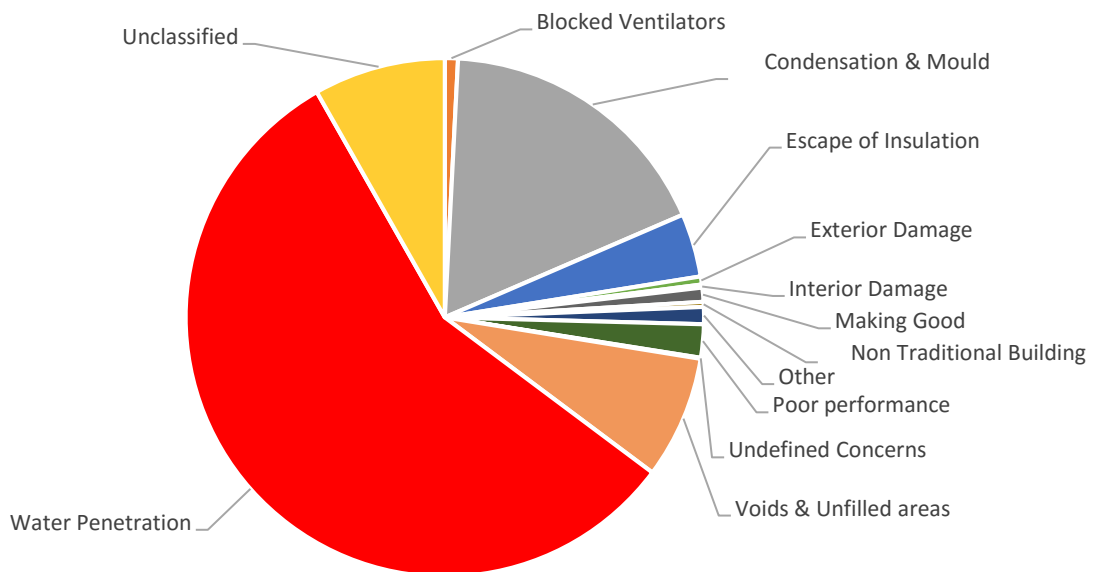


CIGA Quarterly Statistics

Breakdown of Complaints Received - 2016 Qtr1



Number of Complaints Received		
	2015	2016
Qtr1	808	1,593
Qtr2	465	
Qtr3	458	
Qtr4	787	
Grand Total	2,518	1,593

Commentary:

The number of complaints received in Q1 2016 was higher than the previous three month period. This was largely due to the collapse of Mark Group, one of the UK's largest installers of cavity wall insulation, in October last year. One third of all claims in the period relate to Mark Group and a number of additional, smaller installers, including ICU, KNW, Viscount and Tameside, also ceased to trade in the lead up to Q1.

CIGA was set up for this eventuality and will ensure all households affected by the administration of Mark Group have access to the cavity wall insulation assistance and advice usually provided by the installer. Given the size of Mark Group, we fully expect the increased level of complaints to continue into Q2 and beyond. If it does, CIGA is at hand to help their former customers.

The spike in complaints should also be lightly attributed to the extreme weather conditions of Q1, with the 2016 winter the wettest on record for Wales, Scotland and Northern Ireland, and the second wettest for the UK as a whole, according to the Met Office.

Towards the end of Q1, 5.9 million Guarantees were in issue and CIGA was contacted by 1,593 customers to report a concern.