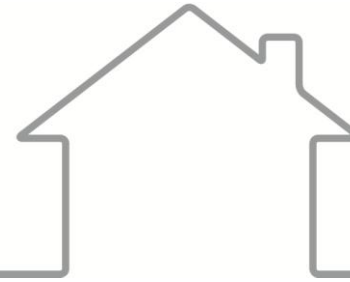


SOUTHERN RESPONSE

Urupare ki te Tonga

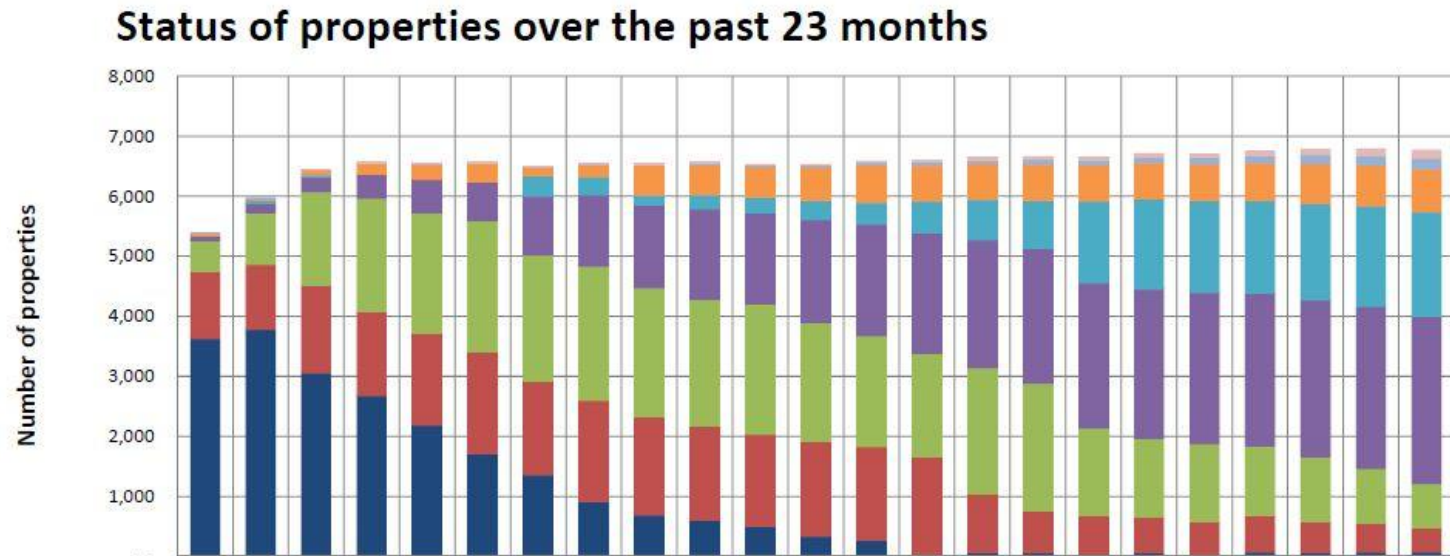


Progress to the end of May 2013

Over cap claims: Detailed analysis

Southern Response progress to end of May 2013	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	963	100%	2,147	100%	19	100%	1,083	100%	2,551	100%	6,763	100%	-	23
% of overall claims	14%		32%		0%		16%		38%		100%			
Assessments & Costings	949	99%	2,144	100%	18	95%	1,067	99%	2,504	98%	6,682	99%	-	25
Offers to customers	872	91%	2,122	99%	17	89%	965	89%	2,307	90%	6,283	93%	49	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 has gone down this month as there are 57 properties that have previously been inspected that are no longer overcap.
Customer decisions made:	726	75%	2,039	95%	15	79%	825	76%	1,943	76%	5,548	82%	230	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	133	14%	1,124	52%	1	5%	66	6%	250	10%	1,574	23%	20	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	105	11%	524	24%	3	16%	108	10%	146	6%	886	13%	47	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	20	2%	225	10%	-	0%	29	3%	58	2%	332	5%	25	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	468	49%	166	8%	11	58%	622	57%	1,489	58%	2,756	41%	138	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 - Rebuilds	79	17%	33	20%	-	0%	133	21%	166	11%	411	15%		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.
Design/documentation - Repairs	72	15%	-	0%	2	18%	105	17%	91	6%	270	10%		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	24	5%	50	30%	-	0%	37	6%	12	1%	123	4%		Rebuild 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.
Under construction - Repairs	15	3%	-	0%	-	0%	30	5%	10	1%	55	2%		Repair 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 - Rebuilds	10	2%	62	37%	-	0%	9	1%	6	0%	87	3%		Rebuild construction completed, with the percentage of claims at this stage shown as a percentage of Building with Southern Response claims.
Construction completed - Repairs	26	6%	-	0%	1	9%	11	2%	2	0%	40	1%		Repair construction completed, with the percentage of claims at this stage shown as a percentage of Building with Southern Response claims.
Total construction completed	36	8%	62	37%	1	9%	20	3%	8	1%	127	5%	23	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	221	23%	1,556	72%	4	21%	156	14%	335	13%	2,272	34%	76	Fully settled claims are the sum of 1, 2 and 3 in the main table (where those claims have been 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



	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	Apr-13	May-13
Construction completed	-	-	1	1	1	1	2	2	2	3	6	10	13	19	33	38	42	50	54	62	83	104	127
Under construction	1	2	3	3	6	6	5	6	10	26	28	27	39	62	66	82	90	98	104	123	143	149	178
Construction design/documentation	32	26	81	178	248	312	140	200	499	505	503	563	630	595	596	600	597	605	607	622	672	693	712
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	1,672	1,739
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	2,700	2,792
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	916	735
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	473	399
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	79	81

Over cap claims: Detailed analysis

