Management's Discussion & Analysis

Intouch Insight Ltd.

For the three and nine months ended September 30, 2021, and 2020

(Expressed in Canadian Dollars)

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This MD&A is a discussion and analysis of the financial condition and results of operations of Intouch for the three and nine months ended September 30, 2021 and 2020 ("Q3 2021" and "YTD 2021" or 2021, respectively). This MD&A should be read in conjunction with the Company's unaudited interim condensed consolidated financial statements and accompanying notes for the three and nine months ended September 30, 2021 and 2020, and with the audited consolidated financial statements for the year ended December 31, 2020. All amounts in the MD&A are stated in Canadian dollars, unless otherwise indicated. The Company's financial statements are presented in accordance with the International Financial Reporting Standards ("IFRS").

This MD&A is dated as of November 25, 2021.

FORWARD-LOOKING STATEMENTS

The following MD&A contains forward-looking information and forward-looking statements. Except for statements of historical fact that addresses activities, events or developments that the Company believes, expects or anticipates will or may occur in the future, constitutes forward-looking statements. The Company cautions that this MD&A may contain forward-looking statements that involve a number of risks and uncertainties, including statements regarding the outlook for the Company's business and results of operations. Forward-looking statements include those identified by the expressions "will", "may", "should", "continue", "anticipate", "believe", "plan", "estimate", "project", "expect", "intend" and similar expressions to the extent that they relate to the Company or its management. By nature, these risks and uncertainties could cause actual results to differ materially from those indicated. Such factors include, without limitation, the various factors outlined in the MD&A and as discussed in public disclosure documents filed with Canadian regulatory authorities. Forward-looking statements are provided to assist external stakeholders in understanding management's expectations and plans relating to the future as of the date of this MD&A and may not be appropriate for other purposes. Forward-looking statements are made as of the date of this MD&A and Intouch disclaims any intention or obligation to update or revise any forward-looking statements, whether as a result of new information, future events or otherwise. Readers should not place undue reliance on the Company's forward-looking statements.

OVERVIEW OF THE BUSINESS

Intouch's vision is to provide perfect information, instantly. Our mission is to create shareholder value by designing, building and delivering solutions that collect data for customers and provide information that improves business outcomes.

Intouch develops managed mobile software applications and software-as-a-service (SaaS) platforms, and delivers services for private businesses, governments and regulators. These stakeholders need mobile, real-time information about leads, customer feedback, operational compliance, employee feedback and new product analysis. Intouch has developed comprehensive software platforms including IntouchIntelligence™, IntouchCapture™, IntouchCheck™, IntouchSurvey™, and LiaCX®. These products facilitate the rapid development of data collection programs including mystery shopping, site audits, event lead capture, customer satisfaction surveys, and mobile forms, checklist and audits. All products include real-time, online reporting and advanced analytics to help clients focus their time on the most strategic projects. Intouch also uses its technology to enable its data collection services including mystery shopping, third party audit and customer experience measurement programs.

LiaCX is a complete, SaaS-based solution that helps customer experience ("CX") professionals make targeted improvements to accelerate the delivery of a world-class customer experience. "Lia" stands for Listen, Interpret & Act, representing the closed-loop capabilities of the software. The platform centralizes all channels of feedback, operational and back-office system data and presents it in a logical manner for ease of interpretation and organizational alignment. Intelligent and predictive analytics and task completion accountability help mobilize customer-facing staff to close the loop on customer experience problems and drive better business results.

IntouchCapture is a software application that provides event marketing solutions including analytics, logistics and support. With thousands of event days and millions of customer interactions every year, IntouchCapture has been used by Fortune 500 brands, agencies, government and military across North America. The Company's complete software stack, stocked hardware warehouse and technical engineers bring big data, analytics, mobile-first design and data collection expertise to our customers.

IntouchCheck is a powerful mobile application that helps organizations easily measure their operational standards internally and implement changes to drive lasting business improvements. The software allows businesses to create unlimited mobile forms and checklists to collect and aggregate data from all locations easily. Key product features include the ability to add photos and signatures to forms and issue management automation. The issue management functionality allows users to flag issues, automatically alert key stakeholders, assign issues, set due dates, and track issues through to resolution. IntouchCheck also includes real-time reporting on performance and the ability to view performance by location, region, date and more. IntouchCheck is a perfect fit for any organization who needs to implement and measure ongoing operational execution including the changes brought about by new and evolving health and safety concerns for their employees and/or their customers.

(in Canadian Dollars, except as otherwise noted)

IntouchSurvey is a software application that allows businesses to perform web-based surveys to collect feedback and view results using robust, real-time dashboards. While it can be used to perform virtually any type of survey, the most common application of this product is as a customer satisfaction survey tool. IntouchSurvey has an easy-to-use drag and drop survey builder, offers a wide range of question types, and includes more complex functionality like skip logic and conditional questions. The software also provides case management functionality, which allows key stakeholders to automatically be alerted of a low survey score or negative response to a specific question. The case can be assigned to another employee with a due date, and the stakeholder can view the outcome of the case. IntouchSurvey is an effective and affordable way for organizations to ensure that the rapid and ongoing changes being made to their operational standards are not having a negative impact on the way their customers feel about them.

IntouchIntelligence is the core platform with which all Intouch products interact. It allows data sources from any of the Intouch software or services to be aggregated and reported from a single location and includes powerful business intelligence tools including machine learning functionality. Clients may also choose to bring in data sources from outside of the Intouch suite of products and utilize the platform as a central reporting location for their organization.

Data collection services including mystery shopping and third-party audits are offered using the broader Intouch technology suite including its robust reporting and analytics capabilities. These services are vital for business to understand their level of field execution against standards and work in conjunction with customer feedback surveys and other customer experience management (CEM) activities to ensure a complete picture for business decision making. Intouch is one of the only companies in North America who offer in-house capabilities across all areas of CEM including the provision of both the services and software components necessary to provide a complete picture. Intouch considers this both a competitive advantage and a sales opportunity through cross-sell.

FINANCIAL PERFORMANCE

Financial Highlights

	Three months ended September 30,		%	Nine months ended September 30,		%
	2021	**2020**	**change**	**2021**	**2020**	**change**
Revenue	**$ 3,927,301**	$ 2,965,928	32%	**$ 10,562,819**	$ 9,180,184	15%
Cost of services	**1,811,343**	1,408,721	29%	**4,860,969**	4,320,150	13%
Gross Margin	**2,115,959**	1,557,207	36%	**5,701,851**	4,860,034	17%
Gross Margin %	***53.9%***	*52.5%*	1.4%	***54.0%***	*52.9%*	1.0%
Operating Expenses	**2,133,868**	1,072,833	99%	**5,996,364**	4,847,394	24%
Earnings (loss) from operating activities	**(17,909)**	484,374	-104%	**(294,513)**	12,640	-2430%
Other earnings (expense)	**(38,812)**	23,990	-262%	**52,388**	47,117	11%
Net earnings (loss) and comprehensive income (loss) before income taxes	**(56,721)**	508,364	-111%	**(242,125)**	59,757	-505%
Adjusted EBITDA[1]	**$ 386,273**	$ 760,897	-49%	**$ 1,008,180**	$ 1,353,520	-26%

1 Adjusted EBITDA is a non-IFRS financial measure, which is defined as earnings before income tax expense, financing costs, depreciation and amortization, and impairment charges.

