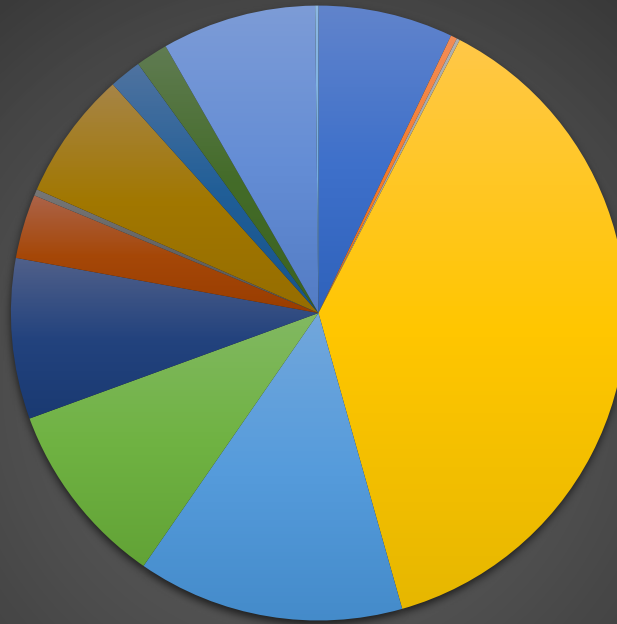


# CIGA Quarterly Statistics

## Breakdown of Complaints by Type Q2 2021



- 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	2021
Qtr 1	1,292	1,626	1,114	1,034	1,124
Qtr 2	996	1,208	724	440	592
Qtr 3	928	993	621	852	
Qtr 4	1,475	979	800	1,101	
<b>Grand Total</b>	<b>4,691</b>	<b>4,806</b>	<b>3,259</b>	<b>3,427</b>	<b>1,716</b>

### Commentary:

Q2 2021 saw 592 claims handled by CIGA, a decrease of 47% compared with the level experienced in Q1 this year. This last quarter represents a 25% increase on the same quarter in 2020.

Water Penetration still accounts for roughly 38% of claims being received and 14% accounted for claims where the homeowner made contact with CIGA but held no CIGA guarantee.

In Q2 CIGA successfully resolved 424 claims with 4 claims going through the arbitration process. 1 claim was withdrawn by customer and remaining 3 awards were published with 1 claim failing and 2 claims succeeding in part.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