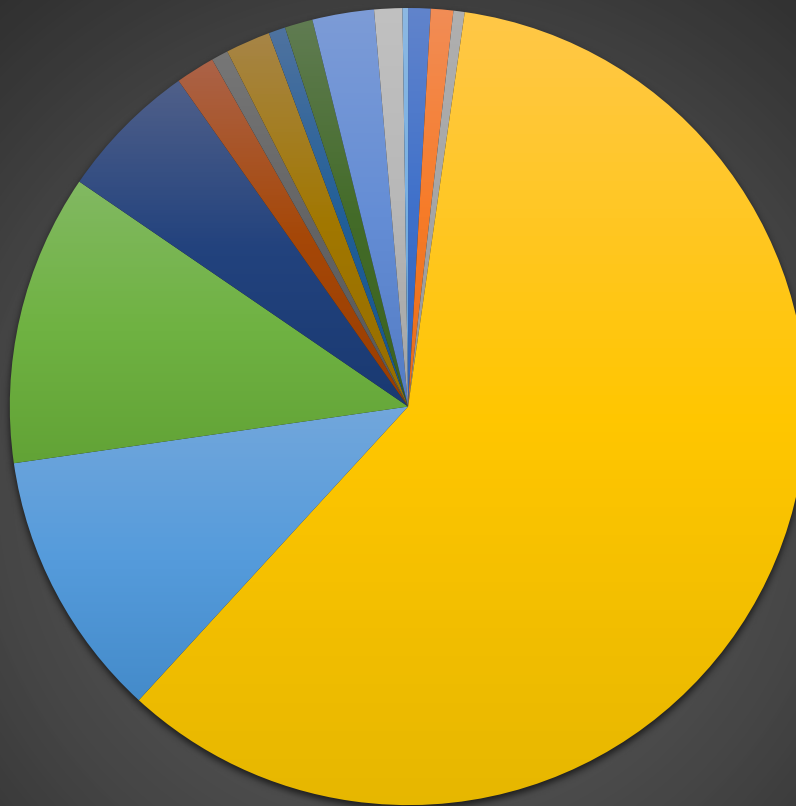


# CIGA Quarterly Statistics

## Breakdown of Complaints by Type Q3 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	852
Qtr4	1,475	979	800	
<b>Grand Total</b>	<b>4,691</b>	<b>4,806</b>	<b>3,259</b>	<b>2,356</b>

**Commentary:**

Q3 2020 saw 852 claims handled by CIGA, an increase of 93% compared with the level experienced in Q2 this year. This last quarter represents an increase of 37% of claims received by CIGA in the same period in 2019.

Water Penetration still accounts for roughly 52% of claims being received and 12% accounted for claims where the homeowner made contact with CIGA but held no CIGA guarantee.

In Q3 CIGA successfully resolved 559 claims with 3 claims going through the arbitration process. Of these 3, 2 were published whilst the 1 remaining case is going through the arbitration process. 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.