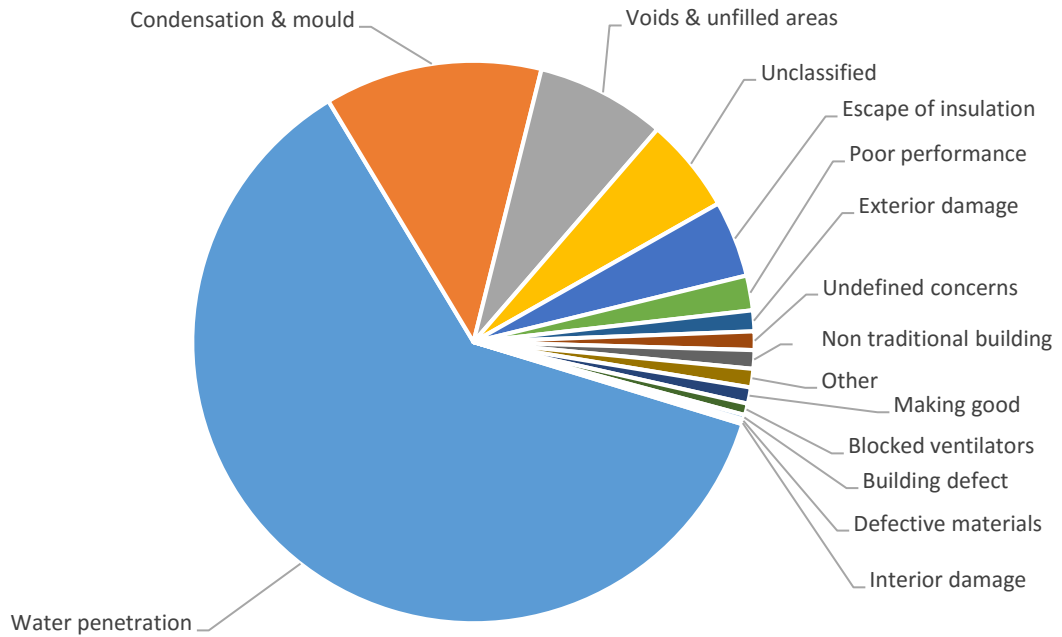


CIGA Quarterly Statistics

Breakdown of Complaints by Type Q2 2016



Number of Complaints Received		
	2015	2016
Qtr1	808	1,629
Qtr2	465	868
Qtr3	458	
Qtr4	787	
Grand Total	2,518	2,497

Commentary:

As with earlier years the number of complaints received in Q2 2016 halved compared with the prior three month period but continues to reflect the collapse of Mark Group and a number of other, smaller, installers in the prior year. CIGA continues to support the customers of these installers by providing access to assistance and advice in the event of any problems and has been proactively contacting any affected customers.

The fall in complaints also reflects the warmer weather, resulting in fewer concerns that could be attributable to condensation being reported.

At the end of Q2, almost 6 million Guarantees had been issued and CIGA had been contacted by 2,497 customers to report a concern.