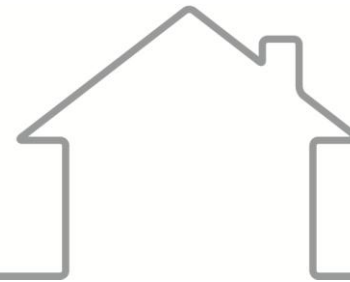


**S O U T H E R N  
R E S P O N S E**

Urupare ki te Tonga



**Progress to the end of May 2014**

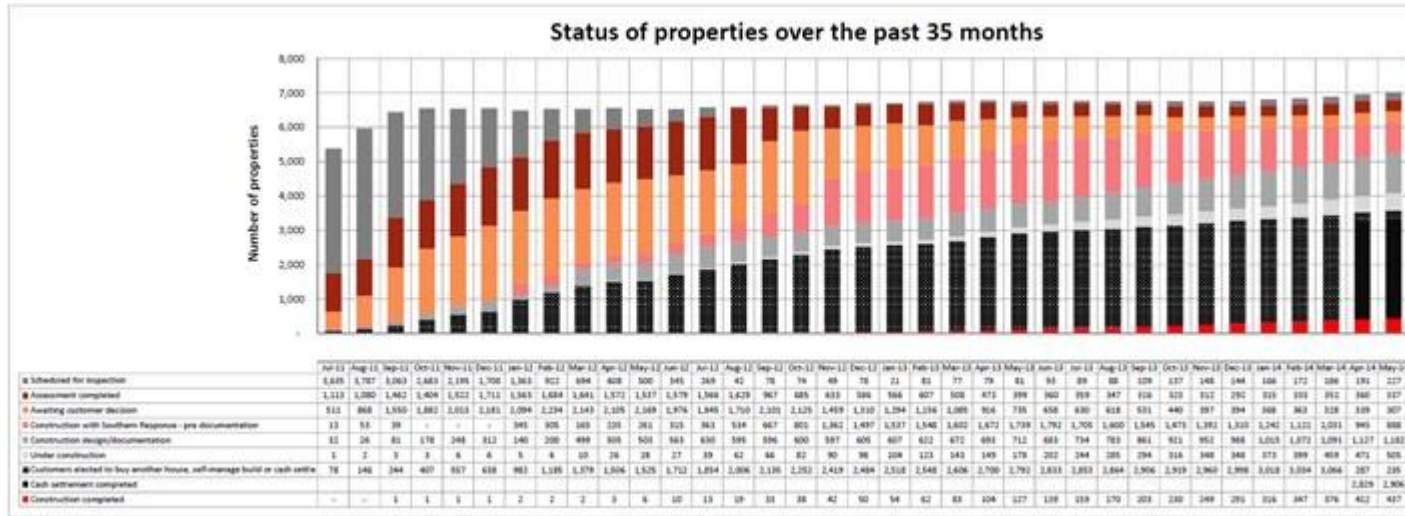
Over cap claims: Summary

Status Breakdo	Settlements Complete	In Progress	Forecast Construction Starts For 2014			
Totals (at 31st May 2014 )	3,343	2,810	1,090			
	Purchasing another house	1,547	Cash settlements in progress	235	SR managed repairs	630
	Cash settlement	952	In design <i>Site considerations being reviewed, geotechnical, engineers, planning, design underway</i>	2070	SR managed rebuilds	460
	Customer managed rebuild	407				
	Southern Response construction complete (rebuilds and repairs)	437	Under construction <i>Construction contract signed, consent approved</i>	505		
	Subtotal rebuilds & repairs	844				

