



ICS AGM 20th November 2014

Kevin Barry
Chairman

Garry Chapman
UK Managing Director

AGENDA

- ICS
 - ICS FY2014 Financial Highlights
 - Chairman's Address
 - ICS Looking Forward
 - Open Learning
 - Business of the Meeting
- UK MBC Operations
 - UK Economy/PMI Market Update
 - MBC in Review
 - Marketing Update
 - Business Platform Update
 - Operations Update
 - MBC Summary and FY2015 Looking Ahead
 - 2014 Achievements
 - FY2015 Looking Ahead
- Thank You & Question Time

ICS FY 2014 HIGHLIGHTS

	2014	2013	Change
	\$	\$	%
Revenue from Continuing Operations	2,962,331	2,222,727	33%
Profit (loss) after tax from ordinary activities	624,662	532,403	17%
Profit/(loss) from continuing operations before tax	554,575	312,351	78%
UK Profit after tax excluding corporate re-charges	880,757	656,091	34%
Net Assets	4,382,195	4,093,038	7%
Earnings per share			
Basic	0.304 cents	0.273 cents	11%
Diluted	0.297 cents	0.262 cents	13%
NTA per ordinary share (cents)	0.94 cents	0.84 cents	12%
Net cash from operating activities*	1,149,911	545,528	111%
Cash and equivalents at reporting date (excluding UK customers' cash) **	1,162,598	1,132,660	3%

*Includes \$408,124 increase in cash held on behalf of customers

** Cash at reporting date is after \$411,102 of dividends paid during 2014 vs \$192,624 in 2013 and \$283,562 spent on investment in the UK in 2014

CHAIRMANS ADDRESS

- Dividend maintained at 0.1 cents per share paid this month
- Record profit after tax of \$0.62m with profit before tax from continuing operations up 78% to \$0.55m
- Strong financial position with corporate cash > \$1.1m at year end. As at 31 October corporate cash was c. \$1.5m before dividend payment
- Announcement in November 2014 of intention to reactivate on-market buy back campaign
- MBC profit growth continues and 2014 marketing investment producing results:
 - MBC and its growth is the main focus for the Board
 - 2014 profit (before corporate charges) was up 34% to \$0.88m
 - Further profit improvement expected in FY2015 full year
- ICS also in a stronger position to assess value accretive opportunities/acquisitions.
 - Current Board has committed \$0.25m for its first investment. Open Learning is globally recognised company in the eLearning market

CHAIRMANS ADDRESS

- The Board has been active during the year, including:
 - MBC is the main focus
 - Additional investment in the business platform
 - Assistance with strategy and the development of new products and market channels
 - Board member spent time in UK
 - Settlement of Thelma earn out dispute
 - Implementing capital management strategies
 - Reviewing and conducting DD on several business opportunities before settling on OpenLearning opportunity
 - Significant internal executive functions for ICS and MBC are performed by the Board - reflected in low costs
 - Director Greg Quirk, while in the UK, on other business spent one week in MBC
 - Launch of new ICS image and website www.icsglobal.com.au
- Stable and settled Board with outward focus

ICS LOOKING FOWARD

- Board focus on:
 - Improving the performance of MBC through revenue and profit growth
 - Supporting OpenLearning and to foster synergies with MBC
 - Subject to results and any capital management strategies, intention to maintain dividend amount
- ICS exposed to movement in the £/\$A
- Continued investment in MBC enables continued growth
 - Business platform & IT
 - Further revenue growth to leverage off platform investment over the last 2 years
- 2015 guidance for ICS:
 - Net profit after tax guidance for the 2014/15 year has been provided in the range of \$0.78 to \$0.83m (vs. \$0.62m for 2014)*
 - First four months of 2014/15 profit growth > 50%** on a year on year basis

