

Intouch Insight Ltd.

For the three and nine month periods ended September 30, 2017 and 2016

Dated: November 24, 2017

The following Management's Discussion and Analysis ("MD&A") should be read in conjunction with the audited consolidated financial statements of Intouch Insight Ltd. ("Intouch" or the "Company") and the notes to those statements as at and for the year ending December 31, 2016.

The accompanying audited consolidated financial statements have been prepared by and are the responsibility of Intouch's management. The audited consolidated financial statements, including comparatives, have been prepared in accordance with International Financial Reporting Standards ("IFRS"). Dollar amounts are expressed in Canadian dollars unless otherwise noted.

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 set forth 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 in the Company's forward-looking statements.

OVERVIEW OF THE BUSINESS

Our vision is to provide perfect information – instantly. Our mission is to design, build and deliver solutions that collect data for customers to provide information that improves business outcomes.

On June 21, 2016, at the Annual and Special Meeting of Shareholders, the shareholders voted unanimously to change the name of the Company from In-Touch Survey Systems Ltd. to Intouch Insight Ltd. to reflect the names of its subsidiaries. The name change became effective on July 15, 2016.

On December 1, 2016, the Company entered into a business transfer agreement with The Belding Group of Companies based in Canada. The transaction resulted in the Company purchasing assets of RetailTrack and the Company taking on certain employees, which would enable Intouch to service the RetailTrack existing customers. RetailTrack is a business providing the same data collection services in North America as the Company provides.

In early 2017, the Company filled the position of Vice President of Sales, a position that had been vacant for many years, and had been performed in an acting role by its Chief Executive Officer. The Company had focused its resources into product development, and while it continues to do so, has now begun aggressively marketing its new technologies.

Intouch Insight Ltd. ("Intouch" or the "Company") does business as Intouch Insight Inc. and Intouch Insight Corp. (collectively referred to as "Intouch").

Intouch develops managed mobile software technology and services for private businesses, governments and regulators. These stakeholders need mobile, real-time information about customer leads, customer feedback, operational compliance, employee feedback and new product analysis. Intouch has developed comprehensive software platforms including IntouchCapture, IntouchCheck, IntouchSurvey, IntouchAccess and IntouchIntelligence that provide for the rapid development of data collection programs including lead capture at events, customer satisfaction surveys, mobile checklists, audits and forms creation including real-time online reporting. Intouch also uses its technology to enable its own data collection services including mystery shopping, third party audit and customer experience programs.

IntouchCapture is a software application providing event marketing solutions including data capture, analytics, logistics and support. With thousands of event days and millions of customer interactions, IntouchCapture works with Fortune 1000 brands, agencies, government and military across North America. Our complete software stack, stocked hardware warehouse and technical engineers bring big data, analytics, mobile-first design and data collection expertise to our customers.

IntouchCheck, the Company's first software-as-a-service (SaaS) offering, is a powerful mobile application which was designed to assist organizations to drive quick and lasting improvements. The application allows businesses to create unlimited mobile forms & checklists in order to easily collect and aggregate data from across all locations including the ability to add photos and signatures as

well as tracking deficiencies through to completion. In addition to the issues management it also provides for real-time reporting on performance results on a location by location or region by region basis.

IntouchSurvey is a software application designed to allow for a customer to perform web based surveys with real time reporting and results. Survey can handle the simplest of forms to the most complicated of skip logic and conditional questions. The most common application of this product is as a receipt based customer satisfaction survey tool.

IntouchAccess and IntouchIntelligence work together to provide the foundation of a customer experience management (CEM) platform. All the company's operational offerings including Check, Shop, Audit and Survey will be able to be accessed through a single portal and the output of each program can be seen together on a single screen. Customers will be able to receive a holistic picture of their performance with a single view which is then easily sorted by organizational hierarchy and date ranges. The CEM platform will also take in third party data to allow for it to be combined with Intouch programs to complete the business picture and to ensure that customers can truly achieve and measure improvements to their business outcomes.

RESULTS OF OPERATIONS

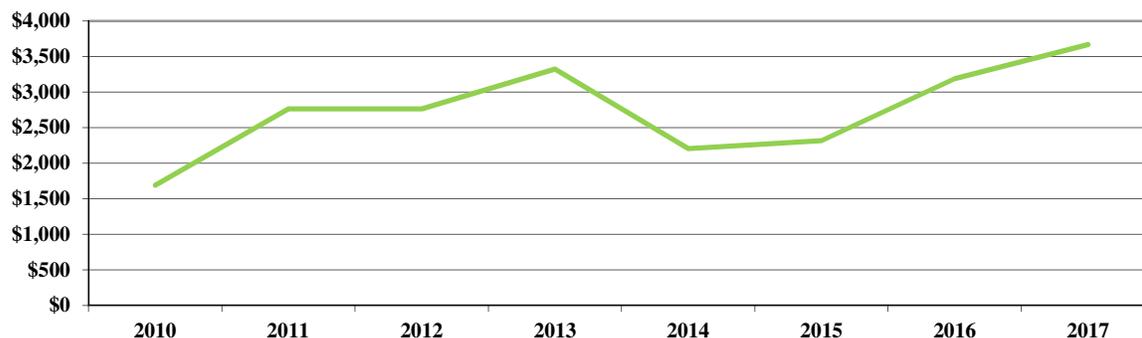
a) Revenue

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 recurring software revenue as well as recurring and non-recurring services revenue for the quarters and year-to-date periods ended September 30, 2017 and 2016.

