

# Real Matters Inc. – MD&A for the years ended September 30, 2022 and 2021

(tabular and graphical amounts are expressed in thousands of U.S. dollars and thousands of shares, excluding per share amounts, unless otherwise stated)

The following Management Discussion and Analysis ("MD&A") was prepared as of November 15, 2022 and should be read in conjunction with our consolidated financial statements ("financial statements"), including notes thereto, for the years ended September 30, 2022 and 2021. All amounts in this MD&A are reported in thousands of U.S. dollars, unless otherwise stated, and have been prepared in accordance with International Financial Reporting Standards ("IFRS" or "GAAP"). Throughout this MD&A, Real Matters Inc. and its subsidiaries are referred to as "Real Matters," "the Company," "we," "our," or "us". Additional information about the Company, including the Company's Annual Information Form for the year ended September 30, 2021, can be found on SEDAR under the Company's profile at [www.sedar.com](http://www.sedar.com).

## Overview

Real Matters provides residential real estate appraisal and title services to mortgage lenders in the United States of America ("U.S.") and residential real estate appraisal and insurance inspection services in Canada. Our technology-based platform creates a competitive marketplace where independent field professionals, including appraisers, property inspectors, notaries, abstractors and other closing agents, compete for volumes provided by our clients based on their performance and professionalism (the "platform"). Our proprietary technology, which we believe is unique in our industry, combined with our network management capabilities, drives greater efficiency by reducing manual processes through robust quality control mechanisms, logistics management capabilities, capacity planning tools and end-to-end transaction management for our clients. We leverage our technology and field professional partnerships with the goal of delivering first-time quality, faster turnaround times and better performance than our competitors.

### *Appraisal services*

We are one of North America's largest independent providers of residential real estate appraisal services. A residential appraisal is a survey of a home prepared by a qualified appraiser providing their expert opinion on the market value of a residential property. Pricing for residential appraisals varies by region, the type of residential mortgage appraisal conducted and property type. In most cases, our clients order residential appraisals for mortgage loan assessment purposes and to comply with Government Sponsored Entity ("GSE") requirements in the U.S., and the cost of a residential appraisal is typically passed on to the borrower.

We apply our network management capabilities, which are designed to focus on quality at the front-end of the process, to supply residential real estate appraisal services. Our platform is an open network where appraiser performance is tracked and managed in real time. We believe that our national and regionally managed network has the capacity to scale and deliver better performance than our competitors. We provide the breadth of expertise and local knowledge required to find the most qualified appraiser for every mortgage transaction through robust credentials management and scorecarding.

### *Title services*

We are an approved title agent with the largest title insurance underwriters in the U.S. We offer and/or coordinate various title services for refinance, purchase, short sale and real estate owned ("REO") transactions to financial institutions in all 50 states, and the District of Columbia, and each state has differing rules and regulations for title agents. As an independent title agent, we provide services required to close a mortgage transaction, including title search, curative, closing and escrow services and title policy issuance. We act on behalf of title insurance underwriters and retain the agent's portion of the premium paid for the title policy, which is typically 70-90% of the title insurance premium. The remaining portion of the premium is remitted to the underwriter as compensation for bearing the risk of loss in the event a claim is made under the insurance policy. Premium splits can vary by geographic region, and in some states, premiums are fixed by regulation.

The closing process is critical to a consumer's overall experience as it represents an important point of contact in a mortgage transaction. Our focus is to provide the best consumer experience by working with experienced abstractors, notaries and attorneys. We operate a technology-based marketplace where independent field professionals compete for business based on their service level performance and quality of work. Our platform delivers a scalable solution that drives better performance for our clients and a superior consumer experience.

## **Our clients and the market we service**

### *Clients*

Our clients include top 100 mortgage lenders in the U.S., the majority of the big five banks in Canada and some of North America's largest insurance carriers. In the U.S., we estimate that the top 100 lenders account for approximately 84% of lender spend on appraisal and title services. Tier 1 (as defined in the "Glossary" section of this MD&A) and other prominent lenders typically require their service providers to be well capitalized, registered and licensed nationally, have a strong technology and information security infrastructure, and be in good standing with their regulatory authorities. These lenders typically allocate market share to their service providers based on performance, and our performance often results in us obtaining an outsized allocation of transaction volumes from these lenders compared to our competitors.

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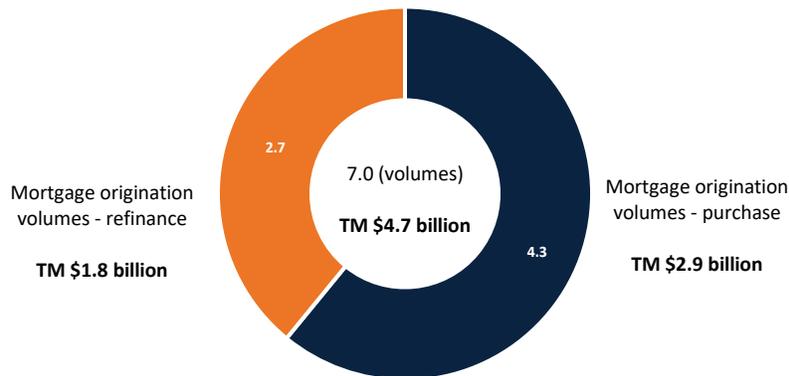
## Markets

The U.S. mortgage market is one of the largest asset classes in the world and it is also highly regulated. In fiscal 2022, we estimated that there were approximately 7.0 million mortgage origination transactions (purchase and refinance) in the U.S., representing a total market ("TM") spend of \$4.7 billion applying our average revenue per transaction for purchase and refinance mortgage originations in fiscal 2022. The graphic below outlines the estimated size of the TM for purchase and refinance mortgage originations in the U.S. for fiscal 2022 and our estimate of the TM spend for these services.

## U.S. Market 2022 Total Mortgage Origination Volumes\*

(expressed in millions)

\*Management estimate at the end of fiscal 2022



## U.S. Appraisal

Our U.S. Appraisal segment (as hereinafter defined) provides services to the largest lenders in the U.S., including all six Tier 1 mortgage lenders. We provide appraisal services to mortgage lenders across the following channels: purchase origination, refinance origination, home equity, default and REO. Purchase and refinance mortgage origination revenues accounted for 88% of fiscal 2022 revenues in our U.S. Appraisal segment.

The total addressable market ("TAM") for our U.S. Appraisal segment excludes appraisal waivers provided by the GSEs and appraisals provided by Veterans Affairs. In fiscal 2022, we estimate that there were approximately 5.1 million appraisals provided for purchase and refinance mortgage originations in the U.S., representing a TAM spend of \$3.4 billion applying our average revenue per transaction for purchase and refinance mortgage originations in fiscal 2022. We further believe that waivers were at elevated levels in the first half of fiscal 2022, due in part to COVID-19, and moderated down to nearly 11% of total mortgage origination volumes at the end of fiscal 2022. The graphic below outlines the estimated size of the TAM for purchase and refinance mortgage originations in the U.S. for fiscal 2022 and our estimate of the TAM spend for these services.

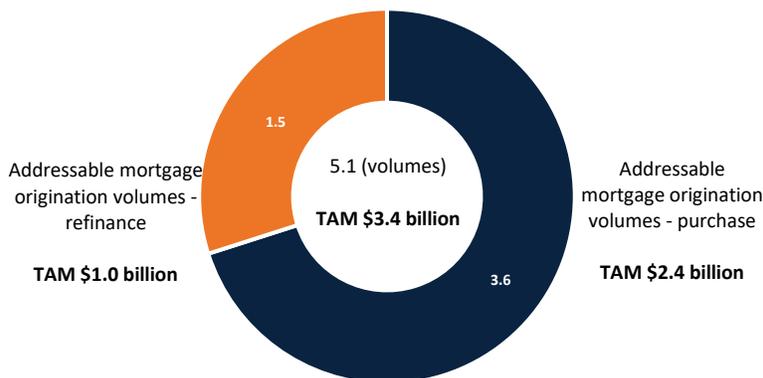
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## U.S. Market 2022 Addressable Mortgage Origination Volumes\*

(expressed in millions)

\* Management estimate at the end of fiscal 2022



### U.S. Title

Historically, our U.S. Title segment (as hereinafter defined) predominantly serviced Tier 3 and 4 mortgage lenders. However, over the past few years, we have added several top 100 lenders, including our first Tier 1 client for title services in fiscal 2021. Adding clients is in line with our strategy to increase market share in this segment, with a specific focus on targeting additional Tier 1, Tier 2 and Tier 3 clients. Today, we predominantly supply title services for refinance, home equity, default and REO transactions. In fiscal 2022, we estimate that there were 2.7 million refinance transactions serviced representing a total and addressable market spend of \$2.6 billion applying our average revenue per transaction for refinance mortgage originations in fiscal 2022. The addressable market for our U.S. Title segment is not impacted by waivers or Veterans Affairs volumes.

### Canada

In Canada, we provide residential mortgage appraisal services to the majority of the big five banks in Canada and provide residential and commercial property insurance inspection services to some of North America's largest insurance carriers.

### Our offices and brands

Headquartered in Markham, Ontario, Real Matters' principal offices include Buffalo, New York and Middletown, Rhode Island. We service the U.S. and Canadian residential mortgage industries through our Solidifi brand and the Canadian property and casualty insurance industry through our iv3 brand.

### Seasonality and trends

Residential mortgage origination volumes in North America are a key driver of our financial performance and are influenced by cyclical trends and seasonality. Cyclical trends include changes in interest rates, refinancing rates, the capacity of lenders to underwrite mortgages, house prices, housing inventory, demand for housing, the availability of funds for mortgage loans, credit requirements, regulatory changes, household indebtedness, employment levels and the general health of the North American economy. Transaction-based revenues for appraisal services in our U.S. Appraisal and Canadian segments are also impacted by the seasonal nature of the residential mortgage industry, which typically see home buyers purchase more homes in our third and fourth fiscal quarters, representing the three months ending June 30 and September 30, respectively. The seasonal uptick for purchase market activity that is typical in the third and fourth quarters of our fiscal year was muted in fiscal 2022 due to the U.S. mortgage market continuing to experience issues with affordability resulting from elevated home prices, an increase in the 30-year mortgage rate and a shortage of housing inventory. Our market share is impacted by the size of the addressable residential mortgage origination market but also our clients' relative share of the addressable market. As discussed above, the prevalence of appraisal waivers provided by the GSEs and the volume of appraisals provided by Veterans Affairs can also impact the size of the TAM for our U.S. Appraisal segment. Gains or losses in our clients' share of the addressable market impacts our overall market share. Accordingly, we take a long-term view of our success, since we cannot control the addressable mortgage origination market or the factors that influence it.

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## Annual mortgage origination estimates

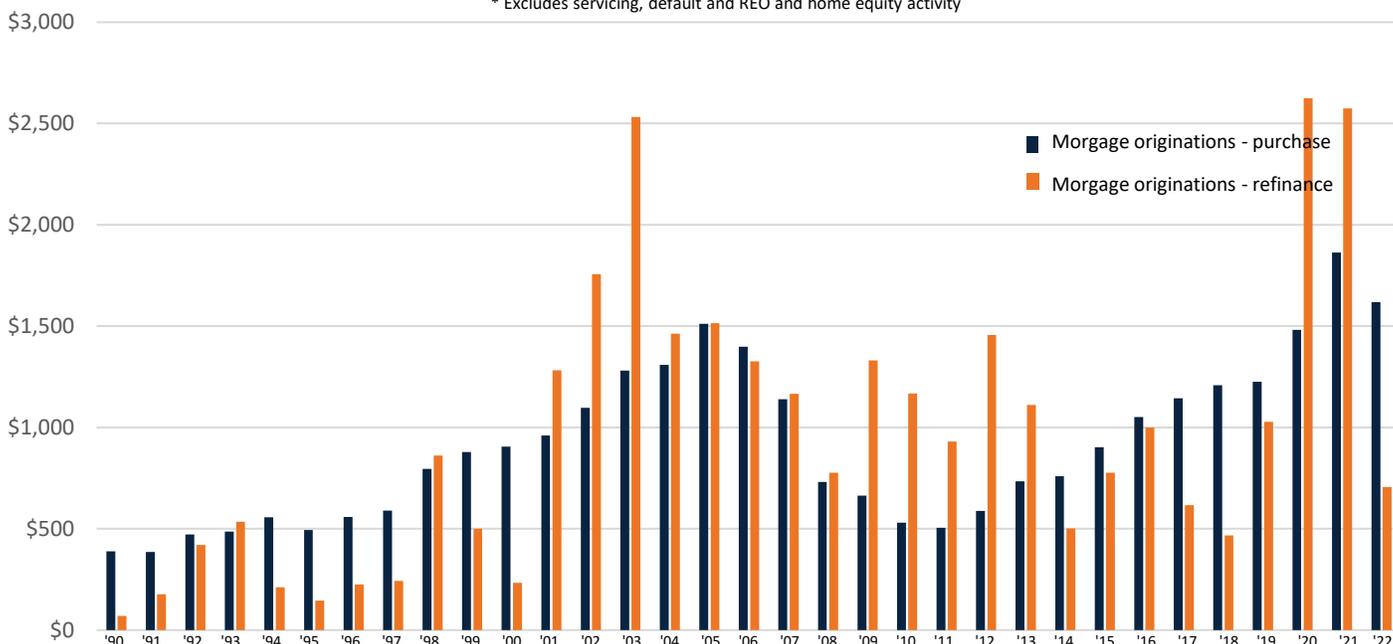
The table below outlines the estimated U.S. mortgage origination spend for purchase and refinance transactions beginning in 1990, presented on a calendar year basis. From 2011 to 2021, the estimated purchase market grew at a mid to high single digit growth rate which was highly correlated to the strength of the U.S. economy, among other factors. However, in 2022, the estimated purchase market declined from 2021 levels due to the U.S. mortgage market continuing to experience issues with affordability resulting from elevated home prices, an increase in the 30-year mortgage rate and a shortage of housing inventory. Refinance activity is very sensitive to changes in interest rates which has resulted in significant changes in the volume of activity between years. From the onset of COVID-19 through the first half of fiscal 2022, the mortgage origination market experienced a significant increase in refinance activity due to low interest rates brought about by COVID-19 and other contributing factors. This historically high level of activity presents a tougher market comparison year-over-year given the recent and sharp increase in 30-year mortgage rates during the second half of fiscal 2022. For fiscal 2022, we estimate that total mortgage origination volumes were down nearly 42% from fiscal 2021, due in large part to an estimated 61% decline in refinance mortgage origination volumes.

## Annual Mortgage Origination Estimates \*

source Mortgage Bankers Association ("MBA")

(expressed in billions of dollars)

\* Excludes servicing, default and REO and home equity activity



## Scale from volume

Our objective is to leverage our technology, network and logistics management capabilities and field professional partnerships to deliver first time quality, faster turnaround times and better performance than our competitors. As volumes on our platform increase from market share growth, market volume expansion or some combination of the two, we partner with our field professionals to make them more efficient in their daily activities which leads to an expansion of our Net Revenue<sup>(A)</sup> margins. In addition, we leverage our operations to expand our Adjusted EBITDA<sup>(A)</sup> margins. Our objectives for each of these measures through fiscal 2025 are outlined in "Our long-term plan – Fiscal 2025 targets" section of this MD&A.

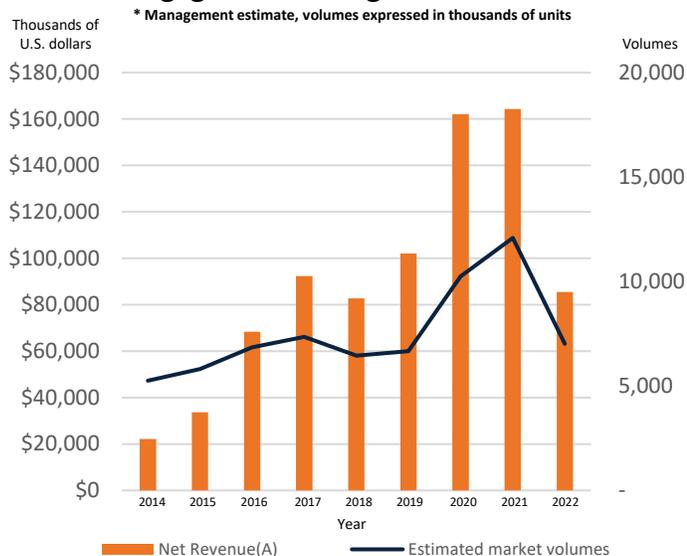
We prepare our financial statements in accordance with IFRS, however, we consider certain Non-GAAP financial measures (as hereinafter defined) useful in the assessment of our financial performance. All Non-GAAP measures are identified in this MD&A by superscript (A). Please refer to the "Non-GAAP Measures" section of this MD&A for additional details regarding our use of Non-GAAP measures, including, but not limited to, the definitions of Net Revenue<sup>(A)</sup> and Adjusted EBITDA<sup>(A)</sup>.

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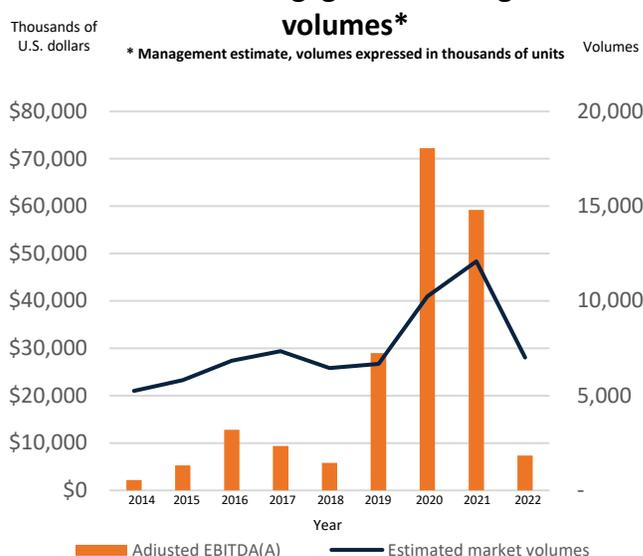
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The tables that follow compare our consolidated Net Revenue<sup>(A)</sup>, Adjusted EBITDA<sup>(A)</sup> and Net Income or Loss to estimated mortgage market origination volumes.

