

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

Urupare ki te Tonga



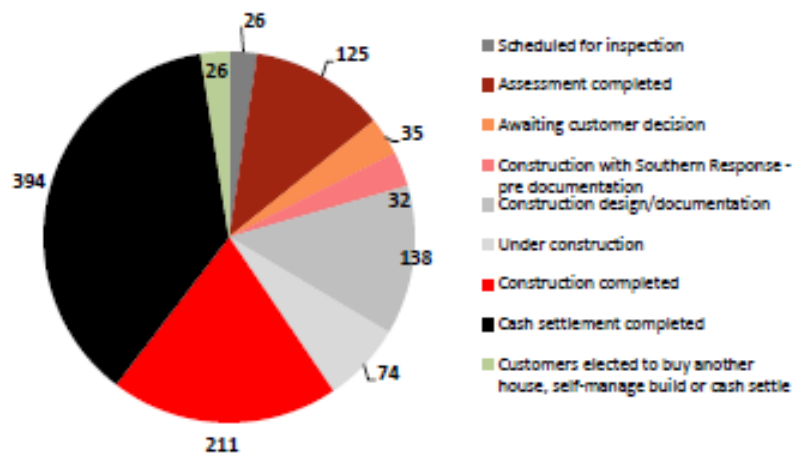
Progress to the end of November 2015

Over cap claims: Detailed analysis

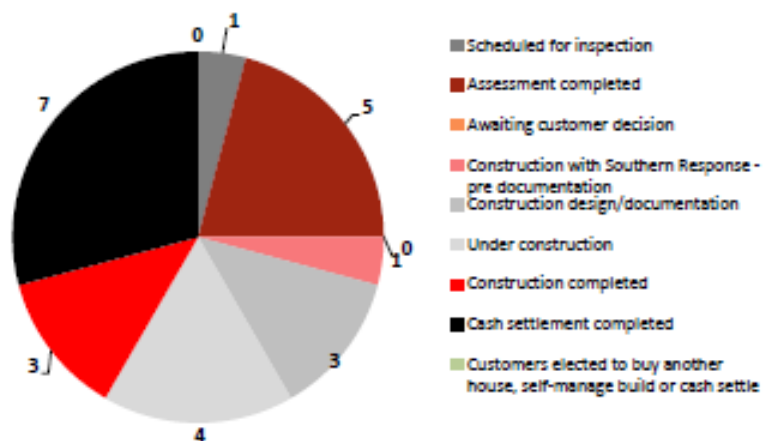
Status Breakdown	Settlements Complete		In Progress	
Totals <i>(at 30th November 2015)</i>	5,140		1,597	
	Purchasing another house	1,780	Cash settlements in progress	129
			In design	
	Cash settlement	1,451	<i>Site considerations being reviewed, geotechnical, engineers, planning, design underway</i>	989
	Customer managed rebuild	467		
	Southern Response construction complete (rebuilt and repairs)	1,442	Under construction	
			<i>Construction contract signed, consent issued</i>	479
	<i>Subtotal rebuilds & repairs</i>	1,909		

Southern Response progress to end of November 2015	Green Zone ^a		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	1,061	100%	2,161	100%	24	100%	1,322	100%	3,165	100%	7,733	100%	107	The zones and categories relate to the original house. For example, a customer with a red zone property that is being rebuilt on TC2 land will be represented in the figures for red zone. The number of claims Notified to Southern Response can increase or decrease as claims are determined as being over or under the EQC cap. More claims going under cap during the month than new claims notified results in a negative number of claims.
% of overall claims	14%		28%		0%		17%		41%		100%			
Assessments & Costings	1,035	98%	2,160	100%	23	96%	1,286	97%	3,103	98%	7,607	98%	103	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. The number can reduce when properties that have been inspected later go under the EQC cap.
Offers to customers	910	86%	2,148	99%	18	75%	1,124	85%	2,758	87%	6,958	90%	50	The gap between the Assessments & Costings being completed and Offers to customers can be due to the DRA (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 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:	875	82%	2,141	99%	18	75%	1,075	81%	2,630	83%	6,739	87%	55	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	169	16%	1,174	54%	1	4%	85	6%	367	12%	1,796	23%	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	212	20%	569	26%	6	25%	240	18%	491	16%	1,518	20%	38	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	39	4%	244	11%	-	0%	71	5%	159	5%	513	7%	4	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	455	43%	154	7%	11	46%	679	51%	1,613	51%	2,912	38%	1	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. This month has seen a larger movement than usual, due to a number of factors. These include some customers changing to cash settlement, some repairs changing to rebuilds, and in some cases, more information being required (for example, engineering reports) before a customer can make a final decision that is best for them.
													Movement from Last Month of customers who were in or completed this stage	
Design/documentation - Rebuilds	57	13%	5	3%	-	0%	52	8%	228	14%	342	12%	6	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	81	18%	1	1%	3	27%	113	17%	221	14%	419	14%	- 5	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	40	9%	-	0%	2	18%	41	6%	256	16%	339	12%	27	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	34	7%	-	0%	2	18%	37	5%	67	4%	140	5%	13	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	64	14%	146	95%	-	0%	197	29%	500	31%	907	31%	41	Rebuild construction completed, with the percentage of claims at this stage shown as a percentage of Building with Southern Response claims.
Construction completed - Repairs	147	32%	-	0%	3	27%	186	27%	203	13%	539	19%	15	Repair construction completed, with the percentage of claims at this stage shown as a percentage of Building with Southern Response claims.
Total construction completed	211	46%	146	95%	3	27%	383	56%	703	44%	1,446	50%	56	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	605	57%	2,127	98%	10	42%	757	57%	1,645	52%	5,144	67%	105	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.