| | Three months ended September 30 | | | Nine months ended September 30 | | |
|--------------------------------|---------------------------------|---------------------|------------|--------------------------------|---------------------|-----------|
| | 2017 | 2016 | % change | 2017 | 2016 | % change |
| Recurring software revenue | \$ 618,217 | \$ 592,915 | 4% | \$ 1,720,916 | \$ 1,762,114 | -2% |
| Recurring services revenue | \$ 2,960,759 | \$ 2,533,519 | 17% | \$ 8,758,215 | \$ 8,084,299 | 8% |
| Non-recurring services revenue | \$ 90,485 | \$ 61,332 | 48% | \$ 249,086 | \$ 143,043 | 74% |
| Total revenue | \$ 3,669,461 | \$ 3,187,766 | 15% | \$ 10,728,217 | \$ 9,989,456 | 7% |

Yearly Q3 Revenue (,000s)



The Company's third quarter 2017 revenues were \$3,669,461, an increase of 15% compared to third quarter 2016 revenues of \$3,187,766. For the nine months ended September 30, 2017, revenues increased 7% from \$9,989,456 in 2016 to \$10,728,217 in 2017. The recurring revenue increased from growth within current customers as well as from new customer growth. Services revenue growth increased 17% from growth within current customers as well as from new customer growth. Non-recurring services revenue, which consists of one-time set-up fees and technical services work, increased from \$61,332 in Q3 2016 to \$90,485 in Q3 2017.

The Company also measures its revenue geographically. The following chart shows the breakdown of revenues from Canada and the U.S.

| | Three months ended September 30 | | | | Nine months ended September 30 | | | |
|---------------|---------------------------------|------|--------------|------|--------------------------------|------|--------------|------|
| | 2017 | % | 2016 | % | 2017 | % | 2016 | % |
| Canada | \$ 1,599,341 | 44% | \$ 1,430,498 | 45% | \$ 4,647,168 | 43% | \$ 4,402,027 | 44% |
| U.S. | \$ 2,070,120 | 56% | \$ 1,757,268 | 55% | \$ 6,081,049 | 57% | \$ 5,587,429 | 56% |
| Total revenue | \$ 3,669,461 | 100% | \$ 3,187,766 | 100% | \$ 10,728,217 | 100% | \$ 9,989,456 | 100% |

Revenues generated from Canadian clients in Q3 2017 were 12% higher (YTD 2017 – 6% higher) compared to Q3 2016. U.S. revenues increased 18% in Q3 2017 (YTD 2017 – 9% higher). The Company continues to benefit from the foreign exchange rate effect of a lower Canadian dollar. The Company's largest U.S. based client, an automobile manufacturer, provided revenue of \$608,266, very similar compared to revenue of \$608,558 in Q3 2016 (YTD 2017 revenue increase of 3% or \$55,703). Revenue from this client, although stable in Q3 2017, may be affected by the frequency and size of the projects as well as any fluctuations in foreign exchange rates for the remainder of this year.

Included in Q3 2017 revenues were approximately \$513,923 (YTD 2017 - \$1,091,970) compared to \$381,307 in Q3 2016 (YTD 2016 - \$1,005,824) from customers acquired through an outsourcing and business transfer agreement with Global Compliance Services, Inc. in August of 2011. Of this Q3 2017 revenue approximately \$355,802 or 69% was generated from U.S. customers and \$158,121 or 31% from Canadian customers (Q3 2016 - \$201,568 or 53% from U.S. customers and \$179,739 or 47% from Canadian customers).

Also included in Q3 2017, were revenues of approximately \$541,863 (Q3 2016 - \$587,686) from customers acquired through a business transfer agreement with NAVEX Global, Inc. in April 2013. Of this revenue, approximately \$509,140 or 94% was generated from U.S. sales and \$32,723 or 6% from Canadian sales. Year-to-date 2017 revenues were \$2,285,185 compared to \$2,235,685 year-to-date 2016.

Management expects fluctuations in quarter-over-quarter operating results. Management also expects fluctuations in foreign exchange to continue to effect quarter-over-quarter operating results. Overall, management expects 2017 revenues to be higher than 2016 with growth coming from all its product lines.

Revenue recognition: The Company follows International Financial Reporting Standards (IFRS) 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, 2016.

b) Cost of Services and Gross Margin

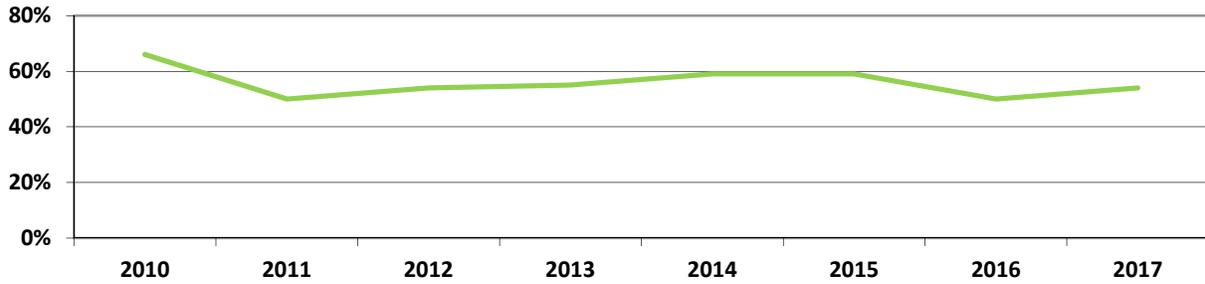
The Company's cost of services includes all direct costs incurred in the provision of its products and services. These costs include items such as expenses related to staff and independent contractors, delivery charges, communication costs (as each mobile unit or other device is equipped with cellular 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 ended September 30 | | | Nine months ended September 30 | | |
|------------------------------|---------------------------------|--------------|----------|--------------------------------|--------------|----------|
| | 2017 | 2016 | % change | 2017 | 2016 | % change |
| Staff/contractor expense | \$ 1,301,730 | \$ 1,288,663 | 1% | \$ 3,931,618 | \$ 3,975,139 | -1% |
| Delivery/communication costs | \$ 169,589 | \$ 213,516 | -21% | \$ 585,855 | \$ 561,177 | 4% |
| Amortization | \$ 61,530 | \$ 53,728 | 15% | \$ 167,074 | \$ 161,390 | 4% |
| Other | \$ 139,430 | \$ 43,102 | 223% | \$ 297,634 | \$ 116,893 | 155% |
| Cost of services | \$ 1,672,279 | \$ 1,599,009 | 5% | \$ 4,982,181 | \$ 4,814,599 | 3% |

