

SOUTHERN RESPONSE

Urupare ki te Tonga



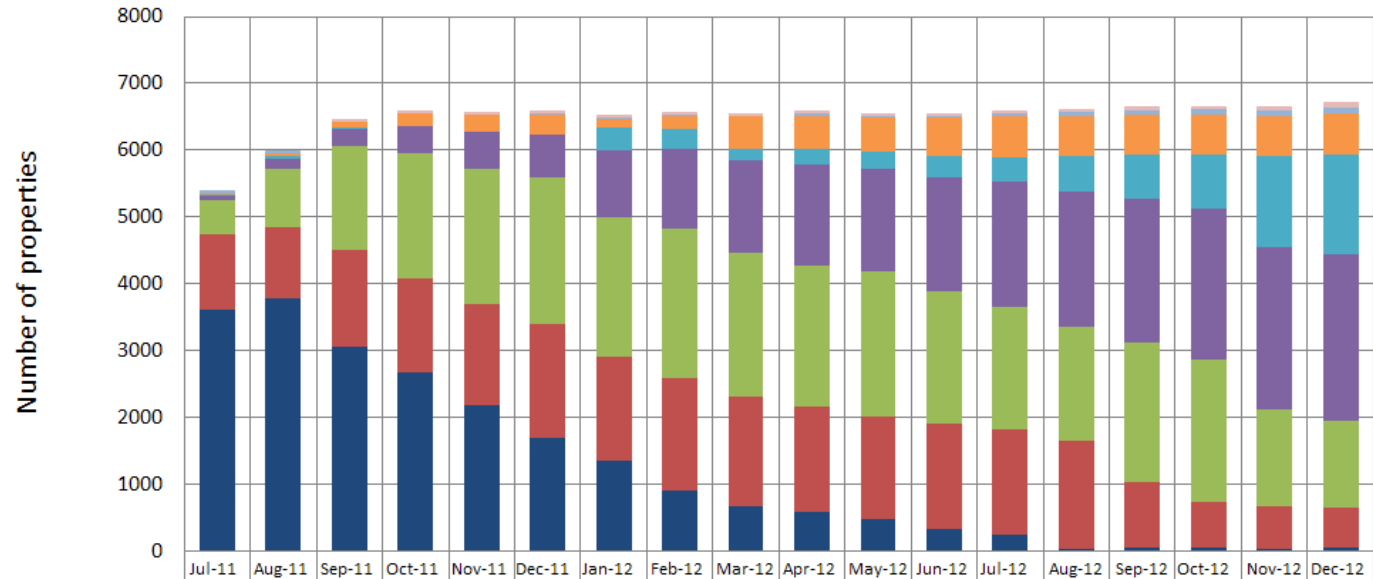
Progress to the end of December 2012

Over cap claims: Detailed analysis

Southern Response progress to end of December 2012	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	982	100%	2,138	100%	22	100%	1,082	100%	2,484	100%	6,708	100%	57	
% of overall claims	15%		32%		0%		16%		37%		100%			
Assessments & Costings	963	98%	2,136	100%	21	95%	1,061	98%	2,449	99%	6,630	99%	28	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	840	86%	2,091	98%	17	77%	906	84%	2,190	88%	6,044	90%	75	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:	615	63%	1,947	91%	9	41%	643	59%	1,520	61%	4,734	71%	224	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	118	12%	1,087	51%	1	5%	61	6%	217	9%	1,484	22%	31	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	57	6%	489	23%	3	14%	76	7%	101	4%	726	11%	16	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	16	2%	204	10%	-	0%	21	2%	33	1%	274	4%	18	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	424	43%	167	8%	5	23%	485	45%	1,169	47%	2,250	34%	159	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%	73	3%	-	0%	188	17%	184	7%	605	27%	8	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	32	3%	42	2%	1	5%	16	1%	7	0%	98	4%	8	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	10	1%	26	1%	-	0%	10	1%	4	0%	50	2%	8	Construction completed, with the percentage of claims at this stage shown as a percentage of Building with Southern Response claims.
Fully settled claims	167	17%	1,409	66%	3	14%	120	11%	260	10%	1,959	29%	79	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 <i>Fully settled</i> stage is shown as a percentage of all over cap claims.

