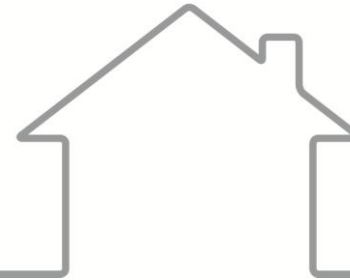




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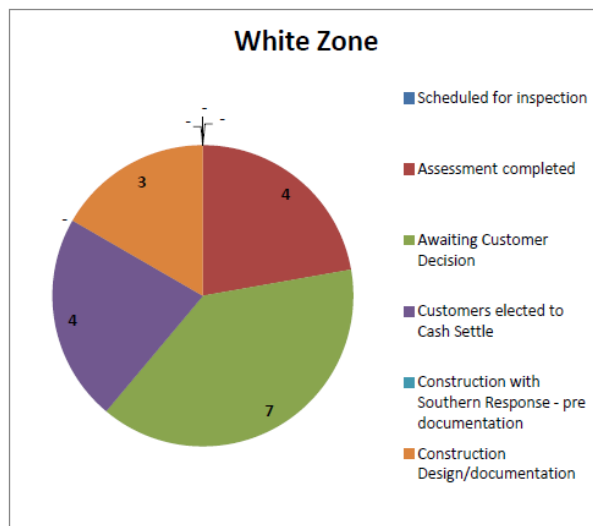
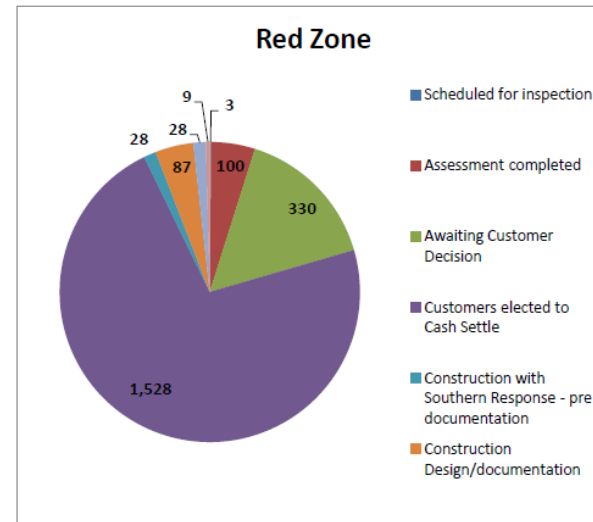
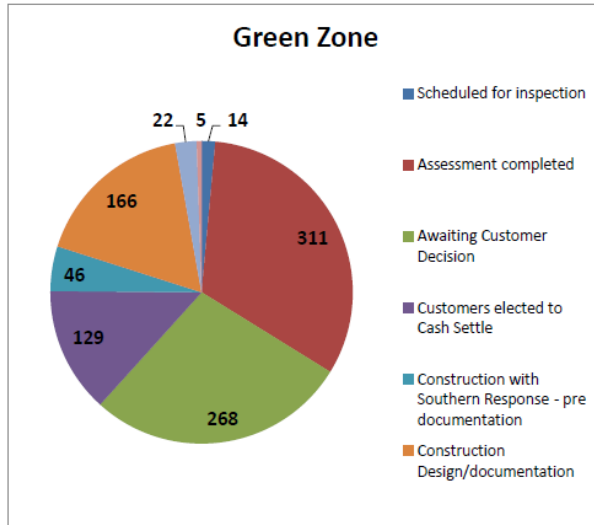
Progress to the end of August 2012