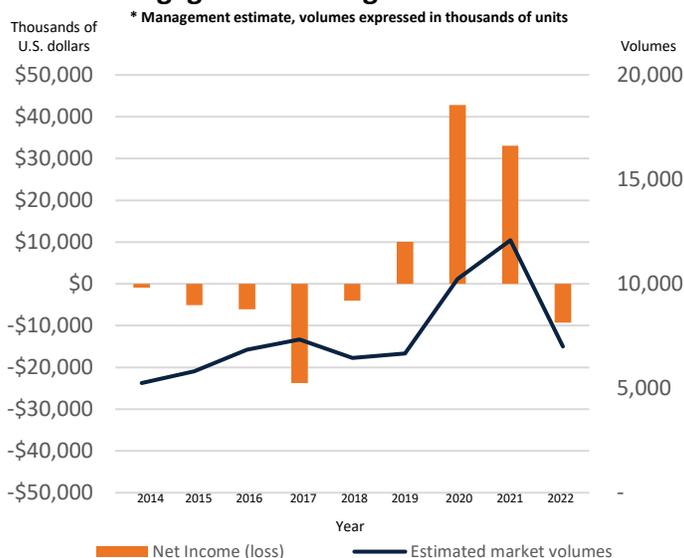
## Consolidated Net Revenue<sup>(A)</sup> relative to mortgage market origination volumes\*



## Consolidated Adjusted EBITDA<sup>(A)</sup> relative to mortgage market origination volumes\*



## Consolidated Net Income relative to mortgage market origination volumes\*

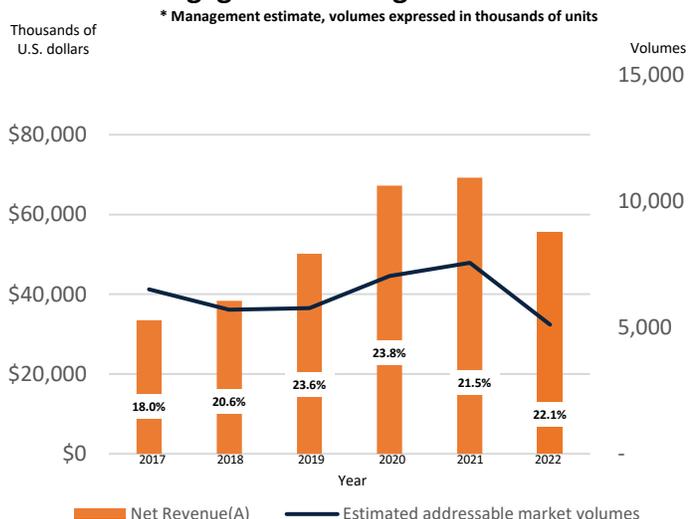


Our U.S. Appraisal segment is our more mature business in the U.S. Servicing higher volumes on our platform from net market share gains and higher market volumes, resulted in annual Net Revenue<sup>(A)</sup> and Adjusted EBITDA<sup>(A)</sup> margin expansion through fiscal 2020. However, in fiscal 2021, we recorded lower Net Revenue<sup>(A)</sup> margins and lower Adjusted EBITDA<sup>(A)</sup> margins compared to fiscal 2020 while servicing higher volumes. The primary reason for these contractions was due to servicing a higher proportion of higher value and more complex properties during fiscal 2021, which we attribute, in part, to the higher use of GSE waivers on lower value and less complex properties. The use of GSE waivers has declined since fiscal 2021, which we attribute, in part, to the rise in the 30-year mortgage rate and corresponding contraction of rate refinance volumes. Accordingly, our Net Revenue<sup>(A)</sup> margins expanded in the second half of fiscal 2022 and we have been actively managing our U.S. Appraisal operating expense spend down, each due to the decline in market volumes.

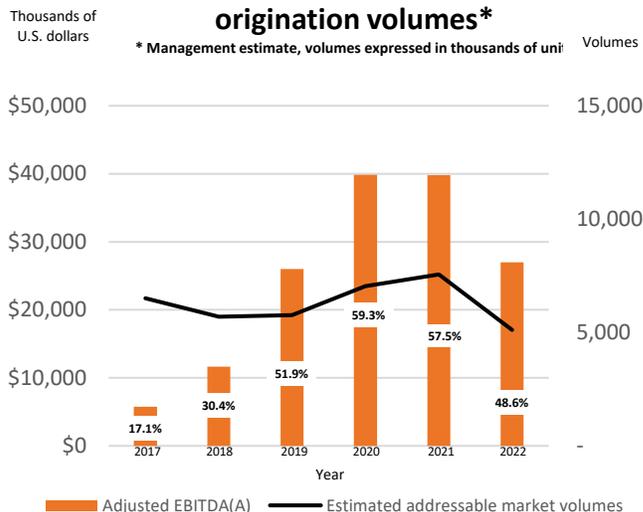
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## U.S. Appraisal Segment Net Revenue<sup>(A)</sup> & Net Revenue<sup>(A)</sup> margin vs addressable mortgage market origination volumes\*

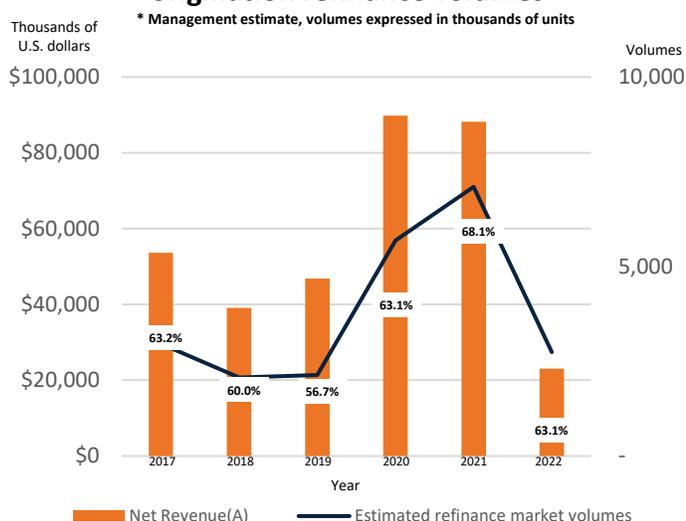


## U.S. Appraisal Segment Adjusted EBITDA<sup>(A)</sup> & Adjusted EBITDA<sup>(A)</sup> margin vs addressable mortgage market origination volumes\*

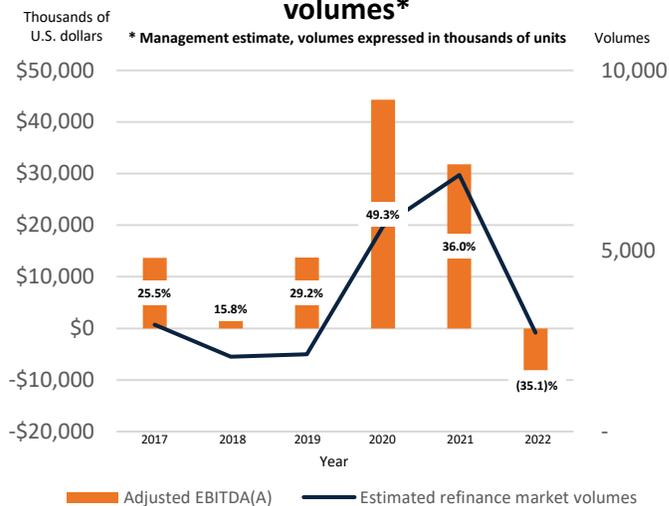


In April 2016, we entered the U.S. Title business through the acquisition of Linear Title & Closing Ltd. ("Linear"). Since then, we have ported this business to our platform and have been investing in our field professional panels with the long-term view of leveraging our network to expand Net Revenue<sup>(A)</sup> margins similar to our U.S. Appraisal segment. Today, our U.S. Title segment predominately services refinance mortgage origination volumes. As a result of the significant decline in rate refinance volumes in fiscal 2022, we have significantly reduced our U.S. Title operating expenses, while ensuring we maintain performance levels with our clients.

## U.S. Title Segment Net Revenue<sup>(A)</sup> & Net Revenue<sup>(A)</sup> margins vs mortgage market origination refinance volumes\*



## U.S. Title Segment Adjusted EBITDA<sup>(A)</sup> & Adjusted EBITDA<sup>(A)</sup> margins vs mortgage market origination refinance volumes\*



### Our long-term plan

We take a long-term view to manage and measure the success of our business strategies. Accordingly, our principal focus is on market share growth and over the long-term, we seek to achieve market share increases in the residential mortgage origination market. Market share growth is achieved by onboarding new customers and increasing market share with our existing clients. The mortgage market is subject to the influence of many factors, such as broader economic conditions, changes to interest rates, changing regulations and our clients' share of the market; each of which are not within our control.

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## Fiscal 2025 targets

At the end of fiscal 2020, we set targets through the end of fiscal 2025, which remain grounded in the philosophy that has guided us to date. As outlined above, residential mortgage origination volumes in North America are a key driver of our financial performance and are influenced by cyclical trends and seasonality. We continue to be singularly focused on market share growth and Net Revenue<sup>(A)</sup> and Adjusted EBITDA<sup>(A)</sup> margin expansion since we can't control the cyclical and seasonal trends that impact the residential mortgage market or our clients' share of the market.

The fiscal 2025 targets are presented for the purpose of assisting investors, security analysts and others in understanding our current objectives, strategic priorities and expectations for the future. Readers are cautioned that our fiscal 2025 targets may not be appropriate for other purposes. Our Net Revenue<sup>(A)</sup> and Adjusted EBITDA<sup>(A)</sup> margin targets are contingent on achieving our market share goals, no change in our clients' respective share of the market from 2020 levels and a residential mortgage originations market comprised of an approximately \$4 billion spend for purchase activity and an approximately \$2 billion spend for refinance activity which we deemed to be a normalized market based on historical standards at that time. However, U.S. macroeconomic conditions will be a large determinate of the size of the U.S. mortgage market in fiscal 2025, which is out of our control. Please refer to the "Cautionary Note Regarding Forward-Looking Information" contained in this MD&A for a description of the risks that impact our business and that could impact the achievement of our fiscal 2025 targets.

## Fiscal 2025 Targets

	Purchase market share	Refinance market share	Net Revenue <sup>(A)</sup> margin	Adjusted EBITDA <sup>(A)</sup> margin
U.S. Appraisal	7-9% <sup>(1)</sup>	17-19% <sup>(1)</sup>	26-28%	65-70%
U.S. Title	-	6-8% <sup>(2)</sup>	60-65%	50-55%
Canada	-	-	19-20%	65-70%

Note

<sup>(1)</sup> Market share expressed as a percentage of TAM as described above in this MD&A

<sup>(2)</sup> Market share expressed as a percentage of TM as described above in this MD&A

Our target for our Corporate segment is to contain corporate expenses, excluding stock-based compensation expense, to 7% of Net Revenue<sup>(A)</sup> by the end of fiscal 2025.

Our target is to convert 70-75% of Adjusted EBITDA<sup>(A)</sup> to Free Cash Flow<sup>(A)</sup> between fiscal 2021 through the end of fiscal 2025. In fiscal 2022, we did not achieve our conversion target of 70-75%, due in large part to the sharp decline in mortgage origination volumes this year and the corresponding impact to Adjusted EBITDA<sup>(A)</sup>, which was most notable in our U.S. Title segment which posted an Adjusted EBITDA<sup>(A)</sup> loss of \$8.1 million.

In this MD&A, we provide our estimate of residential mortgage activity and spend. We have estimated mortgage activity using a variety of information sources, including reports issued under the Home Mortgage Disclosures Act ("HMDA"). We have estimated changes in residential mortgage market activity, since HMDA released its report on 2019 mortgage activity, using a variety of information sources, including certain client and non-client quarterly or annual reports, reports issued by certain competitors, other publicly available industry information, including reports published by the Mortgage Bankers Association, Fannie Mae and Freddie Mac, and our own internal volumes. We calculate purchase and refinance market share for our U.S. Appraisal segment by dividing volumes we service by our estimate of total addressable market activity. We estimate the size of total, and addressable market spend for our U.S. Appraisal segment, by multiplying our average revenue per transaction for fiscal 2022 by our estimate of total and addressable market volumes. Similarly, we calculate our market share for our U.S. Title segment by dividing refinance volumes we service by our estimate of the total addressable market for refinance activity. We estimate the size of addressable market spend for our U.S. Title segment, by multiplying our average revenue per transaction for fiscal 2022 by our estimate of total addressable market volumes for refinance activity. Estimates for waiver and Veterans Affairs volumes are based on reports issued by the GSEs and by the U.S. Department of Veterans Affairs.

## Margin expansion with volume growth

We expect to expand Net Revenue<sup>(A)</sup> and Adjusted EBITDA<sup>(A)</sup> margins across each of our segments in conjunction with an increase in volumes serviced, please refer to the "Fiscal 2025 targets" section of this MD&A.

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## We're built for the long-run

We believe we have a significant amount of addressable market beyond our fiscal 2025 objectives. The U.S. mortgage market is one of the largest asset classes in the world and we service large, blue-chip clients in the U.S. and Canada. Getting to first transaction with large mortgage lenders can be a lengthy process; however, once we launch a client, our strategy is to leverage our platform to outperform our competition and grow market share. This helps us solidify and expand the relationships we have with our clients over the long-term. Our business is built for scale; higher transaction volumes typically allow us to expand Net Revenue<sup>(A)</sup> and Adjusted EBITDA<sup>(A)</sup> margins. We have a strong balance sheet and strong Free Cash Flow<sup>(A)</sup> generating profile to support our long-term business objectives.

## Important factors affecting our results from operations

Our business is subject to a variety of risks and uncertainties, and the targets described above contain forward-looking information. Please refer to the "Cautionary Note Regarding Forward-Looking Information" contained in this MD&A for a description of the risks that impact our business and that could cause our financial results to vary.

## Financial Performance

The following is a discussion of our consolidated financial condition and results of operations for the years ended September 30, 2022 and 2021.

## Review of Operations - For the year ended September 30, 2022

We conduct our business in the U.S. and Canada through three reportable segments: (i) U.S. appraisal ("U.S. Appraisal"); (ii) U.S. title ("U.S. Title"); and (iii) Canada or Canadian. Expenses attributable to corporate activities are recorded in our Corporate segment. Please refer to the tables in the "Foreign Currency Exchange Rates" section of this MD&A for additional details regarding the impact foreign currency exchange ("FX") had on our consolidated operating results for the year ended September 30, 2022.

## Consolidated

	Year ended September 30			
	2022	2021	Change	% Change
Revenues	\$ 339,642	\$ 504,107	\$ (164,465)	-32.6%
Transaction costs	\$ 254,203	\$ 339,815	\$ (85,612)	-25.2%
Operating expenses	\$ 79,595	\$ 107,499	\$ (27,904)	-26.0%
Amortization	\$ 4,530	\$ 5,045	\$ (515)	-10.2%
<i>Non-GAAP measures</i>				
Net Revenue <sup>(A)</sup>	\$ 85,439	\$ 164,292	\$ (78,853)	-48.0%
Net Revenue <sup>(A)</sup> margin	25.2%	32.6%	-7.4%	-22.7%
Adjusted EBITDA <sup>(A)</sup>	\$ 7,379	\$ 59,201	\$ (51,822)	-87.5%
Adjusted EBITDA <sup>(A)</sup> margin	8.6%	36.0%	-27.4%	-76.1%

## Revenues

Consolidated revenues declined due to lower revenues across all three segments. Revenues in our U.S. Appraisal segment declined due to lower addressable mortgage origination volumes, partially offset by net market share gains with existing clients, new client additions and higher home equity and default volumes serviced. The revenue decline in our U.S. Title segment was due primarily to lower refinance mortgage origination market volumes, our strategic decisions to focus on our centralized operations and long-term centralized franchise clients which changed our client portfolio, the rationalization of our diversified title business to align with our long-term market share objectives, lower home equity revenues and certain clients ceasing their mortgage origination operations due to recent market conditions for refinance mortgage origination activity. Excluding the impact of FX, Canadian segment revenues increased modestly on higher insurance inspection revenues while appraisal services were flat as net market share gains were offset by lower market volumes.

## Transaction costs

Transaction costs declined on a consolidated basis across all three segments. Transaction costs in our U.S. Appraisal segment declined for the same reasons outlined in the revenue discussion above and lower transaction costs in our U.S. Title segment reflect lower centralized, diversified and other volumes serviced, as outlined in the revenue discussion above. Transaction costs in our Canadian segment declined due to FX and for the same reasons outlined in the revenue discussion above.

## Operating expenses

In fiscal 2022, we actively managed our cost structure to align with lower market volumes for mortgage origination activity, which included a reduction in employee headcount of nearly 50% at the end of fiscal 2022 compared to the end of fiscal

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2021. The decline in consolidated operating expenses was due primarily to our U.S. Title segment which recorded a \$25.3 million decrease due to lower volumes serviced. Of this decline, \$20.4 million was attributable to lower payroll and related costs and \$4.5 million was due to lower courier, office and bank charges, each the result of lower volumes serviced. Operating expenses in our U.S. Appraisal segment declined \$1.0 million due to lower payroll and related costs of \$0.8 million, due to of lower origination volumes serviced, and lower computer expense, which was partially offset by higher home equity and default volumes serviced. Canadian segment operating expenses increased \$0.4 million due primarily to higher other expenses, partially offset by FX. Corporate operating expenses declined \$2.0 million due to lower payroll and related costs of \$1.9 million, reflecting lower Corporate segment headcount, lower bonus and stock-based compensation expenses and FX.

### Amortization

Amortization declined due to fully amortized intangible assets and lower amortization attributable to a right-of-use asset which we subleased in fiscal 2022, each recorded in our U.S. Appraisal segment.