(in Canadian Dollars, except as otherwise noted)

Balance Sheet - Highlights

		September 30, 2021		December 31, 2020
Cash and Restricted Cash	$	3,436,564	$	1,865,620
Working Capital		3,136,795		2,637,380
Total Assets		8,388,030		7,126,019
Total Liabilities		3,696,920		2,591,345
Share capital and contributed surplus		7,635,129		7,239,526
Accumulated deficit		(2,944,019)		(2,704,852)
Shares issued and outstanding	#	22,980,144	#	22,651,811

Highlights from the three months ended September 30, 2021 compared to the same period in 2020:

- Revenue is 32% higher than the prior year due to the ongoing recovery of the retail and service sectors in the current year.
- Gross margin as a percentage of revenue was 53.9%, compared to 52.5% in the comparative period.
- Loss from operations was $56,721 compared to earnings of $508,364 in the comparative period. The change is due to the increase in operating expenses due to the restoration of compensation levels in Q4 2020, issuance of the restricted share units (RSUs), increased spending in preparation for continued growth, and a decrease in the amount received from government assistance programs.
- Adjusted EBITDA (a non-IFRS measure) was $386,273 compared to $760,897 in Q3 2020.

Highlights from the nine months ended September 30, 2021 compared to the same period in 2020:

- Revenue is 15% higher than the prior year.
- Gross margin as a percentage of revenue was 54.0%, compared to 52.9% in the comparative period.
- Loss from operations was $242,125 compared to earnings of $59,757 in the comparative period.
- Adjusted EBITDA (a non-IFRS measure) was $1,008,180 compared to $1,353,520 in the comparative period.

Non-IFRS Financial Measures

Adjusted EBITDA is a non-IFRS financial measure, which is defined as earnings before income tax expense, financing costs, depreciation and amortization, and impairment charges.

Management believes that Adjusted EBITDA is an important indicator of the Company's ability to generate liquidity through operating cash flow to fund future working capital needs, service outstanding debt and fund future capital expenditures and uses the metric for this purpose. We calculate Adjusted EBITDA by adding back to net earnings (loss) before taxes the finance costs, amortization expense, change in the fair value of contingent payments and stock-based compensation expenses. Adjusted EBITDA is also used by investors and analysts for the purpose of valuing an issuer. The intent of Adjusted EBITDA is to provide additional useful information to investors and analysts and the measure does not have any standardized meaning under IFRS. Adjusted EBITDA should therefore not be considered in isolation or used in substitute for measures of performance prepared in accordance with IFRS. Other issuers may calculate Adjusted EBITDA differently.

KEY DEVELOPMENTS

- On October 1, 2021, the Company closed the acquisition ("Acquisition") of Mystery Researchers, LLC dba SeeLevel HX ("SeeLevel"), subject to TSX Venture Exchange acceptance. SeeLevel is a US customer experience measurement company who has provided services across the US since 2008. The definitive agreement was signed on September 24, 2021.

(in Canadian Dollars, except as otherwise noted)

OUTLOOK

Q3 was another consecutive quarter of growth as the overall economic situation strengthens with the pandemic abating. Intouch continues to work with its clients to assist in their recoveries and as of today the majority of the pre-pandemic recurring services revenue has either returned, or is scheduled to return by January, 2022. At the same time, recurring software revenue continues to be in a growth position.

The underlying business remains healthy, with positive EBITDA in Q3, 2021 of $386,273, consistent with Q2 2021 despite increased spending to bolster the recovery to pre-pandemic activity levels. Q3 was also defined by acquisition activity and costs as the company prepared to take on SeeLevelHX on October 1.

Quickly surpassing our pre-pandemic revenues as we head into 2022 is a key focus of the company, and we are excited to have completed an acquisition to ensure that trajectory. In addition to the newly acquired revenue, we expect to see the continued return of customer programs that have been paused or reduced as well as growth from existing clients through programs to measure new areas such as curbside pick-up, third-party delivery, and web/app based order fulfilment. At the same time, we are anticipating additional SaaS revenues, and revenues through new client acquisition driven by an increase in sales and marketing activities.

In parallel to the revenue and acquisition efforts, Intouch has continued to add to its SaaS capabilities with new features and functionality launching on an continuous basis. It is expected that these capabilities will continue to create competitive advantages and differentiation for the company allowing for strong organic growth as sales and marketing efforts are able to capitalize now that the broader economic recovery is underway.

As we look towards a post-pandemic future we are very excited at the opportunities that lay ahead for Intouch in terms of technological advancement and the resulting growth in recurring revenues. We expect double-digit revenue growth and positive EBITDA in 2021 and in 2022 we expect to significantly surpass our pre-pandemic revenue levels while delivering operating profits and strong EBTIDA. We look forward to meeting the challenges ahead.

RESULTS OF OPERATIONS

a) Revenue

The Company receives revenue from software applications and related services to its customers in a market referred to as data collection and reporting services.

The Company's strategy is to focus on software applications, and long-term services contracts and as a result tracks its recurring revenue from both software and services. The following chart shows the breakdown of revenues for the three and nine months ended September 30, 2021 and 2020.

	Three months			Nine months		
	September 30, 2021	September 30, 2020	%	**September 30, 2021**	September 30, 2020	%
Software-as-a-service (SaaS) revenue	**$ 287,108**	$ 219,200	31%	**$ 796,064**	$ 709,519	12%
Event marketing automation revenue	**453,967**	504,963	-10%	**1,137,436**	1,658,323	-31%
Recurring services revenue	**3,185,653**	2,239,365	42%	**8,626,146**	6,803,792	27%
Non-recurring services revenue	**573**	2,400	N/A	**3,173**	8,550	N/A
Total revenue	**$ 3,927,301**	$ 2,965,928	32%	**$ 10,562,819**	$ 9,180,184	15%

The Company's Q3 2021 revenues increased 32% from Q3 2020 revenues with its SaaS revenue increasing by 31%, its recurring services revenues increasing by 42%, and its event marketing automation revenue decreasing by 10% in the same time period.

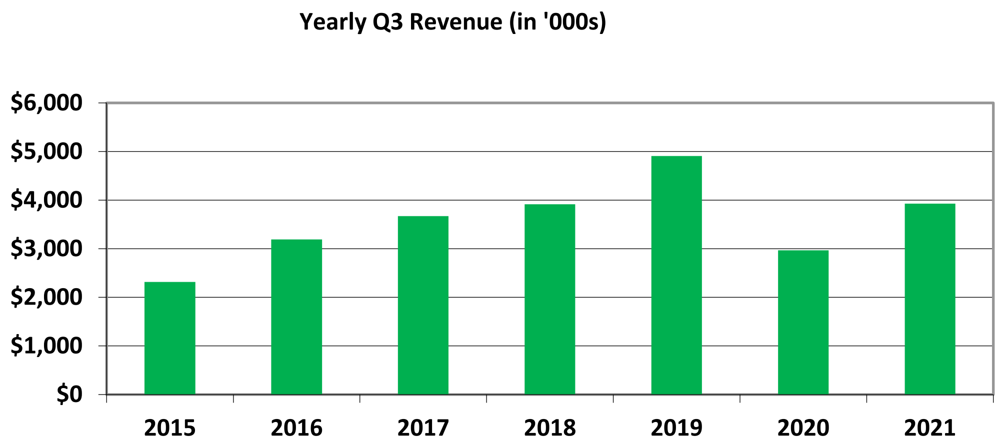
(in Canadian Dollars, except as otherwise noted)

The Company's YTD 2021 revenues increased 15% from YTD 2020 revenues with its SaaS revenue increasing by 12%, its recurring services revenues increasing by 27%, and its event marketing automation revenue decreasing by 31% in the same time period.

The overall increases reflect the ongoing economic reopenings in North America.

The Company has a high customer retention rate and does not expect to lose any significant contracts as a result of the pause in agreements.

Management expects fluctuations in quarter-over-quarter operating results. Overall, management expects 2021 SaaS software revenues to increase as programs resume and new business is acquired through an increase in sales and marketing investment.



The Company also measures its revenue geographically. The following chart shows the breakdown of revenues from Canada, the US and internationally.