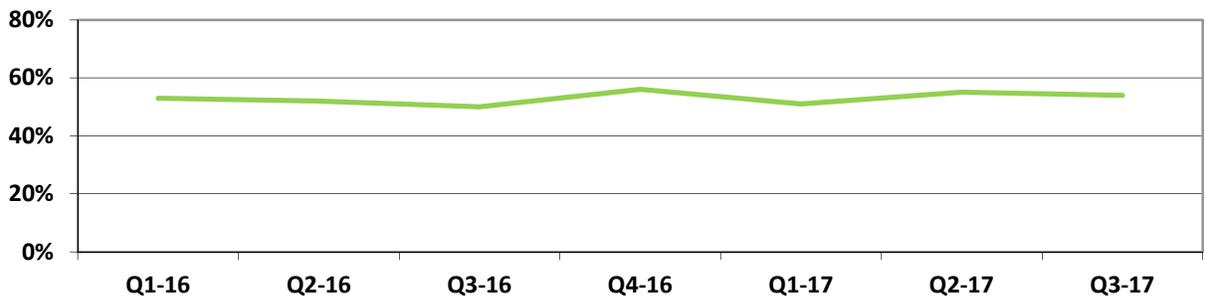
Consolidated cost of services increased 5% from \$1,599,099 in Q3 2016 (YTD 2016 - \$4,814,599) to \$1,672,279 in Q3 2017 (YTD 2017 - \$4,982,181). Staff and contractor expense increased slightly while delivery/communication costs decreased as the Company now uses a third-party software platform to dispatch its shoppers and auditors. Amortization increased to reflect the purchase of new technology to be used in the field as data collection devices.

The consolidated gross margin increased by \$408,425 or 26% from \$1,588,757 in Q3 2016 to \$1,997,182 in Q3 2017. The margin percentage of 54% in Q3 2017 is higher than the 50% obtained in Q3 2016 and is slightly below Management's expectations of 55 to 60%. Management expects gross margin percentage to continue at this level in the near future and then increase slightly to reflect increasing sales of its software based solutions as well as benefiting from the development of a common service delivery platform to replace the legacy platforms from acquisitions.

Yearly Q3 Gross Margin as a percentage of sales



Quarterly Gross Margin as a percentage of sales



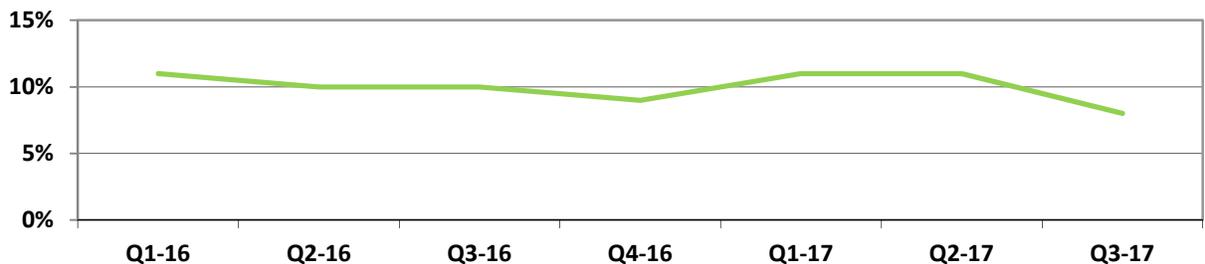
c) **Selling**

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

| | Three months ended September 30 | | | Nine months ended September 30 | | |
|--------------------------------|---------------------------------|-------------------|-------------|--------------------------------|---------------------|-----------|
| | 2017 | 2016 | % change | 2017 | 2016 | % change |
| Marketing expense | \$ 73,955 | \$ 85,388 | -13% | \$ 286,448 | \$ 252,930 | 13% |
| Travel expense | \$ 29,585 | \$ 34,621 | -15% | \$ 140,282 | \$ 111,100 | 26% |
| Salaries and benefits expense | \$ 189,500 | \$ 212,452 | -11% | \$ 607,598 | \$ 679,456 | -11% |
| Government agency contribution | \$ - | \$ - | 0% | \$ - | \$ (5,000) | 100% |
| Selling expenses | \$ 293,040 | \$ 332,461 | -12% | \$ 1,034,328 | \$ 1,038,486 | 0% |

Selling expenses decreased by 12% from \$332,461 in Q3 2016 to \$293,040 in Q3 2017. Year-to-date 2017, selling expenses decreased slightly to \$1,034,328. Marketing initiatives decreased 13% in Q3 2017 and increased 13% YTD. Travel decreased 15% quarter over quarter however increased 26% YTD. The Company expects marketing and travel expense to remain stable for the balance of 2017 as it continues to bring its new products to market. Salaries and benefits expense for Q3 2017 and year-to-date 2017 are lower by 11% than previous years' periods however the Company expects to increase the expenses for the remainder of the year. The Company has used the remainder of the government contribution in Q1 2016. There are no financial covenants attached to the contribution. Management continues to watch the marketplace very closely and will aggressively react to pursue new business opportunities.

