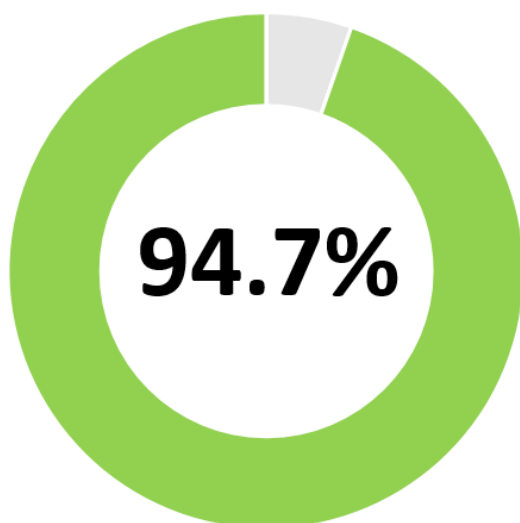


PROGRESS TO THE END OF APRIL 2019:

Claim Settlement Progress



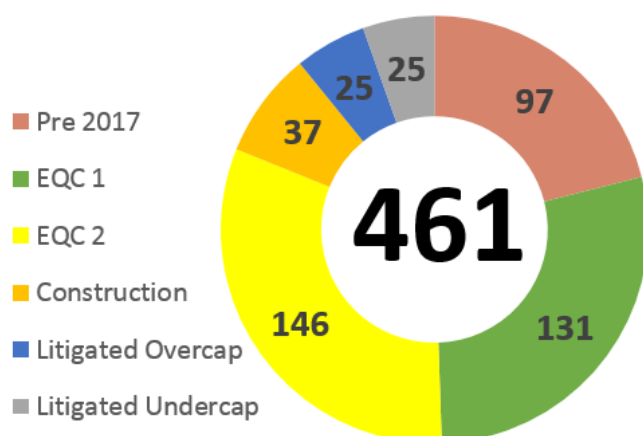
Total Claims	8623
Total Settled	8162
In Progress	461
April Settled	34
April New	7

As Southern Response has adopted a wider Canterbury customer mandate there has been an increase in claims from EQC. This mandate allows the agency (SR or EQC) best suited to resolve the claim to manage and settle it, regardless if it is under or over the statutory EQC cap.

During the month of April, 34 claims were settled and there were 7 new claims from EQC. These claims are predominantly complex undercap remedial claims.

As at the end of April 2019, Southern Response has settled 94.7% (8162 of 8623 claims) of its overcap and undercap claims portfolio.

Total Open Claims



Total Open Claims	461
Litigated Overcap	25
Litigated Undercap	25
Construction	37
Pre 2017	97
EQC1	131
EQC2	146

Overall there are now 461 unresolved overcap and undercap claims in the business.

Claims in the Construction category are those where a building contract has been signed and Southern Response is managing the construction process.

Pre-2017 claims are those where a cap was paid by EQC prior to 2017.

EQC1 claims are claims identified as possible overcap claims that were proactively retrieved from EQC during 2017 and 2018.

EQC2 claims are claims that are being managed by Southern Response as EQC's agent, which came into the business since 1 October 2018.