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PRESS RELEASE

Doctolib will appeal the decision of the French Competition Authority

The French Competition Authority has issued a decision imposing a fine of €4,6 million euros on Doctolib, following proceedings initiated in 2019 by a long-standing competitor in the healthcare software sector. Doctolib will appeal the decision.

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Stemming from **a complaint dating back to 2019**, the decision reflects a misunderstanding of our business.

Doctolib is by no means in a dominant position. Despite our widespread use among the general public, **Doctolib is a recent player in the healthcare software market** (three times smaller than our main European competitors) and we currently serve only 30% of HCPs in France (10% in 2019 when the complaint).

We have disrupted a market that had been stagnant and locked for 30 years. From day one, our sole objective has been to develop reliable, secure, commitment-free solutions that make healthcare professionals' daily practice easier and help keep patients healthier.

The decision is surprisingly based on our acquisition of a small startup in 2018, which equipped 2% of healthcare professionals at the time. This external growth operation, bringing together two SMEs to innovate faster, is completely commonplace in corporate life.

In addition, the decision challenges the link between teleconsultation and the rest of the Doctolib software, even though disconnecting it would create significant issues for patient follow-up and health professionals' day-to-day operations. This integration is what enables access to the patient record, prescription sharing, and billing.

Finally, it refers to the historical existence of an exclusivity clause 11 years ago, which was included solely to prevent improper use of our software by health professionals.

We are confident and calmly moving forward with the process, which will give us the opportunity to fully present our case.

Since 2013, Doctolib has been transforming healthcare for 420,000 health professionals and 90 million patients across Europe. Through an innovative Operating System for practitioners, Doctolib streamlines workflows and provides advanced clinical solutions – including electronic health records, diagnostic support, prescription management and AI solutions – alongside Patient Management Solutions for scheduling, teleconsultation, and practice efficiency. For patients, Doctolib is a health companion, helping them access care simply, securely, and proactively. With a team of 3,000 employees across 30+ cities, Doctolib is shaping the future of clinical practice through cutting-edge technology.