

New products drive revenue growth and provide significant value to 1stAvailable's customers

HIGHLIGHTS

- Consistent with the Company's strategy, 1stAvailable's online appointment booking platform is leading to the development of exciting new patient engagement products for its customers
- These new add-on products are driving new revenue from existing customers (excluding appointment book sales). In some cases, the products are driving up to 5 times appointment book subscription revenue
- "EasyRecall", "EasyFeedback" products launched this month

1st Available Limited (ASX: **1ST**) ('The **Company**', '**1stAvailable**', or '**1ST**'), is pleased to announce that continuing with its strategy to expand revenue opportunities from existing customers it has introduced a range of new products which are driving new revenue growth. This is in addition to the current and new appointment booking revenue. 1stAvailable is Australia's online health services community platform that simplifies and facilitates interaction between all health services stakeholders, enhancing consumer choice, access and outcomes.

The Company has launched a suite of new products this month, "EasyRecall" and "EasyFeedback", adding to the "Self Check-in Kiosk and App" and the "Patient Clipboard App" products launched at the end of March.

These products allow 1stAvailable customers to leverage the Company's base appointment booking technology to boost existing and new patient engagement. They demonstrate that 1stAvailable can drive significant additional value from its customers. In some cases, the products are driving at least five times the revenue from the Company's appointment book subscriptions with that customer.

The "EasyRecall" solution leverages 1stAvailable's online appointment booking engine that is integrated with a practice's clinical software and helps automate patient recalls using 1stAvailable's technology. Recalls are used extensively by dentists, optometrists, GPs and other healthcare providers as 'reminders', such as when a patient is due for a regular checkup. The current methods used for recalls are extremely labour intensive, costly and deliver poor response rates, with most practices sending letters or calling patients by phone.

The "EasyRecall" solution provides a much simpler method. It sends a patient a "smart" SMS message that allows them to book a confirmed appointment instantly from their smartphone without ever having to call the practice.

The "EasyFeedback" solution provides 1stAvailable's customers with the ability to ask up to 25 customised questions and obtain additional practice feedback through a Net Promoter Score. This tool enables the patient to rate the practice or doctor in terms of the patient's likelihood to recommend the practice to others. This solution provides invaluable feedback to the practice or business about the patient's service experience to help support business improvement.

"By adding new products, we enable our customers to leverage our base appointment booking technology to drive improved and exciting new patient engagement for them," said 1stAvailable Chief Executive Officer, Klaus Bartosch.

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About 1st Available Limited - www.1stavailable.com.au

1stAvailable's vision is to build Australia's leading online health services community through a platform that simplifies and facilitates interaction between all health services stakeholders, enhancing consumer choice, access and outcomes. 1stAvailable's solutions deliver a convenient, easy to use, online search and appointment booking service, for the healthcare, corporate and government markets. 1stAvailable.com.au is a community website portal and suite of mobile apps that enables patients to book their appointments with their preferred healthcare provider online, 24 hours a day, 7 days a week from any internet-connected device such as a smartphone, tablet or personal computer. Through our healthcare solutions, we enable early intervention, support continuity of care and encourage good patient choices. We are passionate about improving patient care and healthcare practice and doctor productivity.