### Net Revenue<sup>(A)</sup> and Adjusted EBITDA<sup>(A)</sup>

On a consolidated basis, Net Revenue<sup>(A)</sup> declined on lower revenues generated by our U.S. Appraisal and U.S. Title segments, partially offset by modestly higher Net Revenue<sup>(A)</sup> generated by our Canadian segment. U.S. Appraisal Net Revenue<sup>(A)</sup> declined due to lower addressable mortgage origination volumes partially offset by net market share gains with existing clients, new client additions and higher home equity and default volumes serviced. The decline in U.S. Title Net Revenue<sup>(A)</sup> was due primarily to lower refinance mortgage origination market volumes, our strategic decisions to focus on our centralized operations and long-term centralized franchise clients which changed our client portfolio, the rationalization of our diversified title business to align with our long-term market share objectives, lower home equity volumes serviced and certain clients ceasing their mortgage origination operations due to recent market conditions for refinance mortgage origination activity. Net Revenue<sup>(A)</sup> margins expanded in our U.S. Appraisal and Canadian segments, but contracted in our U.S. Title segment. The increase in Net Revenue<sup>(A)</sup> margins in our U.S. Appraisal segment was due to leveraging our field professional network in a lower market environment in the second half of fiscal 2022, which was partially offset by the increase in lower margin home equity volumes serviced. The decline in U.S. Title Net Revenue<sup>(A)</sup> margins was due to a higher proportion of lower margin home equity volumes serviced and a lower proportion of incoming order volumes that closed. The increase in Net Revenue<sup>(A)</sup> margins in our Canadian segment was the result of leveraging our field professional network in a lower market environment, which was most notable in the last two quarters of fiscal 2022, and realizing higher Net Revenue<sup>(A)</sup> margins on insurance inspection services supplied. We recognized lower consolidated Adjusted EBITDA<sup>(A)</sup> and Adjusted EBITDA<sup>(A)</sup> margins due primarily to the financial performance of our U.S. Title and U.S. Appraisal segments, owing, in large part, to lower addressable mortgage origination volumes.

### U.S. Appraisal

	Year ended September 30			
	2022	2021	Change	Change %
Revenues	\$ 250,916	\$ 322,109	\$ (71,193)	-22.1%
Transaction costs	\$ 195,406	\$ 252,846	\$ (57,440)	-22.7%
Operating expenses	\$ 28,513	\$ 29,466	\$ (953)	-3.2%
Amortization	\$ 928	\$ 1,485	\$ (557)	-37.5%
<i>Non-GAAP measures</i>				
Net Revenue <sup>(A)</sup>	\$ 55,510	\$ 69,263	\$ (13,753)	-19.9%
Net Revenue <sup>(A)</sup> margin	22.1%	21.5%	0.6%	2.8%
Adjusted EBITDA <sup>(A)</sup>	\$ 26,997	\$ 39,797	\$ (12,800)	-32.2%
Adjusted EBITDA <sup>(A)</sup> margin	48.6%	57.5%	-8.9%	-15.5%
Revenues - purchase	\$ 98,203	\$ 113,437	\$ (15,234)	-13.4%
Revenues - refinance	\$ 122,835	\$ 187,140	\$ (64,305)	-34.4%
Revenues - other	\$ 29,878	\$ 21,532	\$ 8,346	38.8%

## Real Matters Inc. – MD&A for the years ended September 30, 2022 and 2021

(tabular and graphical amounts are expressed in thousands of U.S. dollars and thousands of shares, excluding per share amounts, unless otherwise stated)

### Market share - purchase mortgage originations

(expressed in whole units)	Year ended September 30	
	2022	2021
Estimated market volumes	4,268,656	4,985,040
Non-addressable market volumes	(685,764)	(722,452)
Estimated addressable market volumes	3,582,892	4,262,588
Real Matters volumes	146,092	185,475
Real Matters market share	4.1%	4.4%

### Market share - refinance mortgage originations

(expressed in whole units)	Year ended September 30	
	2022	2021
Estimated market volumes	2,738,730	7,102,726
Non-addressable market volumes	(1,207,649)	(3,804,002)
Estimated addressable market volumes	1,531,081	3,298,724
Real Matters volumes	185,666	326,116
Real Matters market share	12.1%	9.9%

### Revenues

U.S. Appraisal revenues declined due to lower addressable mortgage origination volumes, partially offset by net market share gains with existing clients and new client additions. Other revenues increased due to higher market volumes for home equity and default volumes serviced, market share gains with existing clients and new client additions. We estimate that the addressable mortgage origination market declined 32% year-over-year, which compares to a decrease of 26% for purchase and refinance origination revenues combined.

### Transaction costs

Transaction costs in our U.S. Appraisal segment declined for the reasons outlined in the revenue discussion above, partially offset by higher transaction costs incurred in the first half of fiscal 2022 from servicing a higher proportion of complex properties.

### Operating expenses

Operating expenses in our U.S. Appraisal segment declined \$1.0 million. Payroll and related costs declined \$0.8 million, due to lower origination volumes serviced, and computer expenses declined \$0.1 million, which was partially offset by higher home equity and default volumes serviced.

### Amortization

Amortization declined due to fully amortized intangible assets and lower amortization attributable to a right-of-use asset which we subleased in fiscal 2022.

### Net Revenue<sup>(A)</sup> and Adjusted EBITDA<sup>(A)</sup>

Net Revenue<sup>(A)</sup> in our U.S. Appraisal segment declined due to lower addressable mortgage origination volumes partially offset by net market share gains with existing clients, new client additions and higher home equity and default volumes serviced. Net Revenue<sup>(A)</sup> margins expanded in our U.S. Appraisal segment as we leveraged our field professional network in a lower market environment in the second half of fiscal 2022, which was partially offset by the increase in lower margin home equity volumes serviced. We recognized lower consolidated Adjusted EBITDA and Adjusted EBITDA<sup>(A)</sup> margins due to lower Net Revenue<sup>(A)</sup> partially offset by higher Net Revenue<sup>(A)</sup> margins, as outlined above, owing, in large part, to lower addressable mortgage origination market volumes.

## Real Matters Inc. – MD&A for the years ended September 30, 2022 and 2021

(tabular and graphical amounts are expressed in thousands of U.S. dollars and thousands of shares, excluding per share amounts, unless otherwise stated)

### U.S. Title

	Year ended September 30				
	2022	2021	Change	Change	%
Revenues	\$ 36,542	\$ 129,538	\$ (92,996)		-71.8%
Transaction costs	\$ 13,493	\$ 41,299	\$ (27,806)		-67.3%
Operating expenses	\$ 31,133	\$ 56,455	\$ (25,322)		-44.9%
Amortization	\$ 3,141	\$ 2,954	\$ 187		6.3%
<i>Non-GAAP measures</i>					
Net Revenue <sup>(A)</sup>	\$ 23,049	\$ 88,239	\$ (65,190)		-73.9%
Net Revenue <sup>(A)</sup> margin	63.1%	68.1%	-5.0%		-7.3%
Adjusted EBITDA <sup>(A)</sup>	\$ (8,084)	\$ 31,784	\$ (39,868)		-125.4%
Adjusted EBITDA <sup>(A)</sup> margin	-35.1%	36.0%	-71.1%		-197.5%
Revenues - centralized title	\$ 30,036	\$ 116,866	\$ (86,830)		-74.3%
Revenues - diversified title	\$ 1,523	\$ 7,232	\$ (5,709)		-78.9%
Revenues - other	\$ 4,983	\$ 5,440	\$ (457)		-8.4%

### Market share - refinance mortgage originations

(expressed in whole units)	Year ended September 30	
	2022	2021
Estimated market volumes	2,738,730	7,102,726
Real Matters volumes <sup>(1)</sup>	31,537	129,680
Real Matters market share	1.2%	1.8%

Note

<sup>(1)</sup> U.S. Title volumes exclude home equity title search, diversified and REO volumes.

### Revenues

The revenue decline in our U.S. Title segment was due primarily to lower refinance mortgage origination market volumes, our strategic decisions to focus on our centralized operations and long-term centralized franchise clients which changed our client portfolio, the rationalization of our diversified title business to align with our long-term market share objectives, lower home equity revenues and certain clients ceasing their mortgage origination operations due to recent market conditions for refinance mortgage origination activity. We estimate the refinance mortgage origination market declined 61% year-over-year, which compares to a decrease of 74% for centralized title revenues.

### Transaction costs

Transaction costs in our U.S. Title segment declined due to lower centralized, diversified and other volumes serviced, as outlined in the revenue discussion above.

### Operating expenses

Operating expenses in our U.S. Title segment declined \$25.3 million due to lower payroll and related costs of \$20.4 million and lower courier, office and bank charges of \$4.5 million, each the result of lower volumes serviced.

### Amortization

Amortization increased on higher amortization for computer equipment.

### Net Revenue<sup>(A)</sup> and Adjusted EBITDA<sup>(A)</sup>

The decline in Net Revenue<sup>(A)</sup> was due primarily to lower refinance mortgage origination market volumes, our strategic decisions to focus on our centralized operations and long-term centralized franchise clients which changed our client portfolio, the rationalization of our diversified title business to align with our long-term market share objectives, lower home equity volumes serviced and certain clients ceasing their mortgage origination operations due to recent market conditions for refinance mortgage origination activity. The decline in U.S. Title Net Revenue<sup>(A)</sup> margins was due to a higher proportion of lower margin home equity volumes serviced and a lower proportion of incoming order volumes that closed. We recognized lower Adjusted EBITDA<sup>(A)</sup> and Adjusted EBITDA<sup>(A)</sup> margins due to lower Net Revenue<sup>(A)</sup> and Net Revenue<sup>(A)</sup> margins, as outlined above, owing, in large part, to lower refinance mortgage origination market volumes.

## Real Matters Inc. – MD&A for the years ended September 30, 2022 and 2021

(tabular and graphical amounts are expressed in thousands of U.S. dollars and thousands of shares, excluding per share amounts, unless otherwise stated)

### Canada

	Year ended September 30			
	2022	2021	Change	% Change
Revenues	\$ 52,184	\$ 52,460	\$ (276)	-0.5%
Transaction costs	\$ 45,304	\$ 45,670	\$ (366)	-0.8%
Operating expenses	\$ 2,397	\$ 2,013	\$ 384	19.1%
Amortization	\$ -	\$ -	\$ -	0.0%
<i>Non-GAAP measures</i>				
Net Revenue <sup>(A)</sup>	\$ 6,880	\$ 6,790	\$ 90	1.3%
Net Revenue <sup>(A)</sup> margin	13.2%	12.9%	0.3%	2.3%
Adjusted EBITDA <sup>(A)</sup>	\$ 4,483	\$ 4,777	\$ (294)	-6.2%
Adjusted EBITDA <sup>(A)</sup> margin	65.2%	70.4%	-5.2%	-7.4%

### Revenues

Excluding the impact of FX, Canadian segment revenues increased modestly on higher insurance inspection revenues while appraisal services were flat as net market share gains were offset by lower market volumes. Canadian segment revenues from appraisal and insurance inspection services were \$48.9 million and \$3.3 million, respectively, in fiscal 2022, compared to \$49.4 million and \$3.1 million in fiscal 2021.

### Transaction costs

Transaction costs in our Canadian segment declined due to FX.

### Operating expenses

Canadian segment operating expenses increased \$0.4 million due primarily to higher other expenses, partially offset by FX.

### Amortization

Amortization was unchanged between fiscal 2022 and fiscal 2021.

### Net Revenue<sup>(A)</sup> and Adjusted EBITDA<sup>(A)</sup>

Net Revenue<sup>(A)</sup> in our Canadian segment increased modestly due to net market share gains for appraisal services and modestly higher insurance inspection revenues, partially offset by lower market volumes for appraisal services. Net Revenue<sup>(A)</sup> margins in our Canadian segment increased as we leveraged our field professional network in a lower market environment, which was most notable in the last two quarters of fiscal 2022, and realizing higher Net Revenue<sup>(A)</sup> margins from insurance inspection services supplied. Adjusted EBITDA<sup>(A)</sup> and Adjusted EBITDA<sup>(A)</sup> margins declined due to higher other expenses.

### Corporate and other items

	Year ended September 30			
	2022	2021	Change	% Change
Operating expenses	\$ 17,552	\$ 19,565	\$ (2,013)	-10.3%
Amortization	\$ 461	\$ 606	\$ (145)	-23.9%
Loss on disposal of property and equipment	\$ 603	\$ -	\$ 603	0.0%
Other non-operating costs	\$ 66	\$ -	\$ 66	0.0%
Restructuring expenses	\$ 1,542	\$ 76	\$ 1,466	1928.9%
Impairment of goodwill	\$ 17,296	\$ -	\$ 17,296	0.0%
Interest expense	\$ 264	\$ 430	\$ (166)	-38.6%
Interest income	\$ (134)	\$ (151)	\$ 17	-11.3%
Net foreign exchange (gain) loss	\$ (5,725)	\$ 7,359	\$ (13,084)	-177.8%
Gain on fair value of warrants	\$ (249)	\$ (2,084)	\$ 1,835	-88.1%
Net income tax (recovery) expense	\$ (3,084)	\$ 13,038	\$ (16,122)	-123.7%

## Real Matters Inc. – MD&A for the years ended September 30, 2022 and 2021

*(tabular and graphical amounts are expressed in thousands of U.S. dollars and thousands of shares, excluding per share amounts, unless otherwise stated)*

### **Operating expenses**

Corporate operating expenses declined \$2.0 million due to lower payroll and related costs of \$1.9 million, reflecting lower Corporate segment headcount, lower bonus and stock-based compensation expenses and FX.

### **Amortization**

The decline in amortization expense was due to fully amortized computer equipment, furniture and fixtures and leasehold improvements.

### **Loss on disposal of property and equipment**

The loss on disposal of property and equipment incurred in fiscal 2022 was due to an adjustment to a right-of-use asset related to the remeasurement of a lease liability and the disposal of leasehold improvements attributable to the right-of-use asset.

### **Other non-operating costs**

Other non-operating costs incurred in fiscal 2022 represent professional fees for advisory services.

### **Restructuring expenses**

Higher restructuring expenses incurred in fiscal 2022 represent severance costs associated with changes in our management structure.

### **Impairment of goodwill**

In fiscal 2022, we recognized an impairment charge for goodwill attributable to our U.S. Title segment due to the continued decline in economic and market conditions for mortgage origination refinance activity.

### **Interest expense**

The decline in interest expense reflects lower standby fees incurred due to the maturity of our credit facility in April 2021 and lower interest expense attributable to lease liabilities.

### **Interest income**

The modest decline in interest income was due to lower invested cash balances as a result of significant share purchases under our NCIB (defined below), partially offset by higher returns on invested cash balances in fiscal 2022.

### **Net foreign exchange (gain) loss**

Net foreign exchange gains or losses represent non-cash gains or losses on long-term financing arrangements between our Canadian and U.S. entities within the consolidated group of companies. The resulting gain in fiscal 2022 and comparative loss in fiscal 2021 were the result of changes in the FX rate between the Canadian and U.S. dollar.

### **Gain on fair value of warrants**

In fiscal 2022, our share price declined in the period prior to the exercise of all remaining outstanding warrants, and in fiscal 2021 our share price also declined, resulting in a reduction to our warrant liability accrual and the recognition of a corresponding gain on the fair value of warrants.

### **Income tax (recovery) expense**

We recorded a loss before income tax expense of \$12.3 million in fiscal 2022. Income tax calculated at the statutory income tax rate, including foreign income subject to a different statutory tax rate, resulted in an income tax recovery of \$3.1 million. Income tax adjustments arising from corporate tax returns filed for the previously completed fiscal year resulted in income tax expense of \$1.7 million, which was offset by non-deductible expenses and non-taxable income of \$2.5 million. Minimum and state tax expense and the impact of a statutory income tax rate change of \$0.6 million, in aggregate, represented the balance of change to income tax recovered in fiscal 2022.

# Real Matters Inc. – MD&A for the years ended September 30, 2022 and 2021

(tabular and graphical amounts are expressed in thousands of U.S. dollars and thousands of shares, excluding per share amounts, unless otherwise stated)

## Review of Operations - For the three months ended September 30, 2022

Please refer to the tables in the "Foreign Currency Exchange Rates" section of this MD&A for additional details regarding the impact FX had on our consolidated operating results for the three months ended September 30, 2022.

### Consolidated

	Three months ended September 30			
	2022	2021	Change	% Change
Revenues	\$ 58,200	\$ 125,583	\$ (67,383)	-53.7%
Transaction costs	\$ 43,833	\$ 90,592	\$ (46,759)	-51.6%
Operating expenses	\$ 15,784	\$ 24,478	\$ (8,694)	-35.5%
Amortization	\$ 1,088	\$ 1,249	\$ (161)	-12.9%
<i>Non-GAAP measures</i>				
Net Revenue <sup>(A)</sup>	\$ 14,367	\$ 34,991	\$ (20,624)	-58.9%
Net Revenue <sup>(A)</sup> margin	24.7%	27.9%	-3.2%	-11.5%
Adjusted EBITDA <sup>(A)</sup>	\$ (1,112)	\$ 10,987	\$ (12,099)	-110.1%
Adjusted EBITDA <sup>(A)</sup> margin	-7.7%	31.4%	-39.1%	-124.5%

### Revenues

Consolidated revenues declined due to lower revenues generated across all three segments. Revenues in our U.S. Appraisal segment declined due to lower addressable mortgage origination volumes, partially offset by net market share gains with existing clients, new client additions and higher home equity and default volumes serviced. The revenue decline in our U.S. Title segment was due primarily to lower refinance mortgage origination market volumes, our strategic decisions to focus on our centralized operations and long-term centralized franchise clients which changed our client portfolio, the rationalization of our diversified title business to align with our long-term market share objectives and certain clients ceasing their mortgage origination operations due to recent market conditions for refinance mortgage origination activity. Canadian segment revenues were lower due to FX, lower market volumes for appraisal services and modestly lower insurance inspection revenues, partially offset by net market share gains for appraisal services.

### Transaction costs

Transaction costs declined on a consolidated basis across all three segments due in large part to lower addressable mortgage origination volumes as outlined in the revenue discussion above and transaction costs in our Canadian segment were also lower due to FX.

