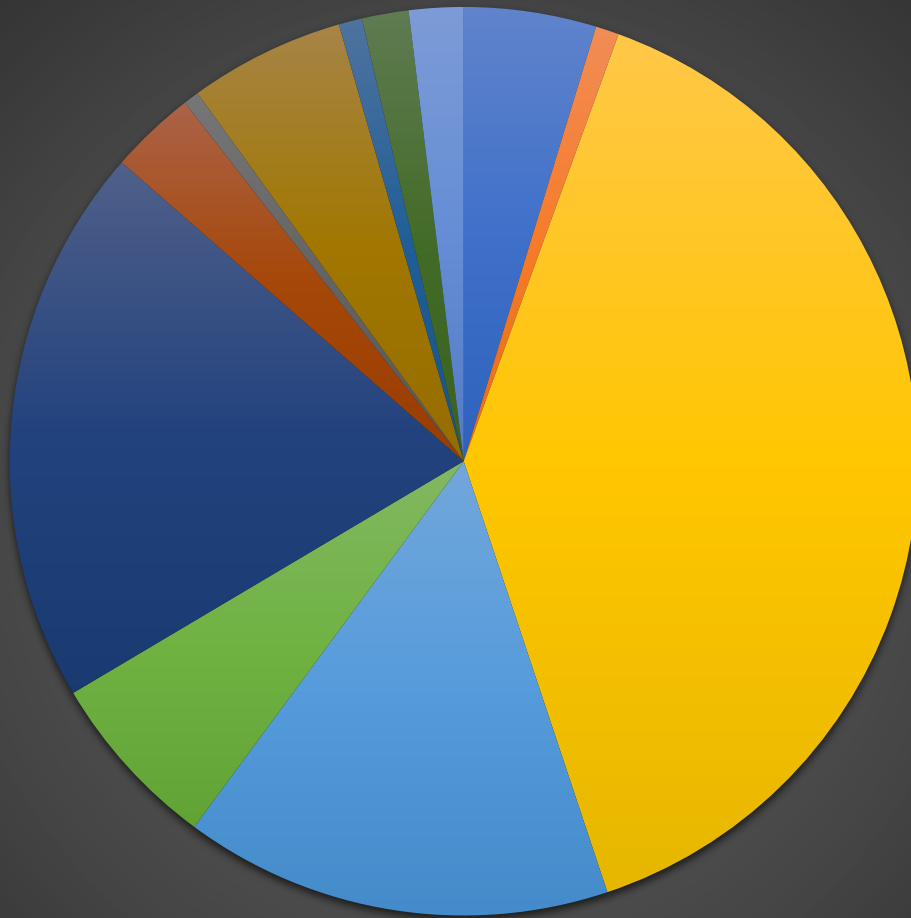


CIGA Quarterly Statistics

Breakdown of Complaints by Type Q3 2022



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

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	398
Qtr3	928	993	621	852	391	361
Qtr4	1,475	979	800	1,101	608	
Grand Total	4,691	4,806	3,259	3457	1,124	

Commentary:

Q3 2022 saw 361 claims handled by CIGA, a small decrease of 7% compared with the level experienced in Q3 2021.

Water Penetration accounts for roughly 39% of claims being received and 15% accounted for claims where the homeowner made contact with CIGA but held no CIGA guarantee.

In Q3 CIGA successfully resolved 263 claims with 3 claims going through the arbitration process. Of these 3, 1 was published whilst the other 2 are still going through the process. The 1 award published 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.