

6 October 2022  
ASX Announcement

## Insurance business update: CCR expects revenue from Insurance clients to grow 150% to \$5.5m in FY23

### Highlights:

- Credit Clear significantly expanded its insurance sector client base in September signing four contracts with new and existing insurance clients including:
  - Expanded its relationship with one of Australian largest insurance groups
  - Signed a new contract with Zurich Australian Insurance Limited (Zurich)
  - Signed two new motor insurance specialists including Aioi Nissay Dowa Insurance Company Australia (ADICA)
- Other insurance opportunities are building strongly in the pipeline
- The Company expects revenue from insurance clients to grow 150% this year, from a total of \$2.2m<sup>1</sup> achieved in FY22 to \$5.5m in FY23

Australian provider of technology solutions to the debt collections industry **Credit Clear Limited (ASX: CCR)** ("**Credit Clear**" or the "**Company**") is pleased to announce that it significantly expanded its scope of work with one of Australia's largest insurance groups and signed three new insurance providers in September, including Zurich Australian Insurance Limited (Zurich), Aioi Nissay Dowa Insurance Company Australia (ADICA) and another specialist motor insurance providers, while other insurance opportunities are building strongly in the pipeline.

Based on this expanded insurance sector business, the Company expects insurance related work to make a materially larger contribution to group revenue in the next 12 months of approximately \$5.5m, up 150% on insurance revenue in FY22.

### Expanded scope of work

Credit Clear's relationship with one of Australia's largest insurance groups has been significantly expanded with ARMA Group (ARMA) being appointed to the insurer's third-party recoveries panel. The contract represents the largest win for ARMA and, as one of Australia's largest insurers, the client ranks as the largest client to have signed a third-party recoveries contract with ARMA. Credit Clear has an existing white-label engagement with the insurer for digital third-party motor claims.

### Zurich Australian Insurance Limited (Zurich)

Zurich Australian Insurance Limited (Zurich) has engaged ARMA to support its third-party motor claims in Australia helping to drive better recovery outcomes. This is

supported by Credit Clear's hybrid approach, combining the automated digital platform with highly skilled operators.

### **Two motor insurance specialists**

Two new motor insurance specialists are utilising the Credit Clear digital portal to assist with managing third-party instalments for their motor claims including Aioi Nissay Dowa Insurance Company Australia (ADICA). The platforms will be white labelled and guide third parties through the Company's digital platform. The objective for the insurers is to improve recovery rates and the third-party experience. One of the insurers underwrites general insurance products under its own brand and for a large automotive manufacturer.

### **Pipeline**

Progress in the insurance sector has been particularly notable and the Company expects to be able to announce significant new insurance clients in the coming months.

### **Insurance case study**

A case study completed in September conducted with a large Australian insurer has clearly demonstrated the value of Credit Clear's hybrid approach and bespoke customisation for the insurance industry.

Credit Clear achieved the following results during the case study:

- On average, it took customers with insurance 3 days to complete Credit Clear's digital workflow and 4 days for consumers that did not have insurance
- 79% of third parties engaged on digital channels
- 88% of those that successfully verified themselves completed the digital self-service process
- A record was set using the digital workflow process where completion was achieved in 13 days from third-party claim initiation to payment, without human contact

### **Insurance technology recognition**

Credit Clear was named as an Insurtech Start-up of the Year finalist in the 2022 Australian and New Zealand Institute of Insurance and Finance (ANZIIF) industry awards for its digital third-party insurance claims system, developed in collaboration with a large Australian insurer.

The completely digital (no human contact) third-party recovery solution has shown to improve engagement and collection rates as well as significantly reduce the time to recover and improve the customer experience for the insured third-party.

### **Board appointment**

As announced on 9 September 2022, Mr. Paul Dwyer has been appointed as a non-executive Director of the Company. Mr. Dwyer founded PSC Insurance Group (ASX: PSI) where he serves as a non-executive Director and Deputy Chairman and brings

exceptional insurance industry experience along with a proven track record in business acquisition, growth, and international scaling.

**Credit Clear CEO, Andrew Smith, commented:**

*“Credit Clear is well positioned to significantly expand its offering to the insurance sector, with the help of industry leaders now on our board, by deploying the digital platform to ARMA’s insurance clients, and offering hybrid end-to-end capabilities to existing insurers using the digital platform, in addition to our ability to pitch and win material new business.*

*As we have seen in other industries, Credit Clear is changing the way that insurance companies engage with their customers. The overwhelming objective is to improve the customer experience during the payment process and Credit Clear has proven itself to be a leader in achieving better customer experiences (as measured by Net Promoter Scores), better engagement rates, recovery rates and faster end-to-end process.”*

- ENDS –

Note<sup>1</sup>: FY22 insurance revenue includes 5 months of revenue from ARMA Group Holding

The minimum contractual value of the individual wins noted above are not individually financially material, however the cumulative total of the new wins signed represents a material increase in group revenues.

This ASX announcement was approved and authorised for release by the Board of Credit Clear.

**Investor and Media Enquiries**

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**About Credit Clear**

Founded in 2015, Credit Clear Limited is an Australian technology Company that has developed a digital billing and communication platform that helps organisations drive smarter, faster, and more efficient financial outcomes by changing the way customers manage their re-payments through a user experience that the market demands in a digital age, powered by award winning artificial intelligence.

Credit Clear manages customer accounts across a range of industries including transport, financial services, insurance, government, and utilities. The Company is based in Australia with headquarters in Melbourne and offices in Sydney, Brisbane, Adelaide, and Perth.

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