### Operating expenses

The decline in consolidated operating expenses was due primarily to our U.S. Title segment which recorded a \$7.1 million decline due to lower volumes serviced. Of this decline, \$6.0 million was attributable to lower payroll and related costs and \$1.0 million was due to lower courier, office and bank charges. Operating expenses in our U.S. Appraisal segment declined \$1.0 million on lower payroll and related costs of \$0.9 million and lower computer and communication expenses of \$0.1 million. Operating expenses in our Canadian segment were flat to the same quarter last year, while Corporate operating expenses declined \$0.6 million due to lower payroll and related costs of \$0.5 million, reflecting lower Corporate segment headcount, lower bonus and stock-based compensation expenses and FX. Had the reduction in force we effected in the fourth quarter of fiscal 2022 been in effect for the full quarter, consolidated operating expenses would have declined 42% year-over-year.

### Amortization

Amortization declined due to fully amortized intangible assets and lower amortization attributable to a right-of-use asset which we subleased in the second quarter of fiscal 2022, each recorded in our U.S. Appraisal segment.

### Net Revenue<sup>(A)</sup> and Adjusted EBITDA<sup>(A)</sup>

On a consolidated basis, Net Revenue<sup>(A)</sup> declined on lower revenues generated by our U.S. Appraisal and Title segments and modestly lower Net Revenue<sup>(A)</sup> generated by our Canadian segment. U.S. Appraisal Net Revenue<sup>(A)</sup> declined due to lower addressable mortgage origination volumes partially offset by net market share gains with existing clients, new client additions and higher home equity and default volumes serviced. The decline in U.S. Title Net Revenue<sup>(A)</sup> was due primarily to lower refinance mortgage origination market volumes, our strategic decisions to focus on our centralized operations and long-term centralized franchise clients which changed our client portfolio, the rationalization of our diversified title business to align with our long-term market share objectives and certain clients ceasing their mortgage origination operations due to recent market conditions for refinance mortgage origination activity. Net Revenue<sup>(A)</sup> margins expanded in our U.S. Appraisal and Canadian segments, but contracted in our U.S. Title segment. The increase in Net Revenue<sup>(A)</sup> margins in our U.S. Appraisal segment was

## Real Matters Inc. – MD&A for the years ended September 30, 2022 and 2021

(tabular and graphical amounts are expressed in thousands of U.S. dollars and thousands of shares, excluding per share amounts, unless otherwise stated)

due to leveraging our field professional network in a lower market environment, which was partially offset by the increase in lower margin home equity volumes serviced. The decline in U.S. Title Net Revenue<sup>(A)</sup> margins was due to a higher proportion of lower margin home equity volumes serviced and a lower proportion of incoming order volumes that closed. The increase in Net Revenue<sup>(A)</sup> margins in our Canadian segment was the result of leveraging our field professional network in a lower market environment, partially offset by lower Net Revenue<sup>(A)</sup> margins realized on insurance inspection services supplied. We recognized lower consolidated Adjusted EBITDA<sup>(A)</sup> and Adjusted EBITDA<sup>(A)</sup> margins due primarily to the financial performance of our U.S. Title and U.S. Appraisal segments, owing, in large part, to lower addressable mortgage origination volumes.

### U.S. Appraisal

	Three months ended September 30				
	2022	2021	Change	Change	%
Revenues	\$ 43,908	\$ 90,877	\$ (46,969)		-51.7%
Transaction costs	\$ 32,763	\$ 72,073	\$ (39,310)		-54.5%
Operating expenses	\$ 6,575	\$ 7,609	\$ (1,034)		-13.6%
Amortization	\$ 184	\$ 344	\$ (160)		-46.5%
<i>Non-GAAP measures</i>					
Net Revenue <sup>(A)</sup>	\$ 11,145	\$ 18,804	\$ (7,659)		-40.7%
Net Revenue <sup>(A)</sup> margin	25.4%	20.7%	4.7%		22.7%
Adjusted EBITDA <sup>(A)</sup>	\$ 4,570	\$ 11,195	\$ (6,625)		-59.2%
Adjusted EBITDA <sup>(A)</sup> margin	41.0%	59.5%	-18.5%		-31.1%
Revenues - purchase	\$ 21,496	\$ 31,548	\$ (10,052)		-31.9%
Revenues - refinance	\$ 14,483	\$ 53,728	\$ (39,245)		-73.0%
Revenues - other	\$ 7,929	\$ 5,601	\$ 2,328		41.6%

### Revenues

U.S. Appraisal revenues declined due to lower addressable mortgage origination volumes, partially offset by net market share gains with existing clients and new client additions. Other revenues increased due to higher market volumes for home equity and default volumes serviced, market share gains with existing clients and new client additions.

### Transaction costs

Transaction costs in our U.S. Appraisal segment declined for the reasons outlined in the revenue discussion above and servicing a lower proportion of complex properties in the fourth quarter of fiscal 2022 versus the same quarter last year.

### Operating expenses

Operating expenses in our U.S. Appraisal segment declined \$1.0 million on lower payroll and related costs of \$0.9 million and lower computer and communication expenses of \$0.1 million.

### Amortization

Amortization declined due to fully amortized intangible assets and lower amortization attributable to a right-of-use asset which we subleased in the second quarter of fiscal 2022.

### Net Revenue<sup>(A)</sup> and Adjusted EBITDA<sup>(A)</sup>

Net Revenue<sup>(A)</sup> in our U.S. Appraisal segment declined due to lower addressable mortgage origination volumes partially offset by net market share gains with existing clients, new client additions and higher home equity and default volumes serviced. Net Revenue<sup>(A)</sup> margins expanded in our U.S. Appraisal segment as we leveraged our field professional network in a lower market environment, which was partially offset by an increase in lower margin home equity volumes serviced. Adjusted EBITDA<sup>(A)</sup> margins contracted on lower Net Revenue<sup>(A)</sup>, owing, in large part, to lower addressable mortgage origination market volumes.

## Real Matters Inc. – MD&A for the years ended September 30, 2022 and 2021

(tabular and graphical amounts are expressed in thousands of U.S. dollars and thousands of shares, excluding per share amounts, unless otherwise stated)

### U.S. Title

	Three months ended September 30				
	2022	2021	Change	Change	%
Revenues	\$ 3,966	\$ 21,831	\$ (17,865)		-81.8%
Transaction costs	\$ 2,217	\$ 7,178	\$ (4,961)		-69.1%
Operating expenses	\$ 4,679	\$ 11,760	\$ (7,081)		-60.2%
Amortization	\$ 800	\$ 760	\$ 40		5.3%
<i>Non-GAAP measures</i>					
Net Revenue <sup>(A)</sup>	\$ 1,749	\$ 14,653	\$ (12,904)		-88.1%
Net Revenue <sup>(A)</sup> margin	44.1%	67.1%	-23.0%		-34.3%
Adjusted EBITDA <sup>(A)</sup>	\$ (2,930)	\$ 2,893	\$ (5,823)		-201.3%
Adjusted EBITDA <sup>(A)</sup> margin	-167.5%	19.7%	-187.2%		-950.3%
Revenues - centralized title	\$ 2,333	\$ 19,333	\$ (17,000)		-87.9%
Revenues - diversified title	\$ 303	\$ 1,175	\$ (872)		-74.2%
Revenues - other	\$ 1,330	\$ 1,323	\$ 7		0.5%

### Revenues

The revenue decline in our U.S. Title segment was due primarily to lower refinance mortgage origination market volumes, our strategic decisions to focus on our centralized operations and long-term centralized franchise clients which changed our client portfolio, the rationalization of our diversified title business to align with our long-term market share objectives and certain clients ceasing their mortgage origination operations due to recent market conditions for refinance mortgage origination activity.

### Transaction costs

Transaction costs in our U.S. Title segment declined due to lower centralized and diversified volumes serviced, as outlined in the revenue discussion above.

### Operating expenses

Operating expenses in our U.S. Title segment declined \$7.1 million due to lower payroll and related costs of \$6.0 million, which is down from \$9.8 million in the fourth quarter of fiscal 2021, and lower courier, office and bank charges of \$1.0 million, each the result of lower volumes serviced.

### Amortization

Amortization increased modestly on higher amortization for computer equipment.

### Net Revenue<sup>(A)</sup> and Adjusted EBITDA<sup>(A)</sup>

The decline in Net Revenue<sup>(A)</sup> was due primarily to lower refinance mortgage origination market volumes, our strategic decisions to focus on our centralized operations and long-term centralized franchise clients which changed our client portfolio, the rationalization of our diversified title business to align with our long-term market share objectives and certain clients ceasing their mortgage origination operations due to recent market conditions for refinance mortgage origination activity. The decline in U.S. Title Net Revenue<sup>(A)</sup> margins was due to a higher proportion of lower margin home equity volumes serviced and a lower proportion of incoming order volumes that closed. We recognized lower Adjusted EBITDA<sup>(A)</sup> and Adjusted EBITDA<sup>(A)</sup> margins due to lower Net Revenue<sup>(A)</sup> and Net Revenue<sup>(A)</sup> margins, as outlined above, owing, in large part, to lower refinance mortgage origination market volumes.

## Real Matters Inc. – MD&A for the years ended September 30, 2022 and 2021

(tabular and graphical amounts are expressed in thousands of U.S. dollars and thousands of shares, excluding per share amounts, unless otherwise stated)

### Canada

	Three months ended September 30			
	2022	2021	Change	% Change
Revenues	\$ 10,326	\$ 12,875	\$ (2,549)	-19.8%
Transaction costs	\$ 8,853	\$ 11,341	\$ (2,488)	-21.9%
Operating expenses	\$ 515	\$ 519	\$ (4)	-0.8%
Amortization	\$ -	\$ -	\$ -	0.0%
<i>Non-GAAP measures</i>				
Net Revenue <sup>(A)</sup>	\$ 1,473	\$ 1,534	\$ (61)	-4.0%
Net Revenue <sup>(A)</sup> margin	14.3%	11.9%	2.4%	20.2%
Adjusted EBITDA <sup>(A)</sup>	\$ 958	\$ 1,015	\$ (57)	-5.6%
Adjusted EBITDA <sup>(A)</sup> margin	65.0%	66.2%	-1.2%	-1.8%

### Revenues

Canadian segment revenues declined due to lower market volumes for appraisal services, modestly lower insurance inspection revenues and FX, partially offset by net market share gains for appraisal services. Canadian segment revenues from appraisal and insurance inspection services were \$9.6 million and \$0.7 million, respectively, in the fourth quarter of fiscal 2022, compared to \$12.1 million and \$0.8 million in the fourth quarter of fiscal 2021.

### Transaction costs

Transaction costs in our Canadian segment declined for the same reasons outlined in the revenue discussion above.

### Operating expenses

Canadian segment operating expenses were flat compared to the fourth quarter of fiscal 2021.

### Amortization

Amortization was unchanged between the fourth quarter of fiscal 2022 and the fourth quarter of fiscal 2021.

### Net Revenue<sup>(A)</sup> and Adjusted EBITDA<sup>(A)</sup>

Net Revenue<sup>(A)</sup> in our Canadian segment declined modestly due to lower market volumes for appraisal and insurance inspection services, partially offset by net market share gains for appraisal services. Net Revenue<sup>(A)</sup> margins in our Canadian segment increased as we leveraged our field professional network in a lower market environment, partially offset by lower Net Revenue<sup>(A)</sup> margins from insurance inspection services supplied. Adjusted EBITDA<sup>(A)</sup> and Adjusted EBITDA<sup>(A)</sup> margins declined due to lower Net Revenue<sup>(A)</sup> and operating expenses that were flat compared to the same quarter last year.

### Corporate and other items

	Three months ended September 30			
	2022	2021	Change	% Change
Operating expenses	\$ 4,015	\$ 4,590	\$ (575)	-12.5%
Amortization	\$ 104	\$ 145	\$ (41)	-28.3%
Loss on disposal of property and equipment	\$ 367	\$ -	\$ 367	0.0%
Restructuring expenses	\$ 969	\$ 76	\$ 893	1175.0%
Impairment of goodwill	\$ 17,296	\$ -	\$ 17,296	0.0%
Interest expense	\$ 56	\$ 79	\$ (23)	-29.1%
Interest income	\$ (71)	\$ (18)	\$ (53)	294.4%
Net foreign exchange gain	\$ (5,040)	\$ (2,300)	\$ (2,740)	119.1%
Gain on fair value of warrants	\$ -	\$ (863)	\$ 863	-100.0%
Net income tax (recovery) expense	\$ (6,114)	\$ 3,235	\$ (9,349)	-289.0%

### Operating expenses

Corporate operating expenses declined \$0.6 million due primarily to lower payroll and related costs of \$0.5 million, reflecting lower Corporate segment headcount, lower bonus and stock-based compensation expenses and FX.

## Real Matters Inc. – MD&A for the years ended September 30, 2022 and 2021

*(tabular and graphical amounts are expressed in thousands of U.S. dollars and thousands of shares, excluding per share amounts, unless otherwise stated)*

### **Amortization**

The modest decline in amortization expense was due to fully amortized computer equipment, furniture and fixtures and leasehold improvements.

### **Loss on disposal of property and equipment**

The loss on disposal of property and equipment incurred in the fourth quarter of fiscal 2022 reflects the disposal of leasehold improvements attributable to a subleased office space.

### **Restructuring expenses**

Higher restructuring expenses incurred in the fourth quarter of fiscal 2022 represent severance costs associated with changes in our management structure.

### **Impairment of goodwill**

In the fourth quarter of fiscal 2022 we recognized an impairment charge for goodwill attributable to our U.S. Title segment due to the continued decline in economic and market conditions for mortgage origination refinance activity.

### **Interest expense**

The decline in interest expense reflects lower interest expense on lease liabilities.

### **Interest income**

The increase in interest income reflects higher returns on invested cash balances.

### **Net foreign exchange gain**

Net foreign exchange gains or losses represent non-cash gains or losses on long-term financing arrangements between our Canadian and U.S. entities within the consolidated group of companies. The resulting current and comparative quarter gains were the result of changes in the FX rate between the Canadian and U.S. dollar.

### **Gain on fair value of warrants**

All outstanding warrants were fully exercised in the second quarter of fiscal 2022, which resulted in no gain or loss being recognized in the fourth quarter of fiscal 2022. In the fourth quarter of fiscal 2021, our share price declined, resulting in a decrease to our warrant liability accrual and the recognition of a corresponding gain on the fair value of warrants.

### **Income tax (recovery) expense**

We recorded a loss before income tax expense of \$16.1 million in fiscal 2022. Income tax calculated at the statutory income tax rate, including foreign income subject to a different statutory tax rate, resulted in an income tax recovery of \$4.1 million. Income tax recoveries related to non-deductible expenses and non-taxable income totaled \$1.4 million.

### **Non-GAAP measures**

We prepare our financial statements in accordance with IFRS. However, we consider certain Non-GAAP financial measures useful additional information to assess our financial performance. These measures, which we believe are widely used by investors, securities analysts and other interested parties to evaluate our performance, do not have a standardized meaning prescribed by GAAP and therefore may not be comparable to similarly titled measures presented by other publicly traded companies, nor should they be construed as an alternative to financial measures determined in accordance with IFRS. Non-GAAP measures include "Adjusted EBITDA", "Net Revenue", "Adjusted Net Income or Loss", "Free Cash Flow" and "Free Cash Flow Conversion".

(A)

#### **Adjusted EBITDA**

All references to "Adjusted EBITDA" in this MD&A are to net income or loss before stock-based compensation expense, amortization, gain or loss on disposal of property and equipment, other non-operating costs, restructuring expenses, impairment of goodwill, interest expense, interest income, net foreign exchange gain or loss, gain or loss on fair value of warrants and income tax expense or recovery. Adjusted EBITDA is a measure of our operating profitability and therefore excludes certain items that are viewed by us as either non-cash (in the case of stock-based compensation expense, amortization, gain or loss on disposal of property and equipment, impairment of goodwill, unrealized net foreign exchange gain or loss, gain or loss on the fair value of warrants and deferred income taxes) or non-operating (in the case of other non-operating costs, restructuring expenses, realized net foreign exchange gain or loss, interest expense, interest income and current income taxes). Adjusted EBITDA is a useful financial and operating metric for the Company and our board of directors and represents a measure of our operating performance to value our Company relative to our peers. The reasons for excluding each item are as follows:

## Real Matters Inc. – MD&A for the years ended September 30, 2022 and 2021

(tabular and graphical amounts are expressed in thousands of U.S. dollars and thousands of shares, excluding per share amounts, unless otherwise stated)

*Stock-based compensation expense:* These costs represent non-cash expenses for equity settled stock-based compensation awards and non-operating for certain restricted share unit ("RSUs") awards. These amounts are recorded to operating expenses and represent a different class of expense than those included in Adjusted EBITDA.

*Amortization:* As a non-cash item, amortization is not indicative of our operating profitability and therefore represents a different class of expense than those included in Adjusted EBITDA.

*Gain or loss on disposal of property and equipment:* As a non-cash item, the disposal of property and equipment is not indicative of our operating profitability and therefore represents a different class of expense than those included in Adjusted EBITDA.

*Other non-operating costs:* Other non-operating costs represent non-operating items and include professional fees for advisory services not attributable to the operation of the business. These costs are not indicative of continuing operations and therefore represent a different class of expense than those included in Adjusted EBITDA.

*Restructuring expenses:* Restructuring expenses represent costs attributable to employee severance resulting from changes in our management structure. These costs are not indicative of continuing operations and therefore represent a different class of expense than those included in Adjusted EBITDA.

*Impairment of goodwill:* As a non-cash item, the impairment of goodwill is not indicative of our operating profitability and therefore represents a different class of expense than those included in Adjusted EBITDA.

*Interest expense and income:* Interest expense or income reflects our debt and equity mix, interest rates, investment strategy and borrowing position from time-to-time. Accordingly, interest expense or income reflects our treasury and financing activities and therefore represents a different class of expense or income than those included in Adjusted EBITDA.

*Net foreign exchange gain or loss:* As non-cash items, unrealized net foreign exchange gains or losses are not indicative of our operating profitability. Realized net foreign exchange gains or losses reflect our treasury and financing activities and represents a different class of income or expense than those included in Adjusted EBITDA.

*Gain or loss on fair value of warrants:* As a non-cash item, gains or losses resulting from the fair value of warrants is not indicative of our operating profitability. Gains or losses from the fair value of warrants reflects our treasury and financing activities and represents a different class of income or expense than those included in Adjusted EBITDA.

