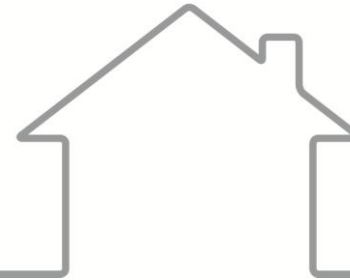


# SOUTHERN RESPONSE

Urupare ki te Tonga



## Progress to the end of January 2013

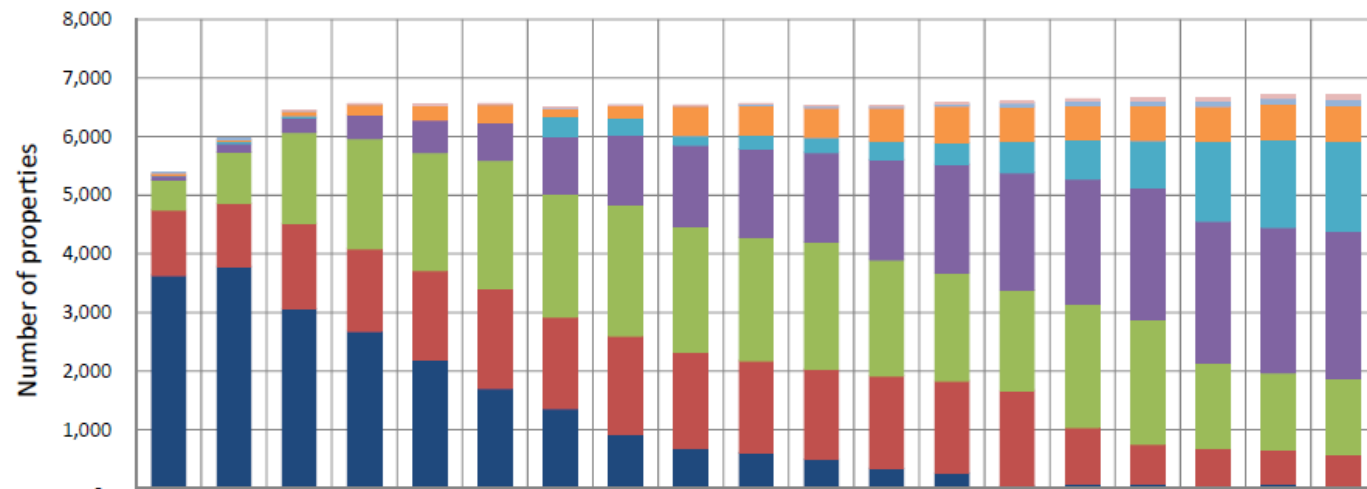
### Over cap claims:

### Detailed analysis

Southern Response progress to end of January 2013	Green Zone <sup>1</sup>		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	984	100%	2,144	100%	21	100%	1,082	100%	2,470	100%	6,701	100%	-	7	
% of overall claims	15%		32%		0%		16%		37%		100%				
Assessments & Costings	975	99%	2,143	100%	20	95%	1,077	100%	2,465	100%	6,680	100%	50		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	844	86%	2,100	98%	17	81%	940	87%	2,213	90%	6,114	91%	70		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:	620	63%	1,955	91%	11	52%	666	62%	1,568	63%	4,820	72%	86		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	120	12%	1,085	51%	1	5%	61	6%	225	9%	1,492	22%	8		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	61	6%	497	23%	3	14%	80	7%	108	4%	749	11%	23		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%	207	10%	-	0%	22	2%	32	1%	277	4%	3		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	423	43%	166	8%	7	33%	503	46%	1,203	49%	2,302	34%	52		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	159	16%	72	3%	-	0%	190	18%	186	8%	607	26%	2		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	33	3%	44	2%	1	5%	19	2%	7	0%	104	5%	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	13	1%	28	1%	-	0%	9	1%	4	0%	54	2%	4		Construction completed, with the percentage of claims at this stage shown as a percentage of Building with Southern Response claims.
<b>Fully settled claims</b>	<b>173</b>	<b>18%</b>	<b>1,427</b>	<b>67%</b>	<b>3</b>	<b>14%</b>	<b>123</b>	<b>11%</b>	<b>272</b>	<b>11%</b>	<b>1,998</b>	<b>30%</b>	<b>39</b>		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 19 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
Construction completed	-	-	1	1	1	1	2	2	2	3	6	10	13	19	33	38	42	50	54
Under construction	1	2	3	3	6	6	5	6	10	26	28	27	39	62	66	82	90	98	104
Construction design/documentation	32	26	81	178	248	312	140	200	499	505	503	563	630	595	596	600	597	605	607
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
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
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
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
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

Over cap claims: Detailed analysis

