

**MERITUS ULAGANJA D.D.**

**HEINZELOVA ULICA 62/A**

**10 000 ZAGREB**

**SECURITY: MRUL**

**ISIN: HRMRULRA0009**

**LEI: 74780080JD6L45P7YG07**

**REGULATED MARKET SEGMENT: ZAGREB STOCK EXCHANGE, THE OFFICIAL MARKET**

**HOME MEMBER STATE: CROATIA**

#### **PUBLICATION OF OTHER INFORMATION**

**In ZAGREB, November 03, 2021**

### **SIGNIFICANT ORGANIC AND PROFITABILITY GROWTH IN THE FIRST NINE MONTHS**

**In the first nine months of 2021, the M+ Group (Meritus ulaganja d.d.) generated a total revenue of HRK 583 million, which is HRK 68 million or 13% more than the revenue in the same period last year. In the period ended on September 30 this year, EBITDA amounted to HRK 100 million, which is HRK 13.8 million or 16% more than in the same period in 2020. Compared to the first three quarters of last year, when it amounted to HRK 25.6 million, net profit increased by 66%, to HRK 42.5 million. For the first time since the founding of the M+ Group, the number of employees exceeded 9,000.**

"This year's business growth and increased profitability are primarily the results of strong organic growth. After a series of acquisitions and integration of new members into the Group, we achieved synergy effects through efficient consolidation of knowledge, expertise, and strategic activities, which was reflected in profit growth. That, once again, confirmed that our ambitious business strategy is the way to go. Thanks to the strategy, we have positioned ourselves as an independent leader in Southeast Europe and Asia Minor in the BPTO (Business Process and Technology Outsourcing) industry", Darko Horvat, President of the Management Board of the M+ Group, said.

The company's capital base also increased through a recent secondary public offering of new shares, in which private and institutional investors, including mandatory and voluntary pension funds, private equity, venture capital, and individuals, acquired M+ Group shares by paying in more than HRK 105 million. Due to strong organic growth, rational operations, and the success of the SPO, the M+ Group now has high reserves of cash available for the company's further growth.

"The business period that is now behind us was marked by the establishment of new business relationships with clients from different sectors with special emphasis on clients from the German-speaking area, i.e., the DACH region (Germany, Austria, Switzerland). All relevant indicators of the company are rising. We provide services to more than 260 clients in the markets of 58 countries, and customer demand for more sophisticated services such as web chat, digital onboarding, and omnichannel services continues to grow strongly. Therefore, the Group has further accelerated the development of software solutions for automation and improvement of customer support with a

focus on the development of tools for artificial intelligence and machine learning," **Darko Horvat** said.

*The M+ Group is a Croatian company owned by private investors, all the mandatory pension funds in Croatia, several voluntary pension and private investment funds, and Mid Europa Partners, a leading investment fund for investments in Central and Eastern Europe based in London. The company is headquartered in Zagreb and operates in nine countries. In addition to Croatia, it also operates in Slovenia, Bosnia and Herzegovina, Serbia, Turkey, Romania, Hungary, the United Kingdom, and the United States. It operates in the markets of the European Union and North America. It provides services in 31 languages, making the M+ Group one of the few companies that can meet the needs of global clients. Over the past five years, the M+ Group has made 14 acquisitions and secured a diversified client portfolio consisting of leading telecoms, financial, technology, logistics, and e-commerce companies, as well as companies in the consumer goods sector.*

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