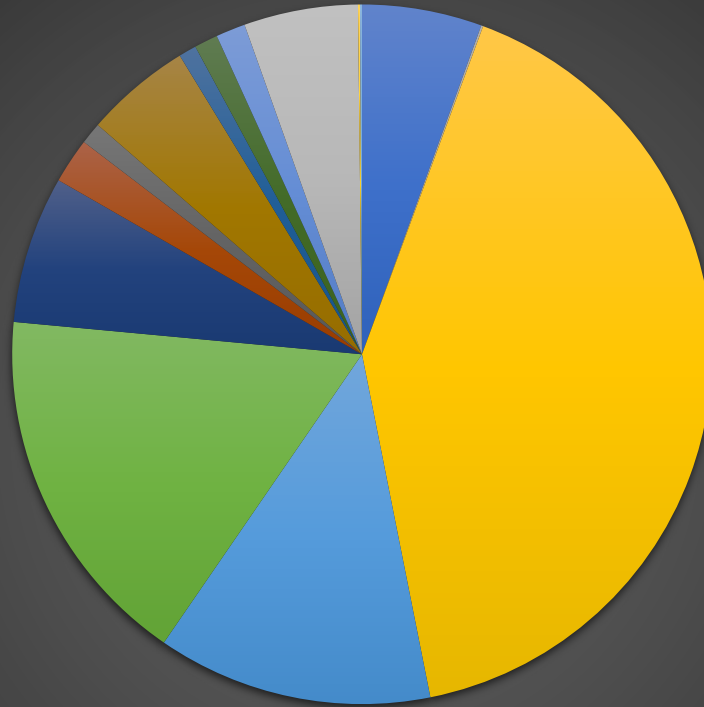


# CIGA Quarterly Statistics

## Breakdown of Complaints by Type Q4 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	1,114	1,064
Qtr2	996	1,208	724	440
Qtr3	928	993	621	852
Qtr4	1,475	979	800	1,101
<b>Grand Total</b>	<b>4,691</b>	<b>4,806</b>	<b>3,259</b>	<b>3,457</b>

### Commentary:

Q4 saw 1,101 claims handled by CIGA, an increase of 29.2% compared with the level experienced in Q3 of this year. This last quarter represents an increase of 37.6% of claims on the same quarter in 2019. There has been an overall increase of 6% on complaints since 2019.

Water Penetration still accounts for roughly 41% of claims being received and 13% accounted for claims where the homeowner contacted CIGA but held no CIGA guarantee.

In Q4 CIGA successfully resolved 620 claims with 7 claims going through the arbitration process. Of these 7, 3 were published whilst the other 4 are going through the process. Referrals to arbitration continue to be low. CIGA has adjusted its processes/procedures based on award decisions and a stringent internal case review process is in place before cases are referred to arbitration.