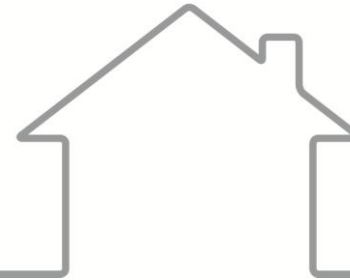


**S O U T H E R N**  
**R E S P O N S E**

Urupare ki te Tonga



**Progress to the end of October 2014**

Over cap claims: Summary

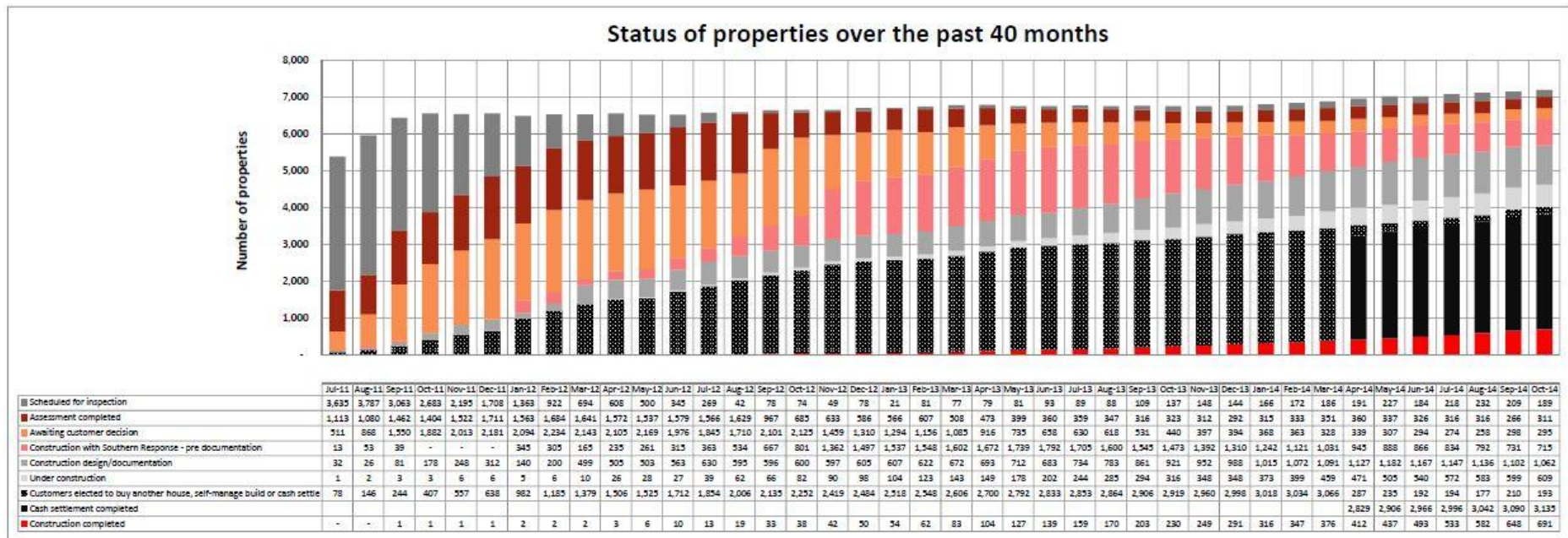
Status Breakdown	Settlements Complete		In Progress		Forecast Construction Starts For 2014	
Totals <i>(at 31st October 2014 )</i>	3,826		2,579		1,090	
	Purchasing another house	1,605	Cash settlements in progress	193	SR managed repairs	630
	Cash settlement	1092	In design <i>Site considerations being reviewed, geotechnical, engineers, planning, design underway</i>	1777	SR managed rebuilds	460
	Customer managed rebuild	438				
	Southern Response construction complete (rebuilds and repairs)	691	Under construction <i>Construction contract signed, consent issued</i>	609		
	<i>Subtotal rebuilds &amp; repairs</i>	1129				

