

5th June 2023

### **UNEXPECTED INCREASE IN ENQUIRY AND PRELIMINARY FEES**

The month of May has seen an increase in appointment numbers and deposits back to the levels experienced prior to the start of the COVID pandemic. Appointment numbers have increased over 200% compared with the corresponding period 2022 and average number of preliminary fees received from new customers for the past 3 months, to the end of May, have increased approximately 34% compared with the corresponding period FY22. This is likely to be reflected in FY24 first half results.

The Board remains optimistic that the second half FY23 result will see improvement on the first half FY23 result.

The Board is confident this improvement is a result of:

- Maintaining our Debt Free status.
- ISO 9001 certified Quality Assurance system.
- Securing lower cost, quality products with the purchase of AsitVita. Two additional lines have been sourced since the purchase and further research is underway on three more products which to date have been purchased locally.
- Continued engagement with our software supplier SEnterpriSYS allowing us to adjust prices early to reduce the negative effects of price rises on our margins.

Authorised by:  
Robert Lynch  
Chairman