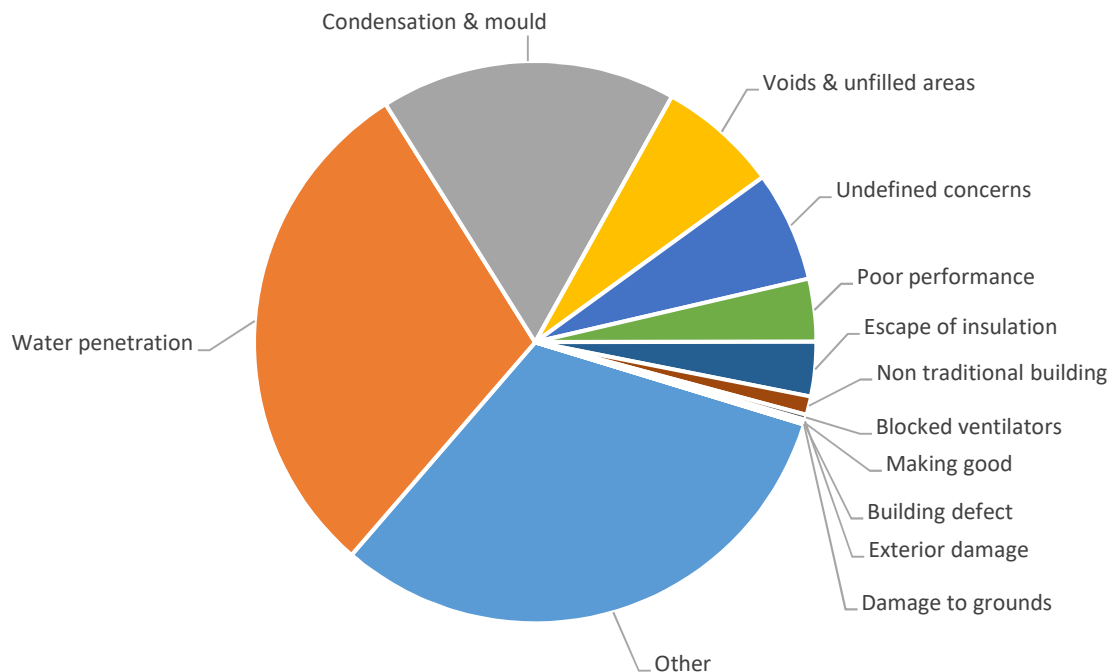


CIGA Quarterly Statistics

Breakdown of Complaints by Type Q1 2018



	Number of Complaints Received			
	2015	2016	2017	2018
Qtr1	808	1,631	1,292	1,604
Qtr2	465	872	996	
Qtr3	458	827	928	
Qtr4	787	1,074	1,475	
Grand Total	2,518	4,404	4,691*	

* 2017 total restated, increasing by 4 cases

Commentary:

Q1 2018 saw 1,604 complaints handled by CIGA, an increase of 24% compared with the level experienced in Q1 2017. However, although this reflects the number of installers who have ceased to trade, where CIGA have stepped in to protect consumers, approximately 10% of cases involve "no win no fee" solicitors trawling for information on Guarantees, rather than genuine customer concerns.

Concerns related to water penetration continue to fall as a result of a return to more normal weather patterns, and accounted for less than a third of concerns reported in the period.

In Q1 CIGA successfully resolved 741 complaints and 12 cases were referred for Alternative Dispute Resolution. Since the ADR scheme was established in 2016 a total of 154 cases have been determined, with 7% succeeding in full, 50% succeeding in part and 43% failing or being withdrawn. This demonstrates the benefits to customers of being able to refer a case for independent review under the ADR scheme in the very small number of cases where resolution cannot be agreed.