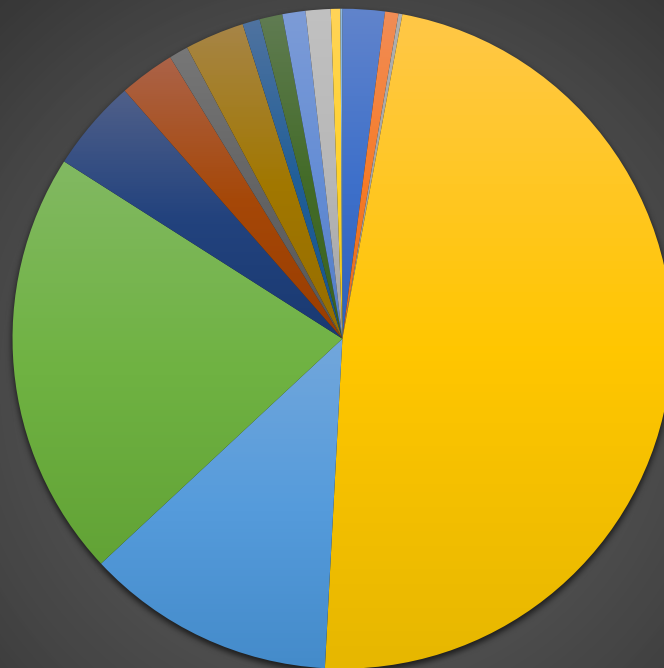


CIGA Quarterly Statistics

Breakdown of Complaints by Type Q1 2020



- Other
- Making Good
- Interior Damage
- Water penetration
- No Guarantee
- Condensation & mould
- Voids & unfilled areas
- Escape of insulation
- Disturbance of insulation
- Poor performance
- Non traditional building
- Blocked ventilators
- Exterior damage
- Blocked Cavity
- Undefined concerns
- PL Requests
- Building defect

Number of Complaints Received				
	2017	2018	2019	2020
Qtr1	1,292	1,626	1114	1064
Qtr2	996	1,208	724	
Qtr3	928	993	621	
Qtr4	1,475	979	800	
Grand Total	4,691	4,806	3,259	1064

Commentary:

Q1 2020 saw 1064 claims handled by CIGA, a decrease of 5% compared with the level experienced in Q1 2019. This quarter represents the lowest of claims received by CIGA in the same period since 2016.

Water Penetration accounts for roughly 48% of claims being received and 12% accounted for claims where the homeowner made contact with CIGA but held no CIGA guarantee.

In Q1 CIGA successfully resolved 1132 claims with 5 claims going through the arbitration process. Of these 5, 1 was published whilst the other 4 are going through the process. During this same period 5 awards were published with 3 claims failing and 2 claims succeeding in part. Referrals to arbitration continue to be low. CIGA has made adjustments to its processes/procedures based on award decisions and a stringent internal case review process is in place before cases are referred to arbitration.