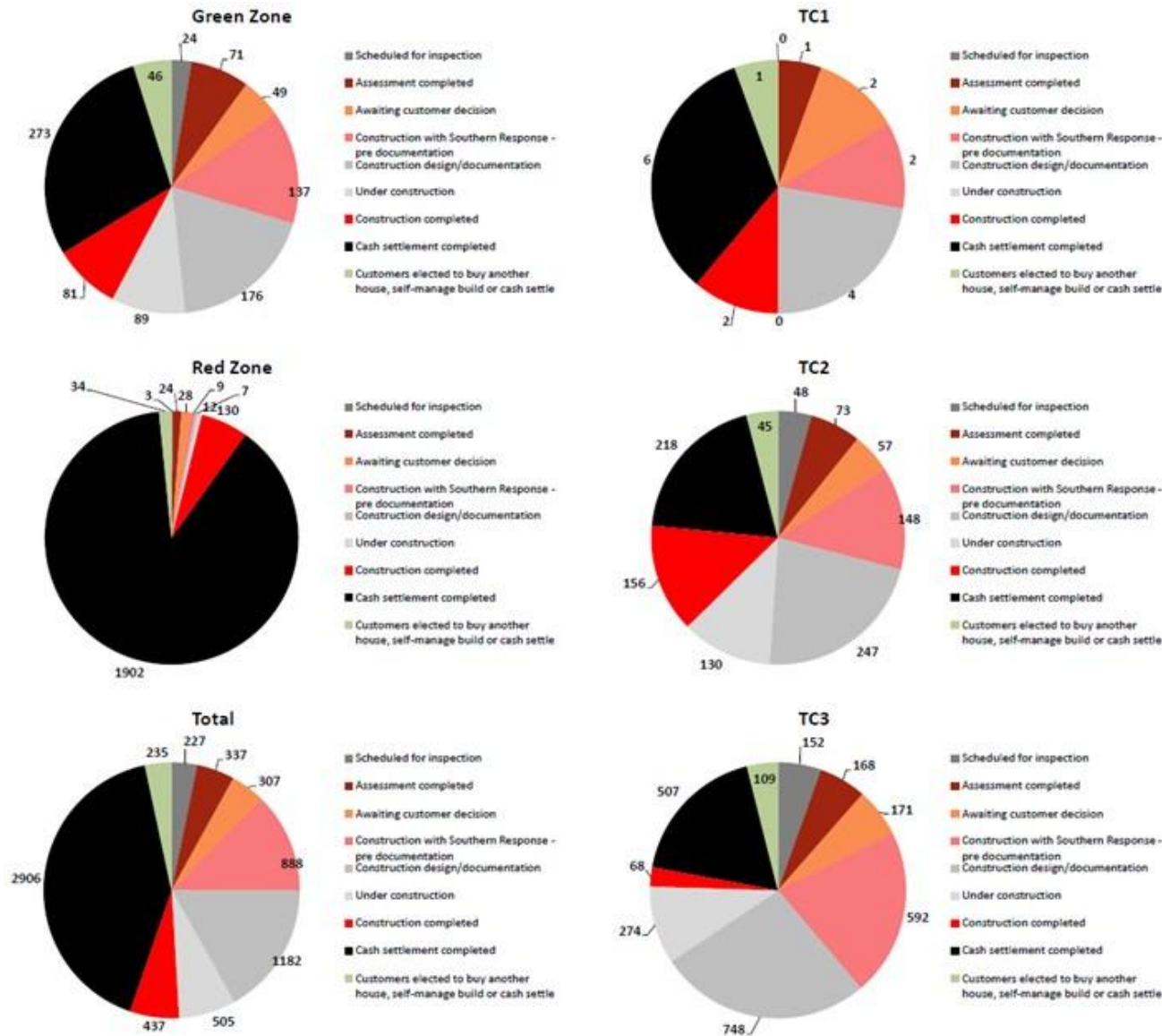
## Over cap claims: Detailed analysis

Southern Response progress to end of May 2014	Green Zone		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	946	100%	2,149	100%	18	100%	1,122	100%	2,789	100%	7,024	100%	63	The number of claims notified to Southern Response can increase or decrease as claims are determined to be going over or under the EOC 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%		40%		100%			
Assessments & Costings	922	97%	2,146	100%	18	100%	1,074	96%	2,637	95%	6,797	97%	27	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 EOC cap.
Offers to customers	851	90%	2,122	99%	17	94%	1,001	89%	2,469	89%	6,460	92%	50	The gap between the Assessments & Costings being completed and Offers to customers can be due to the JAA (Detailed rebuild/repair analysis) being withdrawn for review or may be due to the time taken to prepare the offer to the customer. This percentage of over cap claims that have had an offer prepared 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:	802	85%	2,094	97%	15	83%	944	84%	2,298	82%	6,153	88%	82	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%	1,156	54%	1	6%	71	6%	281	10%	1,659	24%	6	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	139	15%	539	25%	6	33%	148	13%	243	9%	1,075	15%	12	Customers have elected to cash settle as policy option is in interest view. The percentage of claims in this category is shown as a percentage of all over cap claims.
3. Customer managed rebuild	30	3%	241	11%	-	0%	44	4%	92	3%	407	6%	7	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	483	51%	158	7%	8	44%	681	61%	1,682	60%	3,012	43%	57	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 into stage
Design/documentation - Rebuilds	48	10%	7	4%	2	25%	82	12%	384	23%	523	17%	56	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	128	27%	-	0%	2	25%	165	24%	364	22%	659	22%	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	45	9%	12	8%	-	0%	80	12%	205	12%	342	11%	43	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	44	9%	-	0%	-	0%	50	7%	69	4%	163	5%	16	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	27	6%	130	82%	-	0%	72	11%	29	2%	258	9%	14	Rebuild construction completed, with the percentage of claims at this stage shown as a percentage of building with Southern Response claims.
Construction completed - Repairs	54	11%	-	0%	2	25%	84	12%	39	2%	179	6%	11	Repair construction completed, with the percentage of claims at this stage shown as a percentage of building with Southern Response claims.
Total construction completed	81	17%	130	82%	2	25%	156	23%	68	4%	437	15%	25	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	354	37%	2,032	95%	8	44%	374	33%	575	21%	3,343	48%	102	Fully settled claims are the sum of Cash settlements 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



## Out of scope claims

Some of these out of scope properties have multiple claims and/or multiple workstreams such as fences, driveways and swimming pools. In some cases, a partial cash payment may have been completed, or construction carried out, but until all workstreams and claims associated with the property are fully settled, the properties are recorded as being in progress.

Out of Scope properties as at 31 May 2014	
Properties assessed	18,712
properties to still be assessed	3,350
Total out of scope properties	<u>22,062</u>
Properties completed that <u>didn't</u> involve SR construction	8,090
Properties completed that <u>did</u> involve SR construction	5,757
Fully settled properties	<u>13,847</u>
In progress	4,865
Properties to still be assessed	3,350
Total out of scope properties	<u>22,062</u>

