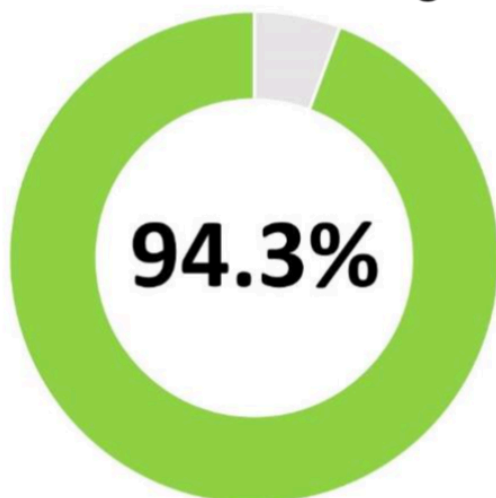


## PROGRESS TO THE END OF MARCH 2019:

### Claim Settlement Progress



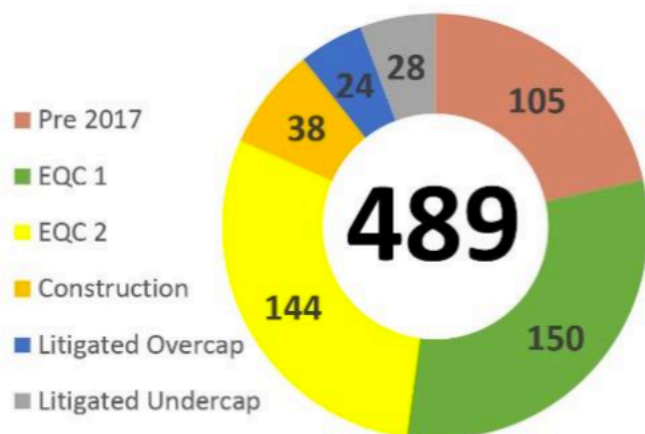
Total Claims	8614
Total Settled	8125
In Progress	489
Mar Settled	30
Mar New	12

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 March, 30 claims were settled and there were 12 new claims from EQC. These claims are predominantly complex undercap remedial claims.

As at the end of March 2019, Southern Response has settled 94.3% (8125 of 8614 claims) of its overcap and undercap claims portfolio.

### Total Open Claims



Total Open Claims	489
Litigated Overcap	24
Litigated Undercap	28
Construction	38
Pre 2017	105
EQC1	150
EQC2	144

Overall there are now 489 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.