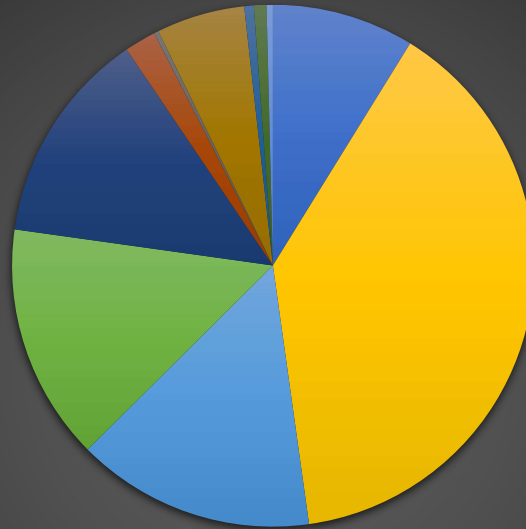


CIGA Quarterly Statistics

Breakdown of Complaints by Type Q1 2023



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

	Number of Complaints Received						
	2017	2018	2019	2020	2021	2022	2023
Qtr1	1,292	1,626	1,114	1,064	1,124	699	1,031
Qtr2	996	1,208	724	440	592	398	
Qtr3	928	993	621	852	391	361	
Qtr4	1,475	979	800	1,101	608	631	
Grand Total	4,691	4,806	3,259	3,457	2,715	2,089	1,031

Commentary:

Q1 2023 saw 1031 claims handled by CIGA, a increase of 47.5% compared with the level experienced in Q4 2022. Water Penetration accounts for roughly 39.8% of claims being received. In Q1 CIGA successfully resolved 215 claims with 3 claims going through the arbitration process. Of these 3, 1 is still going through the process, the other 2 were published. 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.