Selling expenses as a percentage of sales



d) **General and Administrative**

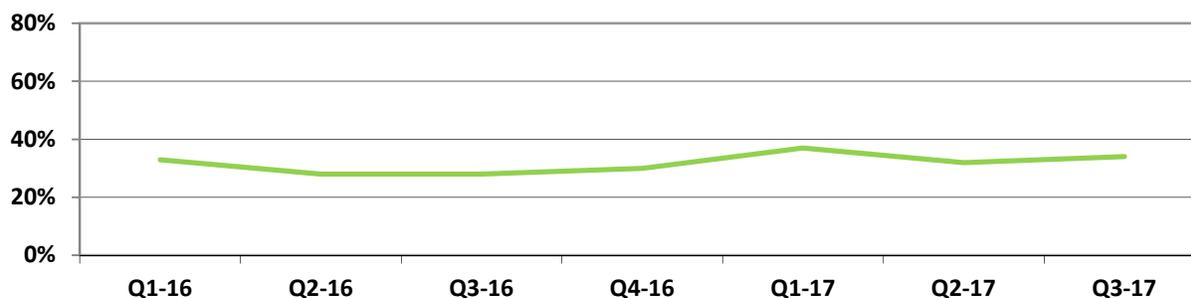
| | Three months ended September 30 | | | Nine months ended September 30 | | |
|---|---------------------------------|-------------------|------------|--------------------------------|---------------------|------------|
| | 2017 | 2016 | % change | 2017 | 2016 | % change |
| Corporate administration | \$ 200,952 | \$ 246,250 | -18% | \$ 812,455 | \$ 739,049 | 10% |
| Consultant fees | \$ 5,507 | \$ 13,449 | -59% | \$ 56,610 | \$ 38,296 | 48% |
| Professional fees | \$ 6,586 | \$ 4,822 | 37% | \$ 90,274 | \$ 120,121 | -25% |
| Listing fees | \$ 20,894 | \$ 15,874 | 32% | \$ 61,484 | \$ 48,774 | 26% |
| Salaries and benefits | \$ 817,802 | \$ 498,961 | 64% | \$ 2,088,560 | \$ 1,508,415 | 38% |
| Loss (gain) on disposal of property and equipment | \$ - | \$ - | | \$ (2,654) | \$ (2,477) | 7% |
| Loss (gain) on foreign exchange | \$ 48,006 | \$ (9,966) | -582% | \$ 113,651 | \$ 82,883 | 37% |
| Amortization expense | \$ 150,615 | \$ 129,272 | 17% | \$ 426,653 | \$ 419,635 | 2% |
| Total general and administrative | \$ 1,250,362 | \$ 898,662 | 39% | \$ 3,647,033 | \$ 2,954,696 | 23% |

General and administrative expenses increased by 39% from Q3 2016 to Q3 2017. Year-to-date, the increase in 2017 amounts to 23% compared to 2016. Management expects general and administrative expenses to remain at these levels for the remainder of 2017. Stock-based compensation added \$5,986 in non-cash salary expense to the Q3 2017 (YTD 2017 - \$17,735) general and administrative expense compared to \$9,497 for Q3 2016 (YTD 2016 - \$26,385). Management anticipates that stock-based compensation will increase slightly throughout the balance of 2017 but will remain lower than those recorded in 2016.

The Company recorded a loss on U.S. exchange of \$48,006 in Q3 2017 compared to a gain of \$9,966 in Q3 2016. Year-to-date 2017, the Company recorded a loss of \$113,651 compared to a year-to-date loss in 2016 of \$82,883. Any future gains or losses will be dependent on the fluctuation of the Canadian dollar to the U.S. dollar.

Amortization associated with general and administrative expenses was \$150,615 for Q3 2017 compared to \$129,272 in Q3 2016. Amortization of intangible assets of \$125,941 was included in the \$150,615 for Q3 2017 (YTD 2017 - \$377,835) as a result of the business acquisitions of SI in 2011, GCS Field Research in 2013, Statopex Inc. in October 2015 and RetailTrack in December 2016. Management expects that the amortization of intangible assets will continue at the same rate for the remainder of 2017.

