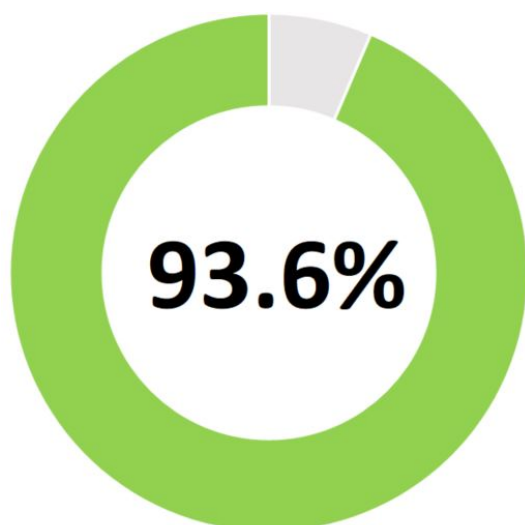


PROGRESS TO THE END OF NOVEMBER 2018:

Claim Settlement Progress



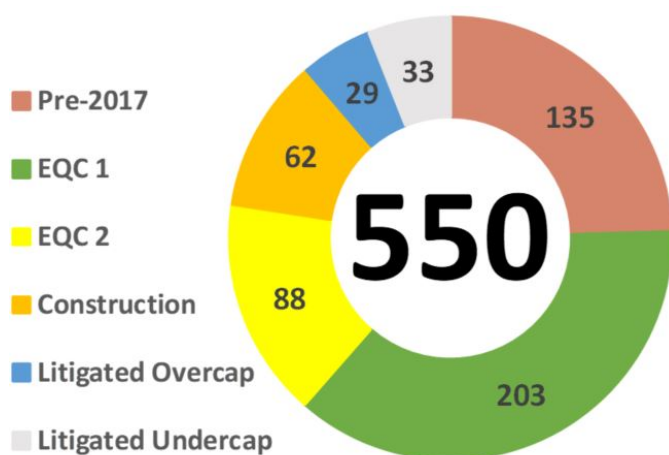
Total Claims	8548
Total Settled	7998
In Progress	550
Nov Settled	37
Nov New	37

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 November 37 claims were settled and there were 37 new claims from EQC. These claims are predominantly complex undercap remedial claims.

As at the end of November 2018, Southern Response has settled 93.6% (7998 of 8548 claims) of its overcap and undercap claims portfolio.

Total Open Claims



Total Open Claims	550
Litigated Overcap	29
Litigated Undercap	33
Construction	62
Pre 2017	135
EQC1	203
EQC2	88

Overall there are now 550 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.