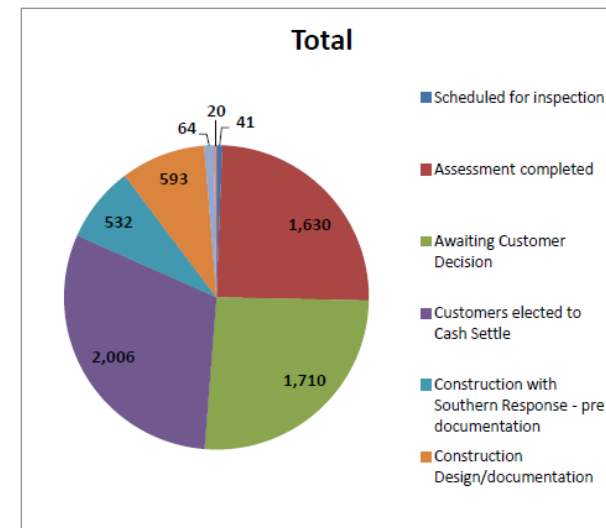
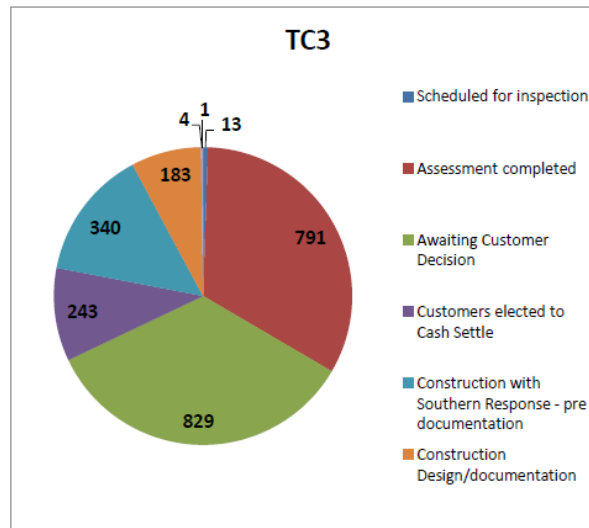
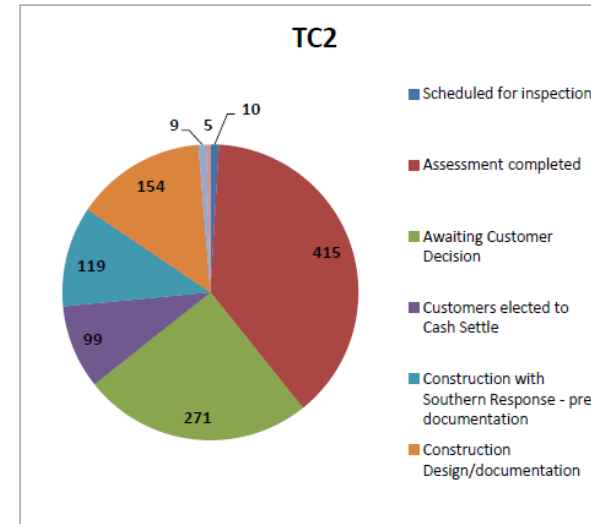
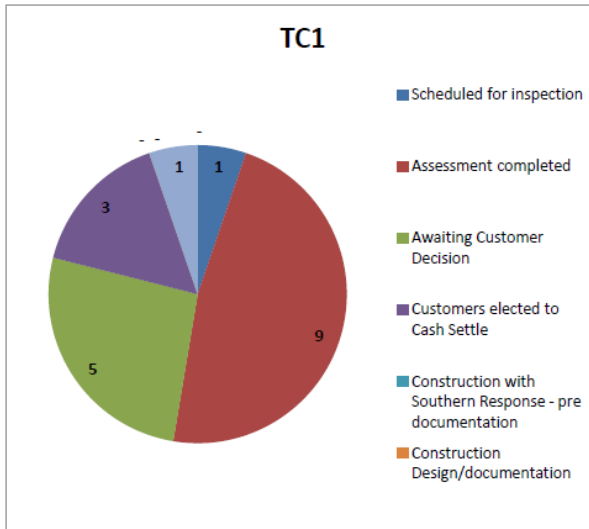
Over cap claims: Detailed analysis

