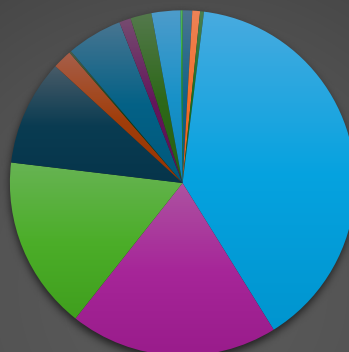


# CIGA Quarterly Statistics

## Breakdown of Complaints by Type Q4 2024



- 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	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	642
<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>2,747</b>

### Commentary:

Q4 2024 saw 642 claims handled by CIGA, an increase of 11.45% compared with the level experienced in Q4 2023. Water Penetration accounts for roughly 33% of claims being received.

In Q4 CIGA successfully resolved 226 claims. There are currently no claims going through the arbitration 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. 81 enquiries from Q4 are still awaiting further information prior to confirming the complaint type.