*Income taxes:* Income taxes are a function of tax laws and rates and are affected by matters that are separate from our daily operations. Income taxes are not indicative of our operating profitability and represents a different class of expense or recovery than those included in Adjusted EBITDA.

The reconciling items between Adjusted EBITDA and net income or loss are detailed in the consolidated statements of operations and comprehensive income or loss for the three months and years ended September 30, 2022 and 2021. The reconciling items between net income or loss and Adjusted EBITDA for the three months and years ended September 30, 2022 and 2021 were as follows:

	Three months ended September 30		Year ended September 30	
	2022	2021	2022	2021
Net (loss) income	\$ (9,968)	\$ 9,055	\$ (9,265)	\$ 33,080
Stock-based compensation expense	305	474	1,535	2,408
Amortization	1,088	1,249	4,530	5,045
Loss on disposal of property and equipment	367	-	603	-
Other non-operating costs	-	-	66	-
Restructuring expenses	969	76	1,542	76
Impairment of goodwill	17,296	-	17,296	-
Interest expense	56	79	264	430
Interest income	(71)	(18)	(134)	(151)
Net foreign exchange (gain) loss	(5,040)	(2,300)	(5,725)	7,359
Gain on fair value of warrants	-	(863)	(249)	(2,084)
Income tax (recovery) expense	(6,114)	3,235	(3,084)	13,038
Adjusted EBITDA	\$ (1,112)	\$ 10,987	\$ 7,379	\$ 59,201

## Real Matters Inc. – MD&A for the years ended September 30, 2022 and 2021

(tabular and graphical amounts are expressed in thousands of U.S. dollars and thousands of shares, excluding per share amounts, unless otherwise stated)

Management calculates Adjusted EBITDA as follows:

	Three months ended September 30		Year ended September 30	
	2022	2021	2022	2021
Revenues	\$ 58,200	\$ 125,583	\$ 339,642	\$ 504,107
Less: Transaction costs	43,833	90,592	254,203	339,815
Less: Operating expenses	15,784	24,478	79,595	107,499
Add: Stock-based compensation expense	305	474	1,535	2,408
Adjusted EBITDA	\$ (1,112)	\$ 10,987	\$ 7,379	\$ 59,201

Adjusted EBITDA by reportable segment was as follows:

	Three months ended September 30		Year ended September 30	
	2022	2021	2022	2021
U.S. Appraisal	\$ 4,570	\$ 11,195	\$ 26,997	\$ 39,797
U.S. Title	(2,930)	2,893	(8,084)	31,784
Canada	958	1,015	4,483	4,777
Corporate (excluding stock-based compensation expense)	(3,710)	(4,116)	(16,017)	(17,157)
Consolidated Adjusted EBITDA	\$ (1,112)	\$ 10,987	\$ 7,379	\$ 59,201

Adjusted EBITDA margin (expressed as Adjusted EBITDA divided by Net Revenue) by reportable segment and consolidated was as follows:

	Three months ended September 30		Year ended September 30	
	2022	2021	2022	2021
U.S. Appraisal	41.0%	59.5%	48.6%	57.5%
U.S. Title	-167.5%	19.7%	-35.1%	36.0%
Canada	65.0%	66.2%	65.2%	70.4%
Consolidated Adjusted EBITDA margin (including Corporate, but excluding stock-based compensation expense)	-7.7%	31.4%	8.6%	36.0%

### Net Revenue

All references to "Net Revenue" in this MD&A are to Adjusted EBITDA plus operating expenses less stock-based compensation expense. Net Revenue is an additional measure of our operating profitability and therefore excludes certain items detailed below. Net Revenue represents the difference between revenues and transaction costs. Transaction costs represent expenses directly attributable to a revenue transaction and include: appraisal costs, various processing fees, credit card fees, connectivity fees, insurance inspection costs, closing agent costs, external abstractor costs and external quality review costs. Net Revenue is a useful financial and operating metric for us and our board of directors to assess our operating performance and serves as a measure to value our Company relative to our peers.

The reconciling items between net income or loss and Net Revenue for the three months and years ended September 30, 2022 and 2021 are detailed in the consolidated statements of operations and comprehensive income or loss and were as follows:

	Three months ended September 30		Year ended September 30	
	2022	2021	2022	2021
Net (loss) income	\$ (9,968)	\$ 9,055	\$ (9,265)	\$ 33,080
Operating expenses	15,784	24,478	79,595	107,499
Amortization	1,088	1,249	4,530	5,045
Loss on disposal of property and equipment	367	-	603	-
Other non-operating costs	-	-	66	-
Restructuring expenses	969	76	1,542	76
Impairment of goodwill	17,296	-	17,296	-
Interest expense	56	79	264	430
Interest income	(71)	(18)	(134)	(151)
Net foreign exchange (gain) loss	(5,040)	(2,300)	(5,725)	7,359
Gain on fair value of warrants	-	(863)	(249)	(2,084)
Income tax (recovery) expense	(6,114)	3,235	(3,084)	13,038
Net Revenue	\$ 14,367	\$ 34,991	\$ 85,439	\$ 164,292

## Real Matters Inc. – MD&A for the years ended September 30, 2022 and 2021

(tabular and graphical amounts are expressed in thousands of U.S. dollars and thousands of shares, excluding per share amounts, unless otherwise stated)

Management calculates Net Revenue as follows:

	Three months ended September 30		Year ended September 30	
	2022	2021	2022	2021
Revenues	\$ 58,200	\$ 125,583	\$ 339,642	\$ 504,107
Less: Transaction costs	43,833	90,592	254,203	339,815
Net Revenue	\$ 14,367	\$ 34,991	\$ 85,439	\$ 164,292

Net Revenue by reportable segment was as follows:

	Three months ended September 30		Year ended September 30	
	2022	2021	2022	2021
U.S. Appraisal	\$ 11,145	\$ 18,804	\$ 55,510	\$ 69,263
U.S. Title	1,749	14,653	23,049	88,239
Canada	1,473	1,534	6,880	6,790
Consolidated Net Revenue	\$ 14,367	\$ 34,991	\$ 85,439	\$ 164,292

Net Revenue margin (expressed as Net Revenue divided by Revenues) by reportable segment and consolidated was as follows:

	Three months ended September 30		Year ended September 30	
	2022	2021	2022	2021
U.S. Appraisal	25.4%	20.7%	22.1%	21.5%
U.S. Title	44.1%	67.1%	63.1%	68.1%
Canada	14.3%	11.9%	13.2%	12.9%
Consolidated Net Revenue margin	24.7%	27.9%	25.2%	32.6%

### Adjusted Net Income or Loss

All references to "Adjusted Net Income or Loss" in this MD&A are to net income or loss before stock-based compensation expense, amortization of intangibles, other non-operating costs, restructuring expenses, impairment of goodwill, net foreign exchange gain or loss, gain or loss on fair value of warrants, net of the related tax effects. Adjusted Net Income or Loss is a term that does not have a standardized meaning prescribed by IFRS and is unlikely to be comparable to similar measures used by other entities. Adjusted Net Income or Loss is a measure of our operating profitability and, by definition, excludes certain items detailed above. These items are viewed by us as either non-cash (in the case of stock-based compensation expense, amortization of intangibles, impairment of goodwill, unrealized net foreign exchange gain or loss and gain or loss on fair value of warrants) or non-operating (in the case of other non-operating costs, restructuring expenses and realized net foreign exchange gain or loss). Adjusted Net Income or Loss is a useful financial and operating metric for us and our board of directors as it represents net income from operations which excludes treasury, capital, acquisition and related costs, non-operating costs, restructuring expenses and impairment of goodwill.

The reconciling items between net income or loss and Adjusted Net Income or Loss for the three months and years ended September 30, 2022 and 2021 were as follows:

	Three months ended September 30		Year ended September 30	
	2022	2021	2022	2021
Net (loss) income	\$ (9,968)	\$ 9,055	\$ (9,265)	\$ 33,080
Stock-based compensation expense	305	474	1,535	2,408
Amortization of intangibles	351	404	1,389	1,699
Other non-operating costs	-	-	66	-
Restructuring expenses	969	76	1,542	76
Impairment of goodwill	17,296	-	17,296	-
Net foreign exchange (gain) loss	(5,040)	(2,300)	(5,725)	7,359
Gain on fair value of warrants	-	(863)	(249)	(2,084)
Related tax effects	(3,868)	703	(4,088)	(1,896)
Adjusted Net Income	\$ 45	\$ 7,549	\$ 2,501	\$ 40,642

### Free Cash Flow and Free Cash Flow Conversion

All references to "Free Cash Flow" in this MD&A are to cash generated from operating activities, adjusted for changes in non-cash working capital items, intangible asset additions, the purchase of property and equipment, income taxes paid, current income tax expense, other non-operating costs, restructuring expenses, interest expense net of interest paid and net foreign

## Real Matters Inc. – MD&A for the years ended September 30, 2022 and 2021

(tabular and graphical amounts are expressed in thousands of U.S. dollars and thousands of shares, excluding per share amounts, unless otherwise stated)

currency exchange gain or loss net of unrealized foreign currency exchange gain or loss on internal financing arrangements. Free Cash Flow is a term that does not have a standardized meaning prescribed by IFRS and is unlikely to be comparable to similar measures used by other entities. Free Cash Flow is a measure of our ability to generate cash from operating activities and represents a proxy for cash to cover costs, including but not limited to, interest expense, current income taxes, intangible asset additions and the purchase of property and equipment, and by definition, excludes certain items detailed above. Excluded items are viewed by us as non-cash (in the case of net foreign currency exchange gain or loss net of unrealized foreign exchange gain or loss on internal financing arrangements), or non-operating (in the case of other non-operating costs and restructuring expenses). We exclude changes in non-cash working capital items from the calculation of Free Cash Flow, as changes in non-cash working capital items are often temporary in nature and reflect the timing of cash receipts for trade and other receivables or payments made on account of trade payables or accrued liabilities. We further exclude differences attributable to the timing of cash tax and interest payments and have reduced Free Cash Flow by the expense recognized for each as recorded in our consolidated statements of operations and comprehensive income or loss. Free Cash Flow is a useful financial and operating metric for us and our board of directors as it represents a proxy for our ability to generate cash that we can use for other purposes, including but not limited to, the purchase of shares under our NCIB (defined below) and future acquisitions or investment.

All references to “Free Cash Flow Conversion” in this MD&A are to Free Cash Flow divided by Adjusted EBITDA. Free Cash Flow Conversion is a useful financial and operating metric for us and our board of directors as it represents a proxy for our ability to convert Adjusted EBITDA to Free Cash Flow.

	Three months ended September 30		Year ended September 30	
	2022	2021	2022	2021
Cash (utilized in) generated from operating activities	\$ (4,813)	\$ (6,912)	\$ 17,567	\$ 25,021
Less: changes in non-cash working capital items	(2,400)	(13,451)	16,847	(16,438)
Less: intangible asset additions	106	-	160	-
Less: purchase of property and equipment	-	47	1,015	3,025
Add: income taxes paid	358	4,467	4,721	13,767
Less: current income tax (recovery) expense	(282)	1,775	1,761	12,099
Add: other non-operating costs	-	-	66	-
Add: restructuring expenses	969	76	1,542	76
Less: interest expense net of interest paid	-	(1)	-	35
Add: net foreign currency exchange gain or loss net of unrealized foreign exchange gain or loss on internal financing arrangements	(11)	(157)	200	3,655
Free Cash Flow	\$ (921)	\$ 9,104	\$ 4,313	\$ 43,798

Management calculates Free Cash Flow as follows:

	Three months ended September 30		Year ended September 30	
	2022	2021	2022	2021
Adjusted EBITDA	\$ (1,112)	\$ 10,987	\$ 7,379	\$ 59,201
Less: interest expense	56	79	264	430
Add: interest income	71	18	134	151
Less: current income tax (recovery) expense	(282)	1,775	1,761	12,099
Less: intangible asset additions	106	-	160	-
Less: purchase of property and equipment	-	47	1,015	3,025
Free Cash Flow	\$ (921)	\$ 9,104	\$ 4,313	\$ 43,798

Free Cash Flow Conversion is calculated as follows:

	Three months ended September 30		Year ended September 30	
	2022	2021	2022	2021
Free Cash Flow	\$ (921)	\$ 9,104	\$ 4,313	\$ 43,798
Divided by: Adjusted EBITDA	\$ (1,112)	\$ 10,987	\$ 7,379	\$ 59,201
Free Cash Flow Conversion	82.8%	82.9%	58.4%	74.0%

Adjusted EBITDA, Net Revenue, Adjusted Net Income or Loss, Free Cash Flow and Free Cash Flow Conversion should not be considered, in isolation, indicators of our financial performance, or as an alternative to, or a substitute for, net income or loss, cash from operating activities or other financial statement data presented in our financial statements.

# Real Matters Inc. – MD&A for the years ended September 30, 2022 and 2021

(tabular and graphical amounts are expressed in thousands of U.S. dollars and thousands of shares, excluding per share amounts, unless otherwise stated)

## Dividends

The Company's current policy is to not pay dividends.

## Selected Annual Information

	Year ended September 30		
	2022	2021	2020
Revenues	\$ 339,642	\$ 504,107	\$ 455,945
Net (loss) income	\$ (9,265)	\$ 33,080	\$ 42,798
Net (loss) income per weighted average share, basic	\$ (0.12)	\$ 0.40	\$ 0.50
Net (loss) income per weighted average share, diluted	\$ (0.12)	\$ 0.39	\$ 0.47
Total assets	\$ 137,004	\$ 194,340	\$ 249,724
Total long-term liabilities	\$ 4,312	\$ 6,979	\$ 10,128

## Revenues

### 2022-2021

Please see the "Review of Operations – For the year ended September 30, 2022" section of this MD&A for a detailed discussion regarding the change in revenues between fiscal 2022 and fiscal 2021.

### 2021-2020

#### Consolidated

Consolidated revenues increased on higher revenues generated by our U.S. Appraisal and Canadian segments. The increase in these segments was due in part to higher addressable market volumes, net market share gains and new client additions. Canadian segment revenues also increased due to higher insurance inspection revenues resulting from the relaxation of certain COVID-19 restrictions and FX. U.S. Title segment revenues declined due to the strategic decision to prioritize our capacity to onboard our first Tier 1 and a new Tier 2 client, which aligns with our long-term market share objectives. We recorded a decline in diversified title and other revenues due to lower market activity for these services and because we rationalized our diversified title business in fiscal 2021 to strategically focus on centralized title services and long-term centralized franchise clients.

#### U.S. Appraisal

U.S. Appraisal revenues increased due to higher origination (purchase and refinance) market volumes, net market share gains and new client additions. Other revenues declined due to lower market volumes for home equity and default services.

#### U.S. Title

Centralized title revenues increased but were tempered by the transition of our centralized title client base due to the launch of our first Tier 1 and roll-out of a new Tier 2 client. The rationalization of our diversified title business and lower market activity for home equity services resulted in a decrease in revenues between fiscal 2021 and fiscal 2020 for these service offerings. In the fourth quarter of fiscal 2020, due to the high level of refinance market volumes, we made the strategic decision to focus on our centralized operations and long-term centralized franchise clients and rationalize our diversified title business to align with our long-term market share objectives. Revenues attributable to centralized title services increased while diversified title revenues declined compared to fiscal 2020. The decline in diversified title revenues was due to lower commercial, search and capital markets revenues, each attributed to lower market volumes for these services and our strategic decision to rationalize this service offering and reallocate internal resources to support our centralized title service offering. The decline in other revenues was due to lower market activity for home equity services.

#### Canada

Revenues in our Canadian segment increased due to higher appraisal volumes serviced from market share gains, higher market volumes and FX, including modestly higher revenues from insurance inspection services resulting from the relaxation of certain COVID-19 restrictions.

## Net (loss) income

### 2022-2021

Please see the "Review of Operations – For the year ended September 30, 2022" section of this MD&A for a detailed discussion of the components comprising the change in net income between fiscal 2022 and fiscal 2021.

### 2021-2020

Our net income declined in fiscal 2021 compared to fiscal 2020. Factors contributing to this decrease included lower Adjusted EBITDA<sup>(A)</sup> contributions, most notably from our U.S. Title segment, and the decrease in net foreign exchange gains between

## Real Matters Inc. – MD&A for the years ended September 30, 2022 and 2021

*(tabular and graphical amounts are expressed in thousands of U.S. dollars and thousands of shares, excluding per share amounts, unless otherwise stated)*

periods. The net foreign exchange loss in fiscal 2021 and the comparable gain in fiscal 2020 was due to changes to the FX rate between the Canadian and U.S. dollar. These declines were partially offset by higher gains on the fair value of warrants due to a decline in our share price in fiscal 2021 and income tax expense declined on lower income before income tax amounts.

### **Total Assets**

#### **2022-2021**

Total assets declined \$57.3 million between fiscal 2022 and fiscal 2021. Lower cash and cash equivalents of \$14.1 million, lower trade and other receivables of \$26.2 million, lower intangibles of \$1.2 million, lower goodwill of \$17.3 million and lower property and equipment of \$4.1 million, was partially offset by higher income taxes recoverable of \$0.9 million and higher deferred tax assets of \$4.7 million. The decrease in cash and cash equivalents was due in large part to the purchase of common shares and related costs under our NCIB (defined below) totaling \$28.7 million. Income taxes paid of \$4.7 million, investments made in property and equipment of \$1.0 million, primarily for end-of-life computer equipment, and the net repayment of lease liabilities of \$1.5 million also contributed to the decline in cash and cash equivalents. These outflows of cash and cash equivalents were partially offset by a non-cash working capital recovery of \$16.8 million, due primarily to the timing of payment from two significant clients in our U.S. Appraisal segment at the end of fiscal 2021, and \$7.4 million of Adjusted EBITDA<sup>(A)</sup> recognized in fiscal 2022. The decline in intangibles was the result of normal course amortization, while lower goodwill reflects an impairment charge attributable to our U.S. Title segment due to the continued decline in economic and market conditions for mortgage origination refinance activity. Lower property and equipment balances were due to the disposal of a right-of-use asset for a Denver property lease, including the disposal of leasehold improvements attributable to that lease, and normal course amortization, partially offset by new equipment additions due primarily to the replacement of end-of-life computer equipment. The increase in income taxes recoverable reflects income taxes paid that were higher than the current year provision for income taxes payable, partially offset by amounts payable in respect of dividend withholding tax attributable to the transfer of cash between the U.S. and Canada to support the purchase of common shares and related costs under our NCIB (defined below). The increase in deferred tax assets is largely attributable to loss carryforwards in our U.S. and Canadian operating entities.