General and administrative expenses as a percentage of sales



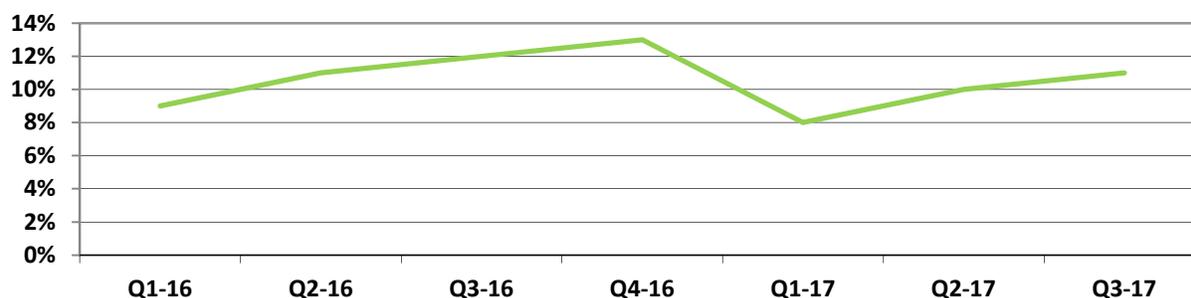
e) **Product Development**

| | Three months ended September 30 | | | Nine months ended September 30 | | |
|-------------------------------------|---------------------------------|-------------------|-----------|--------------------------------|---------------------|-----------|
| | 2017 | 2016 | % change | 2017 | 2016 | % change |
| Salaries and benefits | \$ 402,973 | \$ 376,632 | 7% | \$ 1,251,664 | \$ 1,129,560 | 11% |
| Government agency contribution | \$ - | \$ - | | \$ (191,500) | \$ (84,500) | 127% |
| Product development expenses | \$ 402,973 | \$ 376,632 | 7% | \$ 1,060,164 | \$ 1,045,060 | 1% |

Product development expenses increased from \$376,632 in Q3 2016 to \$402,973 in Q3 2017. Salaries and benefits expense increased 7% in Q3 2017 (YTD 2017 – increased 11%). The Company successfully applied for and received government contributions to assist in developing IntouchIntelligence, a new initiative for 2017, that will drive our CEM (Customer Experience Measurement) platform with single sign on capabilities and new reporting features. There are no financial covenants attached to the grants. The total government contribution committed to Intouch was \$191,500 which had been fully funded by the end of Q2 2017. In Q4 2017, the

Company expects that it will increase its investment in product development once again as it further develops capabilities and brings new products faster into the marketplace in late 2017 and 2018.

Product Development expenses as a percentage of sales



f) Earnings (loss) from operating activities

The earnings from operating activities for Q3 2017 was \$50,807, an increase of \$69,805 compared to a loss of \$18,998 in Q3 2016. Year to date 2017 earnings from operating activities were \$4,511, a decrease of \$132,104 or 10% compared to earnings of \$136,615 in the same period 2016. The Company expects pressure on earnings from operating activities for the remainder of 2017 as it remains focused on spending increasing amounts for product development, sales and marketing.

g) Non-operating earnings (expenses)

Finance costs for Q3 2017 were \$17,424 (YTD 2017 - \$47,519). In Q3 2016, finance costs were \$15,103 (YTD 2016 - \$66,967). The Company expects finance costs to increase as it has been approved for a new loan in the amount of \$394,760 in order to update the data collection units for its largest customer. The loan was disbursed in Q3 2017 and will be amortized over the period of the customer's contract, December 2019.

Dodoname Inc.

The Company had agreed to provide \$30,000 payable \$2,500 per month for 12 months beginning in July of 2015, as a further investment into Dodoname. At this time no further shares have been issued to the Company and at June 30, 2016, the Company believed that the fair value of the \$30,000 paid to date, was impaired and therefore had accounted for this investment in the statement of earnings as a loss on transaction with associate. Of this amount \$15,000 had been accounted as a loss as at December 31, 2015, and the remaining \$15,000 was accounted for as a loss on June 30, 2016. The Company has not incurred any further contingent liabilities or other commitments relating to its investment in this associate.

IPSG Technology Inc.

On June 30, 2017, the Company finalized an agreement to sell its shares of IPSG Technology Inc. ("IPSG") to the CEO and other shareholder and director of IPSG. The Company had previously recorded losses that exceeded the original investment and therefore had deemed the carrying amount of the investment as \$Nil. In exchange for the Company's 49% share in IPSG, the cancellation of the service level agreement and an agreement not to incur any future contingent liabilities or other commitments, the Company received a one-time payment of \$10,000.

The shares of IPSG are not publicly listed on a stock exchange and hence published price quotes are not available.

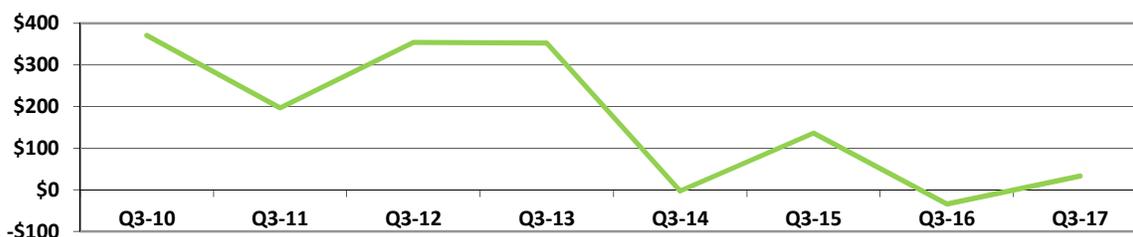
h) Income taxes

Income tax expense (recovery) is recognized at each interim period based on the best estimate of the weighted average annual income tax rate expected for the full financial year. Amounts accrued for income tax expense in one interim period may have to be adjusted in a subsequent interim period of that financial year should the estimate of the annual income tax rate change.

j) Net earnings (loss) and comprehensive income (loss)

The Company reported net earnings and comprehensive income of \$33,383 for Q3 2017 (YTD 2017 – loss of \$33,008) compared to a net loss of \$34,101 (YTD 2016 – earnings of \$52,756) for the same period last year. Basic and diluted earnings per share for Q3 2017 were \$0.00 compared to \$0.00 for Q3 2016. Year-to-date earnings per share for 2017 were \$0.00 and for 2016 were \$0.00.

