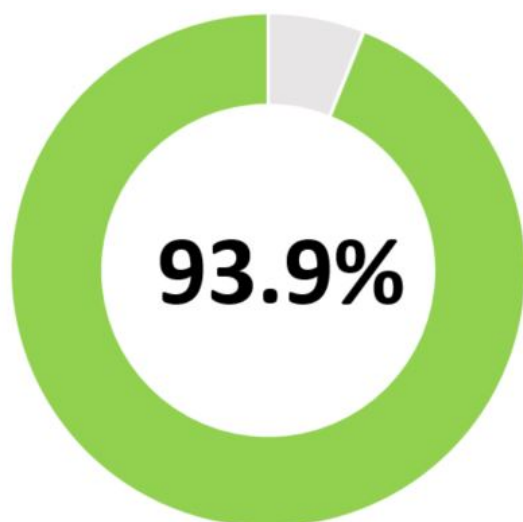


PROGRESS TO THE END OF JANUARY 2019:

Claim Settlement Progress



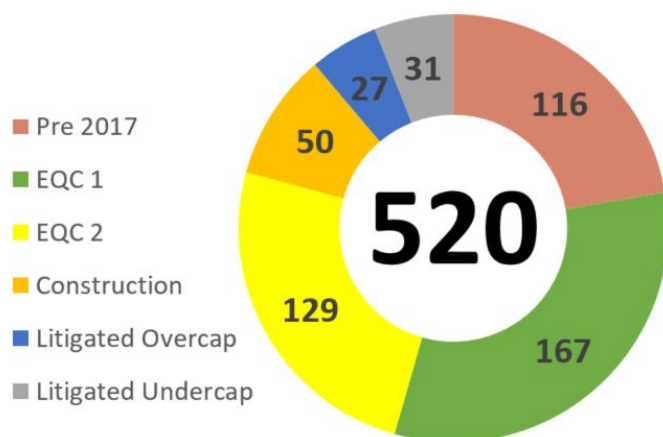
Total Claims	8593
Total Settled	8073
In Progress	520
Jan Settled	16
Jan New	16

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 January 16 claims were settled and there were 16 new claims from EQC. These claims are predominantly complex undercap remedial claims.

As at the end of January 2019, Southern Response has settled 93.9% (8073 of 8593 claims) of its overcap and undercap claims portfolio.

Total Open Claims



Total Open Claims	520
Litigated Overcap	27
Litigated Undercap	31
Construction	50
Pre 2017	116
EQC1	167
EQC2	129

Overall there are now 520 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.