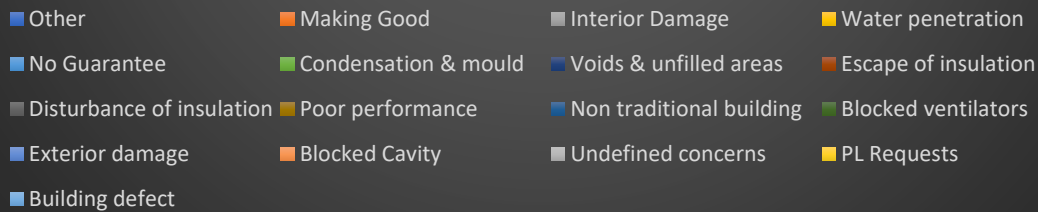
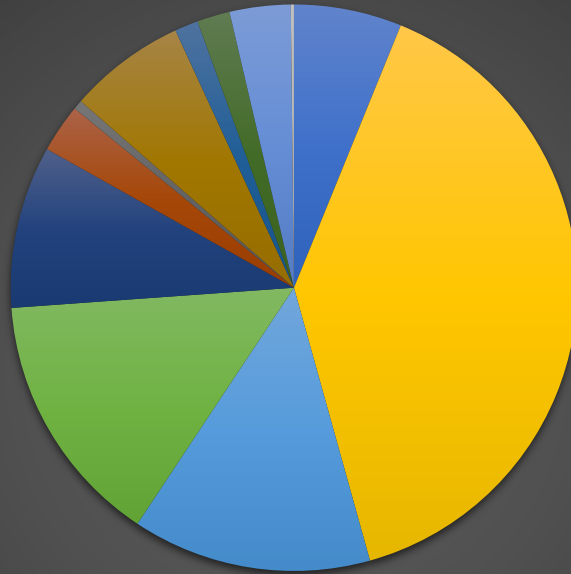


CIGA Quarterly Statistics

Breakdown of Complaints by Type Q1 2021



Number of Complaints Received					
	2017	2018	2019	2020	2021
Qtr1	1,292	1,626	1,114	1,064	1,124
Qtr2	996	1,208	724	440	
Qtr3	928	993	621	852	
Qtr4	1,475	979	800	1,101	
Grand Total	4,691	4,806	3,259	3,457	1,124

Commentary:

Q1 2021 saw 1124 claims handled by CIGA, an increase of 5% compared with the level experienced in Q1 2020.

Water Penetration accounts for roughly 39% of claims being received and 14% accounted for claims where the homeowner contacted CIGA but held no CIGA guarantee.

In Q1 CIGA successfully resolved 723 claims with 10 claims going through the arbitration process. Of these 10, 4 were published whilst the other 6 are going through the process. Of the 4 awards published 2 claims failed, 1 claim succeeded in part and 1 succeeded in full. 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.