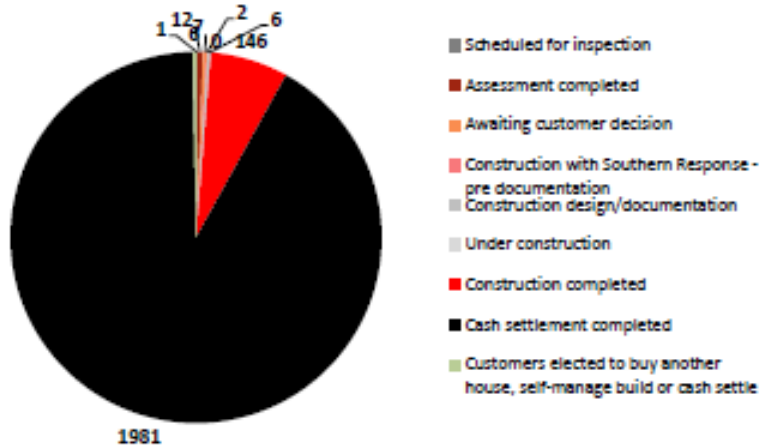
Green Zone



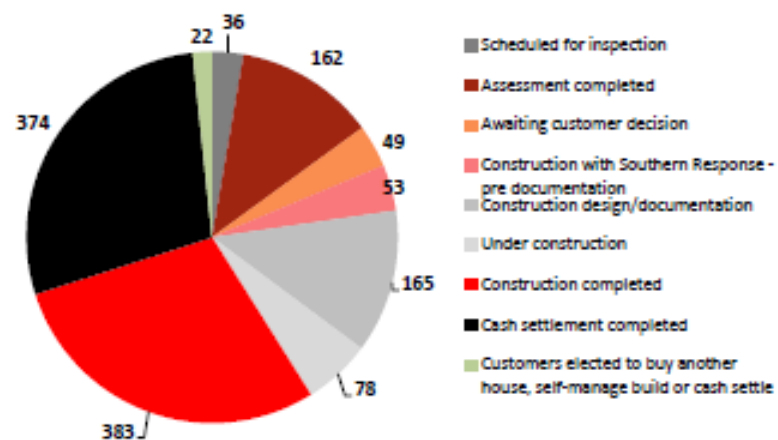
TC1



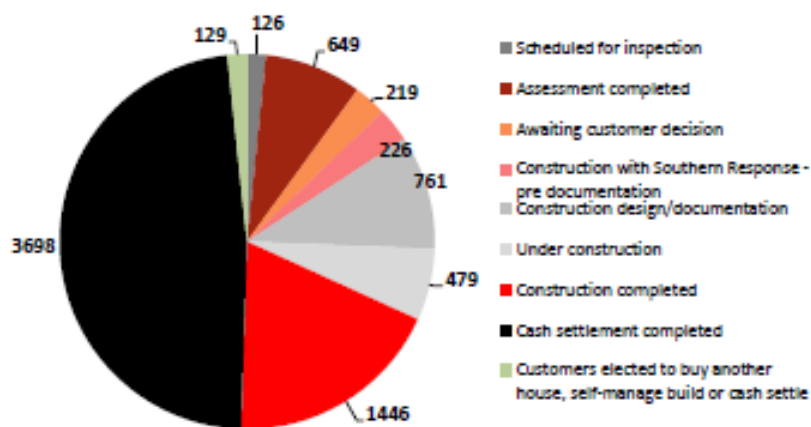
Red Zone



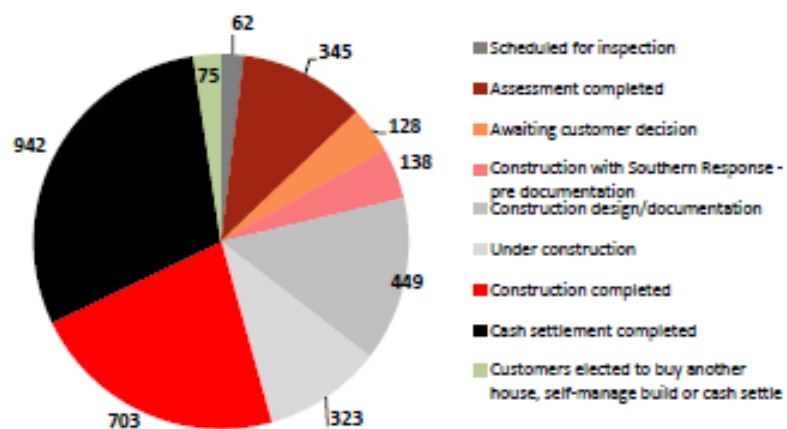
TC2



Total



TC3



Out of Scope properties as at 30 November 2015	
Properties assessed	21,468
properties to still be assessed	241
Total out of scope properties	21,709
Properties completed that didn't involve SR construction	12,589
Properties completed that did involve SR construction	7,805
Fully settled properties	20,394
In progress	1,074
Properties to still be assessed	241
Total out of scope properties	21,709

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.

