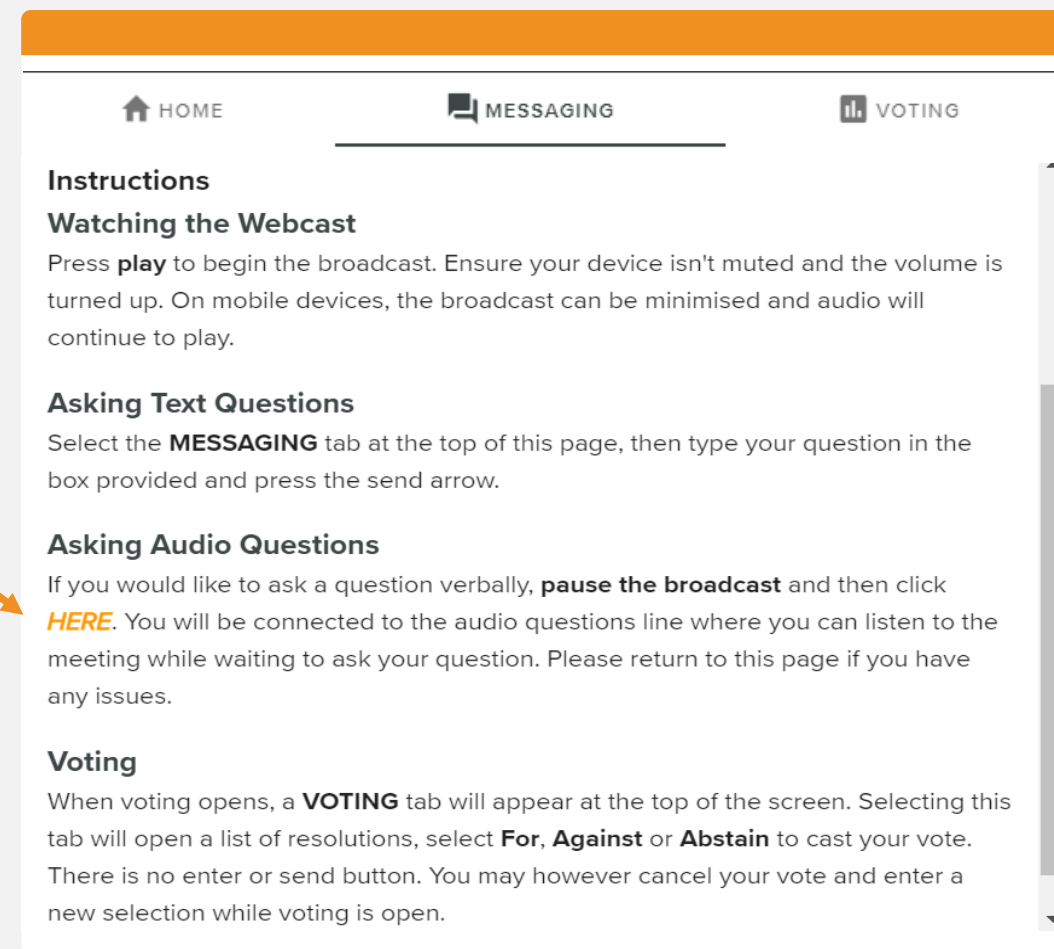


Audio Question Process

When the audio questions line is available, a link will appear on the home tab titled **Asking Audio Questions**

If you would like to ask an audio question, **pause the meeting broadcast** and click on the link

You will be prompted to enter your name and the topic of your question before being placed in the audio questions queue



HOME MESSAGING VOTING

Instructions

Watching the Webcast
Press **play** to begin the broadcast. Ensure your device isn't muted and the volume is turned up. On mobile devices, the broadcast can be minimised and audio will continue to play.

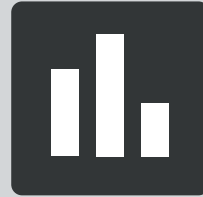
Asking Text Questions
Select the **MESSAGING** tab at the top of this page, then type your question in the box provided and press the send arrow.

Asking Audio Questions
If you would like to ask a question verbally, **pause the broadcast** and then click **HERE**. You will be connected to the audio questions line where you can listen to the meeting while waiting to ask your question. Please return to this page if you have any issues.

