



PROGRESS TO THE END OF OCTOBER 2017

89%

Over Cap Claims
Fully Settled

7,354 Claims Fully Settled

Over Cap Claims Summary

As at 31 October 2017

Claims notified to Southern Response	8,293
Claims fully settled	7,354
Cash settled	5,030
PC issued	2,324
Claims in progress	939
Customer decision	124
Design & documentation	253
Under assessment	349
Under construction	213

99.9%

Out of Scope Claims
Fully Settled

21,437 Claims Fully Settled

Out of Scope Claims Summary

As at 31 October 2017

Claims notified to Southern Response	21,437
Claims fully settled	21,418
Claims in progress	19