

FORM 51-102F3

MATERIAL CHANGE REPORT  
UNDER NATIONAL INSTRUMENT 51-102

1. **Name and Address of Company**

Xigem Technologies Corporation (the “**Company**”)  
2704-401 Bay Street, Box 4, Toronto, Ontario, M5H 2Y4

2. **Date of Material Change**

May 5, 2021

3. **News Release**

A news release with respect to the material change referred to in this report was disseminated through Newsfile on May 5, 2021 and filed on the system for electronic document analysis and retrieval (SEDAR).

4. **Summary of Material Change**

Xigem Technologies to Launch “Out-of-the-Box” Version of iAgent

5. **Full Description of Material Change**

On May 5, 2021 the Company announced the development of an “out-of-the-box” version of its iAgent customer relationship management (“**CRM**”) software.

iAgent is designed to help small-to-medium enterprises (“**SMEs**”) act more quickly on leads, improve customer service, and manage their workflow more efficiently. iAgent’s Sales Rep mobile application and Automated Dialer can be integrated into SME office environments, offering a robust, comprehensive solution that exceeds the functionality of traditional CRM tools enabling users to replace several legacy programs.

Xigem is ramping up its marketing program in order to build awareness and maximize its reach. The Company recently launched a new [iAgent website](#) to introduce the product, as well as an [iAgent “explainer video”](#).

The introduction of a packaged software version of iAgent is expected to significantly expand the Company’s addressable market into the SME space. Across developed economies worldwide, SMEs are estimated to represent over 90% of all businesses, 60-70% of employment and 55% of GDP.<sup>1</sup> In the midst of a global transition towards a digital economy, SMEs can benefit from adapting their approach and business processes through digital technologies.<sup>2</sup>

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<sup>1</sup> Source: International Federation of Accountants, citing World Trade Organization data, [June 2019](#).

<sup>2</sup> Source: OECD Forum, “Big Ideas for Small and Medium Enterprises: Helping SMEs achieve digital transformation”, [June 2020](#).

iAgent is suitable for businesses spanning a wide range of sectors including financial services, transportation and delivery, skilled trades, home services, catering and healthcare.

CRM software is considered to be among the largest and fastest-growing software categories, with a global market estimated to reach more than \$80 billion in revenues by 2025, growing at an average rate of 14% annually.<sup>3</sup>

iAgent is expected to be available for Beta testing by this summer on a Software-as-a-Service (“**SaaS**”) basis, with further details being announced closer to the time of launch. The Company will continue to offer customization services for organizations with more tailored functionality and has announced projects to build remote technology platforms for several customers.

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

Not applicable.

7. **Omitted Information**

Not applicable.

8. **Executive Officer**

For further information, contact Brian Kalish, CEO of Xigem Technologies Corporation at (647) 250-9824 ext.4

9. **Date of Report**

May 11, 2021

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<sup>3</sup> Source: CRM.ORG, “[Current State of CRM 2020](#)”