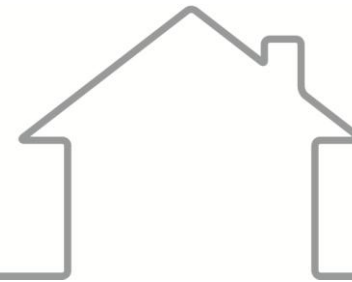


**S O U T H E R N**  
**R E S P O N S E**

Urupare ki te Tonga



**Progress to the end of March 2014**

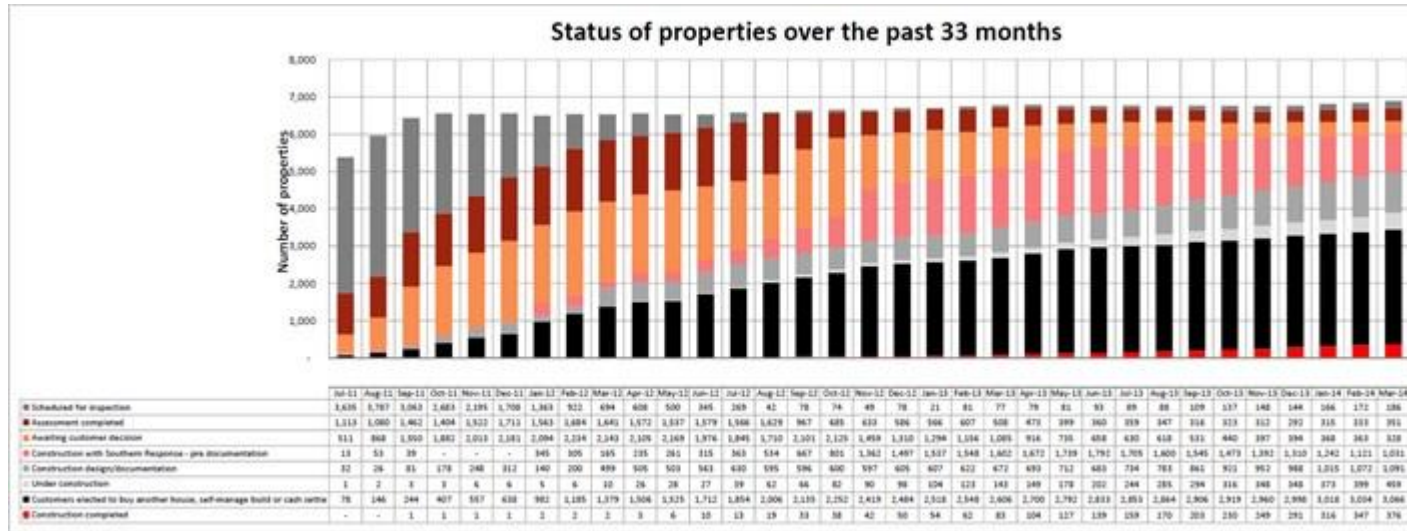
Over cap claims: summary

Status Breakdown	Settlements Complete		In Progress		Forecast Construction Starts For 2014	
Totals <i>(at 31st Mar 2014)</i>	2,923		3,100		1,090	
	Purchasing another house	1,699	Cash settlements in progress	519	SR managed repairs	630
			In design		SR managed rebuilds	460
	Cash settlement	461	<i>Site considerations being reviewed, geotechnical, engineers, planning, design underway</i>	2122		
	Customer managed rebuild	387				
	Southern Response construction complete (rebuilds and repairs)	376	Under construction			
			<i>Construction contract signed, consent approved</i>	459		
	Subtotal rebuilds & repairs	763				

## Over cap claims: Detailed analysis

Southern Response progress to end of March 2014	Green Zone		Red Zone		FC1		FC2		FC3		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	921	100%	2,144	100%	18	100%	1,106	100%	2,699	100%	6,888	100%	47	The number of claims notified to Southern Response can increase or decrease as claims are determined as being over or under the ROC cap. More claims going under cap during the month than new claims notified results in a negative number of claims.
% of overall claims	13%		31%		0%		16%		39%		100%			
Assessments & Costings	906	98%	2,142	100%	18	100%	1,060	96%	2,576	95%	6,702	97%	33	Southern Response's approach has been to deal with assessments generally before moving to build 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. The number can reduce when properties that have been inspected later go under the ROC cap.
Offers to customers	834	91%	2,117	99%	15	83%	985	89%	2,400	89%	6,351	92%	15	The gap between the Assessments & Costings being completed and Offers to customers can be due to the O&A (Detailed rebuild/repair analysis) being withdrawn for review or may be due to the time taken to prepare the offer for the customer. This percentage of over cap claims that have had an offer presented is shown as a percentage of over cap claims. Claims going under cap and customers electing to self manage their build can result in negative movement from the previous month.
Customer decisions made:	783	85%	2,081	97%	14	78%	923	83%	2,222	82%	6,023	87%	50	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	150	16%	1,151	54%	1	6%	70	6%	278	10%	1,650	24%	12	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	133	14%	535	25%	5	28%	141	13%	215	8%	1,029	15%	12	Customers have elected to cash settle as policy option (i - Market Value). The percentage of claims in this category is shown as a percentage of all over cap claims.
3. Customer managed rebuild	30	3%	236	11%	-	0%	37	3%	84	3%	387	6%	8	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	470	51%	159	7%	8	44%	675	61%	1,645	61%	2,957	43%	18	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. This number can go down if customers decide to cash settle during the design process.
													Movement from Last Month of customers who were in or completed this stage	
Design/documentation - Rebuilds	45	10%	6	4%	-	0%	70	10%	354	22%	475	16%	50	Customers who have elected to rebuild 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. The number of properties in documentation can reduce when some customers who had chosen to rebuild with Southern Response later decide to cash settle or when more properties complete design/documentation than enter this stage.
Design/documentation - Repairs	127	27%	-	0%	2	25%	164	24%	323	20%	616	21%	58	Customers who have elected to repair 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 - Rebuilds	43	9%	19	12%	-	0%	90	13%	153	9%	305	10%	51	Rebuild properties now under construction. The percentage of claims at this stage is shown as a percentage of Building with Southern Response claims.
Under construction - Repairs	40	9%	-	0%	-	0%	52	8%	62	4%	154	5%	43	Repair properties now under construction. The percentage of claims at this stage is shown as a percentage of Building with Southern Response claims.
													Movement from last month	
Construction completed - Rebuilds	23	5%	123	77%	-	0%	57	8%	22	1%	225	8%	11	Rebuild construction completed, with the percentage of claims at this stage shown as a percentage of Building with Southern Response claims.
Construction completed - Repairs	48	10%	-	0%	2	25%	70	10%	31	2%	151	5%	18	Repair construction completed, with the percentage of claims at this stage shown as a percentage of Building with Southern Response claims.
Total construction completed	71	15%	123	77%	2	25%	127	19%	53	3%	376	13%	29	Rebuild and repair construction completed, with the percentage of claims at this stage shown as a percentage of Building with Southern Response claims.
Fully settled claims	331	36%	1,731	81%	7	39%	329	30%	525	19%	2,923	42%	83	Fully settled claims are the sum of 1, 2 and 3 in the main table (where those claims have been paid out) and Southern Response managed builds where construction is complete. The percentage of claims at this Fully settled claims stage is shown as a percentage of all over cap claims.

## Over cap claims: Detailed analysis



## Over cap claims: Detailed analysis

