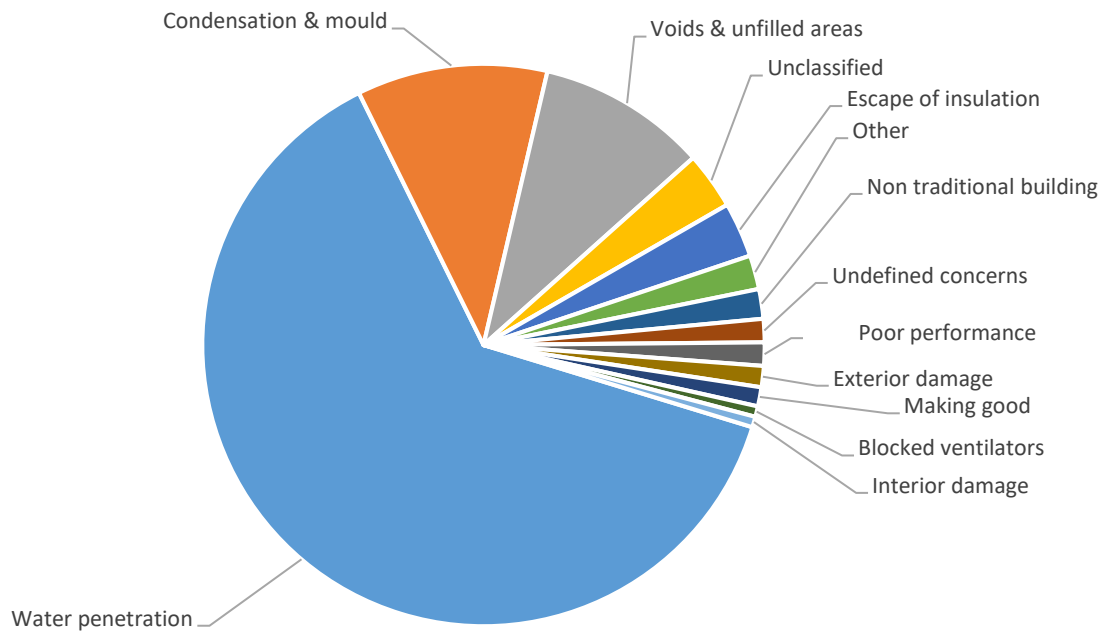


CIGA Quarterly Statistics

Breakdown of Complaints by Type Q3 2016



| Number of Complaints Received | | |
|-------------------------------|--------------|--------------|
| | 2015 | 2016 |
| Qtr1 | 808 | 1,631 |
| Qtr2 | 465 | 872 |
| Qtr3 | 458 | 827 |
| Qtr4 | 787 | |
| Grand Total | 2,518 | 3,330 |

Commentary:

As with other years, and like the previous three months, Q3 complaints remained at a relatively low level, and significantly lower than in winter periods. However, Q3 complaints were markedly higher than the corresponding period in 2015, which still reflects the collapse of large installer Mark Group, as well as a number of smaller installers in the intervening period. 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.

To ensure we offer our customers the highest quality care, CIGA has implemented an independent Alternative Dispute Resolution scheme. In Q3, 7 CIGA customers were referred to independent arbitration in this period.