	Three months					Nine months				
	September 30, 2021	**%**	September 30, 2020	%	**% Change**	**September 30, 2021**	**%**	September 30, 2020	%	**% Change**
Canada	**$ 1,337,965**	**34%**	$ 799,611	27%	67%	**$ 3,182,966**	**30%**	$ 2,956,856	32%	8%
US	**2,570,885**	**65%**	2,155,951	73%	19%	**7,323,730**	**69%**	6,170,585	67%	19%
Other	**18,451**	**nil**	10,366	0%	78%	**56,123**	**nil**	52,743	1%	6%
Total revenue	**$ 3,927,301**	**100%**	$ 2,965,928	100%	32%	**$ 10,562,819**	**100%**	$ 9,180,184	100%	15%

For Q3 2021, revenue generated from Canadian clients was 67% higher compared to Q3 2020 while U.S. revenues increased by 19%. For the nine months ended September 30, 2021, revenue generated from Canadian clients was 8% higher while U.S revenue was 19% higher compared to 2020. The increases in the quarter reflect the economic reopenings happening in North America.

The Company's U.S. revenues are subject to and were impacted by the fluctuation of foreign exchange.

Revenue recognition: The Company follows International Financial Reporting Standards in recognizing its revenue from operations. For further information on revenue recognition, refer to Note 2 in the audited consolidated financial statements dated December 31, 2020.

(in Canadian Dollars, except as otherwise noted)

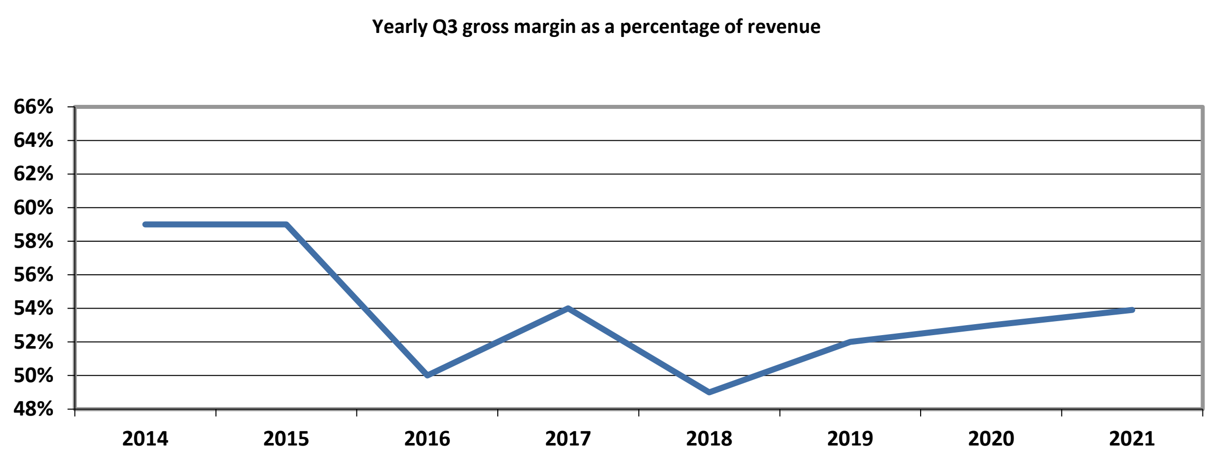
b) Cost of Services/Gross Margin

The Company's cost of services includes all direct costs incurred in the provision of its products and services. These costs include items such as expenses related to staff and independent contractors, delivery charges, communication costs (as each mobile unit or other device is equipped with cellular and/or wireless technology in order to transmit results or program updates live in the field) and amortization associated to the data collection units.

	Three months			Nine months		
	September 30, 2021	September 30, 2020	%	**September 30, 2021**	September 30, 2020	%
Staff and contractor expense	**$ 1,435,259**	$ 1,200,547	20%	**$ 3,865,995**	$ 3,687,008	5%
Wage subsidy- CEWS	**(6,599)**	(91,532)	-93%	**(55,775)**	(199,212)	-72%
Delivery and communication costs	**275,773**	194,867	42%	**724,070**	575,613	26%
Amortization	**73,817**	69,810	6%	**218,029**	151,892	44%
Other	**33,093**	35,029	-6%	**108,650**	104,849	4%
Cost of services	**1,811,343**	$ 1,408,721	29%	**4,860,969**	$ 4,320,150	13%

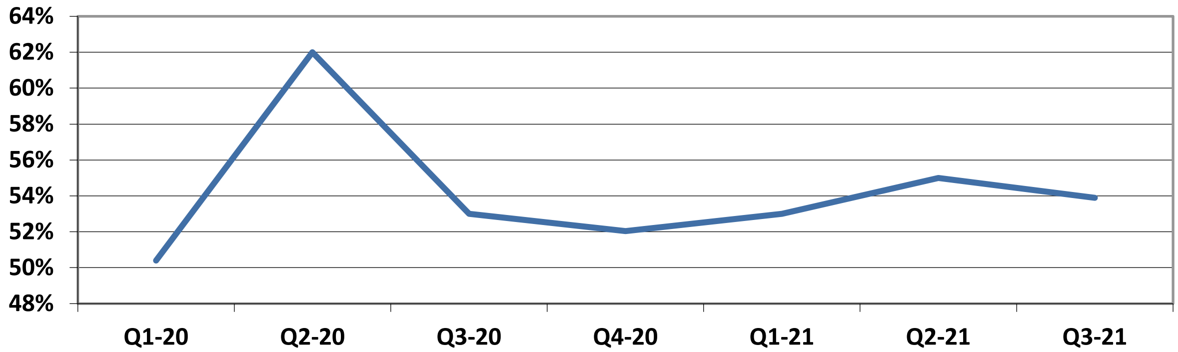
For Q3 2021, consolidated cost of services increased 29% compared to Q3 2020. For the nine months ended September 30, 2021, consolidated cost of services increased 13% compared to 2020. For Q3 2021, both staff and contractor expense and delivery and communication costs increased due to the increase in revenue. Share-based compensation added $6,830 in non-cash salary expense to Q3 2021 cost of sales and $20,490 for the nine months ended September 30 2021. The staff costs were partially offset by the Canadian Emergency Wage Subsidy("CEWS").

Amortization increased for Q3 2021 compared to Q3 2020 as ancillary equipment for data collection devices were purchased during the quarter. Included in the other expenses are commissions of $33,093 in Q3 2021 and $108,650 YTD 2021 compared to $35,029 in Q3 2020 and $104,849 in YTD 2020. Management expects commission expense to continue to fluctuate based on revenues.



(in Canadian Dollars, except as otherwise noted)

Quarterly gross margin results as a percentage of revenue



The consolidated gross margin increased by $558,752 or 36% to $ 2,115,959 in Q3 2021 from $1,557,207 in Q3 2020 with an increase in the margin percentage from 52.5% to 53.9%.

The consolidated gross margin increased by $841,817 or 17% to $5,701,851 in the nine months ended September 30, 2021 from $4,860,034 in the nine months ended September 30, 2020 with the margin percentage of 54.0%, compared to 52.9% in the comparative period.