	Green Zone ¹		White Zone		Red Zone		TC1		TC2		TC3		Total		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	Number of Properties	% completed	
Notified to Southern Response	961	100%	17	100%	2,113	100%	19	100%	1,082	100%	2,404	100%	6,596	100%	
% of overall claims	15%		0%		32%		0%		16%		36%		100%		
Assessments & Costings	947	99%	17	100%	2,110	100%	18	95%	1,072	99%	2,391	99%	6,555	99%	It has been Southern Response's approach to deal with assessments generally prior to moving to builds and hence the vast majority of assessments have been completed.
Offers to customers	636	66%	13	76%	2,010	95%	9	47%	657	61%	1,600	67%	4,925	75%	The gap between the Assessment and Costing being completed and the offer to customers is generally due to claims being in the joint review or apportionment process with EQC.
Customer decisions made	368	38%	6	35%	1,680	80%	4	21%	386	36%	771	32%	3,215	49%	The gap between the offer to customers and the customer decision being made is an area of concern and one that Southern Response is addressing. A customer survey is currently identifying possible reasons for this delay.
Cash settlements (mainly Red Zone)	129	13%	4	24%	1,528	72%	3	16%	99	9%	243	10%	2,006	30%	Customers have elected to cash settle and most of these customers have decided to purchase another home
Building with Southern Response	239	25%	2	12%	152	7%	1	5%	287	27%	528	22%	1,209	18%	Customers who have decided to build with Arrow
Design/documentation	193	20%	3	18%	124	6%	1	5%	168	16%	188	8%	677	10%	These are customers who have decided to build with Arrow and are currently in the documentation process
Under construction	27	3%	-	0%	37	2%	1	5%	14	1%	5	0%	84	1%	These numbers will quickly increase, given the volume of properties in design/ documentation
Construction Completed	5	1%	-	0%	9	0%	-	0%	5	0%	1	0%	20	0%	

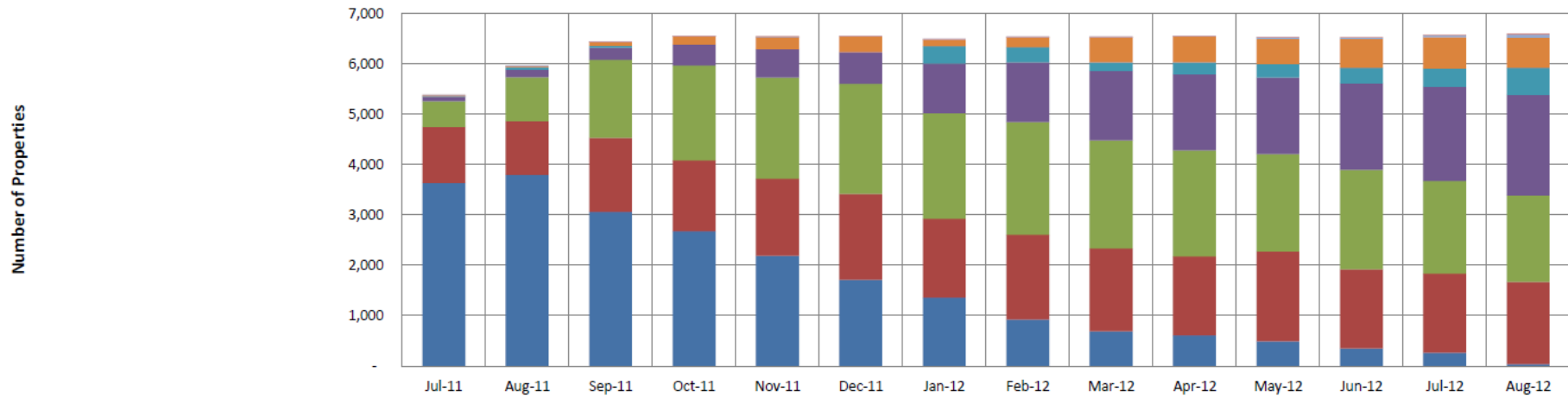
Expected Build Split	19%	0%	6%	0%	25%	50%	100%
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Over cap claims: Detailed analysis





Status of Properties over the past 14 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
Construction completed	-	-	1	1	1	1	2	2	2	3	6	10	13	19
Under construction	1	2	3	3	6	6	5	6	10	26	28	27	39	62
Construction Design/documentation	32	26	81	178	248	312	140	200	499	505	503	563	630	595
Construction with Southern Response - pre documentation	13	53	39	-	-	-	345	305	165	235	261	315	363	534
Customers elected to cash settle	78	146	244	407	557	638	982	1,185	1,379	1,506	1,525	1,712	1,854	2,006
Awaiting Customer Decision	511	868	1,550	1,882	2,013	2,181	2,094	2,234	2,143	2,105	1,931	1,976	1,845	1,710
Assessment completed	1,113	1,080	1,462	1,404	1,522	1,711	1,563	1,684	1,641	1,572	1,774	1,579	1,566	1,629
Scheduled for inspection	3,635	3,787	3,063	2,683	2,195	1,708	1,363	922	694	608	500	345	269	42