Voting
When voting opens, a **VOTING** tab will appear at the top of the screen. Selecting this tab will open a list of resolutions, select **For**, **Against** or **Abstain** to cast your vote. There is no enter or send button. You may however cancel your vote and enter a new selection while voting is open.

Voting

When open, the vote will be accessible by selecting the voting tab at the top of the screen



To vote simply select the direction in which you would like to cast your vote. The selected option will change colour

For



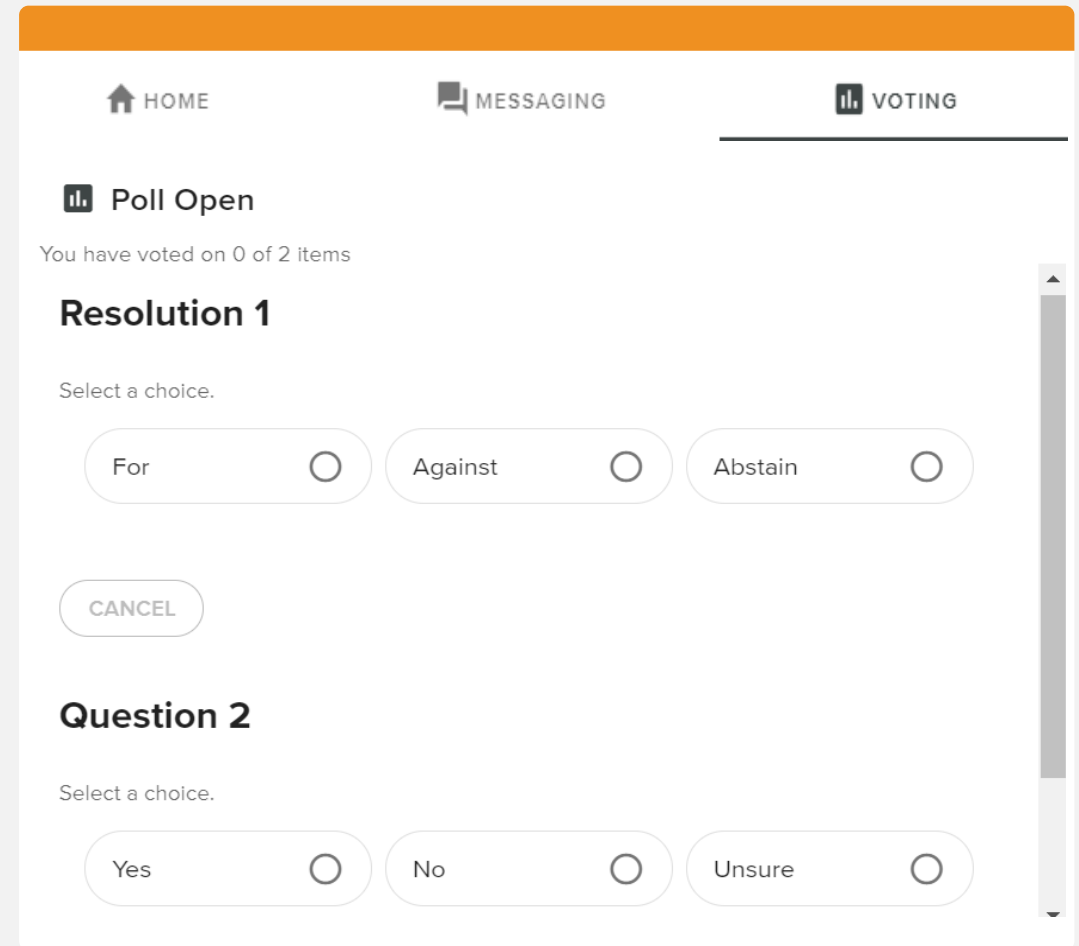
Against



Abstain

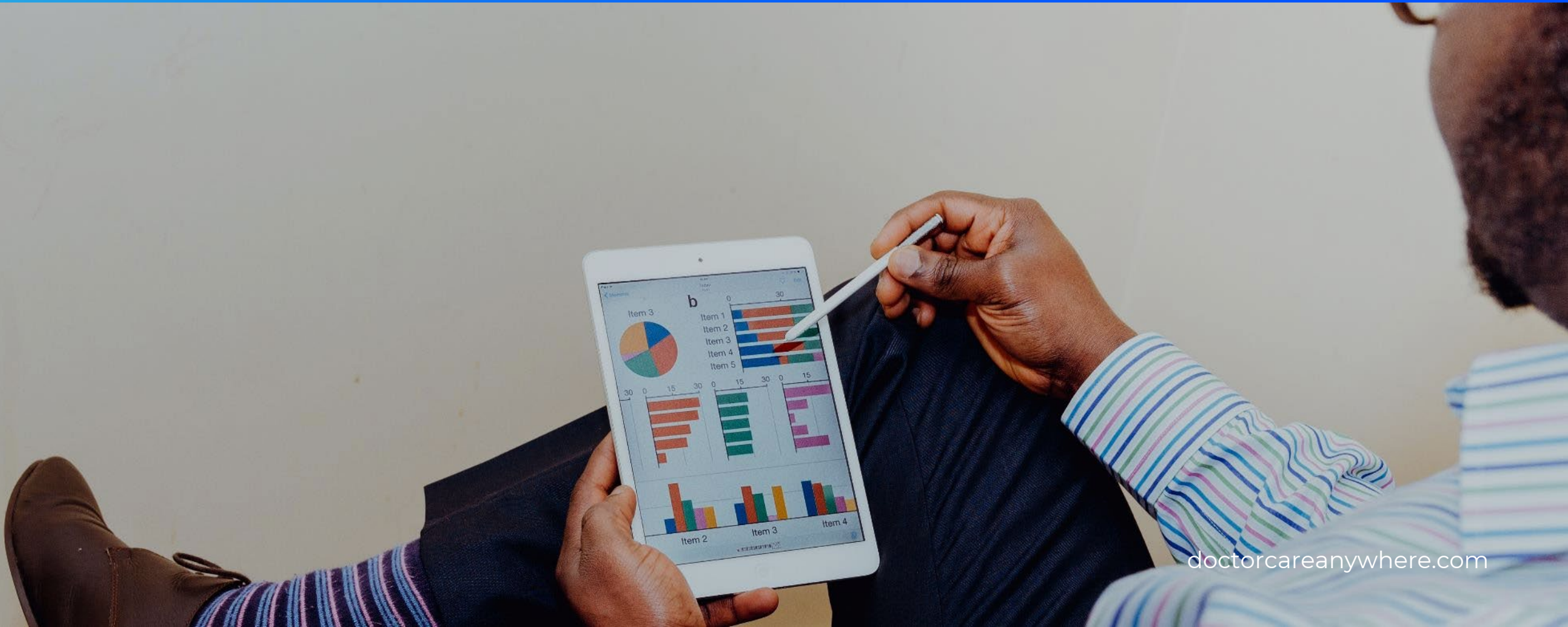


There is no submit or send button, your selection is automatically recorded. You can change your mind or cancel your vote any time before the poll is closed



The screenshot shows the 'VOTING' tab selected at the top. Below the navigation bar, there is a 'Poll Open' notification stating 'You have voted on 0 of 2 items'. The first poll item is 'Resolution 1', with the instruction 'Select a choice.' and three radio button options: 'For' (selected), 'Against', and 'Abstain'. A 'CANCEL' button is located below these options. The second poll item is 'Question 2', also with the instruction 'Select a choice.' and three radio button options: 'Yes' (selected), 'No', and 'Unsure'.

Matters of Business and Resolutions



1. Financial Statements and Reports

To receive and consider the Director's Report, Financial Report and Auditors' Report for the Company and its wholly owned subsidiaries for the year ended 31 December 2021.

2. Adoption of Remuneration Report

To consider and, if thought fit, to pass the following resolution as a non-binding ordinary resolution:

“To adopt the Remuneration Report for the year ended 31 December 2021”.

<u>For</u>	<u>Against</u>	<u>Abstain</u>
99,554,721	513,554	86,112
99.49%	0.51%	

3. Reappointment of Auditors

To consider and, if thought fit, to 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>
100,374,746	17,172	44,367,908
99.98%	0.02%	

4 (a) Election of Romana Abdin

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

“To elect Romana Abdin as a director to hold office until re-election or otherwise as determined by the Board in accordance with the Company’s Articles of Association”.