**Subject to £/\$A FX rates*

***Including Thelma earn out*

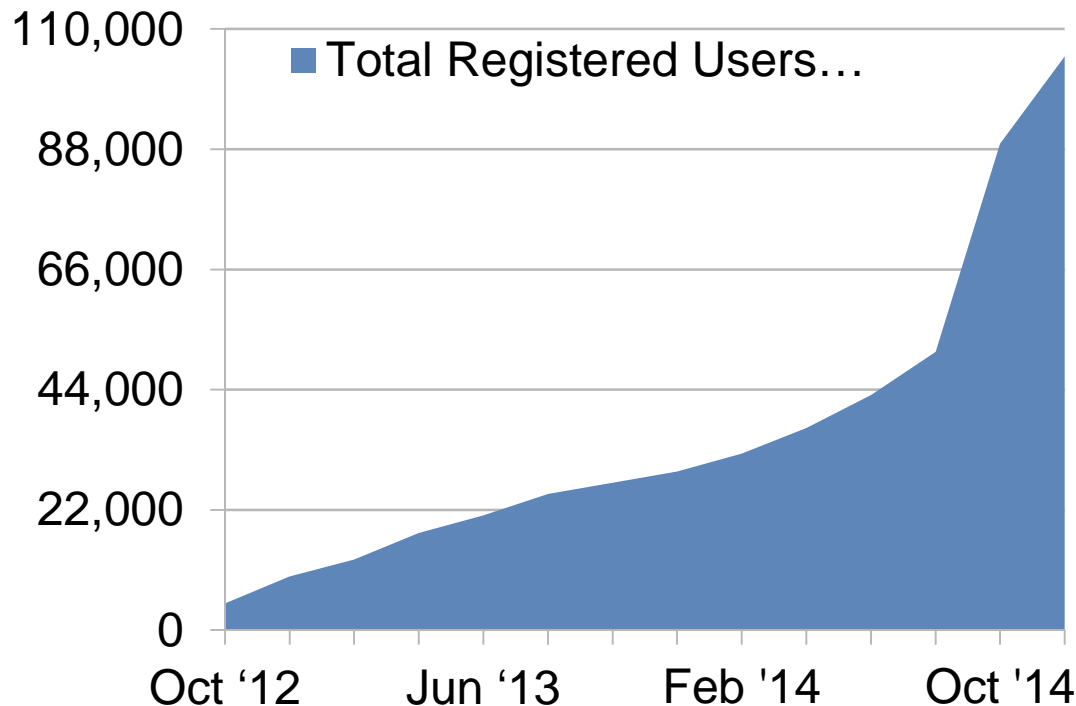


openlearning
www.openlearning.com

OPEN LEARNING SUMMARY

- ICS Board has committed to make a small investment of \$0.25m in OpenLearning www.openlearning.com as part of \$1.5m raising
- A globally recognised social online learning platform with high engagement and student interaction that was launched in 2012
- Customers include leading universities, companies, government departments and private colleges
- 105,000 students in 200 countries
- Selected as the national Massive Open Online Course (MOOC) platform for all twenty Malaysian government universities
- Strong backing from Telstra's Muru-D and SYD Ventures
- Existing revenue streams:
 - Software licence fees charged monthly per user for corporates setup costs for customisation and integration
 - Consulting fees for designing and creating online courses
 - Transaction fees: OpenLearning takes 20% of all payments for courses through the platform

GLOBAL GROWTH



500+
courses

100%
growth

20x
interaction

200+
countries

BUSINESS OF THE MEETING

- Remuneration Report:
 - Board takes any constructive feedback on the Remuneration Report seriously
 - 1st strike last year with 29.7% of votes against Remuneration Report
 - The vote of one large shareholder was the main component of 29.7% 2014 “no vote”
 - Directors receiving only half their entitlement to directors' fees
 - Further cost reductions and profit enhancing initiatives have been undertaken and ICS Australian costs <\$400k per year
 - If 2nd strike this year a Spill Motion will be put to the AGM
- Re- election of James Canning-Ure as a Director
- 20:1 share consolidation:
 - 211 million shares on issue was considered too large
 - Disproportionate to peer companies of a similar market cap that are paying dividends
 - A drive to increase long term institutional support of the share register
 - No change to shareholders' interest in the company

The graphic part of the MBC logo consists of a series of purple squares of varying sizes arranged in a grid-like pattern that tapers off to the left, followed by a solid purple rectangular block.