#### **2021-2020**

Total assets declined on lower cash and cash equivalents of \$68.9 million, lower intangibles of \$1.7 million and lower property and equipment of \$0.3 million. These declines were partially offset by an increase in trade and other receivables of \$15.4 million and an increase in prepaid expenses totaling \$0.8 million. The decrease in cash and cash equivalents was due to the purchase of common shares and related costs under our NCIB (defined below) of \$97.8 million, a non-cash working capital investment of \$16.4 million due to the timing of payment from two significant clients in our U.S. Appraisal segment and income taxes paid of \$13.8 million, partially offset by \$59.2 million of Adjusted EBITDA<sup>(A)</sup> recognized in fiscal 2021. The decline in cash and cash equivalents was also impacted by investments made in property and equipment of \$3.0 million, representing investments in right-of-use assets and computer equipment in our U.S. Title segment in connection with the expansion of our operations footprint to Dallas, Texas and Phoenix, Arizona, offset by proceeds received from the exercise of stock options, net of issue costs, totaling \$3.8 million. The decline in intangibles was the result of normal course amortization and normal course amortization of property and equipment outpaced our investment in fiscal 2021, resulting in a lower property and equipment balance in fiscal 2021 versus fiscal 2020. The increase in trade and other receivables was due to the timing of payments received from two significant clients in our U.S. Appraisal segment and the increase in prepaid expenses was due to higher insurance premiums due to the insurance market hardening.

### **Total Long-Term Liabilities**

#### **2022-2021**

Total long-term liabilities declined \$2.7 million due primarily to lower long-term lease liabilities of \$2.0 million, representing normal course lease payments and a reduction to lease liabilities attributable to the reassessment of the Denver property lease. The decline in warrant liabilities of \$0.7 million reflects the exercise of all remaining warrants in fiscal 2022.

We expect to satisfy our total long-term liabilities as they come due based on our expectations of future operating performance and our current cash and cash equivalents balance.

#### **2021-2020**

Total long-term liabilities declined on a comparative basis due primarily to a \$2.9 million decrease in warrant liabilities. The decline in warrant liabilities reflected the exercise of warrants in fiscal 2021 and lower recorded warrant liabilities due to the decline in our share price between fiscal 2021 and fiscal 2020. The balance of the decline was due to modestly lower long-term lease liabilities recorded.

## Real Matters Inc. – MD&A for the years ended September 30, 2022 and 2021

(tabular and graphical amounts are expressed in thousands of U.S. dollars and thousands of shares, excluding per share amounts, unless otherwise stated)

### Summary of Quarterly Results

2022	Q4	Q3	Q2	Q1	Total
Revenues					
U.S. Appraisal	\$ 43,908	\$ 57,299	\$ 70,374	\$ 79,335	\$ 250,916
U.S. Title	3,966	5,606	10,775	16,195	36,542
Canada	10,326	15,799	13,832	12,227	52,184
Total revenues	\$ 58,200	\$ 78,704	\$ 94,981	\$ 107,757	\$ 339,642
Net (loss) income	\$ (9,968)	\$ (1,424)	\$ (509)	\$ 2,636	\$ (9,265)
Net (loss) income - attributable to common shareholders	\$ (9,960)	\$ (1,437)	\$ (545)	\$ 2,670	\$ (9,272)
Net (loss) income per weighted average share, basic	\$ (0.14)	\$ (0.02)	\$ (0.01)	\$ 0.03	\$ (0.12)
Net (loss) income per weighted average share, diluted	\$ (0.14)	\$ (0.02)	\$ (0.01)	\$ 0.03	\$ (0.12)

2021	Q4	Q3	Q2	Q1	Total
Revenues					
U.S. Appraisal	\$ 90,877	\$ 85,341	\$ 76,336	\$ 69,555	\$ 322,109
U.S. Title	21,831	27,720	40,050	39,937	129,538
Canada	12,875	16,337	12,442	10,806	52,460
Total revenues	\$ 125,583	\$ 129,398	\$ 128,828	\$ 120,298	\$ 504,107
Net income	\$ 9,055	\$ 5,262	\$ 11,674	\$ 7,089	\$ 33,080
Net income - attributable to common shareholders	\$ 9,069	\$ 5,269	\$ 11,538	\$ 7,116	\$ 32,992
Net income per weighted average share, basic	\$ 0.11	\$ 0.06	\$ 0.14	\$ 0.08	\$ 0.40
Net income per weighted average share, diluted	\$ 0.11	\$ 0.06	\$ 0.13	\$ 0.08	\$ 0.39

### Revenues

#### U.S. Appraisal Segment

	Q4	Q3	Q2	Q1	Total
2022	\$ 43,908	\$ 57,299	\$ 70,374	\$ 79,335	\$ 250,916
2021	\$ 90,877	\$ 85,341	\$ 76,336	\$ 69,555	\$ 322,109
<b>Change</b>	<b>\$ (46,969)</b>	<b>\$ (28,042)</b>	<b>\$ (5,962)</b>	<b>\$ 9,780</b>	<b>\$ (71,193)</b>

### 2022-2021

U.S. Appraisal revenues increased in the first quarter of fiscal 2022 due to net market share gains and new client additions, partially offset by lower addressable mortgage origination market volumes, while other revenues increased on higher market volumes for home equity and default services.

U.S. Appraisal revenues declined in the second, third and fourth quarters of fiscal 2022 due to lower addressable mortgage origination market volumes, partially offset by net market share gains with existing clients and new client additions. Other revenues increased due to higher market volumes for home equity and default services, market share gains with existing clients and new client additions.

## Real Matters Inc. – MD&A for the years ended September 30, 2022 and 2021

(tabular and graphical amounts are expressed in thousands of U.S. dollars and thousands of shares, excluding per share amounts, unless otherwise stated)

### U.S. Title Segment

	Q4	Q3	Q2	Q1	Total
<b>2022</b>	\$ 3,966	\$ 5,606	\$ 10,775	\$ 16,195	\$ 36,542
2021	\$ 21,831	\$ 27,720	\$ 40,050	\$ 39,937	\$ 129,538
<b>Change</b>	\$ (17,865)	\$ (22,114)	\$ (29,275)	\$ (23,742)	\$ (92,996)

### 2022-2021

U.S. Title segment revenues declined in each quarter of fiscal 2022 versus the same quarter in fiscal 2021 due primarily to lower refinance mortgage origination market volumes, our strategic decisions to focus on our centralized operations and long-term centralized franchise clients which changed our client portfolio, the rationalization of our diversified title business to align with our long-term market share objectives, lower home equity revenues in the first three quarters of fiscal 2022 and certain clients ceasing their mortgage origination operations due to recent market conditions for refinance mortgage origination activity.

### Canadian Segment – expressed in thousands of Canadian dollars (“C\$”)

	Q4	Q3	Q2	Q1	Total
<b>2022</b>	\$ 13,591	\$ 20,143	\$ 17,511	\$ 15,406	\$ 66,651
2021	\$ 16,221	\$ 20,242	\$ 15,788	\$ 14,080	\$ 66,331
<b>Change</b>	\$ (2,630)	\$ (99)	\$ 1,723	\$ 1,326	\$ 320

### 2022-2021

Canadian segment revenues increased in the first and second quarters of fiscal 2022 due to net market share gains for appraisal services and modestly higher revenues from insurance inspection services resulting from the relaxation of certain COVID-19 restrictions.

Canadian segment revenues declined in the third and fourth quarters of fiscal 2022 due to lower market volumes for appraisal services, partially offset by net market share gains for appraisal services. Insurance inspection revenues were modestly higher in the third quarter of fiscal 2022 and modestly lower in the fourth quarter of fiscal 2022.

### Net (loss) income

	Q4	Q3	Q2	Q1	Total
<b>2022</b>	\$ (9,968)	\$ (1,424)	\$ (509)	\$ 2,636	\$ (9,265)
2021	\$ 9,055	\$ 5,262	\$ 11,674	\$ 7,089	\$ 33,080
<b>Change</b>	\$ (19,023)	\$ (6,686)	\$ (12,183)	\$ (4,453)	\$ (42,345)

Net income or loss generally follows the rise and fall in revenues due to the seasonal and cyclical nature of our business. However, net income or loss is also impacted by changes in stock-based compensation expense, amortization, gains or losses on disposal of property and equipment, other non-operating costs, restructuring expenses, impairment of goodwill, interest expense, interest income, net foreign exchange gains or losses and gains or losses on fair value of warrants, which are not tied to the seasonal and cyclical nature of our business and fluctuate with other non-operating variables. Net income tax expense or recovery also impacts net income or loss.

### 2022-2021

Net income in the first quarter of fiscal 2022 declined versus the first quarter in fiscal 2021 due to lower Adjusted EBITDA<sup>(A)</sup> contributions across each of our segments, but primarily attributable to our U.S. Title segment. The decline in Adjusted EBITDA<sup>(A)</sup> for our U.S. Title segment was due to lower refinance mortgage origination market volumes and our strategic decisions in fiscal 2021 to focus on our centralized operations and long-term centralized franchise clients and rationalize our diversified title business to align with our long-term market share objectives. The comparative decline in Adjusted EBITDA<sup>(A)</sup> and corresponding impact to net income between quarters, was partially offset by lower net foreign exchange losses of \$5.5 million, due to a weaker Canadian versus U.S. dollar, and lower income tax expense due to the lower comparative operating performance of our U.S. Title segment.

## Real Matters Inc. – MD&A for the years ended September 30, 2022 and 2021

(tabular and graphical amounts are expressed in thousands of U.S. dollars and thousands of shares, excluding per share amounts, unless otherwise stated)

Net income in the second quarter of fiscal 2022 declined versus the second quarter in fiscal 2021 due to lower Adjusted EBITDA<sup>(A)</sup> contributions from our U.S. operating segments, primarily attributable to our U.S. Title segment. The decline in Adjusted EBITDA<sup>(A)</sup> for our U.S. Title segment was due to lower refinance mortgage origination market volumes and our strategic decisions in fiscal 2021 to focus on our centralized operations and long-term centralized franchise clients and rationalize our diversified title business to align with our long-term market share objectives. The comparative decline in Adjusted EBITDA<sup>(A)</sup> of \$16.5 million led to a \$5.0 million decline in income tax expense between quarters. The decline in gains recognized on the fair value of warrants of \$0.7 million also contributed to the decline in net income in the second quarter of fiscal 2022 versus the same quarter in fiscal 2021.

We recorded a net loss in the third quarter of fiscal 2022 versus net income in the third quarter of fiscal 2021 due to lower Adjusted EBITDA<sup>(A)</sup> generated by our U.S. operating segments, partially offset by lower Corporate operating expenses. The increase in foreign currency exchange gains of \$4.7 million partially offset the decline in net income from lower Adjusted EBITDA<sup>(A)</sup> of \$11.7 million versus the third quarter in fiscal 2021.

We recorded a net loss in the fourth quarter of fiscal 2022 versus net income in the fourth quarter of fiscal 2021 due to the recognition of an impairment charge, and corresponding net loss, of \$17.3 million for goodwill attributable to our U.S. Title segment due to a continued decline in economic and market conditions for mortgage origination refinance activity. Lower Adjusted EBITDA<sup>(A)</sup> generated by our U.S. operating segments, partially offset by lower Corporate operating expenses, each outlined in the "Review of Operations - For the three months ended September 30, 2022" section of this MD&A also contributed to the higher net loss in the fourth quarter of fiscal 2022. All outstanding warrants were fully exercised in the second quarter of fiscal 2022, accordingly we did not recognize a similar gain on the fair value of warrants that we recognized in the fourth quarter of fiscal 2021. These contributors to the higher net loss recorded in the fourth quarter of fiscal 2022 versus fiscal 2021 were partially offset by higher foreign currency exchange gains of \$2.7 million and a higher deferred income tax recovery of \$7.3 million, reflecting the decline in our financial performance and a deferred tax recovery attributable to the impairment of goodwill in our U.S. Title segment.

### Net (loss) income per weighted average share, basic and diluted 2022-2021

The change in net income or loss per weighted average share in each quarter of fiscal 2022 versus the comparable quarter in fiscal 2021 is detailed above. The comparative change in our diluted weighted average share count was attributable to stock-based compensation grants and forfeitures, the exercise of warrants and shares purchased under our NCIB (defined below).

## Financial Condition

### Select Consolidated Statement of Financial Position ("Balance Sheet") Information

	As at September 30, 2022			
	U.S.	Canada	Corporate	Total
Trade and other receivables	\$ 18,166	\$ 1,665	\$ -	\$ 19,831
Intangibles	\$ 4,893	\$ -	\$ 99	\$ 4,992
Goodwill	\$ 43,181	\$ -	\$ -	\$ 43,181
Working capital position - (current assets less current liabilities)	\$ 53,567	\$ (2,742)	\$ 1,222	\$ 52,047
	As at September 30, 2021			
	U.S.	Canada	Corporate	Total
Trade and other receivables	\$ 44,025	\$ 1,996	\$ -	\$ 46,021
Intangibles	\$ 6,228	\$ -	\$ -	\$ 6,228
Goodwill	\$ 60,477	\$ -	\$ -	\$ 60,477
Working capital position - (current assets less current liabilities)	\$ 80,689	\$ (1,397)	\$ 1,988	\$ 81,280

## Real Matters Inc. – MD&A for the years ended September 30, 2022 and 2021

(tabular and graphical amounts are expressed in thousands of U.S. dollars and thousands of shares, excluding per share amounts, unless otherwise stated)

### Trade and other receivables – September 30, 2022 versus September 30, 2021

Change - Consolidated	\$	(26,190)
Change - U.S.	\$	(25,859)
Change - Canada	\$	(331)
Change - Corporate	\$	-

The decline in trade and other receivables for our U.S. operations was due in large part to two significant clients making payments to us totaling \$17.6 million in the first two business days of fiscal 2022 that were due on or before the end of fiscal 2021. Both clients are current with amounts owed to us at the end of fiscal 2022. Lower appraisal services supplied by our U.S. Appraisal segment, due to lower mortgage origination market volumes, and lower diversified services supplied by our U.S. Title segment also contributed to the decline. The decrease in Canadian trade and other receivables was due to lower volumes serviced by our Canadian segment in the fourth quarter of fiscal 2022 relative to the same quarter last year, due primarily to lower mortgage market volumes.

### Intangibles – September 30, 2022 versus September 30, 2021

Change - Consolidated	\$	(1,236)
Change - U.S.	\$	(1,335)
Change - Canada	\$	-
Change - Corporate	\$	99

The decline in intangibles was due to normal course amortization recorded in our U.S. segments.

### Goodwill – September 30, 2022 versus September 30, 2021

Change - Consolidated	\$	(17,296)
Change - U.S.	\$	(17,296)
Change - Canada	\$	-
Change - Corporate	\$	-

In the fourth quarter of fiscal 2022, we recognized an impairment charge for goodwill attributable to our U.S. Title segment due to the continued decline in economic and market conditions for mortgage origination refinance activity.

### Working capital position – September 30, 2022 versus September 30, 2021

Change - Consolidated	\$	(29,233)
Change - U.S.	\$	(27,122)
Change - Canada	\$	(1,345)
Change - Corporate	\$	(766)

Our consolidated working capital position declined on a comparative basis. Total current assets declined \$39.4 million while total current liabilities declined \$10.2 million. The decline in total current assets was due to lower trade and other receivables of \$26.2 million and lower cash and cash equivalents of \$14.1 million, partially offset by higher income taxes recoverable of \$0.9 million. The decline in trade and other receivables was due in large part to the timing of payments received from two significant clients in our U.S. Appraisal segment, coupled with lower appraisal and diversified title volumes serviced, as outlined in the trade and other receivables discussion above. The decrease in cash and cash equivalents was due to the purchase of common shares and related costs under our NCIB (defined below) totaling \$28.7 million. Income taxes paid of \$4.7 million, investments made in property and equipment of \$1.0 million, primarily for end-of-life computer equipment, and the net repayment of leases liabilities of \$1.5 million also contributed to the decline in cash and cash equivalents. These reductions to cash and cash equivalents were partially offset by a non-cash working capital recovery of \$16.8 million due primarily to the timing of payment from two significant clients in our U.S. Appraisal segment at the end of fiscal 2021 and \$7.4 million of Adjusted EBITDA<sup>(A)</sup> recognized in fiscal 2022. The increase in income taxes recoverable reflects higher income taxes paid than the current year provision for income taxes payable, partially offset by amounts payable in respect of dividend withholding tax attributable to the transfer of cash between the U.S. and Canada to support the purchase of common shares and related costs under our NCIB (defined below). The decrease in total current liabilities was due to a decline in trade payables of \$9.9 million and a decline in finance lease obligations of \$0.2 million. The decline in trade payables reflects the comparative decline in volumes serviced by our U.S. operations, while the decline in lease liabilities reflects the normal course payment of these obligations and a reduction to lease liabilities attributable to the reassessment of the Denver property lease.

The working capital position in our U.S. operations declined on a comparative basis. Total current assets declined \$36.4 million while total current liabilities declined \$9.3 million. The decline in total current assets was due to lower trade and other receivables of \$25.9 million and lower cash and cash equivalents of \$13.1 million, partially offset by higher income taxes recoverable of \$2.6 million. The decline in trade and other receivables was due in large part to the timing of payments

## Real Matters Inc. – MD&A for the years ended September 30, 2022 and 2021

(tabular and graphical amounts are expressed in thousands of U.S. dollars and thousands of shares, excluding per share amounts, unless otherwise stated)

received from two significant clients in our U.S. Appraisal segment, coupled with lower appraisal and diversified title volumes serviced, as outlined in the trade and other receivables discussion above. The decline in cash and cash equivalents was due to the movement of cash between the U.S. and Canada to support the purchase of shares under our NCIB (defined below), partially offset by the collection of trade and other receivables from the two significant appraisal clients noted above and Adjusted EBITDA<sup>(A)</sup> generated in fiscal 2022. The increase in income taxes recoverable reflects higher income taxes paid than the current year provision for income taxes payable. The decrease in total current liabilities was due to a decline in trade payables of \$9.1 million, reflecting the comparative decline in volumes serviced by our U.S. operations.

