



Urupare ki te Tonga



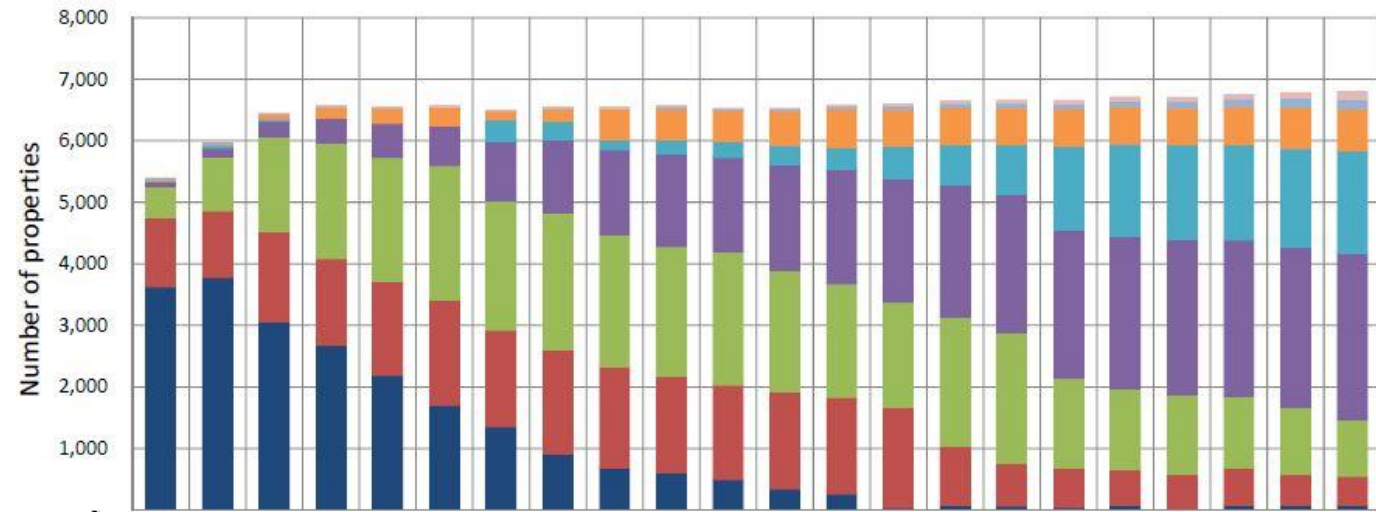
Progress to the end of April 2013

Over cap claims: Detailed analysis

Southern Response progress to end of April 2013	Green Zone ¹		Red Zone		TC1		TC2		TC3		Total		Movement from Last Month	Commentary
	Number of Properties	% completed	Number of Properties	% completed	Number of Properties	% completed	Number of Properties	% completed	Number of Properties	% completed	Number of Properties	% completed		
Notified to Southern Response	978	100%	2,144	100%	21	100%	1,096	100%	2,547	100%	6,786	100%	10	The zones and categories relate to the original house. For example, a red zone customer rebuilding in TC2 will be represented in figures for the red zone.
% of overall claims	14%		32%		0%		16%		38%		100%			
Assessments & Costings	963	98%	2,139	100%	20	95%	1,078	98%	2,507	98%	6,707	99%	-	Southern Response's approach has been to deal with assessments generally before moving to builds and hence the vast majority of assessments have been completed. This shows the percentage of over cap claims that have a completed assessment and costing.
Offers to customers	874	89%	2,113	99%	18	86%	961	88%	2,268	89%	6,234	92%	43	The gap between the Assessments & Costings being completed and the offer to customers is generally due to resolving ownership of the claim with EQC - which may include joint review. This shows the percentage of over cap claims that have had an offer presented.
Customer decisions made:	685	70%	2,020	94%	14	67%	766	70%	1,833	72%	5,318	78%	212	The gap between the Offers to customers and the Customer decisions made is an area of concern and one that Southern Response is addressing. This shows the percentage of over cap claims where the customer has made a decision.
1. Buy another house	126	13%	1,115	52%	1	5%	65	6%	247	10%	1,554	23%	25	Customers have elected to buy another house and supplied a sale and purchase agreement. The percentage of claims in this category is shown as a percentage of all over cap claims.
2. Cash settlement	93	10%	516	24%	3	14%	99	9%	128	5%	839	12%	57	Customers have elected to cash settle as policy option IV - Market Value. The percentage of claims in this category is shown as a percentage of all over cap claims.
3. Customer managed rebuild	19	2%	217	10%	-	0%	24	2%	47	2%	307	5%	12	Customers have elected to build another house without the involvement of Southern Response and have supplied a building contract. The percentage of claims in this category is shown as a percentage of all over cap claims.
4. Building with Southern Response	447	46%	172	8%	10	48%	578	53%	1,411	55%	2,618	39%	118	Customers who have elected to build with Southern Response. The percentage of claims in this category is shown as a percentage of all over cap claims.
Design/documentation	160	16%	54	3%	2	10%	240	22%	237	9%	693	26%	25	Customers who have elected to build with Southern Response and are currently in the documentation process. The percentage of claims at this stage is shown as a percentage of Building with Southern Response claims.
Under construction	35	4%	48	2%	-	0%	54	5%	12	0%	149	6%	6	Properties now under construction. These numbers will quickly increase, given the number of properties in design/documentation. The percentage of claims at this stage is shown as a percentage of Building with Southern Response claims.
Construction completed	30	3%	51	2%	1	5%	16	1%	6	0%	104	4%	21	Construction completed, with the percentage of claims at this stage shown as a percentage of Building with Southern Response claims.
Fully settled claims	208	21%	1,524	71%	4	19%	145	13%	315	12%	2,196	32%	69	Fully settled claims are the sum of 1, 2 and 3 in the main table (where those claims have then progressed to settlement) and Southern Response-managed builds where construction is complete. The percentage of claims at this 'Fully settled' stage is shown as a percentage of all over cap claims.

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Status of properties over the past 22 months



	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13
Construction completed	-	-	1	1	1	1	2	2	2	3	6	10	13	19	33	38	42	50	54	62	83	104
Under construction	1	2	3	3	6	6	5	6	10	26	28	27	39	62	66	82	90	98	104	123	143	149
Construction design/documentation	32	26	81	178	248	312	140	200	499	505	503	563	630	595	596	600	597	605	607	622	672	693
Construction with Southern Response - pre documentation	13	53	39	-	-	-	345	305	165	235	261	315	363	534	667	801	1,362	1,497	1,537	1,548	1,602	1,672
Customers elected to buy another house, self-manage build or cash settle	78	146	244	407	557	638	982	1,185	1,379	1,506	1,525	1,712	1,854	2,006	2,135	2,252	2,419	2,484	2,518	2,548	2,606	2,700
Awaiting customer decision	511	868	1,550	1,882	2,013	2,181	2,094	2,234	2,143	2,105	2,169	1,976	1,845	1,710	2,101	2,125	1,459	1,310	1,294	1,156	1,085	916
Assessment completed	1,113	1,080	1,462	1,404	1,522	1,711	1,563	1,684	1,641	1,572	1,537	1,579	1,566	1,629	967	685	633	586	566	607	508	473
Scheduled for inspection	3,635	3,787	3,063	2,683	2,195	1,708	1,363	922	694	608	500	345	269	42	78	74	49	78	21	81	77	79

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