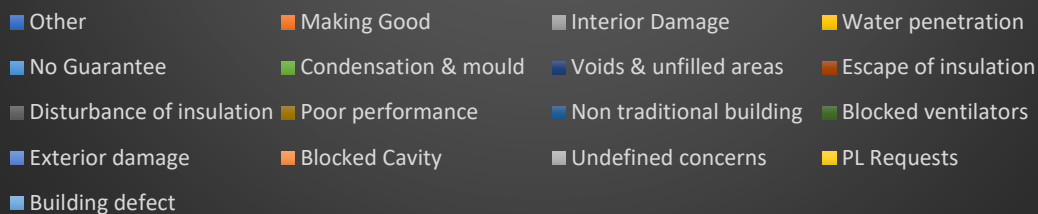
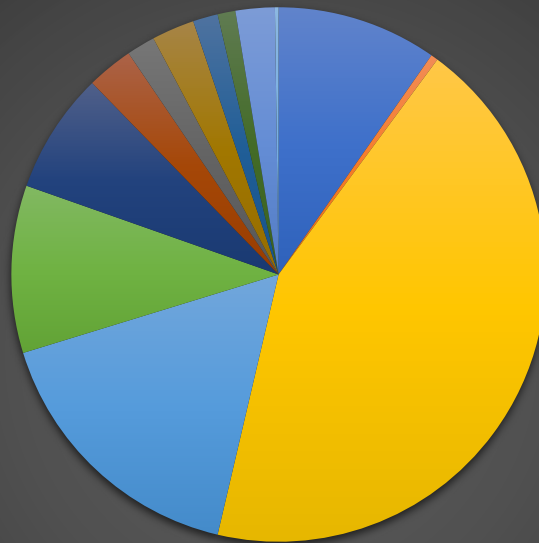


CIGA Quarterly Statistics

Breakdown of Complaints by Type Q2 2024



	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	572
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	1,638

Commentary:

Q2 2024 saw 572 claims handled by CIGA, an increase of 37% compared with the level experienced in Q2 2023. Water Penetration accounts for roughly 35.3% of claims being received. In Q2 CIGA successfully resolved 234 claims. 5 claims are going through the arbitration process. Of these 5, 3 are still going through the process and 2 awards 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. 114 enquiries from Q2 are still awaiting further information prior to confirming the complaint type.