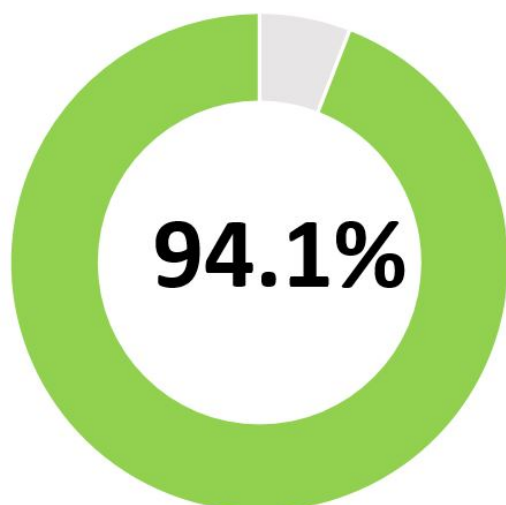


PROGRESS TO THE END OF FEBRUARY 2019:

Claim Settlement Progress



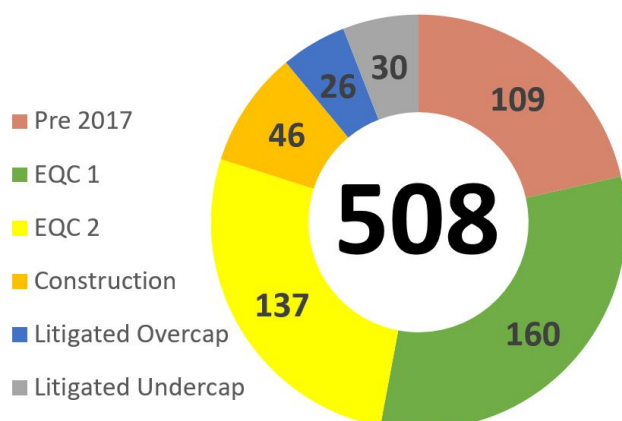
Total Claims	8603
Total Settled	8095
In Progress	508
Feb Settled	22
Feb New	11

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 February, 22 claims were settled and there were 11 new claims from EQC. These claims are predominantly complex undercap remedial claims.

As at the end of February 2019, Southern Response has settled 94.1% (8095 of 8603 claims) of its overcap and undercap claims portfolio.

Total Open Claims



Total Open Claims	508
Litigated Overcap	26
Litigated Undercap	30
Construction	46
Pre 2017	109
EQC1	160
EQC2	137

Overall there are now 508 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.