The working capital position in our Canadian and Corporate segments declined on a comparative basis. Total current assets declined \$2.9 million while total current liabilities declined \$0.8 million. The decrease in total current assets was attributable to lower cash and cash equivalents of \$1.0 million, lower trade and other receivables of \$0.3 million and lower income taxes recoverable of \$1.7 million. The decline in cash and cash equivalents was due to the movement of cash between the U.S. and Canada, while the decline in trade and other receivables was due to lower volumes serviced by our Canadian segment from lower market volumes, net of market share gains for appraisal services. Lower income taxes recoverable reflects amounts payable in respect of dividend withholding tax attributable to the transfer of cash between the U.S. and Canada to support the purchase of common shares and related costs under our NCIB (defined below). The decline in total current liabilities was due to the decrease in trade payables of \$0.8 million due to the comparative decrease in volumes serviced.

### Disclosure of outstanding share capital

	September 30, 2022	
	Shares	\$
Common shares	72,696	227,285
Restricted shares	(101)	(311)
Preferred shares	-	-
Total contributed equity	72,595	226,974

	November 15, 2022	
	Shares	\$
Common shares	72,693	227,276
Restricted shares	(101)	(311)
Preferred shares	-	-
Total contributed equity	72,592	226,965

### Normal course issuer bid ("NCIB")

Effective June 11, 2021, we received approval from the Toronto Stock Exchange ("TSX") to renew our NCIB for a one-year period expiring on June 10, 2022. Under the renewed NCIB, we were approved to purchase up to 4 million common shares. Daily purchases made on the TSX, or through alternative Canadian trading systems, were limited to a maximum of 153,956 common shares. Effective November 24, 2021, we received approval from the TSX to amend our NCIB to increase the number of common shares available for purchase and cancellation from 4 million to 6 million. Effective May 6, 2022, the Company received approval from the TSX to further amend its NCIB to increase the number of common shares available for purchase and cancellation from 6 million to 7.6 million.

Effective June 13, 2022, we received approval from the TSX to renew our NCIB for a one-year period expiring on June 12, 2023. Under the renewed NCIB, we are approved to purchase up to 6 million common shares. Daily purchases made on the TSX, or through alternative Canadian trading systems, are limited to a maximum of 99,319 common shares.

Under each NCIB, we were/are permitted to purchase a block of common shares once a week which can exceed the daily purchase limit subject to certain conditions, including a limitation that the block cannot be owned by an insider. All shares purchased pursuant to the NCIB have been, or will be, cancelled.

For the year ended September 30, 2022, 6.5 million (2021 – 7.3 million) common shares were purchased and cancelled at an aggregate cost of \$28.7 million (2021 - \$97.8 million).

As of November 15, 2022, 3 thousand additional common shares were purchased and cancelled or settled since September 30, 2022.

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(tabular and graphical amounts are expressed in thousands of U.S. dollars and thousands of shares, excluding per share amounts, unless otherwise stated)

### Warrants

At September 30, 2022, no previously issued share purchase warrants (“warrants”) remain outstanding and exercisable for common shares of the Company (September 30, 2021 – 0.1 million). Each warrant had an exercise price of C\$1.38.

### Stock options

At September 30, 2022, stock options issued and outstanding totaled 4.4 million (September 30, 2021 – 4.6 million) and 3.8 million (September 30, 2021 – 3.7 million) were exercisable for common shares of the Company.

### RSUs

At September 30, 2022, RSUs issued and outstanding totaled 0.2 million (September 30, 2021 – nil) and 0.07 million (September 30, 2021 – nil) were vested but unsettled.

## Liquidity and Capital Resources

Contractual obligations	September 30, 2022				
	Total	Less than 1 year	1-3 years	4-5 years	After 5 years
Leases	\$ 4,522	\$ 1,742	\$ 2,337	\$ 443	-
Total contractual obligations	\$ 4,522	\$ 1,742	\$ 2,337	\$ 443	-

The Company expects that cash and cash equivalents and future operating cash flows will enable the Company to fund its ongoing business requirements, including working capital and other contractual obligations.

### Cash flows

Cash flows generated from (utilized in):	Year ended September 30		
	2022	2021	Change
Operating activities	\$ 17,567	\$ 25,021	\$ (7,454)
Investing activities	\$ (1,080)	\$ (2,878)	\$ 1,798
Financing activities	\$ (30,424)	\$ (94,050)	\$ 63,626

#### Operating activities

Cash generated from operating activities declined \$7.5 million due to a decline in Adjusted EBITDA<sup>(A)</sup> of \$51.8 million as outlined in the “Review of Operations - For the year ended September 30, 2022” section of this MD&A. We also incurred higher restructuring charges in fiscal 2022 of \$1.5 million resulting from severance costs associated with changes in our management structure. These declines were partially offset by an increase in non-cash working capital of \$33.3 million and lower income taxes paid of \$9.0 million, reflecting the decline in our financial performance in fiscal 2022 versus fiscal 2021. The increase in non-cash working capital was due in large part to a \$42.1 million source of cash in trade and other receivables between fiscal 2022 and fiscal 2021. This source of cash reflects the timing of payments received from two significant clients in our U.S. Appraisal segment, coupled with lower comparative appraisal and diversified volumes serviced due to lower addressable mortgage origination market volumes and the strategic decision to rationalize our diversified title business. Lower trade payables partially offset the source of cash from trade and other receivables, representing a \$12.3 million change in the use of cash between fiscal 2022 and fiscal 2021. This decline was due to the comparative decrease in volumes serviced across our operations due to lower market volumes. Changes in FX gains and losses due to changes in the Canadian dollar relative to its U.S. counterpart, represents the balance of the year-over-year change in cash generated from operating activities.

#### Investing activities

Cash utilized in investing activities declined on a comparative basis by \$1.8 million. Investments made in fiscal 2021 for right-of-use assets and computer equipment in our U.S. Title segment were not required in fiscal 2022.

#### Financing activities

Cash utilized in financing activities declined on a comparative basis by \$63.6 million. The purchase of shares under our NCIB declined \$69.1 million between fiscal 2022 and fiscal 2021. This decline was partially offset by lower proceeds of \$1.4 million received from lease liabilities, lower proceeds received from the exercise of stock options totaling \$3.5 million and the purchase of restricted shares held in trust for the benefit of certain executives of \$0.5 million.

## Real Matters Inc. – MD&A for the years ended September 30, 2022 and 2021

(tabular and graphical amounts are expressed in thousands of U.S. dollars and thousands of shares, excluding per share amounts, unless otherwise stated)

### Foreign Currency Exchange Rates

Although our functional currency is the Canadian dollar, we have elected to report our financial results in U.S. dollars to improve the comparability of our financial results with our peers. Reporting our results in U.S. dollars also reduces the impact foreign currency exchange fluctuations have on our reported amounts because our complement of assets and operations are larger in the U.S. than they are in Canada.

Our consolidated financial position and operating results have been translated to U.S. dollars applying FX rates outlined in the table below. FX rates are expressed as the amount of U.S. dollars required to purchase one Canadian dollar and represents the daily average rate published by the Bank of Canada.

	Fiscal 2022			Fiscal 2021		
	Consolidated Balance Sheet	Consolidated Statement of Operations and Comprehensive Income or loss		Consolidat- ed Balance Sheet	Statement of Operations and Comprehensive Income or loss	
	Current	Average	Cumulative Average	Current	Average	Cumulative Average
December 31	\$ 0.7888	\$ 0.7936	\$ 0.7936	\$ 0.7854	\$ 0.7675	\$ 0.7675
March 31	\$ 0.8003	\$ 0.7897	\$ 0.7917	\$ 0.7952	\$ 0.7895	\$ 0.7783
June 30	\$ 0.7760	\$ 0.7834	\$ 0.7889	\$ 0.8068	\$ 0.8143	\$ 0.7900
September 30	\$ 0.7296	\$ 0.7656	\$ 0.7829	\$ 0.7849	\$ 0.7936	\$ 0.7909

### FX Impact on Consolidated Results

The following tables have been prepared to assist readers in assessing the FX impact on select operating results for the three months and year ended September 30, 2022.

	Three months ended September			
	2021	2022	2022	2022
	(as reported)	(as reported)	(FX impact)	(current period amounts applying prior period FX rate)
<b>Consolidated Statement of Operations</b>				
Revenues	\$ 125,583	\$ 58,200	\$ (473)	\$ 58,673
Transaction costs	\$ 90,592	\$ 43,833	\$ (410)	\$ 44,243
Operating expenses	\$ 24,478	\$ 15,784	\$ (183)	\$ 15,967
Net income (loss)	\$ 9,055	\$ (9,968)	\$ 97	\$ (10,065)
<b>Net Revenue<sup>(A)</sup></b>	\$ 34,991	\$ 14,367	\$ (63)	\$ 14,430
<b>Adjusted EBITDA<sup>(A)</sup></b>	\$ 10,987	\$ (1,112)	\$ 106	\$ (1,218)
<b>Adjusted Net Income (Loss)<sup>(A)</sup></b>	\$ 7,549	\$ 45	\$ 123	\$ (78)

Note: <sup>(A)</sup> – Please refer to the “Non-GAAP measures” section of this MD&A

## Real Matters Inc. – MD&A for the years ended September 30, 2022 and 2021

(tabular and graphical amounts are expressed in thousands of U.S. dollars and thousands of shares, excluding per share amounts, unless otherwise stated)

	Year ended September 30			
	2021	2022	2022	2022
	(as reported)	(as reported)	(FX impact)	(current year amounts applying prior year FX rate)
<b>Consolidated Statement of Operations</b>				
Revenues	\$ 504,107	\$ 339,642	\$ (530)	\$ 340,172
Transaction costs	\$ 339,815	\$ 254,203	\$ (460)	\$ 254,663
Operating expenses	\$ 107,499	\$ 79,595	\$ (203)	\$ 79,798
Net income (loss)	\$ 33,080	\$ (9,265)	\$ 114	\$ (9,379)
<b>Net Revenue<sup>(A)</sup></b>	\$ 164,292	\$ 85,439	\$ (70)	\$ 85,509
<b>Adjusted EBITDA<sup>(A)</sup></b>	\$ 59,201	\$ 7,379	\$ 117	\$ 7,262
<b>Adjusted Net Income<sup>(A)</sup></b>	\$ 40,642	\$ 2,501	\$ 137	\$ 2,364

Note: <sup>(A)</sup> – Please refer to the "Non-GAAP measures" section of this MD&A

### Critical Accounting Estimates

#### General

We use information from our financial statements, prepared in accordance with IFRS and expressed in U.S. dollars, to prepare our MD&A. Our financial statements include estimates and judgments that affect the reported amount of our assets, liabilities, revenues, expenses and, where and as applicable, disclosures of contingent assets and liabilities. On a periodic basis, we evaluate our estimates, including those that require a significant level of judgment or are otherwise subject to an inherent degree of uncertainty. Areas that are subject to judgment and estimate include revenue recognition, impairment of goodwill and non-financial assets, the determination of fair values in connection with business combinations, the determination of fair value for warrants and financial instruments, lease terms, estimation of incremental borrowing rates to determine the carrying amount of right-of-use assets and lease liabilities and the likelihood of realizing deferred income tax assets. Our estimates and judgments are based on historical experience, our observation of trends, and information, valuations and other assumptions that we believe are reasonable when making an estimate of an asset or liability's fair value. Due to the inherent complexity, judgment and uncertainty in estimating fair value, actual amounts could differ significantly from these estimates.

Areas requiring the most significant estimate and judgment are outlined below.

#### Revenue recognition

The satisfaction of performance obligations requires us to make judgments when control of the underlying good or service transfers to the customer. Determining when a performance obligation is satisfied affects the timing of revenue recognition. We consider indicators of the transfer of control, including when the customer is obligated to pay and whether the transfer of significant risks and rewards has occurred, which represents the time when the customer has acquired the ability to direct and use the good or service and obtained substantially all of the benefits.

We use judgment in our assessment of whether we are acting as an agent or principal to a transaction. When we are not primarily responsible for fulfilling the obligation to provide a specified good or service and do not have discretion to establish price, we are acting as an agent to the transaction. We are acting as a principal when we control the deliverables prior to delivery to the customer and establish pricing.

#### Goodwill

Goodwill is not amortized and is tested annually for impairment or more frequently if an event or circumstance occurs that more likely than not reduces the fair value of a cash generating unit ("CGU"), or group of CGUs, below its carrying amount. Examples of such events or circumstances include: a significant adverse change in the technological, market, economic or legal environment in which an entity operates; changes in market interest rates or other market rates of return on investments that are likely to affect the discount rate used in calculating an assets value in use; the carrying amount of an entities' net assets is more than its market capitalization; evidence of physical damage to the asset or obsolescence is present; significant changes to an asset's expected use; or, performance expectations for the asset are worse than expected. Goodwill is not tested for impairment when the assets and liabilities that make up the CGU unit have not changed significantly since the most recent fair value determination, the most recent fair value determination results in an amount that exceeded the carrying amount by a substantial margin, and based on an analysis of events that have occurred and circumstances that have changed since the most recent fair value determination, the likelihood that a current fair value determination would be less

## Real Matters Inc. – MD&A for the years ended September 30, 2022 and 2021

*(tabular and graphical amounts are expressed in thousands of U.S. dollars and thousands of shares, excluding per share amounts, unless otherwise stated)*

than the current carrying amount of the CGU is remote. The amount of goodwill assigned to each CGU and methodology employed to make such assignments has been applied on a consistent basis. For the purpose of testing goodwill for impairment, our CGUs align with our operating segments since this is consistent with the level at which goodwill is monitored.

The carrying value of a CGU or group of CGUs is compared to its recoverable amount, where the recoverable amount is the higher of fair value less cost to sell and its value in use. The value in use for a CGU or group of CGUs is determined by discounting cash flow projections from financial forecasts prepared by management. Projections reflect past experience and future expectations of operating performance and we apply perpetuity growth rates to cash flows in the terminal year. None of the perpetuity growth rates exceed the long-term historical growth rates for the markets in which we operate. The discount rate applied to the cash flow projections are derived from the weighted average cost of capital of comparable publicly traded companies. To determine fair value, for the purpose of estimating fair value less cost to sell, we apply various trading multiples of comparable public companies and merger and acquisition transactions for like or similar businesses to our last twelve months performance, and expected performance in the subsequent year, for our U.S. Appraisal and U.S. Title segments.

We monitor both economic and financial conditions and we re-perform our goodwill test for impairment as conditions dictate. Due to a continued decline in economic and market conditions for mortgage origination refinance activity, and the resulting impact on operating results for our U.S. Title CGU, we determined that triggering events, that indicate goodwill may be impaired, existed as of September 30, 2022. We re-performed our goodwill test for impairment and concluded that impairment exists which resulted in us recording an impairment charge of \$17.3 million in the fourth quarter of fiscal 2022. The net carrying amount of goodwill allocated to the U.S. Title CGU, net of impairment charges, at September 30, 2022 is \$nil.

### **Business combinations**

Applying the acquisition method to business combinations requires us to measure each identifiable asset and liability at fair value. The excess, if any, of the fair value of consideration over the fair value of the net identifiable assets acquired is recorded to goodwill. The purchase price allocation involves judgment to identify the intangible assets acquired and establish fair value estimates for the assets acquired and liabilities assumed, including pre-acquisition contingencies and contingent consideration. Changes in any assumption or estimate used to identify the intangible assets acquired, or to determine the fair value of acquired assets and liabilities assumed, including pre-acquisition contingencies or contingent consideration, could affect the amounts assigned to assets, liabilities and goodwill in the purchase price allocation.

We make estimates, assumptions and judgments when valuing goodwill and intangible assets in connection with the initial purchase price allocation of an acquired entity, and our continuing evaluation of the recoverability of goodwill and intangible assets. These estimates are based on several factors, including historical experience, market conditions, information gained on our review of the target entities' operations and information obtained from management of the acquired companies. Critical estimates in valuing certain intangible assets include, but are not limited to, historical and projected attrition rates, discount rates, anticipated revenue growth from acquired customers, acquired technology and the expected use of the acquired assets. These factors are also considered in determining the useful life of intangible assets acquired. The amounts and useful lives assigned to identified intangible assets also impacts the amount and timing of future amortization expense.

Unanticipated events and circumstances may affect the accuracy or validity of such assumptions, estimates and our actual results.

### **Leases**

Lease terms represent the contractual non-cancellable period for a lease, plus all periods covered by an option to renew or terminate the lease if we are reasonably certain to exercise, or not exercise this option, respectively. We apply judgment in our assessment of all factors that create an economic incentive to exercise extension options, or to not exercise termination options, available in our lease arrangements. We review our initial assessment if a significant event or change in circumstances occurs which affects our initial assessment and is within our control.

To determine the carrying amount of right-of-use assets, lease liabilities and net investment in sublease, we estimate the incremental borrowing rate specific to each leased asset or portfolio of leased assets if the interest rate implicit in the lease is not readily determinable. We determine the incremental borrowing rate attributable to each leased asset, or portfolio of leased assets, by assessing our creditworthiness, the security, term and value of the underlying leased asset and the economic environment in which the leased asset operates. The incremental borrowing rate is subject to change mainly due to macroeconomic changes.

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## Income taxes

Deferred income tax is recognized applying the liability method, which recognizes the temporary differences between the carrying amounts of assets and liabilities for financial reporting purposes and their equivalent tax amounts. Deferred income tax is not recognized on the initial recording of assets or liabilities for financial reporting purposes that is not a business combination and that affects neither accounting income nor taxable income or loss. Deferred income tax assets and liabilities are measured applying tax rates expected to be in effect when the temporary differences reverse, applying tax rates that have been enacted or substantively enacted at the reporting date.

Significant changes to enacted tax rates or laws, or estimates of timing differences and their reversal, could result in a material adverse or positive impact to our financial condition and operating performance. In addition, changes in regulation or insufficient taxable income could impact our ability to utilize tax loss carryforwards, which could impact deferred income tax assets and deferred income tax expense or recovery.