Q3 Net earnings and comprehensive income (loss) (in '000s)



k) Cash Flows

The Company's cash position was \$2,355 at September 30, 2017 compared to \$409,272 at December 31, 2016 and \$493,486 at September 30, 2016.

| | Three months ended September 30 | | Nine months ended September 30 | |
|--|---------------------------------|--------------|--------------------------------|--------------|
| | 2017 | 2016 | 2017 | 2016 |
| Cash flows from operating activities before changes in working capital | \$ 269,653 | \$ 173,499 | \$ 624,685 | \$ 741,548 |
| Changes in working capital | \$ 80,126 | \$ (32,307) | \$ (542,027) | \$ 234,410 |
| Cash flows from operating activities | \$ 349,779 | \$ 141,192 | \$ 82,658 | \$ 975,958 |
| Cash flows from financing activities | \$ (121,515) | \$ (165,562) | \$ 223,674 | \$ (795,219) |
| Cash flows used in investing activities | \$ (262,823) | \$ (18,098) | \$ (713,249) | \$ (55,954) |
| Increase (decrease) in cash | \$ (34,559) | \$ (42,468) | \$ (406,917) | \$ 124,785 |

Operating activities:

Cash inflows from operating activities for the quarter ended September 30, 2017 were \$349,779 (YTD 2017 - \$82,658) compared to an inflow of \$141,192 in Q3 2016 (YTD 2016 - \$975,958). This quarter's increase was mostly due to higher earnings and fluctuations in working capital in line with the normal operations of the Company. Accounts receivable were \$2,559,484 at September 30, 2017, compared to \$2,688,364 at June 30, 2017 and \$1,888,052 at December 31, 2016. The Company expects fluctuations in working capital and considers them in line with the normal flows of the business.

Financing activities:

As at September 31, 2017, the Company had drawn \$61,725 on its bank line of credit (June 30, 2017 - \$460,599, December 31, 2016 - \$Nil). Share capital of \$76,400 was issued thus far in 2017 (all in Q2 2017) resulting from the exercise of stock options (\$Nil in Q3 2016 or YTD 2016). During Q3 2017, the Company repurchased 83,500 of its common shares pursuant to its Normal Course Issuer Bid for an amount of \$37,518 (YTD 2017 - 171,000 common shares for an amount of \$74,192). Comparatively for 2016, 95,000 common shares were purchased for an amount of \$36,235 (YTD 2016, 395,500 common shares for an amount of \$155,580). All of the repurchased shares were cancelled. The Company repaid long-term debt of \$62,500 in Q3 2017 (YTD 2017 - \$187,500) compared to \$114,224 in Q3 2016 (YTD 2016 - \$342,672). Financing costs paid during Q3 2017 were \$17,424 (YTD 2017 - \$47,519) compared to \$15,103 in Q3 2016 (YTD 2016 - \$66,967).

Investing activities:

During the third quarter 2017, the Company purchased property and equipment for \$262,823 (YTD 2017 - \$718,486), compared to \$18,098 during Q3 2016 (YTD 2016 - \$44,506). The bulk of the purchases were for new data collection units required to update the Company's fleet as a result of signing a new 3-year agreement with its largest customer, as well as leasehold improvements to the Company's head office facility as it prepared to hire on new staff. The Company had previously been approved for a \$500,000 loan by its financial institution. The Company did not require the full approved amount of \$500,000 (based on purchases) and finalized the loan at \$394,760 which was drawn in Q3 2017. There were no new loans in 2016.

l) Liquidity and Capital Resources

Working capital was \$1,285,452 as at September 30, 2017 compared to \$1,381,249 as at December 31, 2016 and \$1,419,454 as at September 30, 2016. The table below shows other balance sheet accounts compared to previous year including the percentage change:

| | As at Sep 30 | | As at Dec 31 | | |
|-----------------------------------|--------------|---------|--------------|---------|----------|
| | 2017 | | 2016 | | % change |
| Bank indebtedness | \$ | 61,725 | \$ | - | 100% |
| Long-term debt | \$ | 686,427 | \$ | 479,167 | 43% |
| Current portion of long-term debt | \$ | 419,183 | \$ | 250,000 | 68% |
| Deferred revenue | \$ | 204,697 | \$ | 131,781 | 55% |
| Trade and other liabilities | \$ | 663,419 | \$ | 797,576 | -17% |

Debt to equity increased from 0.44 as at December 31, 2016 to 0.49 at September 30, 2017. The increase in the ratio is mostly due to the increase of the new loan to purchase property and equipment.

The Company has credit facilities that include a \$1,600,000 demand operating loan. Of this, the Company had drawn \$61,725 as at September 30, 2017 (December 31, 2016 - \$Nil). The Company had cash in the bank as at September 30, 2017 of \$2,355 and good quality accounts receivable of over \$2,500,000. Management believes that the Company has sufficient cash resources to continue to finance its working capital requirements. Risks include the ability of the Company to produce cash flows through revenues to meet our obligations and the continued support from our debt lenders. In order to mitigate this risk, management monitors the Company's ability to continually produce positive EBITDA, a non-IFRS measure (see below for results and definition), and continually investigates efficiencies in all cost centres within the Company.