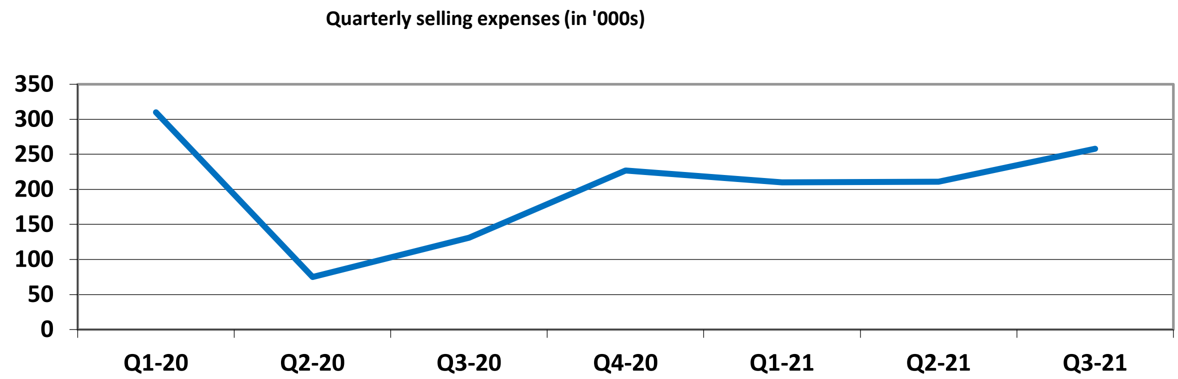
c) Selling

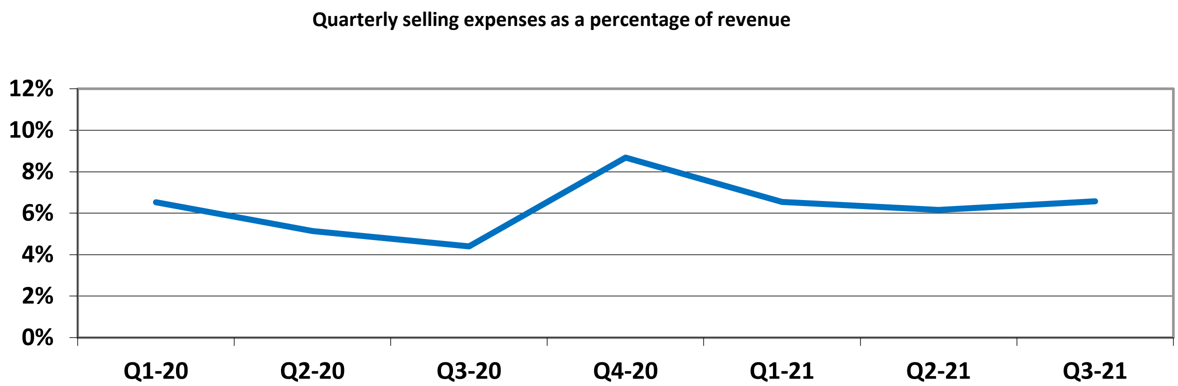
The Company includes marketing, travel, salaries and benefits in selling expenses and are broken down as follows:

	Three months			Nine months		
	September 30, 2021	September 30, 2020	%	**September 30, 2021**	September 30, 2020	%
Marketing expenses	**$ 79,168**	$ 24,625	221%	**$ 226,936**	$ 128,873	76%
Travel expenses	**2,573**	386	566%	**(1,989)**	77,502	-103%
Salaries and benefits	**186,310**	186,184	0%	**511,746**	462,419	11%
Wage subsidy- CEWS	**(9,987)**	(80,692)	-88%	**(58,040)**	(153,050)	-62%
Selling expenses	**$ 258,064**	$ 130,503	98%	**$ 678,653**	$ 515,744	32%

Selling expenses increased by 98% in Q3 2021 compared to Q3 2020 and increased by 32% in the nine months ended September 30, 2021 compared to the nine months ended September 30, 2020. The increases were driven by renewed spending in marketing to support revenue recovery, the issuance of Restricted Share Units ("RSUs") in Q4 2020 as well as the restoration of compensation levels in Q4 2020. Share-based compensation added $9,661 in non-cash salary expense to Q3 2021 selling expenses and $30,213 for the nine months ended September 30 2021. The Company began efforts to rebuild its sales and marketing capabilities through the back half of 2020 and expects selling expenses to continue increasing for the rest of 2021 to support revenue recovery. Management continues to watch the marketplace very closely and will aggressively seek new business opportunities.

(in Canadian Dollars, except as otherwise noted)





d) General and Administrative

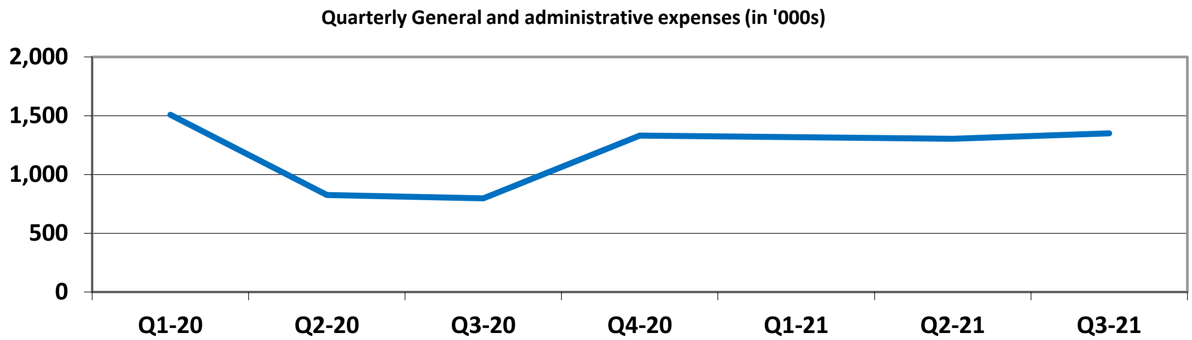
	Three months			NIne months		
	September 30, 2021	September 30, 2020	%	**September 30, 2021**	September 30, 2020	%
Corporate administration	**$ 225,379**	$ 173,388	30%	**$ 613,155**	$ 576,606	6%
Rent relief- CECRA and CERS	**(17,614)**	(42,390)	-58%	**(73,976)**	(105,976)	-30%
Consultant fees	**14,444**	495	2821%	**18,654**	95,667	-81%
Professional fees	**117,163**	15,927	636%	**205,416**	299,035	-31%
Listing fees	**55,954**	15,041	272%	**157,781**	83,090	90%
Salaries and benefits	**903,353**	689,557	31%	**2,789,250**	2,177,753	28%
Wage subsidy- CEWS	**(52,893)**	(293,365)	-82%	**(294,674)**	(596,901)	-51%
Loss (gain) on disposal of property and equipment	**-**	-	N/A	**(46)**	-	N/A
Loss (gain) on foreign exchange	**(73,460)**	45,293	-262%	**37,880**	(18,894)	-300%
Bad debt expense (recovery)	**840**	4,609	-82%	**(41)**	21,719	N/A
Amortization expense	**175,968**	188,151	-6%	**517,718**	597,663	-13%
Total general and administrative expenses	**$ 1,349,134**	$ 796,705	69%	**$ 3,971,117**	$ 3,129,763	27%

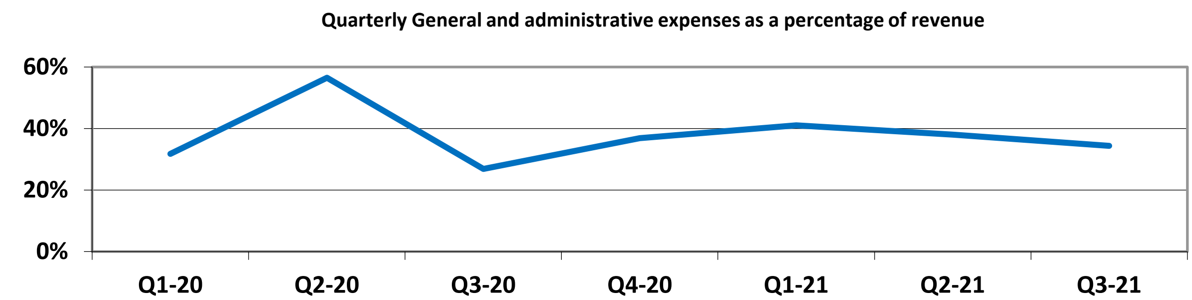
General and administrative ("G&A") expenses increased by 69% overall in Q3 2021, compared to Q3 2020. These increases are primarily due to increases in corporate administration, professional and listing fees, and salaries and benefits, as well as the decrease in CEWS and Canada Emergency Commercial Rent Assistance ("CECRA")/Canadian Emergency Rent Subsidy("CERS").