## Over cap claims: Detailed analysis

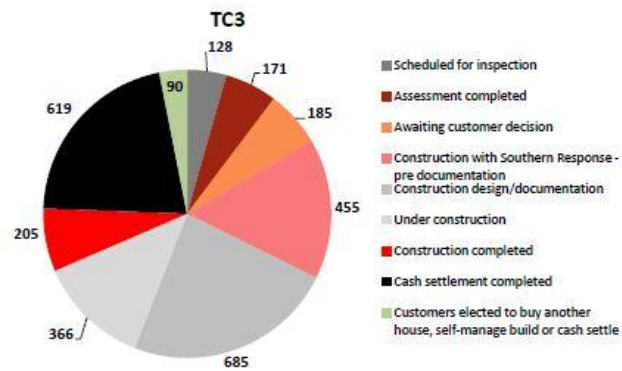
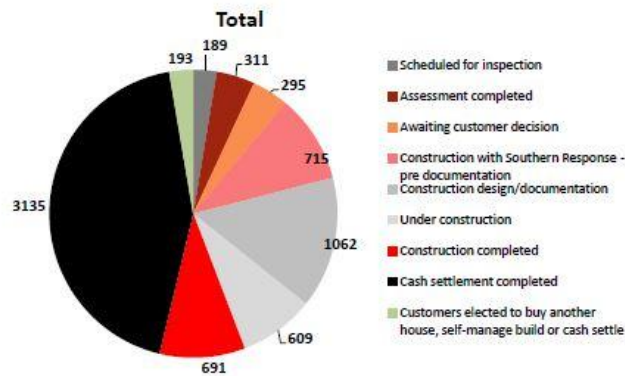
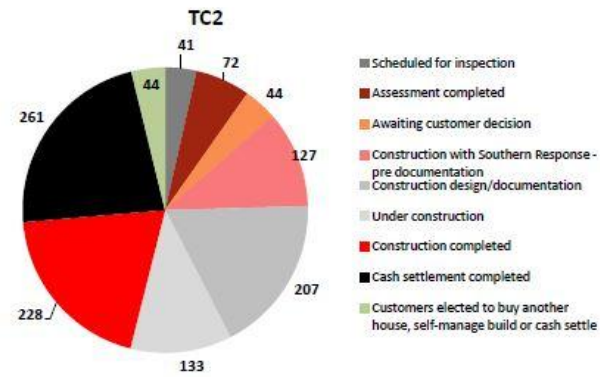
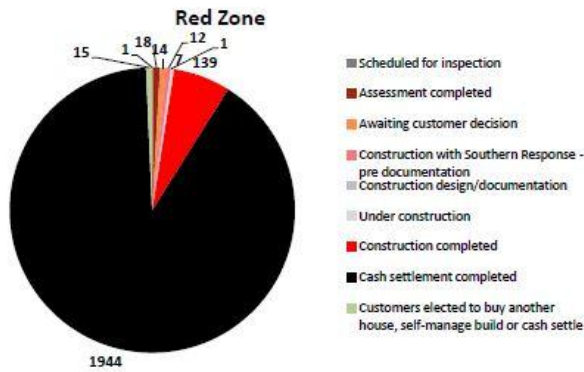
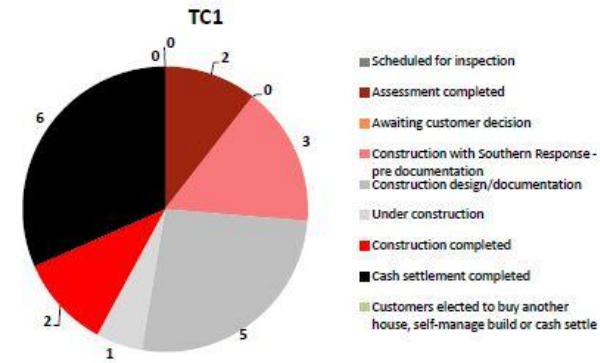
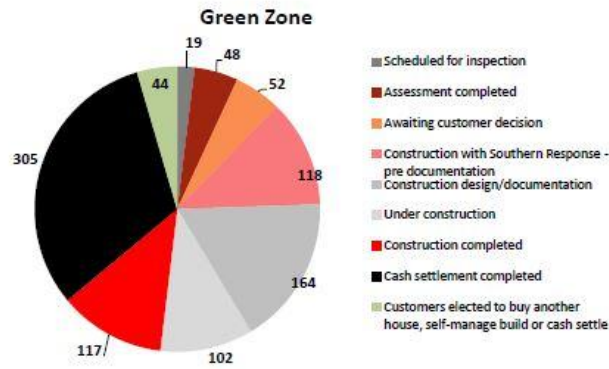
Analysis by zone