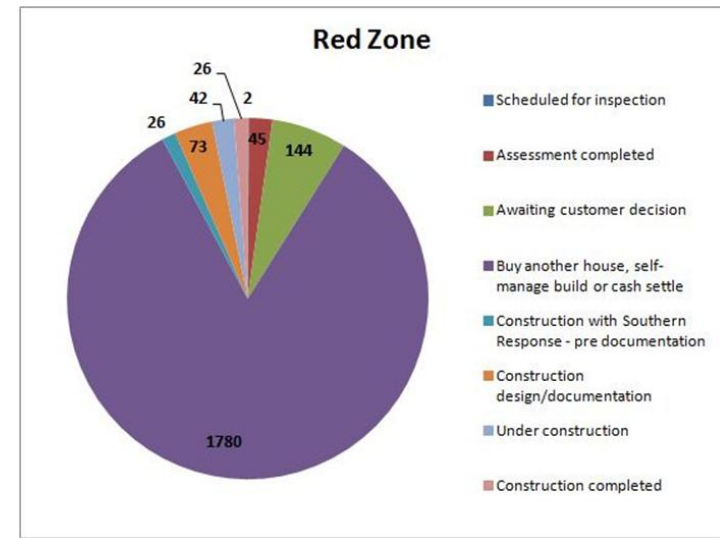
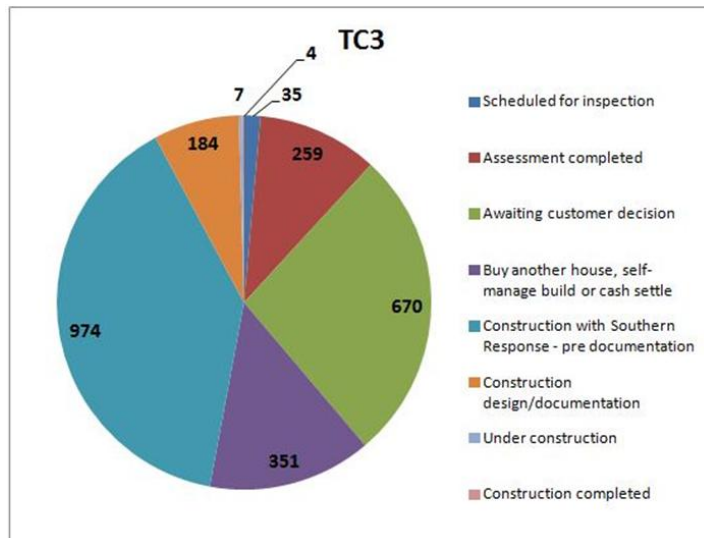
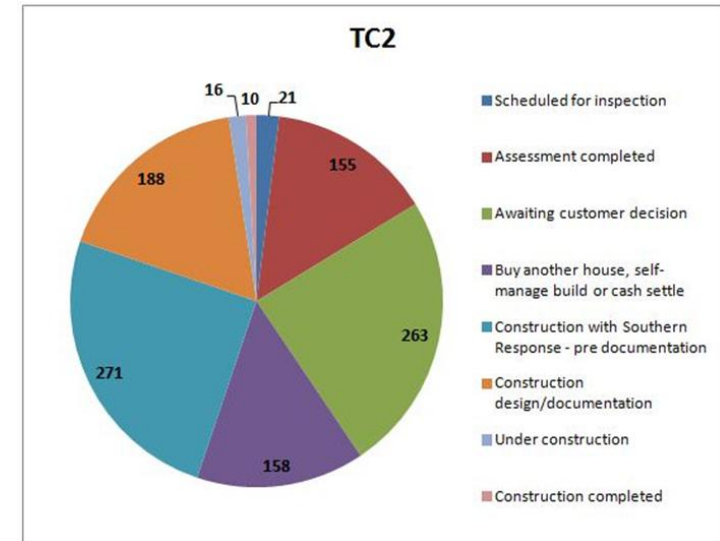
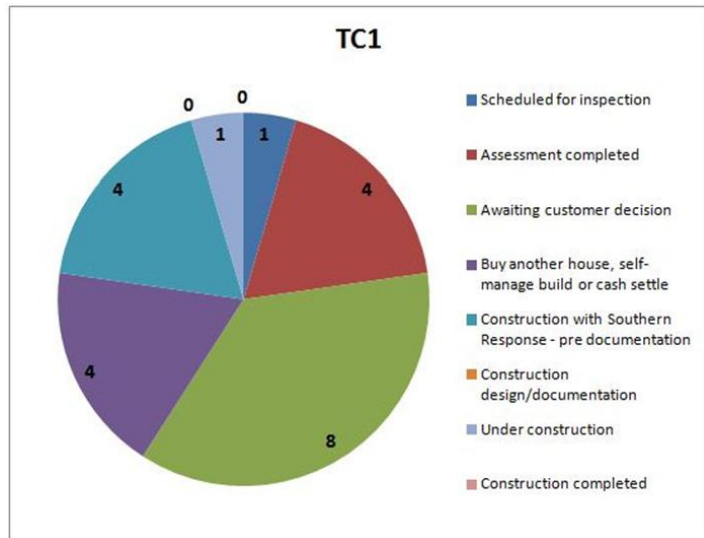
Over cap claims: Detailed analysis

Status of properties over the past 18 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
Construction completed	0	0	1	1	1	1	2	2	2	3	6	10	13	19	33	38	42	50
Under construction	1	2	3	3	6	6	5	6	10	26	28	27	39	62	66	82	90	98
Construction design/documentation	32	26	81	178	248	312	140	200	499	505	503	563	630	595	596	600	597	605
Construction with Southern Response - pre documentation	13	53	39	0	0	0	345	305	165	235	261	315	363	534	667	801	1362	1497
Customers elected to buy another house, self-manage build or cash settle	78	146	244	407	557	638	982	1185	1379	1506	1525	1712	1854	2006	2135	2252	2419	2484
Awaiting customer decision	511	868	1550	1882	2013	2181	2094	2234	2143	2105	2168.5	1976	1845	1710	2101	2125	1459	1310
Assessment completed	1113	1080	1462	1404	1522	1711	1563	1684	1641	1572	1536.5	1579	1566	1629	967	685	633	586
Scheduled for inspection	3635	3787	3063	2683	2195	1708	1363	922	694	608	500	345	269	42	78	74	49	78

Over cap claims: Detailed analysis



Total