(in Canadian Dollars, except as otherwise noted)

The increase in corporate administration for Q3 2021 compared to Q3 2020 is related to recruitment expenses, insurance expenses, and computer supplies. The increase in professional fees is related to the acquisition which closed October 1. The increase in listing fees and salaries and benefits for Q3 2021 compared for Q3 2020 are related to the restoration of director fees and restoration of compensation levels, as well as the issuance of RSUs in Q4 2020. Share-based compensation added $105,327 in non-cash salary expense to Q3 2021 G&A expense and $303,049 for the nine months ended September 30 2021 compared to $17,717 in Q3 2020 and $53,151 for the nine months ended September 30, 2020 due to the issuance of RSUs in Q4 2020 and options in Q4 2020 and Q3 2021.

The bad debts expense in Q3 2020 relates to estimates of potential credit losses as a result of the impacts of COVID-19. Management anticipates that share-based compensation will decrease for the end of 2021 due to the vesting of RSUs in early Q4 2021. The gain on foreign exchange in Q3 2021 relates to the increase in value of the US dollar compared to the Canadian dollar.

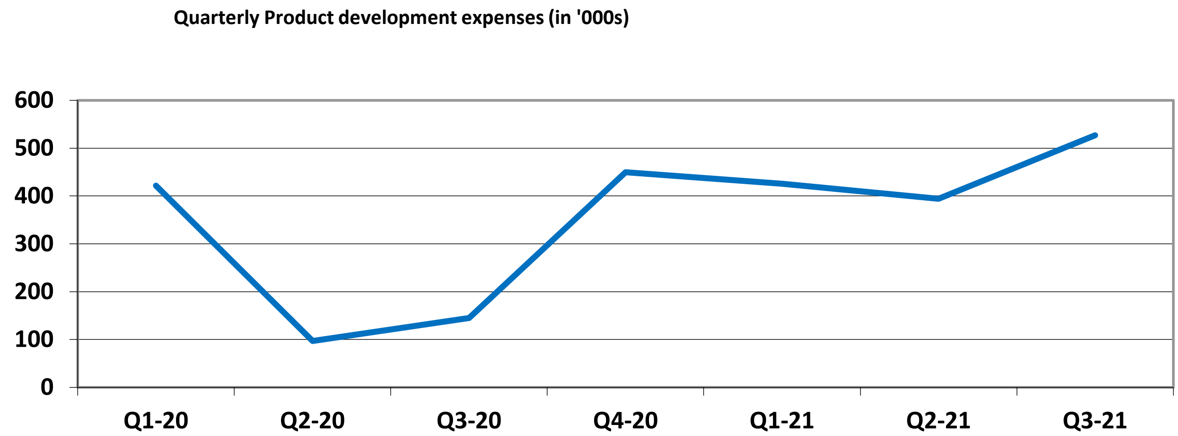


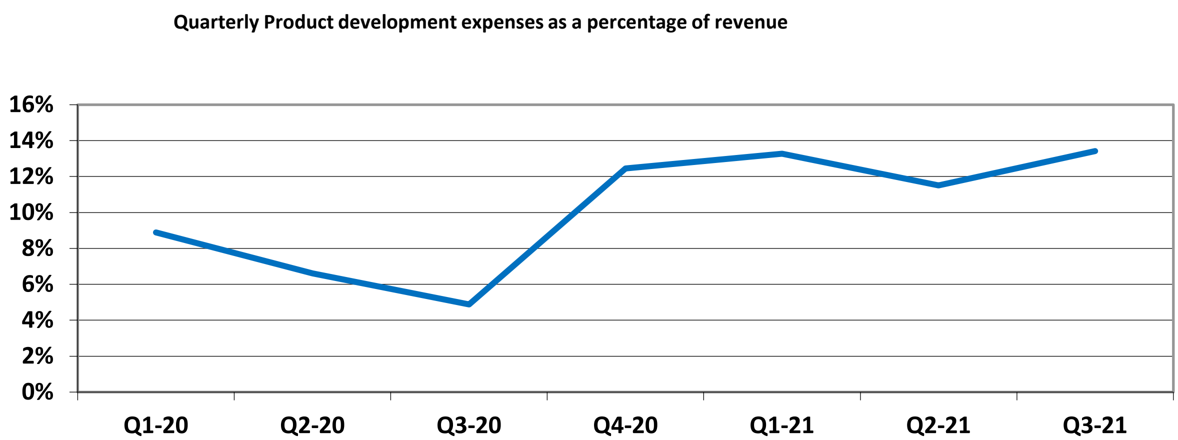


e) Product Development

	Three months			Nine months		
	September 30, 2021	September 30, 2020	%	**September 30, 2021**	September 30, 2020	%
Salaries and benefits expense	**$ 558,751**	$ 313,582	78%	**$ 1,527,186**	$ 1,066,488	43%
Wage subsidy- CEWS	**(32,081)**	(168,801)	-81%	**(180,592)**	(389,613)	-54%
Incentive tax credit and government agency contribution	**-**	-	N/A	**-**	(13,163)	N/A
Total product development expense	**526,670**	$ 144,781	264%	**$ 1,346,594**	$ 663,713	103%

Product development spending increased 264% in Q3 2021 compared to Q3 2020 and increased 103% in the nine months ended September 30, 2021 compared to 2020. This was driven mainly by the restoration of compensation levels in Q4 2020, the issuance of RSUs in Q4 2020, as well as the decrease in wage subsidies. Share-based compensation added $32,579 in non-cash salary expense to Q3 2021 product development expense and $97,737 for the nine months ended September 30 2021 (both were nil in the 2020 comparative period).





f) Earnings (loss) from operating activities

Losses from operating activities was $17,909 in Q3 2021 a decrease of $502,284 compared to earnings of $484,374 in Q3 2020. For the nine months ended September 30, 2021, losses from operating activities was $294,513, a decrease of $307,153 compared to earnings of $12,640 in 2020. This is attributable mainly to the increase in share-based compensation for 2021. The Company will continue its focus on containing costs and capitalizing on the ongoing North American economic rebound.

Impairment costs of $nil were recorded in Q3 2021 (Q3 2020- $844) in connection with the revaluation of the Company's intangible assets including goodwill as a result of the impacts of COVID-19. For YTD 2021, $nil of impairment costs were recorded (YTD 2020- $538,174).

g) Non-operating earnings (expenses)

Finance costs for Q3 2021 were $21,939 compared to $22,815 in Q3 2020. For the nine months ended September 30, 2021, finance costs were $73,851 compared to $71,721 in 2020.

Income of $115,456 was included in the nine months ended September 30, 2021 as part of the PPP loan forgiveness.

The revaluation of the fair value of the contingent consideration related to the acquisition of PerformaLogics and MobilForce resulted in a loss of $16,872 in Q3 2021 due to an improvement in the future revenue expected as compared to June 30, 2021. For the nine months ended September 30, 2021, the revaluation of the fair value of the contingent consideration related to the acquisition of PerformaLogics and MobilForce resulted in a gain of $10,783 due to a decrease in the future expected revenue as compared to year-end 2020.

h) Net income (loss) before income taxes

The Company recorded a net loss before income taxes of $56,721 in Q3 2021 (YTD 2021- $242,126) compared to net earnings of $508,364 in Q3 2020 (YTD 2020 - $59,757). The losses in 2021 were driven primarily by an increase in share-based compensation.