The recognition of deferred tax assets attributable to unutilized loss carryforwards is supported by our historical and expected future ability to generate income subject to tax and our ability to implement tax planning measures along with other substantive evidence. However, should we be unable to continue generating income subject to tax, deferred tax assets attributable to unutilized loss carryforwards may not be available to us prior to their expiry in Canada. We have historically used, and will continue to use, every effort to limit the use of discretionary tax deductions to maximize our use of loss carryforwards in Canada prior to their expiry. Unutilized loss carryforwards in the U.S. arising after December 31, 2017 can be carried forward indefinitely; however, the deduction of unutilized loss carryforwards in a given tax year is limited to 80% of an entity's taxable earnings in that year. Should we not be able to realize our deferred tax assets attributable to loss carryforwards, we would record deferred income tax expense in the period that we determine the likelihood of realizing these losses was less likely than not. Our maximum exposure is equal to the carrying amount of the deferred tax asset attributable to loss carryforwards, \$4.1 million at September 30, 2022. Accordingly, due to our historical ability to generate income subject to tax, our expectations to generate income subject to the tax in the future and available tax planning measures, we view the risk of not realizing these deferred tax assets as low.

## Other

Other estimates include, but are not limited to, the following: identification of CGUs, impairment assessments for non-financial assets, inputs to the Black-Scholes-Merton option pricing model used to value stock-based compensation, estimates of property and equipment's useful life, assessing provisions, estimating the likelihood of collection to determine our allowance for doubtful accounts, the fair value of financial instruments, control assessment of subsidiaries, contingencies related to litigation and contingent acquisition payables, claims and assessments and various economic assumptions used in the development of fair value estimates, including, but not limited to, interest and inflation rates and a variety of option pricing model estimates.

## New Accounting Policies Adopted or Requiring Adoption

### Classification of Liabilities as Current or Non-Current

In January 2020, the IASB issued "Classification of Liabilities as Current or Non-Current (Amendments to IAS 1)" which provided a more general approach to the classification of liabilities under IAS 1 based on the contractual arrangements in place at the reporting date. The amendment clarified that the classification of liabilities as current or non-current should be based on rights that are in existence at the end of the reporting period. Only rights to defer settlement by at least twelve months, which are in place at the end of the reporting period affect the classification of a liability. Classification is unaffected by an entities' expectation to exercise its right to defer settlement of a liability. The amendments are to be applied retrospectively and are effective for annual reporting periods beginning on or after January 1, 2023. We expect to apply the amendment to the classification of liabilities on October 1, 2023, and adopting this amendment is not expected to have a significant impact on our financial statements.

### Narrow-scope amendments and Annual Improvements to IFRS Standards 2018-2020

In May 2020, the IASB issued a series of narrow-scope amendments that impact the following standards: IAS 16 – "Property, Plant and Equipment – Proceeds before Intended Use" ("IAS 16"), IAS 37 – "Onerous Contracts – Costs of Fulfilling a Contract" ("IAS 37"), IFRS 3 – "Reference to the Conceptual Framework" ("IFRS 3"), and annual improvements to IFRS 1, IFRS 9, IFRS 16, and IAS 41.

The amendment to IAS 37 clarified the meaning of "costs to fulfil a contract" to include incremental costs, and the allocation of other costs that directly relate to fulfilling the contract. This could result in an entity recording a provision for the expected loss attributable to the onerous contract in its financial statements earlier or that it wouldn't have recognized if not for this amendment. IFRS 3 was updated to refer to the 2018 Conceptual Framework for Financial Reporting when determining what constitutes an asset or a liability in a business combination. Without this new update, an entity may have recognized certain

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liabilities in a business combination that it would not recognize under IAS 37. IAS 16 and the annual improvements are not applicable.

These amendments were effective January 1, 2022 and earlier application was permitted. We expect to apply the amendments on October 1, 2022, and adopting these amendments is not expected to have a significant impact on our financial statements.

## **Narrow-scope amendments to IAS 1 and IAS 8**

In February 2021, the IASB amended IAS 1 – “Presentation of Financial Statements” which requires companies to disclose information attributable to material accounting policies rather than focusing on significant accounting policies. The amendment clarifies that accounting policy information is material, if its absence inhibits a financial statements user’s ability to understand other material information in the financial statements.

Additionally, the IASB amended IAS 8 – “Accounting Policies, Changes in Accounting Estimates and Errors” to improve accounting policy disclosures and assist entities in distinguishing between changes in accounting policies, which are generally applied retrospectively to both historical, current and future transactions, and estimates, which are applied prospectively to future transactions.

These amendments are effective January 1, 2023 and earlier application is permitted. We expect to apply the amendments on October 1, 2023, and adopting these amendments is not expected to have a significant impact on our financial statements.

## **Clarifying amendment to account for deferred tax on leases and decommissioning obligations**

In May 2021, the IASB amended IAS 12 – “Income Taxes” to clarify that the initial recognition exemption does not apply to leases and decommissioning obligations. As a result, companies are required to recognize deferred tax on such transactions.

The amendment is effective January 1, 2023 and earlier application is permitted. We expect to apply the amendment on October 1, 2023, and adopting this amendment is not expected to have a significant impact on our financial statements.

## **Financial Instruments**

### **Credit risk**

Credit risk is defined as the risk that one party to a financial instrument will cause a financial loss for the other party by failing to discharge its obligation. Our exposure to credit risk is limited principally to cash and cash equivalents and trade and other receivables. In all instances, our risk management objective, whether of credit, liquidity, market or otherwise, is to mitigate our risk exposures to a level consistent with our risk tolerance.

### *Cash and cash equivalents*

Certain management are responsible for determining which financial institutions we bank and hold deposits with. We typically select financial institutions that we have a relationship with and those deemed by us to be of sufficient size, liquidity and stability. We review our exposure to credit risk from time-to-time or as conditions indicate that our exposure to credit risk has or is subject to change. Our maximum exposure to credit risk is equal to the fair value of cash and cash equivalents recorded on our consolidated statements of financial position as at September 30, 2022, \$46.1 million (September 30, 2021 - \$60.2 million). We hold no collateral or other credit enhancements as security over our cash or cash equivalent balances, we deem the credit quality of our cash and cash equivalent balances to be high and no amounts are impaired.

### *Trade and other receivables*

In the normal course of business, our trade and other receivables balance is subject to credit risk. Our maximum exposure to credit risk is the fair value of trade and other receivables recorded on our consolidated statements of financial position as at September 30, 2022, \$19.8 million (September 30, 2021 - \$46.0 million). We regularly perform credit checks or may accept payment or security in advance to limit our exposure to credit risk. Our client base is sufficiently diverse, consisting of banks and mortgage lending institutions that are generally of sufficient size and capitalization, to mitigate a portion of any credit risk exposure we may be subject to. We have also assigned various employees to carry out collection efforts in a manner consistent with our trade receivable and credit and collections policies. These policies establish procedures to manage, monitor, control, investigate, record and improve trade receivable credit and collection. We also have policies and procedures which establish estimates for doubtful account allowances. These calculations are based on an expected credit loss (“ECL”) model which considers expected losses that result from all possible default events over the expected life of our trade and other receivable balances and include factors such as past events, current conditions and forecasts of future economic conditions. We conduct specific account balance reviews, where practical, and consideration is given to the credit quality of the client, payment history and other factors specific to the client, including bankruptcy or insolvency.

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Trade and other receivables determined by management to be at risk of collection are provided for through an allowance account. When trade or other receivables are considered uncollectable, they are written-off against this account. Subsequent recoveries of amounts previously written-off are credited against the allowance account and subsequently recorded to operating expenses in our consolidated statements of operations and comprehensive income or loss. We have elected to measure loss allowances for trade and other receivables at an amount equal to estimated lifetime ECLs using a provision matrix based on historical credit loss experience adjusted for estimated changes in credit risk and forecasts of future economic conditions.

Trade and other receivables are generally due within 15 to 45 days from the invoice date. Accordingly, all amounts outstanding beyond these periods are past due. Based on historical collections, the majority of receivables collected have not been outstanding for greater than 90 days. We assess the credit quality of trade and other receivables that are neither past due nor impaired as high. Our maximum exposure to credit risk is equivalent to our net carrying amount. Trade and other receivables considered impaired at September 30, 2022 were not considered significant.

### **Liquidity risk**

Liquidity risk is the risk that we will encounter difficulty in meeting our obligations to settle our financial liabilities. Our exposure to liquidity risk is due primarily to the settlement of trade payables and lease liabilities. Certain management are responsible to ensure that we have sufficient short, medium and long-term liquidity to address these liabilities as they become due. We manage liquidity risk on a continuous basis by monitoring actual and forecasted cash flows and monitoring our available liquidity.

### **Market risk**

Market risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market prices. Market risk is comprised of currency, interest rate and other price risk.

Currency risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in FX rates. Our exposure to currency risk is attributable to the exchange of U.S. monies to the Canadian dollar or vice versa. We may enter into FX agreements to mitigate our exposure to currency risk; however, as of the date of this MD&A, we are not party to any FX agreements. Accordingly, we are exposed to currency risk on U.S. dollars charged to our U.S. operations in the form of management fees, royalties and interest on long-term financings. To mitigate this risk, management uses discretion, and actively reviews its exposure to and requirements for FX agreements.

Interest rate risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in market interest rates. Interest rate risk arises from our interest bearing financial assets and liabilities. We are subject to interest rate risk on investments we make in cash equivalent, short-term investments.

Our risk management objective is to mitigate risk exposures to a level consistent with our risk tolerance. Derivative financial instruments are evaluated against the exposures they are expected to mitigate and the selection of a derivative financial instrument may not increase our net exposure to risk. Derivative financial instruments may expose us to other types of risk, which may include, but is not limited to, credit risk. The exposure to other types of risk is evaluated against the selected derivative financial instrument and is subject to a cost versus benefit review and analysis. We do not use derivative financial instruments for speculative or trading purposes and the value of the derivative financial instrument cannot exceed the risk exposure of the underlying asset, liability or cash flow it is expected to mitigate.

### **Fair value methods and assumptions**

The fair values of financial instruments, and when applicable, warrant liabilities and contingent consideration, are calculated using available market information and commonly accepted valuation methods, or expectations of achievement in the case of contingent consideration discounted at a market rate of interest. Considerable judgment is required to develop these estimates. Accordingly, fair value estimates are not necessarily indicative of the amounts we, or counter-parties to the instruments, could realize in a current market exchange, or expect to pay, in the case of contingent consideration. The use of different assumptions and or estimation methods could have a material impact on these fair values.

Financial assets and liabilities recorded at fair value, as and where applicable, are recorded to our consolidated statements of financial position.

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## Financial Information Controls and Procedures

### Disclosure controls and procedures

Our disclosure controls and procedures are designed to provide reasonable assurance that the information we are required to disclose in reports filed or submitted under Canadian securities laws is recorded, processed, summarized and reported within the time periods specified under those laws, and include controls and procedures that are designed to ensure that the information is accumulated and communicated to management, including our Chief Executive Officer ("CEO") and Executive Vice-President and Chief Financial Officer ("CFO"), to allow for timely decisions in respect of these requirements.

As at September 30, 2022, management evaluated, under the supervision of, and with the participation of, the CEO and the CFO, the effectiveness of our disclosure controls and procedures, as defined in National Instrument 52-109 – *Certification of Disclosure in Issuers' Annual and Interim Filings* ("NI 52-109").

Based on that evaluation, the CEO and CFO concluded that our disclosure controls and procedures were effective as at September 30, 2022.

### Internal control over financial reporting

Management is responsible for establishing and maintaining adequate internal control over financial reporting, as defined in NI 52-109. Our internal control over financial reporting is a process designed under the supervision of the CEO and CFO, and effected by the board of directors, management and other personnel of the Company, to provide reasonable assurance regarding the reliability of financial reporting and the preparation of financial statements for external purposes in accordance with IFRS. However, because of its inherent limitations, internal control over financial reporting may not prevent or detect misstatements on a timely basis.

Management evaluated, under the supervision of and with the participation of the CEO and the CFO, the effectiveness of our internal control over financial reporting as at September 30, 2022, based on the criteria established in Internal Control – Integrated Framework (2013) issued by the Committee of Sponsoring Organizations of the Treadway Commission.

Based on that evaluation, the CEO and CFO concluded that our internal control over financial reporting was effective as at September 30, 2022.

There have been no changes during the year ended September 30, 2022 in our internal control over financial reporting that have materially affected, or are reasonably likely to materially affect, our internal control over financial reporting.

## Cautionary Note Regarding Forward-Looking Information

This MD&A contains "forward-looking information" within the meaning of applicable Canadian securities laws. Words such as "aim", "could", "forecast", "target", "may", "might", "will", "would", "expect", "anticipate", "estimate", "intend", "plan", "seek", "believe", "predict" and "likely", and variations of such words and similar expressions are intended to identify such forward-looking information, although not all forward-looking information contains these identifying words.

The forward-looking information in this MD&A includes statements which reflect the current expectations of the Company's management with respect to the Company's business and the industry in which it operates and is based on management's experience and perception of historical trends, current conditions and expected future developments, as well as other factors that management believes appropriate and reasonable in the circumstances. The forward-looking information reflects management's beliefs based on information currently available to management, including information obtained from third-party sources, and should not be read as a guarantee of the occurrence or timing of any future events, performance or results.

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The forward-looking information in this MD&A includes, but is not limited to, statements related to:

- our business prospects, goals and long-term strategy targets;
- our expectations regarding certain of our future results and information, including, among others, Net Revenue<sup>(A)</sup> and Adjusted EBITDA<sup>(A)</sup> margins for each of our segments, market share targets for our U.S. Appraisal and U.S. Title segments, corporate expenses (excluding stock-based compensation expense), conversion of Adjusted EBITDA<sup>(A)</sup> to Free Cash Flow<sup>(A)</sup> and the total addressable market;
- the key factors that have a significant impact on our financial performance;
- anticipated economic conditions, including the market activity for purchase, refinance and home equity and default transactions;
- the scalability of the platform;
- the regulatory environment in which we operate;
- our competitive position relative to our competitors;
- anticipated industry and market trends, including the seasonality of our business and our expectations regarding appraisal waivers provided by the GSE's;
- the factors influencing the allocation of transaction volumes to us; and
- our intentions with respect to the implementation of new accounting standards.

In addition, our assessment of, and targets for, market share, Net Revenue<sup>(A)</sup> margins, Adjusted EBITDA<sup>(A)</sup> margins, corporate expenses (excluding stock-based compensation expense) and conversion of Adjusted EBITDA<sup>(A)</sup> to Free Cash Flow<sup>(A)</sup> are considered forward-looking information. See the "Overview" section of this MD&A for additional information regarding our strategies and market outlook in relation to these assessments.

The forward-looking information in this MD&A is subject to risks, uncertainties and other factors that are difficult to predict and that could cause actual results to differ materially from historical results or results anticipated by the forward-looking information. Factors which could cause results or events to differ from current expectations include, but are not limited to, the following, each of which are discussed in further detail in the "Risk Factors" section of our Annual Information Form for the year ended September 30, 2021, which is filed on SEDAR at [www.sedar.com](http://www.sedar.com):

## Strategic Risks

- changes in economic conditions resulting in fluctuations in demand for our services;
- failing to grow market share in our U.S. Title business to anticipated levels;
- failing to grow market share in our U.S. Appraisal business to anticipated levels;
- risks associated with targeting large mortgage lenders, including longer sales cycles, pricing pressures, implementation complexities and concentration risk;
- growth placing significant demands on our management and infrastructure;
- maintaining our competitive position in a competitive business environment;
- damage to our reputation causing a loss of existing clients and/or difficulty attracting new clients;
- inability to successfully identify, consummate or integrate future acquisitions;

## Operational Risks

- failing to adequately protect our technology infrastructure;
- issues with the platform;
- failing to retain key employees or hire highly skilled personnel;
- failing to maintain field professional engagement;
- the occurrence of catastrophic events which are beyond our control;

## Legal and Compliance Risks

- regulatory risks applicable to us;
- risks associated with legal and regulatory proceedings and claims;
- risks associated with the potential reclassification of exempt employees and field professionals;
- failing to adequately protect our intellectual property;
- potential losses arising from field professional work product liability;
- potential infringement of our services on the proprietary rights of others;
- difficulty for shareholders to enforce judgments obtained against us;

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## Financial and Reporting Risks

- the potential for significant fluctuations in the market price of our shares;
- potential inability to raise additional capital in the future when needed, either on acceptable terms or at all;
- failing to maintain effective internal controls, including the inherent limitations in all control systems;
- potential tax law changes or adverse tax examinations;
- inaccurate accounting estimates and judgments;
- potential dilution to existing shareholders as a result of future share issuances;
- ineffectiveness of our financial and operational risk management efforts;
- our dependence on our subsidiaries for cash flows; and
- changing accounting pronouncements and other financial reporting standards.

We caution that the above list of risk factors and uncertainties is not exhaustive and that additional risks and uncertainties may be discussed in documents filed with the applicable Canadian securities regulatory authorities from time to time. Other risks and uncertainties not presently known by us or that we presently believe are not material could also cause actual results or events to differ materially from those expressed in the forward-looking information. Readers are cautioned not to place undue reliance on the forward-looking information, which reflect our expectations only as of the date of this MD&A. Except as required by law, we do not undertake to update or revise any forward-looking information, whether as a result of new information, future events or otherwise.

## Glossary

Tier 1 means the top five U.S. banks by asset size as at June 30, 2022, as determined by U.S. Federal Reserve data, and the largest non-bank mortgage lender in the U.S. according to the Inside Mortgage Finance website: Top 100 Mortgage Lenders (first six months of calendar 2022).

Tier 2 means the top 30 mortgage lenders in the U.S. according to the Inside Mortgage Finance website: Top 100 Mortgage Lenders (first six months of calendar 2022), excluding Tier 1 mortgage lenders.

Tier 3 means the top 100 mortgage lenders in the U.S. according to the Inside Mortgage Finance website: Top 100 Mortgage Lenders (first six months of calendar 2022), excluding Tier 1 and Tier 2 mortgage lenders.

Tier 4 means all mortgage lenders in the U.S. not included in Tier 1, Tier 2 or Tier 3.