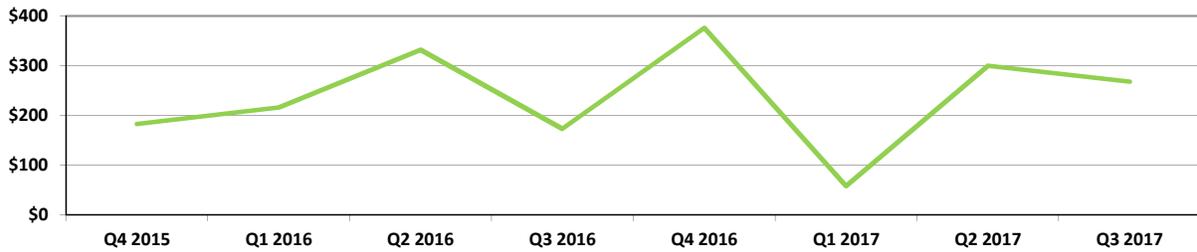
Review of quarterly operating results (,000s)

| | In accordance with IFRS | | | | | | | |
|--|-------------------------|--------------|-----------------|---------------|----------------|---------------|----------------|----------------|
| | 2017 | | | | 2016 | | | |
| | Q3 | Q2 | Q1 | Q4 | Q3 | Q2 | Q1 | Q4 |
| Revenue | \$ 3,669 | \$ 3,784 | \$ 3,275 | \$ 3,359 | \$ 3,188 | \$ 3,515 | \$ 3,287 | \$ 3,371 |
| Cost of services | 1,672 | 1,713 | 1,597 | 1,480 | 1,599 | 1,678 | 1,538 | 1,620 |
| Gross profit | 1,997 | 2,071 | 1,678 | 1,879 | 1,589 | 1,837 | 1,749 | 1,751 |
| Total operating expenses | 1,947 | 1,982 | 1,813 | 1,741 | 1,608 | 1,682 | 1,749 | 1,762 |
| Earnings (loss) from operating activities | \$ 50 | \$ 89 | \$ (135) | \$ 138 | \$ (19) | \$ 155 | \$ - | \$ (11) |
| Finance costs | (17) | (17) | (13) | (26) | (15) | (24) | (27) | (32) |
| Gain (loss) on dilution of associate | - | - | - | - | - | (15) | - | (15) |
| Share of loss from investments accounted for using the equity method | - | - | - | - | - | - | - | - |
| Gain from sale of investment in IPSG Technology | - | 10 | - | - | - | - | - | - |
| Negative goodwill | - | - | - | 46 | - | - | - | - |
| Net earnings (loss) before income taxes | \$ 33 | \$ 82 | \$ (148) | \$ 158 | \$ (34) | \$ 116 | \$ (27) | \$ (58) |

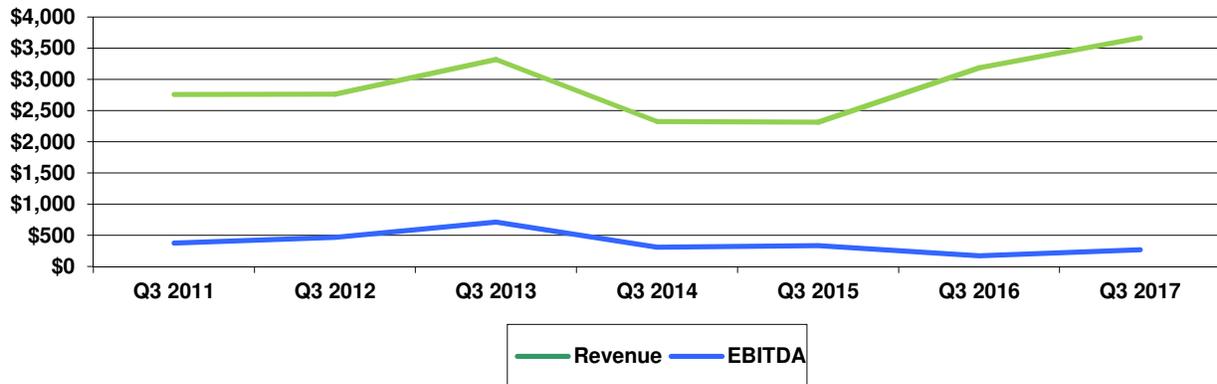
Calculation of adjusted EBITDA earnings from operations

| | Non-IFRS financial measurement | | | | | | | |
|--|--------------------------------|---------------|--------------|---------------|---------------|---------------|---------------|---------------|
| To net earnings (loss) before taxes add: | | | | | | | | |
| Finance costs | 17 | 17 | 13 | 26 | 15 | 24 | 27 | 32 |
| Amortization of property and equipment | 86 | 69 | 61 | 79 | 68 | 68 | 78 | 54 |
| Amortization of intangible assets | 126 | 126 | 126 | 119 | 115 | 115 | 138 | 138 |
| Share-based compensation | 6 | 6 | 6 | 10 | 9 | 9 | 8 | 17 |
| Share of loss from investments accounted for using the equity method | - | - | - | - | - | - | - | - |
| Negative goodwill | - | - | - | (46) | - | - | - | - |
| Adjusted EBITDA¹ | \$ 268 | \$ 300 | \$ 58 | \$ 346 | \$ 173 | \$ 332 | \$ 224 | \$ 183 |

Quarterly adjusted EBITDA ('000)



Adjusted EBITDA and revenue ('000)



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.

OUTLOOK

Management is very pleased with the revenue, earnings and EBITDA obtained in Q3 as well as YTD. Spending was ramped up in Q3 as the company began to accelerate its strategy towards recurring software revenues. Q3 Revenue was strong and kept pace with increased spending levels allowing the company to have year to date growth of 7% with a 4% year over year improvement in the Q3 operating margin. These YTD financial results are a strong signal regarding the technological improvements that have been made against the company's core product lines including the ongoing transition of its client base to its new technologies. Management's expectations are still that there will be ever increasing investment levels in product development, sales and marketing activities as it continues to accelerate its software strategy.