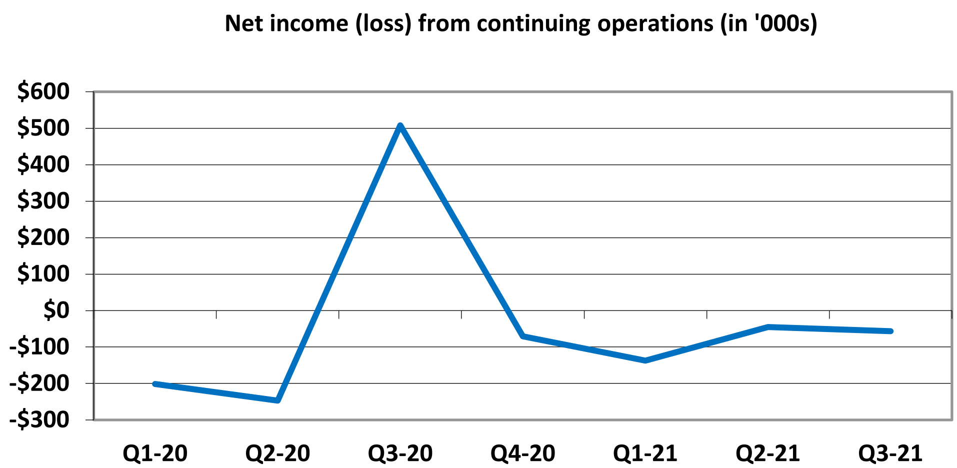
i) Income taxes

The Company recorded income tax expense of $nil in Q3 2021(YTD 2021- recovery of $2,959), compared to a recovery of $1,680 in Q3 2020 and YTD 2020.

For Q3 2021 and YTD 2021, no future tax expenses were recorded(Q3 2020 and YTD 2020- $nil).

j) Net income and comprehensive income

The Company reported a net loss and comprehensive loss of $56,721 for Q3 2021 or $0.00 per share basic and diluted compared to net income and comprehensive income of $510,044 or $0.02 per share basic and diluted for Q3 2020. For the nine months ended September 30, 2021, the Company reported a net loss and comprehensive loss of $239,167 or $0.00 per share basic and diluted compared to net income and comprehensive income of $61,437 or $0.00 per share basic and diluted for 2020.



(in Canadian Dollars, except as otherwise noted)

k) Cash Flows

The Company's cash position was $1,050,895 at September 30, 2021, compared to $1,865,620 at December 31, 2020 and $2,031,377 at September 30, 2020. The Company had $2,385,669 in restricted cash at September 30, 2021, in trust for the closing of the SeeLevel acquisition.

	Three months			Nine months		
	September 30, 2021	September 30, 2020	%	**September 30, 2021**	September 30, 2020	%
Cash flows from operating activities before changes in working capital	**$ 387,114**	$ 767,186	-50%	**$ 895,595**	$ 1,376,919	-35%
Changes in working capital	**(2,353,010)**	(1,723,044)	37%	**(2,349,469)**	1,024,796	-329%
Cash flows from operating activities	**(1,965,896)**	(955,859)	106%	**(1,453,874)**	2,401,715	-161%
Cash flows from (used in) financing activities	**910,725**	(68,042)	-1438%	**755,443**	(253,773)	-398%
Cash flows used in investing activities	**(34,210)**	(1,172)	2819%	**(116,294)**	(1,498,861)	-92%
Increase (decrease) in cash	**$ (1,089,381)**	$ (1,025,073)	6%	**$ (814,725)**	$ 649,081	-226%

Operating activities:

This quarter's decrease in operating cashflows was due largely to transferring cash to a trust account for the acquisition of SeeLevel.

Financing activities:

As at September 30, 2021, the Company drew $1.01 million from its line of credit (September 30, 2020- nil). For Q3 2021, $76,405 was paid toward lease liabilities (YTD 2021- $189,825) while in Q3 2020, $58,135 was paid (YTD 2020- $178,596).

Share capital increased by $12,834 from the issuance of common shares during Q3 2021 (YTD 2021- $147,734) as a result of the exercise of stock options (Q3 2020 - $15,400 and YTD 2020- $35,000). Finance costs paid were $21,939 in Q3 2021 (YTD 2021- $73,851) compared to $22,814 in Q3 2020 (YTD 2020- $71,721).

Investing activities:

In Q3 2021, the Company invested $34,210 in property and equipment (YTD 2021- $119,058), compared to $1,172 in Q3 2020 (YTD 2020- $725,617). In Q1 2020, the Company invested $513,700 and $259,544 in the acquisition of PerformaLogics and MobilForce respectively.

l) Liquidity and Capital Resources

Working capital was $3,136,795 as at September 30, 2021 compared to $2,637,380 as at December 31, 2020. The table below shows other balance sheet accounts compared to previous year end including the percentage change:

	September 30, 2021	December 31, 2020	% change
Bank indebtedness	**$ 1,010,000**	$ -	N/A
Short-term debt	**$ -**	$ 115,456	-100%
Contract liabilities	**$ 489,544**	$ 645,568	-24%
Trade and other liabilities	**$ 1,126,975**	$ 420,697	168%
Current portion of lease liabilities	**$ 271,799**	$ 257,171	6%
Lease liabilities	**$ 606,358**	$ 810,812	-25%
Current portion of contingent liabilities	**$ 171,750**	$ 249,172	-31%
Contingent liabilities	**$ 20,494**	$ 92,469	-78%

The increase in bank indebtedness is due to drawing $1.01 million from the line of credit in preparation for the SeeLevel acquisition. The decrease in short-term debt is due to the forgiveness of the PPP loan. The increase in trade payables and other payables is due to the accrual of liabilities related to the settlement of RSUs in October as well as professional fees related to the acquisition. The contingent liability relates to the acquisition of PeformaLogics and MobilForce.

Debt to equity increased from 0.57 at December 31, 2020 to 0.75 at September 30, 2021. The increase in the ratio is due to the increase in bank indebtedness and increase in trade and other liabilities.

The Company has a current ratio of 2.02:1 and credit facilities that include a $2,100,000 demand operating loan. The company has drawn $1.01 million on this facility as at September 30, 2021 (December 31, 2020 – nil). The Company had cash in the bank as at September 30, 2021 of $1,050,895 and good quality accounts receivable of $2,604,788. Management believes that the Company has sufficient cash and credit resources to continue to finance its working capital requirements. Risks include the ability of the Company to recover revenues as the economy recovers from the COVID-19 pandemic as well as to produce cash flows through revenues to meet its obligations. For 2021, the Company continues working to mitigate the impact of the pandemic and position the Company for sustained economic recovery.

Review of quarterly operating results ('000s)

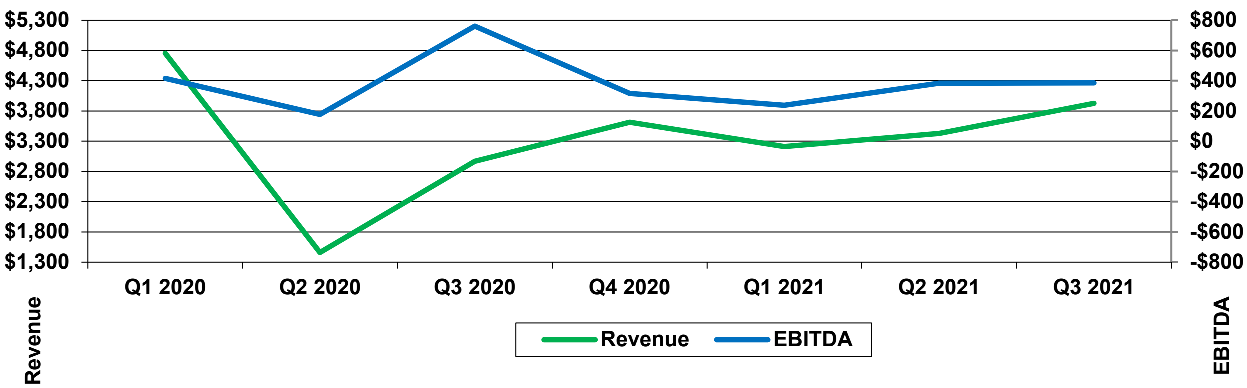
	2021			2020				2019
	Q3	Q2	Q1	Q4	Q3	Q2	Q1	Q4
Revenue	**$ 3,927**	**$ 3,426**	**$3,209**	**$3,615**	**$2,965**	**$1,460**	**$4,754**	**$4,721**
Cost of services	1,811	1,533	1,517	1,734	1,408	555	2,357	2,317
Gross margin	2,116	1,893	1,692	1,881	1,557	905	2,397	2,404
Total operating expenses	2,134	1,909	1,953	1,949	1,073	1,083	2,691	2,036
Earnings (loss) from operating activities	**$ (18)**	**$ (16)**	**$ (261)**	**$ (68)**	**$ 484**	**$ (178)**	**$ (294)**	**$ 368**
Forgiveness of loan	-	-	115	-	-	-	-	-
Gain(loss) in fair value of contingent liabilities	(17)	(3)	31	18	47	(47)	119	-
Finance costs	(22)	(27)	(25)	(21)	(23)	(22)	(26)	(23)
Net earnings (loss) before income taxes	**$ (57)**	**$ (46)**	**$ (140)**	**$ (71)**	**$ 508**	**$ (247)**	**$ (201)**	**$ 345**
Finance costs	22	27	25	21	23	22	26	23
Impairment of intangible assets and goodwill	-	-	-	(60)	1	87	450	-
Loss (gain) in fair value of contingent liabilities	17	3	(31)	(18)	(47)	47	(119)	-
Amortization of property and equipment	164	157	154	153	153	142	128	166
Amortization of intangible assets	86	86	89	117	105	108	114	86
Share-based compensation	154	157	140	173	18	18	18	18
Adjusted EBITDA[1]	**$ 386**	**$ 384**	**$ 237**	**$ 315**	**$ 761**	**$ 177**	**$ 416**	**$ 638**

