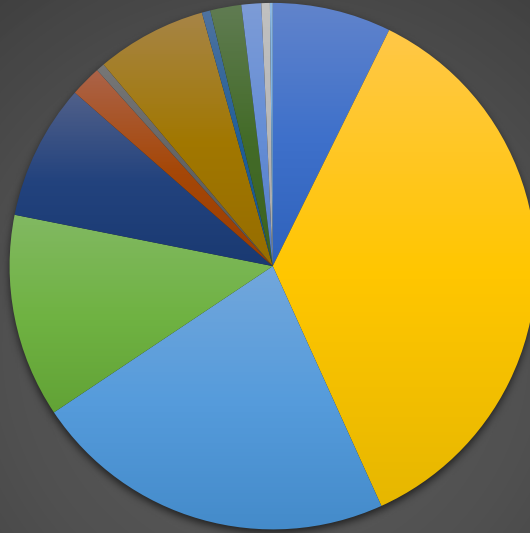


CIGA Quarterly Statistics

Breakdown of Complaints by Type Q4 2023



- 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	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	334
Qtr4	1,475	979	800	1,101	608	631	576
Grand Total	4,691	4,806	3,259	3,457	2,715	2,089	2,300

Commentary:

Q4 2023 saw 576 claims handled by CIGA, an decrease of 9.1% compared with the level experienced in Q4 2022.

Water Penetration accounts for roughly 35.9% of claims being received.

In Q4 CIGA successfully resolved 286 claims. 5 claims are going through the arbitration process. Of these 5, 2 are still going through the process, the other 3 have been 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. 173 enquiries from Q4 are still awaiting further information prior to confirming the complaint type.