



## **Revenue Increase by 18.3% - LiveChat Summarises the Beginning of the Financial Year**

The consolidated revenue of LiveChat Software increased in the first quarter of financial year 2019/20 by 18.3% to PLN 30.2 million. Despite the high employment growth, the Group increased its net profit by 3.4% and its EBITDA by 5.9%. The Group also maintains very high operating margins.

'During the year, our team has grown by almost half. Employment growth is the best investment, thanks to which we can improve LiveChat, as well as work on further solutions and marketing. Despite the increase of costs, we report margins that not many companies can boast', said Chairman Mariusz Cieply.

In the period April - June (first quarter of the financial year), the gross sales margin amounted to 84.3%, the EBITDA profitability was 64.5%, whereas the operating margin amounted to 60.3%. The net profitability is 48.8%.

Thanks to the unique business model, LiveChat Software generates cash efficiently. At the end of June, the company had financial resources at the level of PLN 43.7 million. The majority of these resources has already been transferred to the Shareholders. In August, the Ordinary General Meeting of Shareholders decided to allocate PLN million 50.2 for payment of dividend (including any advances paid).

The Company currently works e.g. on completing the migration of its customers to a new innovative back-end (internally referred to as LiveChat 3) and providing new functionalities and integration. At the same time, the team carries out several activities intended to increase ARPU (average revenue per user).

### **ABOUT THE COMPANY**

LiveChat Software operates in the "customer service" market and is one of the leaders in the global live chat software market. Its product LiveChat supports companies in the field of customer service, online sales support and lead generation. Thanks to this product, LiveChat partners can stay in touch with their customers at any place and time. Other Company products include ChatBot and HelpDesk, as well as KnowledgeBase.

LiveChat Software employs 150 specialists in its registered office in Wrocław. The Company has also been listed on the Main Market of the Warsaw Stock Exchange in Warsaw.

The LiveChat solution is used by over 28 thousand companies from 150 countries of the world.