[1]Adjusted EBITDA

Adjusted EBITDA is a non-IFRS financial measure, which is defined as earnings before income tax expense, financing costs, depreciation and amortization, and impairment charges.

Management believes that Adjusted EBITDA is an important indicator of the Company's ability to generate liquidity through operating cash flow to fund future working capital needs, service outstanding debt and fund future capital expenditures and uses the metric for this purpose. We calculate Adjusted EBITDA by adding back to net earnings (loss) before taxes the finance costs, amortization expense, change in the fair value of contingent payments and stock-based compensation expenses. Adjusted EBITDA is also used by investors and analysts for the purpose of valuing an issuer. The intent of Adjusted EBITDA is to provide additional useful information to investors and analysts and the measure does not have any standardized meaning under IFRS. Adjusted EBITDA should therefore not be considered in isolation or used in substitute for measures of performance prepared in accordance with IFRS. Other issuers may calculate Adjusted EBITDA differently.

Quarterly Adjusted EBITDA and revenue (in '000s)



ACCOUNTING POLICIES

a) Critical Accounting Estimates and judgments

The Company's unaudited interim condensed consolidated financial statements are prepared in accordance with IFRS recognition and measurement principles that often require Management to make judgments, estimates and assumptions that affect the application of accounting policies and the reported amounts presented and disclosed in the consolidated financial statements. Management reviews these estimates and assumptions on an ongoing basis based on historical experience, changes in business conditions and other relevant factors as it believes to be reasonable under the circumstances. Changes in facts and circumstances may result in revised estimates, and actual results could differ from those estimates. Revisions to accounting estimates are recognized in the period in which the estimates are revised and in any future periods affected.

Contracts with clients

Contracts with clients often include promises to deliver multiple products and services. Determining whether such bundled products and services are considered i) distinct performance obligations that should be separately recognized, or ii) non-distinct and therefore should be combined with another good or service and recognized as a combined unit of accounting may require significant judgment. In general, the Company's professional services are capable of being distinct as they could be performed by third party service providers and do not involve significant customization of the licensed software.

Useful lives of depreciable assets

The useful lives of depreciable assets have been determined based on management estimated utility of the assets. Uncertainties in these estimates relate to technological obsolescence that may change the utility of certain software and IT equipment.

Useful lives of intangible assets

The useful lives of intangible assets have been determined based on management estimated attrition rates related to the associated asset. Any subsequent change in these estimates would affect the amount of amortization recorded over future periods.

Share-based compensation

The estimation of share-based compensation requires the selection of an appropriate valuation model and consideration as to the inputs necessary for the valuation model chosen. The Company has made estimates as to the volatility of its own shares, the probable life of share options granted, the forfeiture rate, and the time of exercise of those share options, and the risk-free interest rate. The model used by the Company is the Black-Scholes valuation model.

Warrants

In calculating the value of the warrants, key estimates such as the value of the common share, the expected life of the warrant, the volatility of the Company's stock price and the risk-free interest rate are used.

Business combinations

On initial recognition, the assets and liabilities of the acquired business and the consideration paid for them are included in the consolidated statement of financial position at their fair values. In measuring fair value, management uses estimates of future cash flows and discount rates.

Lease liabilities

The measurement of lease liabilities is subject to management's judgment of the applicable incremental borrowing rate, as well as the expected lease renewals.

Control and significant influence assessment

The assessment of control and significant influence over an investment requires judgment.

Assessing the stage of completion of revenue

The stage of completion of revenue is assessed by Management by taking into consideration all information available at the reporting date. In this process, management estimates for each project's milestones, actual work performed, the costs to complete the work and the value of the work completed.

Assessing the probability of utilizing deferred tax assets and investment tax credits

Deferred tax assets and investment tax credits are recognized for unused tax losses and credits to the extent that it is probable that taxable income will be available against which the losses can be utilized. These estimates are reviewed at every reporting date. The tax rules in the numerous jurisdictions in which the Company operates are also taken into consideration.

Impairment

Determining if there are any facts and circumstances indicating impairment loss or reversal of impairment losses is a subjective process involving judgment and a number of estimates and interpretations in many cases.

In assessing impairment, management estimates the recoverable amount of each asset or cash-generating unit based on expected future cash flows and uses an interest rate to discount them. Estimation uncertainty relates to assumptions about future operating results and the determination of a suitable discount rate.

Functional currency

An area of judgement that has a significant effect on the amounts recognized in these consolidated financial statements is the determination of functional currency.

The determination of a subsidiary's functional currency often requires significant judgement where the primary economic environment in which they operate may not be clear. This can have a significant impact on the consolidated results of the Company based on the foreign currency translation methods used.

b) Statement of compliance

The unaudited interim condensed consolidated financial statements, including comparatives, have been prepared in accordance with International Financial Reporting Standards. On November 25, 2021, the Company's Board of Directors approved these unaudited interim condensed consolidated financial statements and authorized them for issue.

c) Management's Conclusion on the design of Internal Controls over Financial Reporting

The Chief Executive Officer and the Chief Financial Officer have evaluated the effectiveness of the Company's disclosure and internal controls and procedures as at September 30, 2021 and have concluded that the Company's controls and procedures provide reasonable assurance that material information relating to the Company, including its consolidated subsidiaries, was made known to them and reported as required, particularly during the period in which this report was being prepared.

d) Management's Conclusion on the effectiveness of Disclosure Controls

The Chief Executive Officer and the Chief Financial Officer have evaluated the effectiveness of the Company's disclosure controls and procedures as at September 30, 2021 and have concluded that the Company's disclosure controls and procedures were adequate and effective to ensure that material information relating to the Company and its consolidated subsidiaries would have been known to them.

CORPORATE GOVERNANCE

The five-person Board of Directors of Intouch is composed of three independent directors who are not related to the Company. One director has been appointed as the Chairman of the Board of Directors and the other as Chief Executive Officer of the Company. The entire Board fulfils the Audit Committee and all directors other than the Chief Executive Officer fulfils the Compensation Committee mandates. The Board and Management will continue to ensure compliance with regulatory requirements.

RISK MANAGEMENT

The Board of Directors has overall responsibility for the establishment and oversight of the Company's risk management framework. The Board of Directors has established the Audit Committee which is responsible for developing and monitoring the Company's compliance with risk management policies and procedures. The Audit Committee regularly reports to the Board of Directors on its activities.

The Company's risk management program seeks to minimize potential adverse effects on the Company's financial performance and ultimately shareholder value. The Company manages its risks and risk exposures through a combination of insurance, a system of internal and disclosure controls and sound business practices.