It is expected that the increased investments will create significant P&L pressure commencing Q4 and through 2018. It was recognized that to effectively support the sales and marketing efforts required for a significant software product launch in 2018 additional funds would be required. Management is confident that with the private placements it announced earlier in the month there will be sufficient cash to effectively launch its new CEM (Customer Experience Management) product in the coming year.

The CEM Market has been estimated to be a \$6.61 Billion market today growing to a \$13.18 Billion market by 2021. The Company plans to target its entry in to this market towards a \$700 Million greenfield market which it has identified within the larger CEM marketplace. The Company will be targeting the same industries and customer base that it currently sells its existing product lines. This is also where it has a legacy and reputation to draw on which Management believes will greatly assist in the Company's ability

to be successful with its new software launch. Due to the operational importance of its software there is a 6 to 9-month sales cycle expected which will result in 2018 being about pipeline building and 2019 to be about significant revenue growth.

Margins at 54% were slightly below historical expectations of 55% to 60% but it was a 4% improvement over the margin performance in 2016 during the same quarter. It is expected that margins will continue to benefit from the changes being made across the business and will return to within expected levels.

Management continues to be open to acquisitions which will bring in an additional client base and/or additional SaaS revenues.

ACCOUNTING POLICIES

a) Critical Accounting Estimates and judgments

The Company's 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.

Estimates

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 share, the probable life of share options granted and the time of exercise of those share options. The model used by the Company is the Black-Scholes valuation model.

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.

Judgments

Control and significant influence assessment

The assessment of control and significant influence over an investment requires judgment (see Note 10 in the December 31, 2016 audited consolidated financial statements).

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. Further information on the Company's accounting policy for revenue recognition is provided in the consolidated financial statements Note 2.

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. Information about assumptions and estimation based upon the likely timing and the level of the reversal of existing timing differences,

future taxable income and future tax planning strategies, is included in the consolidated financial statements Note 23. 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 consolidated financial statements, including comparatives, have been prepared in accordance with International Financial Reporting Standards ("IFRS"). On November 24, 2017, the Company's Board of Directors approved these 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, 2017 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 of September 30, 2017, 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 three-person Board of Directors of Intouch is composed of two independent directors who are not related to the Company. The other director has been appointed as the Executive Chairman of the Board of Directors. The entire Board fulfils the Audit Committee and Compensation Committee mandates. The Board and Management will continue to ensure compliance with regulatory requirements.

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) 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 six months for larger accounts, although these cycles can be longer due to significant delays over which Intouch has little or no control.

b) 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.

c) 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.

d) Need to Manage Growth

The growth of Intouch's business and its products and services causes 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.

e) 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.

f) 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.

g) Foreign Exchange Exposure

Intouch continues to seek expanding 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.

h) Cybersecurity

Security breaches and other disruptions to our information technology networks and systems could interfere with our operations and could compromise the confidentiality of private customer data or our proprietary information. While we attempt 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, we remain potentially vulnerable to additional known or unknown threats. We collect and store sensitive data including intellectual property, proprietary business information as well as personally identifiable information of our customers and employees in data centres and on information technology networks. The secure operation of these networks and systems is critical to our business operations and strategy. Despite our efforts to protect sensitive, confidential or personal data or information, we 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 our 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 our reputation or competitiveness, remediation or increased protection costs, litigation or regulatory action.

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 the quarter ended September 30, 2017 there were 83,500 (YTD 2017 – 171,000) common shares repurchased and cancelled through the Company's Normal Course Issuer Bid compared to quarter ended September 30, 2016 of 95,000 (YTD 2016 – 395,500). At September 30, 2017, and as of the date of this Management Discussion and Analysis, there were 14,758,478 common shares outstanding.

RELATED PARTY TRANSACTIONS

During Q3 2017, the Company expensed \$15,823 (YTD 2017 - \$40,823) as compensation to non-management directors within general and administrative expenses in the statement of operations. The expense for Q3 2016 was \$6,500, and YTD 2016 was \$24,000.

The above related party transactions are measured at their exchange amount, which is the amount agreed to by the parties.

SUBSEQUENT EVENTS

Regarding Note 10 in the three and nine months ended September 30, 2017 financial statements, as at November 24, 2017, the amount of trade and other receivables past due but not impaired are \$74,536 one to sixty days and \$13,627 greater than sixty days past due.

On November 2, 2017, the Company announced a non-brokered private placement for gross proceeds of up to \$3,000,000 by way of issuance of up to 6,000,000 Units at a price of \$0.50 per Unit. Each Unit will comprise one common share in the capital of the Company and one half of one common share purchase warrant. Each full warrant will entitle the holder to purchase one common share at a price of \$0.70 per common share for a period expiring 18 months following the date of issuance of the Units.

On November 3, 2017, the Company announced a second non-brokered placement for gross proceeds of up to \$520,000 by way of issuance of up to 1,000,000 Units at a price of \$0.52 per Unit. Each Unit will comprise one common share in the capital of the Company and one half of one common share purchase warrant. Each full warrant will entitle the holder to purchase one common share at a price of \$0.70 per common share for a period expiring 18 months following the date of issuance of the Units.

The Company has received conditional approval from the TSXV for both non-brokered placements and Company expects to close on both non-brokered placements by November 27, 2017.

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 judgment.

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 third quarter 2017 unaudited interim condensed consolidated financial statements or the 2016 audited consolidated financial statements can be found on SEDAR at www.sedar.com.