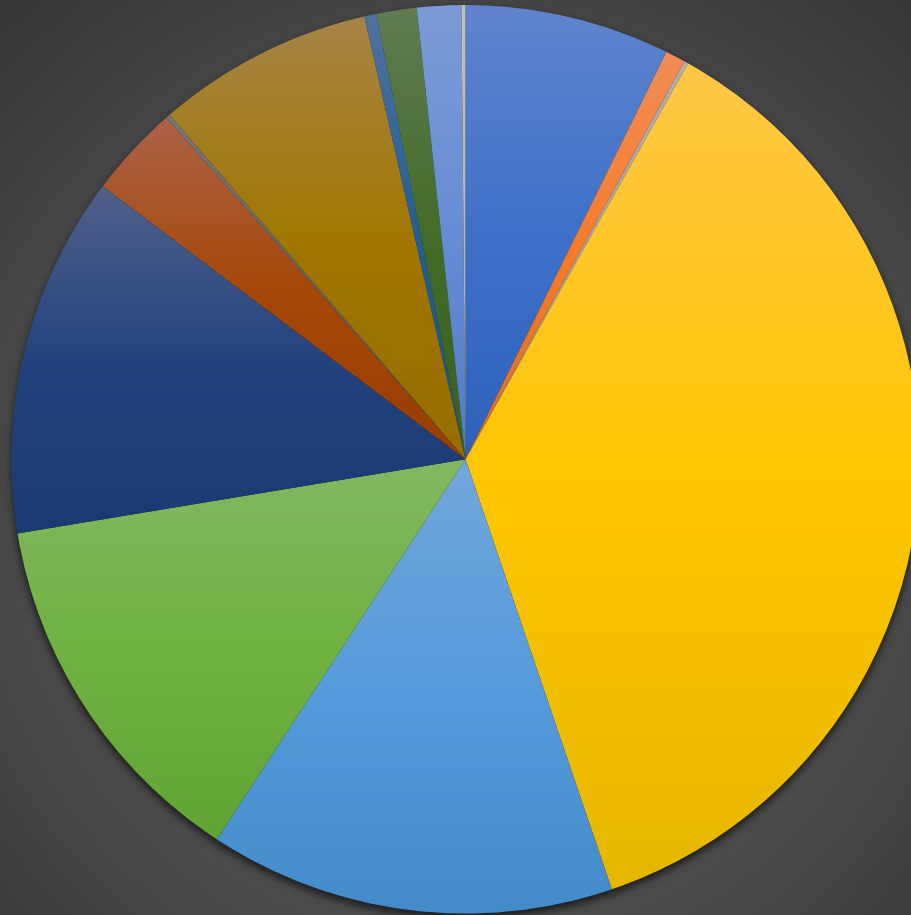


CIGA Quarterly Statistics

Breakdown of Complaints by Type Q1 2022



- 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	2022
Qtr1	1,292	1,626	1,114	1,064	1,124	699
Qtr2	996	1,208	724	440	592	
Qtr3	928	993	621	852	391	
Qtr4	1,475	979	800	1,101	608	
Grand Total	4,691	4,806	3,259	3457	1,124	

Commentary:

Q1 2022 saw 699 claims handled by CIGA, a large decrease of 37.8% compared with the level experienced in Q1 2021.

Water Penetration accounts for roughly 37% of claims being received and 14% accounted for claims where the homeowner made contact with CIGA but held no CIGA guarantee.

In Q1 CIGA successfully resolved 203 claims with 5 claims going through the arbitration process. Of these 5, 2 were published whilst the other 3 are still going through the process. Of the 2 awards published, 1 succeeded in part and the other failed. 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.