



ASX Announcement
24 November 2021

Whispir Limited
(ASX : WSP)

2021 Annual General Meeting: Chairman's Address

The 2021 Financial Year was formative for Whispir, particularly within the extraordinary circumstances of a global pandemic where instant, accurate and actionable insights are critical to ensuring business continuity.

In the context of a rapidly changing world, Whispir continues to meet the evolving needs of its customers. Our secure, scalable, cloud-based platform empowers customers to effectively communicate and engage with stakeholders across multiple channels.

Our most valuable asset - our people - drive our innovation and create value for all of our stakeholders. Since Whispir listed on the ASX, we have almost doubled our headcount to 241 employees worldwide. The talent and expertise of our people is accelerating the development of innovative solutions for our customers. These solutions increase the relevance of our products for our existing customers, attract new customers to our growing base, and ensure our products remain the best in market globally.

Whispir has delivered a strong result in FY21, our second year as a listed company. At 30th June 2021, Annualised Recurring Revenue was \$53.6 million, an increase of 28.5% on the prior year.

Revenue for the year was \$47.7 million, an increase of 22.1% on the prior year. A total of 171 net new customers were acquired across ANZ, Asia and North America, increasing total customers to over 800, or 27.1% more than FY20.

Operating EBITDA, excluding non-cash share-based payments, was negative \$(4.7) million, a 16.1% improvement on the prior year. Total operating expenditure reflected the increased investment priorities on our people and R&D.

We are motivated by the operating leverage emerging as we scale.

As of 30 September 2021, Whispir's total customer base is at 834, spanning a diverse range of industries and regions. Our total addressable market is growing.

Sitting at the intersection of global digital transformation – a market expected to reach \$1.4 trillion in value by 2027 – and the Communications Platform as a Service market, which is expected to reach \$8 billion within the next 5 years, Whispir is well positioned to capitalise on growth in demand with targeted investment in our people and our products.

As we evolve our communications intelligence products, the long-term revenue growth prospects are compelling. Over the coming year, we will accelerate our product roadmap and invest in sales and marketing opportunities that support customer growth and activation.

We are focused on scaling our global presence responsibly.

To complement our expanding focus across North America, in December 2021 we appointed international industry specialist, Aled Miles, as a US-based Non-Executive Director.

We also welcome Ms. Jenni Pilcher to the leadership team, who joined as our CFO on the 1st of November, with thanks to outgoing CFO Justin Owen, for his contribution to our growth.

On behalf of the Board, thank you to our CEO Jeromy Wells and the Whispir leadership team. Their collective capability is reflected in our growth in FY21.

The entire Whispir team deserves recognition for the past year's results. They have supported our customers and channel partners across ANZ, Asia, and North America, while also dealing with the personal impacts of the pandemic – a real testament to the quality of the people in this business.

Finally, I thank all our shareholders, large and small, for their continued belief in our future success. We are increasingly motivated by the growth opportunities in FY22 and beyond, and we are committed to delivering increasing value for all our stakeholders.

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Authorised by the Disclosure Committee

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About Whispir

Whispir is a global scale SaaS company, founded in 2001 to provide a communications workflow platform that automates interactions between organisations and people.

Our products enable organisations to improve their communications through automated workflows to ensure stakeholders receive accurate, timely, useful and actionable insights in a manner that is sensitive to individual contexts and preferences. Our customers use Whispir's software to create interactive, multi-party and omnichannel communications from templates, solving simple to complex communications workflow tasks.

Whispir operates across three key regions of ANZ, Asia and North America. More information www.whispir.com