

**MATERIAL CHANGE REPORT UNDER
SECTION 7.1 OF NATIONAL INSTRUMENT 51-102
AND FORM 51-102F3**

Item 1 Name and Address of Company

Intouch Insight Ltd. (the “Company”)
400 March Road
Ottawa, Ontario K2K 3H4

Item 2 Date of Material Change

October 30, 2018

Item 3 News Release

On October 30, 2018, the Company issued a press release through Canada NewsWire – please refer to Schedule “A”.

Item 4 Summary of Material Change

Mr. Paul Brohman promoted to the position of Chief Technology Officer and Mr. George Pretli resigns as Chief Financial Officer.

Item 5 Full Description of Material Change

Please refer to the Company’s October 30, 2018 press release attached as Schedule “A”.

Item 6 Reliance on Subsection 7.1(2) or (3) of National Instrument 51-102

Not applicable.

Item 7 Omitted Information

No significant facts have been omitted from this report.

Item 8 Executive Officer

Item 9 Date of Report

Dated at Ottawa, Ontario, this 1st day of November, 2018

CAMERON WATT

(s) Cameron Watt
President and Chief Executive Officer

Schedule “A”

INTOUCH INSIGHT ANNOUNCES CHANGES TO EXECUTIVE TEAM & GRANT OF OPTIONS

OTTAWA, Canada (October 30, 2018) – [Intouch Insight Ltd.](#) (“Intouch”) (TSXV: INX) (OTCQB: INXSF) today announced the promotion of Paul Brohman to the position of Chief Technology Officer (“CTO”) as well as the retirement of their Chief Financial Officer (“CFO”), George Pretli. George will be staying on with the company as Corporate Secretary post his retirement. A search for a new CFO is underway and the company expects to have a replacement in position early in 2019 working alongside Mr. Pretli who will be providing transition services until his departure.

Mr. Pretli has been with the company since 1994 and will be retiring on the 25th anniversary of his hire date on April 25, 2019. Mr. Brohman has been with the company for almost 3 years and currently holds the position of Director of Engineering.

In conjunction with the changes the Company's board of directors has approved the grant of options to purchase up to 140,000 common shares at an exercise price of \$0.42 per share to key employees and officers of the Company. The options were granted October 29, 2018 and are valid until October 31, 2023.

“I cannot say enough about how important a role George has played within the company over the years as he rose from accountant to controller and eventually to CFO. While his day to day presence will be missed I am extremely thrilled that George has agreed to stay on as Corporate Secretary to ensure that we retain strong continuity within the organization. We wish George and his family the best as he moves towards the next great chapter in his life,” **said Cameron Watt, President & Chief Executive Officer, Intouch Insight.**

“The creation of a CTO role within the company is a timely change as Intouch continues to become a more software and technology driven company. Paul has been instrumental in the development and launch of the LiaCX™ product this year and has proven both his technical and leadership capabilities. In his new role Paul will continue to be responsible for the day to day development efforts of the company but will also now take on the oversight of our future technology direction including the continued advancement in to the Artificial Intelligence (“AI”) space,” **said Watt.**

About Intouch Insight

Intouch Insight offers a complete portfolio of customer experience management (CEM) products and services that help global brands delight their customers, strengthen brand reputation and improve financial performance. Through its flagship SaaS software product, LiaCX™ Intouch helps clients collect and centralize data from multiple customer touch points, gives them actionable, real-time insights, and provides them with the tools to continuously improve customer experience. Founded in 1992, Intouch is trusted by over 300 of North America’s most-loved brands for their customer experience management, customer survey, mystery shopping, mobile forms, operational and compliance audits, and event marketing automation solutions. For more information, visit [intouchinsight.com](#).

Certain statements included in this news release contain forward looking statements, which by their nature are necessarily subject to risks and uncertainties and other factors that may cause actual results, performance or achievements of the Company to be materially different from any future results, performance or achievements expressed or implied by such forward-looking statements. Such statements reflect the Company’s current views with respect to future events and are based on information currently available to the Company and on hypotheses which it considers to be reasonable; however, management warns the reader that hypotheses relative to future events which are beyond the control of management could prove to be false, given that they are subject to certain risks and uncertainties.

Neither TSX Venture Exchange nor its Regulation Services Provider (as that term is defined in policies of the TSX Venture Exchange) accepts responsibility for the adequacy or accuracy of this release.

For further information, please contact:

George Aizpurua

Vice President, Communications

First Canadian Capital Corp.

Tel: 647-500-2389/416-742-5600

gaizpurua@firstcanadiancapital.com

or

George Pretli

Chief Financial Officer

gpretli@intouchinsight.com