

18 August 2021



Eckoh plc

("Eckoh", or "the Company", or "the Group")

AGM arrangements

Eckoh plc (AIM: ECK), the global provider of secure payment products and customer contact solutions, confirms that its Annual General Meeting ('AGM') will be held at the offices of Eckoh plc, Telford House, Corner Hall, Hemel Hempstead, Hertfordshire HP3 9HN on 1 September 2021 at 11.00 a.m.

It is currently our intention that the AGM will be an open meeting and we are looking forward to welcoming Shareholders in person. However, in order to ensure the health and safety of Shareholders and colleagues, please note that the following measures will be put in place this year:

- Shareholders who wish to attend the AGM in person will be required to pre-register their intention to attend by notifying the Company Secretary at InvestorRelations@eckoh.com by no later than 6:00 p.m. on 27 August 2021.
- Shareholders must not attend the AGM in person if they are experiencing any COVID-19 related symptoms, and Shareholders attending in person will be required to confirm upon arrival at the AGM venue that they do not have any COVID-19 symptoms and are not required to self-isolate in accordance with the UK Government's guidance.
- Attendees will be required to wear face coverings (unless exempt) and to practice social distancing.
- Hand sanitisers will be available at the venue and attendees will be required to follow the indicated one-way system.
- Refreshments will not be served at the meeting.
- Shareholders' guests will not be permitted to attend the AGM unless they are accompanying or supporting a Shareholder as their carer.

We will continue to monitor the UK Government's guidance on COVID-19. If the situation changes and we consider that in-person attendance is no longer possible or appropriate, we will notify you as soon as possible prior to the AGM via an RNS announcement and on the Company's website at www.eckoh.com/investors/announcements.

In light of the potential for a change to the UK Government's guidance, Shareholders are strongly encouraged to submit their votes by proxy in advance of the AGM in accordance with the instructions set out in the Notice and to appoint the chair of the meeting as their proxy to vote on their behalf.

We recognise that some Shareholders may not feel comfortable with attending the meeting in person. For those who would prefer to follow the meeting remotely, the Company will be providing a video conference call link to enable Shareholders to follow proceedings of the meeting. Any Shareholders who wish to join the meeting by such video conference means, should contact the Company Secretary by 6:00 p.m. on 27 August 2021 at InvestorRelations@eckoh.com in order to request video conference login details. In addition, any Shareholder wishing to ask questions at the AGM should submit their question(s) to the Company Secretary by 6:00 p.m. on 27 August 2021 at the same email address. Any questions raised by Shareholders in such manner prior to the AGM, will be answered during the meeting in the usual way.

For more information, please contact:

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About Eckoh plc

Eckoh is a global provider of Secure Payment products and Customer Contact solutions, supporting an international client base from its offices in the UK and US.

Our Secure Payments products help our clients take payments securely from their customers through all engagement channels. The products, which include the patented CallGuard and ChatGuard, can be hosted in the Cloud or deployed on the client's site and remove sensitive personal and payment data from contact centres and IT environments. They offer merchants a simple and effective way to reduce the risk of fraud, secure sensitive data and become compliant with the Payment Card Industry Data Security Standards ("PCI DSS") and wider data security regulations. Eckoh has been a PCI DSS Level One Accredited Service Provider since 2010, securing over £3 billion in payments annually.

Eckoh's Customer Contact solutions enable enquiries and transactions to be performed on whatever device the customer chooses, allowing organisations to increase efficiency, lower operational costs and provide a true Omnichannel experience. We also assist organisations in transforming the way that they engage with their customers by providing support and transition services as they implement our innovative customer contact solutions.

Our large portfolio of clients come from a broad range of vertical markets and includes government departments, telecoms providers, retailers, utility providers and financial services organisations.

For more information go to www.eckoh.com or email MediaResponseUK@eckoh.com.