MBC

MEDICAL BILLING & COLLECTION

GARRY CHAPMAN, MANAGING DIRECTOR

UK ECONOMY REVIEW

- UK economy continues to improve
 - GDP growth rate of 3% in past 12 months
 - On course to be the second largest GDP in Europe
 - Inflation at 5 year low at 1.2%
 - Salary increases start to outstrip inflation
- Unemployment continues to drop
 - Largest ever annual fall on record, dropped by 538,000
 - Falls down to 6%
 - Number of people unemployed dropped below 2m (1.97m)
 - Lowest number since 2008
- Europe/global economy biggest threat to UK recovery

PRIVATE SECTOR REVIEW

- Self Pay: growth continues
 - Due to the reduced level of funding in the NHS and increased cost of PMI premiums
 - Gap increase due to higher patient excess and reduced benefits limits
 - Accounts for 25% of our total billing for 2014
- PMI: downward pressure on specialist fees continues
 - New specialists join BUPA & AXA they have to agree to restricted consultation fees and a fixed fee schedule
 - BUPA continue to apply downward pressure on consultation fees, even derecognising specialists if they do not comply
 - AXA PPP will be introducing a new reduced price list for 2015 which means increased gap amount for patients
 - Accounts for 55% of our total billing for 2014
- Rest of market
 - Embassies, Solicitors, Hospitals, Primary Care Trusts
 - Accounts for 20% of our total billing for 2014

MBC OPERATIONAL REVIEW

- Moved office location on 31st March
 - Moved over weekend and fully operational with no down time
 - Fully refurbished office with high quality finish and fit out
 - Open plan layout allowing us to resource increased growth
- Implemented state of the art IP based phone system
 - Enabling better service to clients and increased office efficiency
 - Team created to take all incoming calls and payments by phone
 - Allowing Account Managers to focus more on the clients
- Recruited additional key staff to resource new revenue growth
 - Systems Administrator in January
 - General Manager in March
 - Embassy Liaison Officer in March
 - Finance and Administration Manager in June





MBC MARKETING REVIEW

- Marketing continues to deliver results
 - Sponsorship of the Independent Practitioner Today (14,000 circulation)
 - Educational features & client case studies published in the magazine in every edition addressing the business issues that specialists encounter
 - Major Feature promoting MBC and the move into our new offices (Nov 14)
- Corporate sponsor of the Independent Doctors Federation
 - Association of approx. 2,000 specialists/General Practitioners
 - From conferences sponsored to date specialists have joined from the events so they become self funding
 - Sponsoring the same events this year
 - Networking opportunities at evening events
- Introductory discount for new clients
 - 20% for a limited period of time



