

17 March 2020

Australian Securities Exchange
20 Bridge Street,
Sydney NSW 2020

SHAREHOLDER UPDATE: 17 MARCH 2020

Melbourne, Australia: MedAdvisor Ltd (ASX: MDR) today published a shareholder update regarding the current COVID-19 disruption and developments across the business.

Dear fellow shareholders,

I wanted to provide you with an update on developments across our business in the face of the emerging disruption caused by COVID-19 and our efforts to support our users, pharmacy customers and other stakeholders through these uncertain times.

Recommendations regarding social distancing and presence in crowded locations are ever changing, but the clear indication is that they are becoming more restrictive to allow our health system the time it needs to be able to try to cope with the COVID-19 pandemic.

For patients in need of chronic medication and for pharmacists supporting their local communities, there is little choice but to find a way to deal with an increasingly stressed system. MedAdvisor is uniquely placed to facilitate remote medicines management, a timely example of the enormous value that digital tools play in the health system.

How we're helping front line healthcare in Australia during the crisis

1. MedAdvisor will facilitate **home delivery** following the Federal Government's announcement that it will fund this for pharmacies to ensure medicines supply for isolated people
2. MedAdvisor allows 60% of Australian pharmacies to have **two-way messaging** with their patients **free of charge** through the MedAdvisor App and our partner Apps (TerryWhite Chemmart, Amcal and Discount Drug Store) powered by MedAdvisor
3. MedAdvisor is facilitating the **pre-ordering** and **payment of medications** in advance to streamline pharmacy workflow and importantly manage pharmacy stock
4. Patients can remotely **order prescriptions from a GP** via the MedAdvisor app, from their GP via OzDocsOnline which can be on sent to their pharmacy of choice avoiding the need to visit a GP Clinic, and minimise social interaction with vulnerable patients

Specifically, MedAdvisor has announced today that in Australia, it will:

- Enable pharmacies to receive and seamlessly process medication delivery requests from patients when they order through the MedAdvisor App to reduce the need for vulnerable patients to leave home;
- Offer pharmacies a significant temporary discount to the costs of instant MedAdvisor App activation messages to all their contactable patients to reduce the burden on pharmacists in-store, facilitate 'from-home' medication ordering and enable digital communications to their patients;

- For pharmacies that are not current customer, MedAdvisor will provide an initial 2-months free access to its platform, PlusOne, to enable digital communications and 'from-home' patient ordering;

MedAdvisor's presence in 60% of Australian pharmacies is providing a critical digital connection between trusted pharmacists and their patients.

Pre-ordering Medication is better for everyone

Pharmacies using MedAdvisor can accept digital pre-orders of medication through the MedAdvisor App. This has a number of benefits:

- The influx of medication ordering out of hours means pharmacists can process scripts while their pharmacy is quiet or even closed, saving busy pharmacists precious time;
- Patients are notified when medication is ready for pick up, reducing the amount of time they spend waiting in-store, minimising social interaction; and
- Pharmacists can easily keep patients informed where they need to replenish supply of an ordered medication, including when supply has been restored.

To date, 57% of orders through MedAdvisor's ordering platform occur outside normal business hours and we expect order volumes to increase significantly. We have seen large increases in orders per pharmacy over the last week, particularly over the last 2 days.

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MedAdvisor has launched a version of script ordering called "Skip the Queue" which allows non MedAdvisor users to order from a MedAdvisor Network pharmacy in 3 simple steps. A user will take an existing paper script, select preferred pharmacy from MedAdvisor's list, add their contact details and it will send the prescription directly into that pharmacy's workflow.

Home Delivery

The Federal Government will support pharmacies to home deliver medications during the COVID-19 crisis with \$25m to be provided to fund home medicines services allowing patients to have their PBS prescriptions filled online or remotely.

MedAdvisor has launched functionality so patients can now pay and request delivery from many pharmacies, removing the need to leave their home. We will be actively working with pharmacies over the coming weeks to activate this functionality.

In addition, MedAdvisor has previously announced a partnership with Kings (ASX: 1/11/2019) to allow pharmacies to provide additional capacity to deliver to consumers on the same day as the item is ordered. This functionality is anticipated to go live early April in certain target areas before a national rollout.

Pharmacists are an important and trusted source of information

Pharmacists using MedAdvisor are able to broadcast important health and/or service messages to their patients, keeping them informed regarding matters that are directly relevant to them, and ensuring they're notified of important updates relating to their pharmacy. MedAdvisor has also enabled a Consumer Engagement Program for COVID-19 as a solution to be offered to Governments to assist in the timely and appropriate messaging to patients during this health crisis.

Following the AUD\$17m capital raise in October 2019, the company is fully funded to execute on these domestic and international opportunities. Our business is well prepared for the weeks and months ahead as we focus on supporting the health of our staff, customers and our patient users.

As always, I take this opportunity to thank shareholders for their continued support of our business.

Kind regards,
Robert Read
Managing Director and CEO

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For more information

Simon Glover, CFO
MedAdvisor
Tel: +61 3 9095 3036
corporate@medadvisor.com.au

Jennifer Duraisingam
Corporate Communications Manager
Tel: +61 3 9095 3036
jenniferd@medadvisor.com.au

About MedAdvisor

MedAdvisor is a world class medication management platform that empowers users to more simply manage their medication and improve adherence. MedAdvisor's highly automated and intuitive software system connects users to tools and education materials from their local/preferred pharmacy. In Australia, MedAdvisor has connected over one million users through nearly 60% of Australian pharmacies and a network of thousands of GPs. MedAdvisor has recently partnered with Adheris in the US, Zuellig Pharma in Asia and launched into the UK on track to become one of the largest players in the global digital adherence market. In 2018, was recognised in the AFR Fast 100.

Carlo Campiciano - Company Secretary
MedAdvisor Limited (ACN 145 317 627)
Level 2 971 Burke Road Camberwell Vic 3124