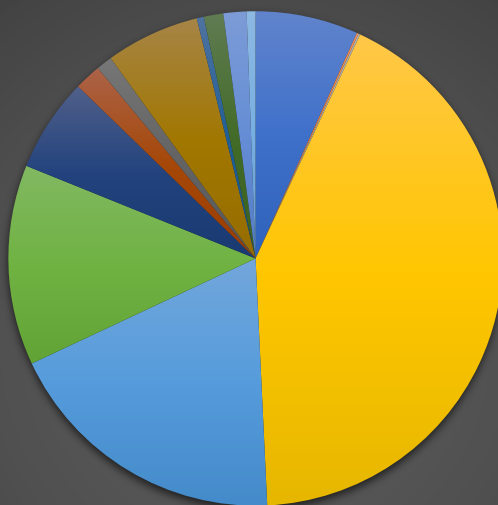


# CIGA Quarterly Statistics

## Breakdown of Complaints by Type Q1 2024



- 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	2024
Qtr1	1,292	1,626	1,114	1,064	1,124	699	1,031	1,066
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	
<b>Grand Total</b>	<b>4,691</b>	<b>4,806</b>	<b>3,259</b>	<b>3,457</b>	<b>2,715</b>	<b>2,089</b>	2,300	1,066

### Commentary:

Q1 2024 saw 1066 claims handled by CIGA, an increase of 3.3% compared with the level experienced in Q1 2023.

Water Penetration accounts for roughly 34.2% of claims being received.

In Q1 CIGA successfully resolved 304 claims. 5 claims are going through the arbitration process. Of these 5, 5 are still going through the process and none 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. 216 enquiries from Q1 are still awaiting further information prior to confirming the complaint type.