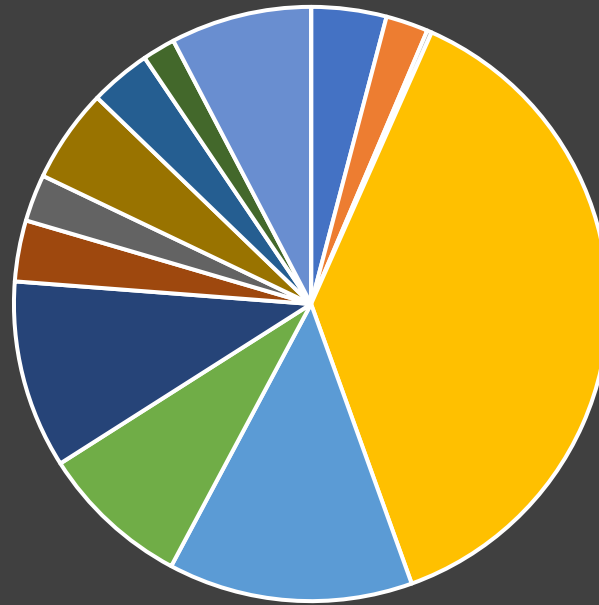


# CIGA Quarterly Statistics

Breakdown of Complaints by Type Q3 2021



- Other
- No Guarantee
- Disturbance of insulation
- Exterior damage
- Building defect
- Making Good
- Condensation & mould
- Poor performance
- Blocked Cavity
- Interior Damage
- Voids & unfilled areas
- Non traditional building
- Undefined concerns
- Water penetration
- Escape of insulation
- Blocked ventilators
- PL Requests

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	391
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>2,107</b>

**Commentary:**

Q3 2021 saw 391 claims handled by CIGA, a decrease of 34% compared with the level experienced in Q2 this year. This last quarter represents a 54% increase on the same quarter in 2020.

Water Penetration still accounts for roughly 38% of claims being received and 13% accounted for claims where the homeowner contacted CIGA but held no CIGA guarantee.

In Q3 CIGA successfully resolved 251 claims with 7 claims going through the arbitration process. 3 awards were published with 1 claim failing, 1 succeeding in part and the 3rd succeeding in full. The remaining 4 cases are currently still with the arbitrator.

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