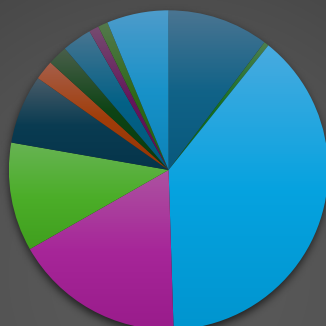


# CIGA Quarterly Statistics

## Breakdown of Complaints by Type Q3 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	572
Qtr3	928	993	621	852	391	361	334	467
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>	<b>2,300</b>	<b>2,105</b>

### Commentary:

Q3 2024 saw 467 claims handled by CIGA, an increase of 39% compared with the level experienced in Q3 2023.

Water Penetration accounts for roughly 33% of claims being received.

In Q3 CIGA successfully resolved 334 claims. 4 claims are going through the arbitration process. Of these 4, 3 are still going through the process and 1 award has 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. 67 enquiries from Q3 are still awaiting further information prior to confirming the complaint type.