

# SOUTHERN RESPONSE

Urupare ki te Tonga



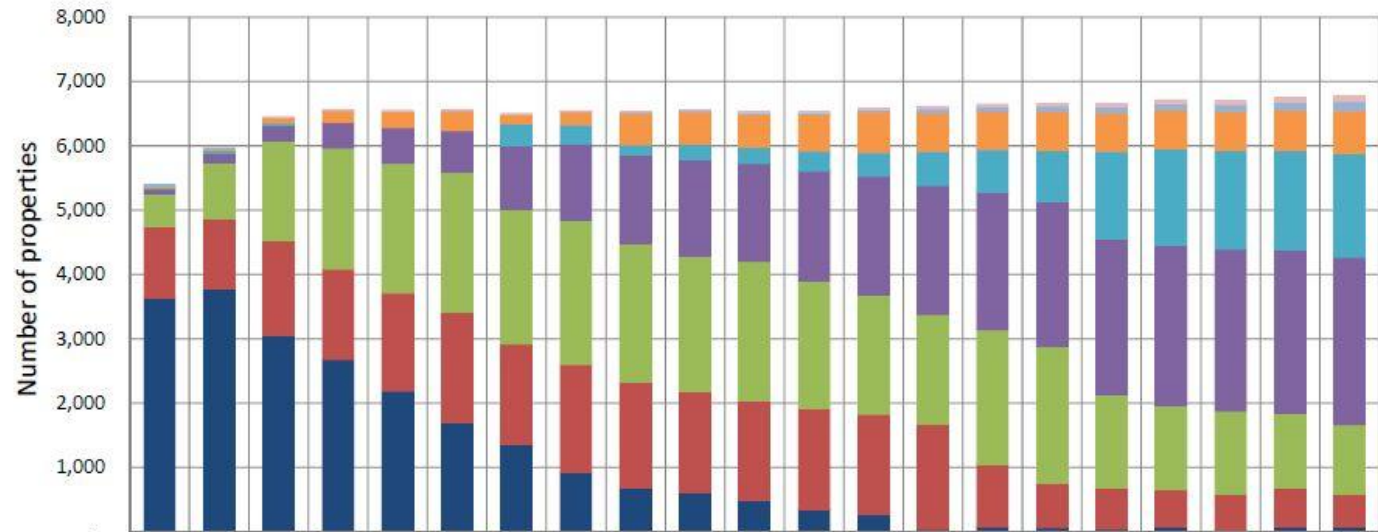
## Progress to the end of March 2013

### Over cap claims: Detailed analysis

Southern Response progress to end of March 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	981	100%	2,140	100%	21	100%	1,096	100%	2,538	100%	6,776	100%	33	The zones and categories relate to the original house. For example, a red zone customer rebuilding in TC2 will be represented in figures for red zone.
% of overall claims	14%		32%		0%		16%		37%		100%			
Assessments & Costings	967	99%	2,138	100%	20	95%	1,081	99%	2,501	99%	6,707	99%	40	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	868	88%	2,111	99%	18	86%	941	86%	2,253	89%	6,191	91%	93	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:	651	66%	1,997	93%	14	67%	717	65%	1,727	68%	5,106	75%	175	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	124	13%	1,103	52%	1	5%	61	6%	240	9%	1,529	23%	18	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	71	7%	510	24%	3	14%	86	8%	112	4%	782	12%	21	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	17	2%	214	10%	-	0%	22	2%	42	2%	295	4%	14	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	439	45%	170	8%	10	48%	548	50%	1,333	53%	2,500	37%	122	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	158	16%	53	2%	-	0%	230	21%	227	9%	668	27%	48	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. We are well advanced in resolving site specific issues and completing the design and documentation.
Under construction	38	4%	50	2%	-	0%	47	4%	8	0%	143	6%	21	Properties now under construction. These numbers will quickly increase, as the number of properties in design/documentation move into construction. The percentage of claims at this stage is shown as a percentage of Building with Southern Response claims.
Construction completed	23	2%	43	2%	1	5%	11	1%	5	0%	83	3%	21	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>193</b>	<b>20%</b>	<b>1,494</b>	<b>70%</b>	<b>4</b>	<b>19%</b>	<b>136</b>	<b>12%</b>	<b>300</b>	<b>12%</b>	<b>2,127</b>	<b>31%</b>	<b>58</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 'fully-settled' stage is shown as a percentage of all over cap claims.

Over cap claims: Detailed analysis

**Status of properties over the past 21 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
Construction completed	-	-	1	1	1	1	2	2	2	3	6	10	13	19	33	38	42	50	54	62	83
Under construction	1	2	3	3	6	6	5	6	10	26	28	27	39	62	66	82	90	98	104	123	143
Construction design/documentation	32	26	81	178	248	312	140	200	499	505	503	563	630	595	596	600	597	605	607	622	672
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
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
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
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
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

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