

PROGRESS TO THE END OF MAY 2019:

Claim Settlement Progress



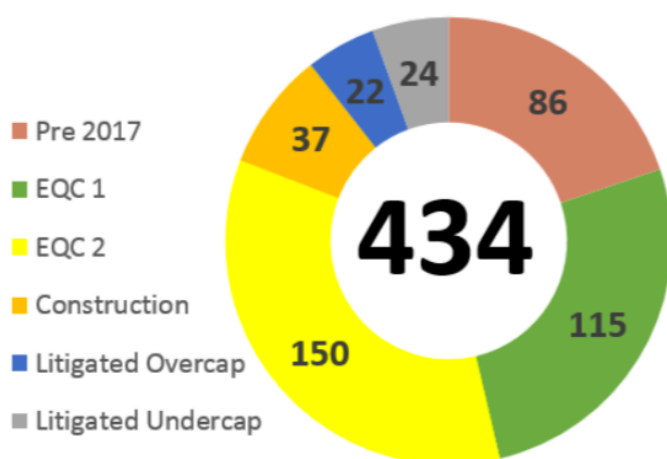
Total Claims	8633
Total Settled	8199
In Progress	434
May Settled	35
May New	10

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 May, 35 claims were settled and there were 10 new claims from EQC. These claims are predominantly complex undercap remedial claims.

As at the end of May 2019, Southern Response has settled 95% (8199 of 8633 claims) of its overcap and undercap claims portfolio.

Total Open Claims



Total Open Claims	434
Litigated Overcap	22
Litigated Undercap	24
Construction	37
Pre 2017	86
EQC1	115
EQC2	150

Overall there are now 434 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.