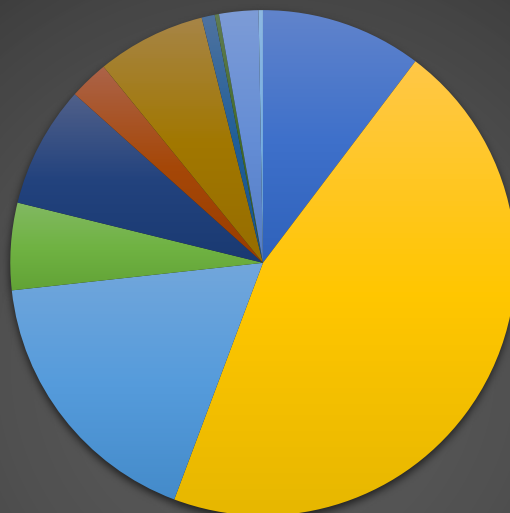


CIGA Quarterly Statistics

Breakdown of Complaints by Type Q2 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	359
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	1,390

Commentary:

Q2 2023 saw 359 claims handled by CIGA, a decrease of 9.7% compared with the level experienced in Q2 2022. Water Penetration accounts for roughly 45.4% of claims being received. In Q2 CIGA successfully resolved 448 claims. This was due to the increase that we had over Q4 2022 and Q1 2023. 5 claims are going through the arbitration process. Of these 5, all are still going through the process. 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. 170 enquiries from Q2 are still awaiting further information prior to confirming the complaint type.