

SOUTHERN RESPONSE

Urupare ki te Tonga

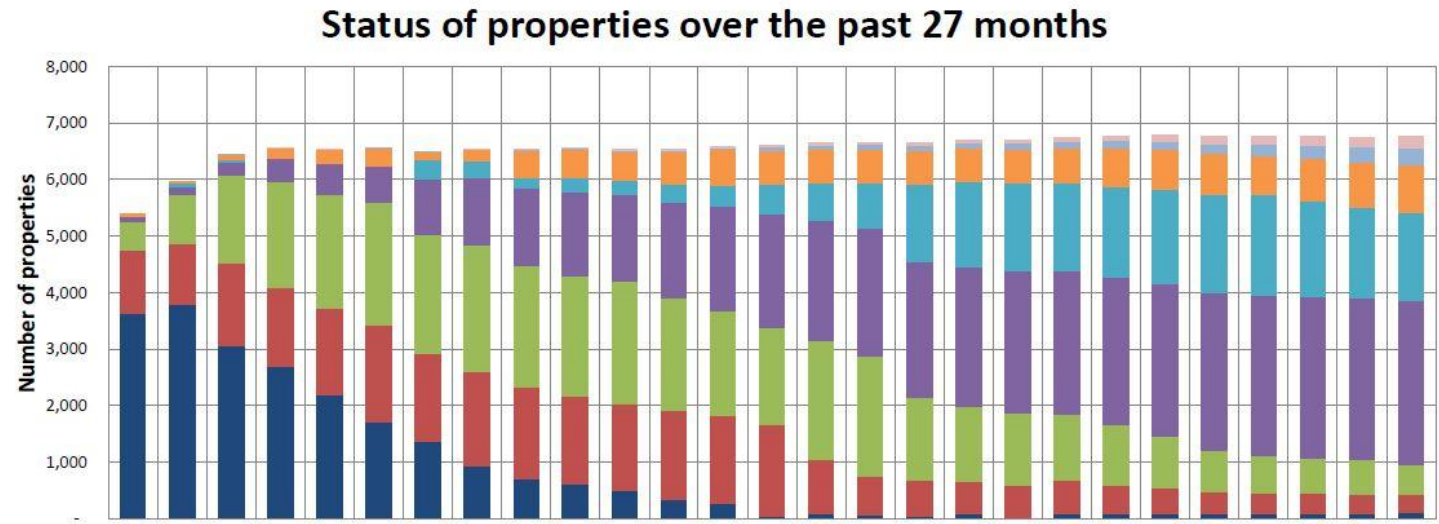


Progress to the end of September 2013

Over cap claims: Detailed analysis

Southern Response progress to end of September 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	925	100%	2,148	100%	18	100%	1,080	100%	2,594	100%	6,765	100%	10	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 the red zone.
% of overall claims	14%		32%		0%		16%		38%		100%			
Assessments & Costings	915	99%	2,145	100%	17	94%	1,057	98%	2,522	97%	6,656	98%	- 11	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 EOC cap.
Offers to customers	866	94%	2,109	98%	16	89%	968	90%	2,381	92%	6,340	94%	20	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& Costings being completed and Offers to customers can be due to the DRA (detailed rebuild/repair analysis) being withdrawn for review or may be due to the time taken to prepare the offer to the customer.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.
Customer decisions made:	761	82%	2,062	96%	13	72%	876	81%	2,097	81%	5,809	86%	107	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	142	15%	1,134	53%	1	6%	69	6%	265	10%	1,611	24%	11	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	115	12%	535	25%	3	17%	115	11%	169	7%	937	14%	24	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	21	2%	232	11%	-	0%	34	3%	71	3%	358	5%	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	52%	161	7%	9	50%	658	61%	1,592	61%	2,903	43%	65	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	58	12%	12	7%	-	0%	101	15%	265	17%	436	15%	- 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	92	19%	-	0%	1	11%	123	19%	209	13%	425	15%	84	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	8%	39	24%	-	0%	71	11%	30	2%	180	6%	11	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	27	6%	-	0%	1	11%	53	8%	33	2%	114	4%	- 2	Repair properties now under construction. The percentage of claims at this stage is shown as a percentage of Building with Southern Response claims. The number of properties under construction can decrease when more properties complete construction than enter the construction stage.
Construction completed - Rebuilds	15	3%	90	56%	-	0%	25	4%	10	1%	140	5%	23	Rebuild construction completed, with the percentage of claims at this stage shown as a percentage of Building with Southern Response claims.
Construction completed - Repairs	32	7%	-	0%	1	11%	25	4%	5	0%	63	2%	10	Repair construction completed, with the percentage of claims at this stage shown as a percentage of Building with Southern Response claims.
Total construction completed	47	10%	90	56%	1	11%	50	8%	15	1%	203	7%	33	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	261	28%	1,645	77%	4	22%	204	19%	390	15%	2,504	37%	66	Fully settled claims are the sum of 1, 2 and 3 in the main table (where those claims have been 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



	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	Jun-13	Jul-13	Aug-13	Sep-13
Construction completed	-	-	1	1	1	1	2	2	2	3	6	10	13	19	33	38	42	50	54	62	83	104	127	139	159	170	203
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	202	244	285	294
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	683	734	783	861
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	1,792	1,705	1,600	1,545
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	2,833	2,853	2,864	2,906
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	658	630	618	531
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	360	359	347	316
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	93	89	88	109

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