MBC REVIEW- BUSINESS PLATFORM

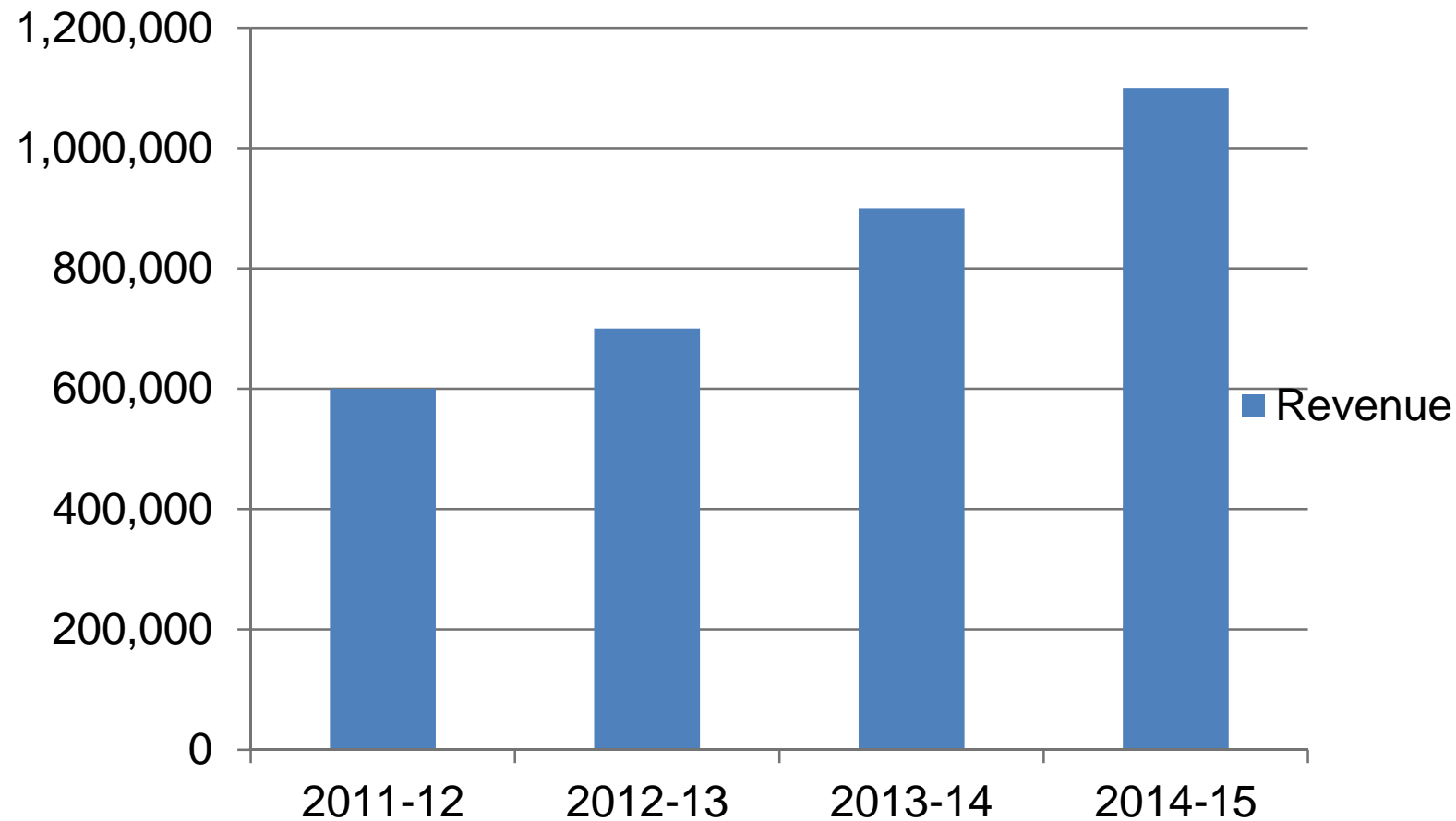
- MBC platform investment continues
 - Enhance client experience to cement market share and create efficiencies
 - Facilitate roll out of new product offerings to existing market
 - Facilitate roll out to new segments of our market
 - Ability to adapt to rapidly changing market requirements
- 2013: Electronic invoicing to the Major PMI's
 - In 2014 there have been over 86,000 invoices transmitted electronically
- 2013: Integrated Payment Portal
 - In 2014 there have been 7,300 transactions paid via this portal
 - Accounted for 35% of all debit/credit card transactions totalling over \$3M
- 2014: Self Pay Portal
 - Allows us to enter into new markets
 - Integrates with our payment portal
 - Clients already signed up to use this new module

MBC SUMMARY & LOOKING AHEAD 2015

- Fastest ever growth rate
 - The billing book has grown by \$30m in the past 12 months
 - Including signing our largest ever client, due to go live 2015
 - Including our first ever client in new segment of the market
- Major office move to facilitate future growth of business services
- Continued to build management team and staff to resource new revenue growth
- Continue to develop business platform
- Looking ahead for 2015
 - Recorded our best ever month for revenue in October 2014 – \$300k
 - July – October revenue increased by 20% compared to 2013/14
 - Despite additional staff costs to resource growth, H1 profit to grow
 - H2 revenue growth has now been contracted which will further improve profit growth

GROWTH OF REVENUE (\$)

July - October





THANK YOU & QUESTION TIME

- Thank you to:
 - Shareholders for your continued support
 - Garry and his team for continued achievements in growing MBC in a profitable manner
 - Fellow Board members for hard work and support
- Questions??

DISCLOSURE

- Statements and material contained in this Presentation, particularly those regarding possible or assumed future performance, or potential growth of ICS Global Limited ("ICS"), industry growth or other trend projections are, or may be, forward looking statements. Such statements relate to future events and expectations and, as such, involve known and unknown risks and uncertainties.
- ICS has taken reasonable care to ensure that the facts stated in this presentation are accurate and or that the opinions expressed are fair and reasonable, no reliance can be placed for any purpose whatsoever on the information contained in this document or on its completeness.
- Actual results and developments may differ materially from those expressed or implied by these forward looking statements depending on a variety of factors.
- Nothing in this presentation should be construed as either an offer to sell or a solicitation of an offer to buy or sell shares in any jurisdiction.