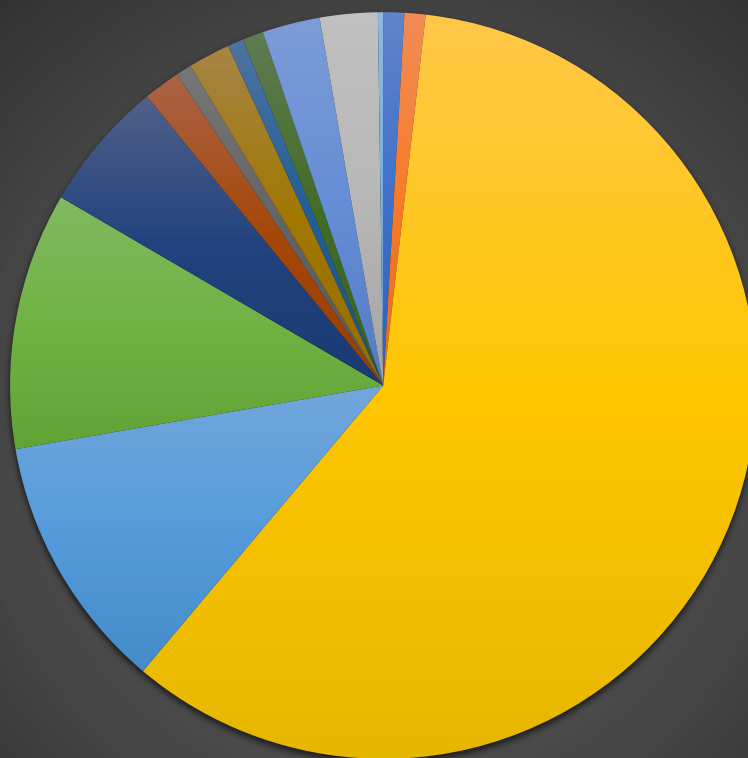


CIGA Quarterly Statistics

Breakdown of Complaints by Type Q2 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	440
Qtr3	928	993	621	
Qtr4	1,475	979	800	
Grand Total	4,691	4,806	3,259	1504

Commentary:

Q2 2020 saw 440 claims handled by CIGA, a decrease of 58% compared with the level experienced in Q1 this year. This last quarter represents the lowest of claims received by CIGA in the same period since 2017.

Water Penetration still accounts for roughly 59% of claims being received and 11% accounted for claims where the homeowner made contact with CIGA but held no CIGA guarantee.

In Q2 CIGA successfully resolved 409 claims with 7 claims going through the arbitration process. Of these 7, 1 was published whilst the other 6 are going through the process. During this same period 3 awards were published with 1 claim 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.