<u>For</u>	<u>Against</u>	<u>Abstain</u>
100,221,513	199,238	44,339,075
99.80%	0.20%	

4 (b) Election of Richard Dammery

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

“To elect Richard Dammery as a director to hold office until re-election or otherwise as determined by the Board in accordance with the Company’s Articles of Association”.

<u>For</u>	<u>Against</u>	<u>Abstain</u>
99,370,065	1,048,176	44,341,585
98.96%	1.04%	

4 (c) Election of John Stier

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

“To elect John Stier as a director to hold office until re-election or otherwise as determined by the Board in accordance with the Company’s Articles of Association”.

<u>For</u>	<u>Against</u>	<u>Abstain</u>
100,233,463	187,288	44,339,075
99.81%	0.19%	

4 (d) Election of Vanessa Wallace

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

“To elect Vanessa Wallace as a director to hold office until re-election or otherwise as determined by the Board in accordance with the Company’s Articles of Association”.

<u>For</u>	<u>Against</u>	<u>Abstain</u>
100,360,071	54,170	44,345,585
99.95%	0.05%	

4 (e) Re-election of Simon Calver

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

“To re-elect Simon Calver as a director to hold office until the conclusion of the next Annual General Meeting of the Securityholders or otherwise as determined by the Board in accordance with the Company’s Articles of Association”.

<u>For</u>	<u>Against</u>	<u>Abstain</u>
99,102,061	1,095,385	44,562,380
98.91%	1.09%	

4 (f) Re-election of David Ravech

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

“To re-elect David Ravech as a director to hold office until the conclusion of the next Annual General Meeting of the Securityholders or otherwise as determined by the Board in accordance with the Company’s Articles of Association”.

<u>For</u>	<u>Against</u>	<u>Abstain</u>
143,146,935	1,315,381	297,510
99.09%	0.91%	

5. Alteration to the expiry date of options issues to Dr Bayju Thakar

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

“That approval be given for the purposes of ASX Listing Rule 6.23.3, 6.23.4 and for all other purposes to amend the terms of 3,541,940 options which have been issued to CEO Dr Bayju Thakar under the Company’s Long Term Incentive Plan by extending the expiry date of the options from 2 December 2025 to 31 May 2026”.

<u>For</u>	<u>Against</u>	<u>Abstain</u>
143,953,747	702,392	103,687
99.51%	0.49%	

6. Approval of option issuance to CEO Dr Bayju Thakar

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

“That the issuance to CEO Dr Bayju Thakar of options over 40,171 ordinary securities (under the Company’s CSOP scheme) in respect of his performance bonus for the 2021 financial year is approved under and for the purposes of ASX Listing Rule 7.1”.

<u>For</u>	<u>Against</u>	<u>Abstain</u>
135,910,331	8,728,962	120,533
93.97%	6.03%	

7. Approval security issuances under ASX Listing Rule 7.4 – GP2U Acquisition

To consider, and if thought fit, pass the following as a special resolution:

“That the issuance of 10,668,264 securities in respect of the acquisition of GP2U Telehealth Pty Ltd be approved under and for the purposes of ASX Listing Rule 7.4”

<u>For</u>	<u>Against</u>	<u>Abstain</u>
56,867,843	72,960	87,819,023
99.87%	0.13%	

8. Approval security issuances under ASX Listing Rule 7.4 – Placement

To consider, and if thought fit, pass the following as a special resolution:

“That the issuance of 36,129,032 securities in respect of a Placement to institutional investors be approved under and for the purposes of ASX Listing Rule 7.4”

<u>For</u>	<u>Against</u>	<u>Abstain</u>
56,759,793	183,260	87,816,773
99.68%	0.32%	

9. Approval security issuances under ASX Listing Rule 7.4 – Company Share Option Plan

To consider, and if thought fit, pass the following as a special resolution:

“That the issuance of options over 928,333 securities in respect of award’s to employees under Doctor Care Anywhere’s Company Share Option Plan be approved under and for the purposes of ASX Listing Rule 7.4”.

<u>For</u>	<u>Against</u>	<u>Abstain</u>
99,768,648	395,986	44,595,192
99.60%	0.40%	

Close of Meeting