Southern Response progress to end of October 2014	Green Zone <sup>1</sup>		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	969	100%	2,151	100%	19	100%	1,157	100%	2,904	100%	7,200	100%	47	The number of claims <i>Notified to Southern Response</i> 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	13%		30%		0%		16%		40%		100%			
Assessments & Costings	950	98%	2,150	100%	19	100%	1,116	96%	2,776	96%	7,011	97%	67	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	902	93%	2,132	99%	17	89%	1,044	90%	2,605	90%	6,700	93%	22	The gap between the <i>Assessments &amp; Costings</i> being completed and <i>Offers to customers</i> 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:	850	88%	2,118	98%	17	89%	1,000	86%	2,420	83%	6,405	89%	25	The gap between the <i>Offers to customers</i> and the <i>Customer decisions made</i> 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	159	16%	1,166	54%	1	5%	79	7%	297	10%	1,702	24%	5	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	154	16%	552	26%	5	26%	173	15%	301	10%	1,185	16%	18	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	36	4%	241	11%	-	0%	53	5%	111	4%	441	6%	5	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	501	52%	159	7%	11	58%	695	60%	1,711	59%	3,077	43%	- 3	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	51	10%	1	1%	2	18%	70	10%	362	21%	486	16%	22	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 <i>Building with Southern Response</i> 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	113	23%	-	0%	3	27%	137	20%	323	19%	576	19%	- 9	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 <i>Building with Southern Response</i> claims.
Under construction - Rebuilds	45	9%	7	4%	-	0%	77	11%	281	16%	410	13%	44	Rebuild properties now under construction. The percentage of claims at this stage is shown as a percentage of <i>Building with Southern Response</i> claims.
Under construction - Repairs	57	11%	-	0%	1	9%	56	8%	85	5%	199	6%	9	Repair properties now under construction. The percentage of claims at this stage is shown as a percentage of <i>Building with Southern Response</i> claims.
														Movement from last month
Construction completed - Rebuilds	33	7%	139	87%	-	0%	113	16%	114	7%	399	13%	30	Rebuild construction completed, with the percentage of claims at this stage shown as a percentage of <i>Building with Southern Response</i> claims.
Construction completed - Repairs	84	17%	-	0%	2	18%	115	17%	91	5%	292	9%	13	Repair construction completed, with the percentage of claims at this stage shown as a percentage of <i>Building with Southern Response</i> claims.
Total construction completed	117	23%	139	87%	2	18%	228	33%	205	12%	691	22%	43	Rebuild and repair construction completed, with the percentage of claims at this stage shown as a percentage of <i>Building with Southern Response</i> claims.
Fully settled claims	422	44%	2,083	97%	8	42%	489	42%	824	28%	3,826	53%	88	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 <i>Fully settled claims</i> stage is shown as a percentage of all over cap claims.

## Over cap claims: Detailed analysis



## Over cap claims: Detailed analysis

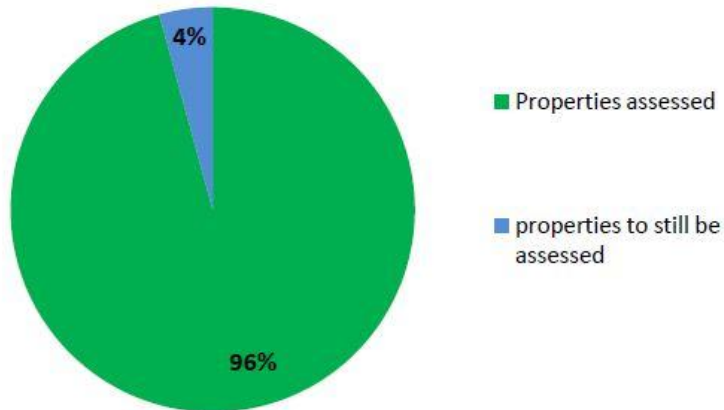


## Out of scope claims

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 31st October 2014	
Properties assessed	20,623
properties to still be assessed	917
<b>Total out of scope properties</b>	<b>21,540</b>
Properties completed that didn't involve SR construction	10,489
Properties completed that did involve SR construction	6,564
<b>Fully settled properties</b>	<b>17,053</b>
In progress	3,570
Properties to still be assessed	917
<b>Total out of scope properties</b>	<b>21,540</b>

**Out of Scope Assessment Progress  
as at 31st October 2014**



**Out of Scope Progress  
as at 31st October 2014**

