



Reach - Non-Regulatory Announcement

19 November 2025

**PCI-PAL PLC**  
("PCI Pal", the "Company" or "the Group")

### **Strategic US Healthcare Sector Integration**

PCI-PAL PLC (AIM: PCIP), the global cloud provider of secure payment solutions for business communications, announces a new integration to Epic, one of the world's leading electronic health record systems ("EHR"), enabling healthcare providers to process payments securely across any channel, without exposing sensitive data to agents or internal systems. Organisations can now take payments safely and compliantly within the Epic workflows their teams use every day, supporting patient billing, registration, and follow-up processes.

Healthcare organisations face growing challenges in managing fragmented and complex payment processes. Many existing payment workflows operate outside of the EHR environment - leading to data silos, manual reconciliation, and increased cost-to-collect.

The PCI Pal integration eliminates those barriers, enabling secure, omnichannel payments - via phone, keypad, or digital link - within familiar Epic environments. Agents can launch or assist payments directly from Epic's tools, with transactions recorded automatically in the system of record.

**Mufti Monim, Chief Technology Officer at PCI Pal, commented:**

"Our integration with Epic helps healthcare organisations close the loop on patient engagement by connecting payments to the same workflows used for care and communication. This means faster collections, a more accessible payment experience for patients, and a significantly reduced compliance burden for healthcare providers."

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**About PCI Pal:**

PCI Pal is a leading provider of Software-as-a-Service ("SaaS") solutions that empower companies to take payments from their customers securely, adhere to strict industry governance, and remove their business from the significant risks posed by non-compliance and data loss. Our products secure payments and data in any business communications environment including voice, chat, social, email, and contact centre. We are integrated to, and resold by, some of the world's leading business communications vendors, as well as major payment service providers.

The entirety of our product-base is available from our global cloud platform hosted in Amazon Web Services ("AWS"), with regional instances across EMEA, North America, and ANZ.

For more information visit [www.pcipal.com](http://www.pcipal.com) or follow the team on LinkedIn: <https://www.linkedin.com/company/pci-pal/>

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