RISK FACTORS AND UNCERTAINTIES

The Company is focused on expanding its business internally as well as through strategic partnerships and acquisitions to achieve continued growth and profitability. Nevertheless, the Company's future results will depend on its ability to find financing and to continuously introduce new products and enhancements to its customers. There are other additional risks and uncertainties described below.

a) COVID-19 and Other Pandemic or Epidemic Diseases

The outbreak of the novel strain of coronavirus, specifically identified as "COVID-19", has resulted in governments worldwide enacting emergency measures to contain the spread of the virus. Outbreaks, or the threat of outbreaks of viruses or other contagions or epidemic or pandemic diseases, including the recent COVID-19 outbreak, may lead to prolonged voluntary or mandatory building closures, business closures, government restrictions on travel and gatherings, quarantines, self-isolation and physical distancing. The impact of these measures may lead to a general shutdown of economic activity and disrupt workforce and business operations both in Canada and the World. Such occurrences, including the outbreak of COVID-19, could have a material adverse effect on debt and capital markets, and the ability to provide certain services to clients when shutdowns occur. The duration and impact of the COVID-19 pandemic is unknown at this time, as is the efficacy of the government interventions. The pace of recovery following such occurrences cannot be accurately predicted, nor can the impact on the Company's asset valuations, cash flows, results of operations and the Company's ability to obtain additional financing.

Specifically, such enhanced risks associated with COVID-19 include, but are not limited to:
• the trading price of the Company's shares;
• a reduction in annual revenue due to associated financial hardship and non-essential business orders governing the closure of certain businesses to whom the Company provides services;
• issues delivering services due to Company or government imposed isolation programs, restrictions on the movement of contractors, and closures;
• the impact of additional legislation, regulation and other government interventions in response to the COVID-19 pandemic;

The foregoing is not an exhaustive list of all risk factors.

Developments regarding the COVID-19 pandemic have resulted in a substantive shift in management's focus towards ensuring the continued safety of our employees, compliance with guidelines and requirements issued by various health authorities and government organizations, and continuity of other critical business operations. We remain focused on delivering our key business operations in a responsible manner.

b) Lengthy and Complex Sales Cycle

Intouch sales efforts target large companies requiring Intouch to expend significant resources educating prospective customers about the uses and benefits of Intouch products. Because the purchase of Intouch's solution is a significant decision for these companies, prospective customers generally take a long time to evaluate the product. The sales cycle may range from four to nine months for larger accounts, although these cycles can be longer due to significant delays over which Intouch has little or no control.

c) Increasing Competition

The markets in which Intouch operates and intends to operate are extremely competitive and can be significantly influenced by the marketing and pricing decisions of larger industry participants including large companies that have substantially greater market presence and financial, technical, operational, marketing and other resources and experience than Intouch.

d) Evolving Business Model

The Intouch business model continues to evolve. Intouch seeks to develop and promote new or complementary solutions and products to expand the breadth and depth of its service offerings. There can be no assurance that Intouch will be able to expand its operations in a cost-effective or timely manner or that any such efforts will create, maintain or increase overall market acceptance.

e) Need to Manage Growth

The growth of Intouch's business and its products and services cause significant demands on Intouch's managerial, operational and financial resources. Demands on Intouch's financial resources will grow rapidly with Intouch's expanding customer base. Additional working capital may be required and there are no assurances that access to the capital required for the future growth and expansion plans will be available.

f) Dependency on Key Personnel

Intouch's success will depend upon the continued service of its senior management team. Intouch employees may voluntarily terminate their employment with Intouch at any time. The loss of services of key personnel could have a material adverse effect upon Intouch's business, financial condition and results of operation.

g) Future Capital Needs

Intouch may need to raise funds through public or private financing in the event that Intouch incurs operating losses or requires substantial capital investment or in order for Intouch to respond to unanticipated competitive pressures or to take advantage of unanticipated opportunities. There can be no assurances that additional financing will be available on terms favourable to Intouch or at all.

h) Foreign Exchange Exposure

Intouch continues to expand its operations into the US market. Fluctuations in the currency exchange rate may affect the revenue and operations of the company. The potential effect of the currency exchange rate fluctuations will be magnified as the percentage of sales to the US market grows.

i) Cybersecurity

Security breaches and other disruptions to information technology networks and systems could interfere with the operations and could compromise the confidentiality of private customer data or proprietary information. While Intouch attempts to mitigate these risks by employing a number of measures, including employee training, monitoring and testing, and maintenance of protective systems and having developed contingency plans, the Company remains potentially vulnerable to additional known or unknown threats. Intouch collects and stores sensitive data including intellectual property, proprietary business information as well as personally identifiable information of its customers and employees in data centers and on information technology networks. The secure operation of these networks and systems is critical to the business operations and strategy. Despite efforts to protect sensitive, confidential or personal data or information, Intouch may be vulnerable to security breaches, theft, misplaced or lost data, programming errors, employee errors and/or misconduct that could potentially lead to the compromising of sensitive, confidential or personal data or information, improper use of the Company's systems, unauthorized access, use, disclosure, modification or destruction of information, production downtimes and operational disruptions. In addition, a cyber-related attack could result in other negative consequences, including damage to reputation or competitiveness, remediation or increased protection costs, litigation or regulatory action.

CAPITAL MANAGEMENT

The Company manages the capital structure and makes adjustments to it in the light of changes in economic conditions and the risk characteristics of the underlying assets. In order to maintain or adjust the capital structure, the Company may issue new shares, purchase and cancel shares previously issued, return capital to shareholders or sell assets to reduce debt. The Company considers the items included in the consolidated statement of shareholders' equity, long-term debt (including current portion), net of cash as its capital.

The Company also has certain positive covenants that it must meet with a Schedule 1 chartered Canadian bank in regard to its bank indebtedness, namely, a tangible net worth of at least $1,600,000 as well as adequate accounts receivable to support any operating line draw. The Company was compliant with its covenant in both 2021 and 2020.

The Company's objectives when managing capital are to safeguard the Company's ability to continue as a going concern, so that it can provide returns for shareholders and benefits for other stakeholders. For its core business, the Company targets year over year revenue increases with positive increases in earnings before interest, tax and amortization ("EBITDA"). These objectives are met through operational changes to enhance cash flow performance, the evaluation of acquisitions as they relate to the Company's market share and performance, and risk mitigation.

The Company is not subject to any statutory capital requirements and has no commitments, other than options, restricted share units, and the pending acquisition to sell or otherwise issue common shares.

Management reviews its capital management approach on an ongoing basis and believes that this approach, given the relative size of the Company, is reasonable.

SHARES

The share capital of the Company consists of an unlimited number of common shares, without par value. All shares are equally eligible to receive dividends, the repayment of capital and represent one vote at the shareholders' meetings.

During Q3 2021, there were 103,333 shares (YTD 2021- 328,333 shares) issued resulting from the exercise of stock options (Q3 2020- 55,000 shares and YTD 2020 – 135,000 shares).

MANAGEMENT'S STATEMENT OF RESPONSIBILITY

The accompanying consolidated financial statements of Intouch Insight Ltd. and all information contained herein are the responsibility of management and have been approved by the Board of Directors. The financial statements include some amounts that are based on management's best estimates that have been made using careful judgement.

The financial statements have been prepared by management in accordance with International Financial Reporting Standards. Financial and operating data elsewhere in the report are consistent with the information contained in the financial statements.

Although no cost-effective system of internal controls will prevent or detect all errors and irregularities, these systems are designed to provide reasonable assurance that assets are safeguarded from loss or unauthorized use, transactions are properly recorded, and the financial records are reliable for preparing the financial statements.

The Board of Directors carries out its responsibility for the financial statements. The Board of Directors meets periodically with management and with the external auditors to discuss the results of audit examinations with respect to the adequacy of internal controls and to review and discuss the financial statements and financial reporting matters.

Additional information about the Company such as the 2020 audited consolidated financial statements can be found on SEDAR at www.sedar.com.