

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

Urupare ki te Tonga



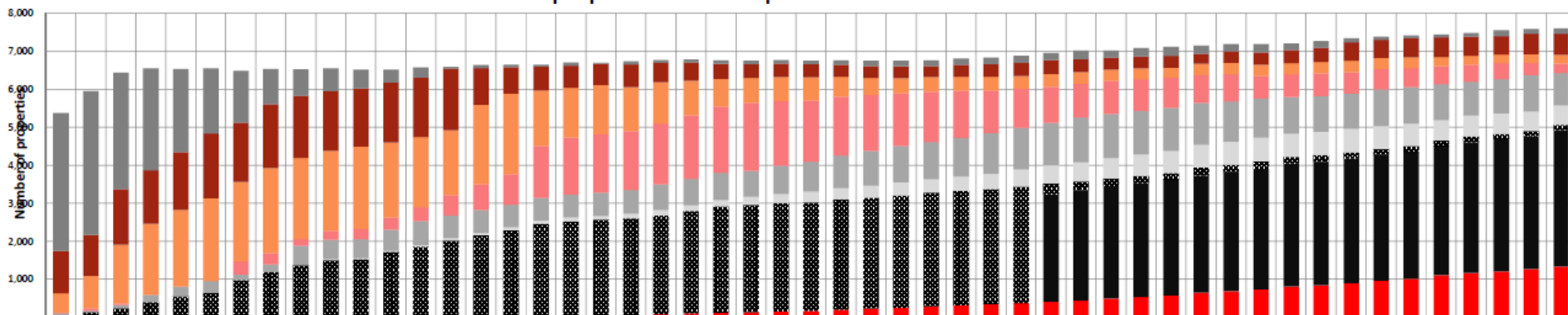
Progress to the end of September 2015

Over cap claims: Detailed analysis

Status Breakdown	Settlements Complete		In Progress	
Totals <i>(at 30th September 2015)</i>	4,934		1,755	
	Purchasing another house	1,765	Cash settlements in progress In design	137
	Cash settlement	1,378	<i>Site considerations being reviewed, geotechnical, engineers, planning, design underway</i>	1,105
	Customer managed rebuild	453		
	Southern Response construction complete (rebuids and repairs)	1,338	Under construction <i>Construction contract signed, consent issued</i>	513
	<i>Subtotal rebuids & repairs</i>	1,791		

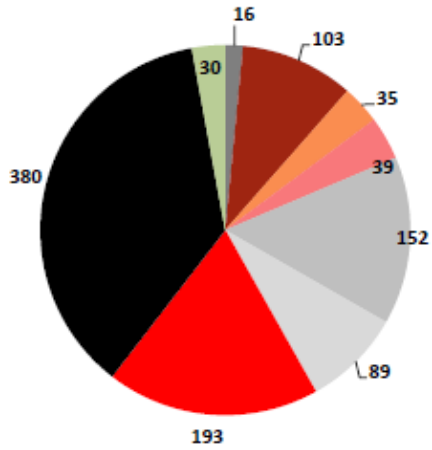
Southern Response progress to end of September 2015	Green Zone ¹		Red Zone		TC1		TC2		TC3		Total		Movement from Last Month	Commentary
	Number of Properties	% completed	Number of Properties	% completed	Number of Properties	% completed	Number of Properties	% completed	Number of Properties	% completed	Number of Properties	% completed		
Notified to Southern Response	1,037	100%	2,158	100%	23	100%	1,293	100%	3,097	100%	7,608	100%	22	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	1,021	98%	2,155	100%	23	100%	1,235	96%	3,039	98%	7,473	98%	2	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	918	89%	2,143	99%	18	78%	1,096	85%	2,737	88%	6,912	91%	- 15	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& Costings being completed and Offers to customers can be due to the DRA (detailed rebuild/repair analysis) being withdrawn for review or may be due to the time taken to prepare the offer to the customer.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:	883	85%	2,136	99%	17	74%	1,047	81%	2,606	84%	6,689	88%	- 10	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	167	16%	1,174	54%	1	4%	83	6%	355	11%	1,780	23%	17	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	203	20%	565	26%	6	26%	231	18%	451	15%	1,456	19%	59	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	40	4%	243	11%	-	0%	69	5%	145	5%	497	7%	17	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	473	46%	154	7%	10	43%	664	51%	1,655	53%	2,956	39%	- 103	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	56	12%	4	3%	-	0%	51	8%	267	16%	378	13%	8	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	96	20%	1	1%	3	30%	106	16%	265	16%	471	16%	- 44	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	47	10%	-	0%	2	20%	53	8%	271	16%	373	13%	47	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	42	9%	-	0%	2	20%	38	6%	58	4%	140	5%	24	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	57	12%	146	95%	-	0%	183	28%	441	27%	827	28%	51	Rebuild construction completed, with the percentage of claims at this stage shown as a percentage of Building with Southern Response claims.
Construction completed - Repairs	136	29%	-	0%	3	30%	178	27%	194	12%	511	17%	17	Repair construction completed, with the percentage of claims at this stage shown as a percentage of Building with Southern Response claims.
Total construction completed	193	41%	146	95%	3	30%	361	54%	635	38%	1,338	45%	68	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	573	55%	2,122	98%	10	43%	717	55%	1,512	49%	4,934	65%	163	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.

Status of properties over the past 51 months



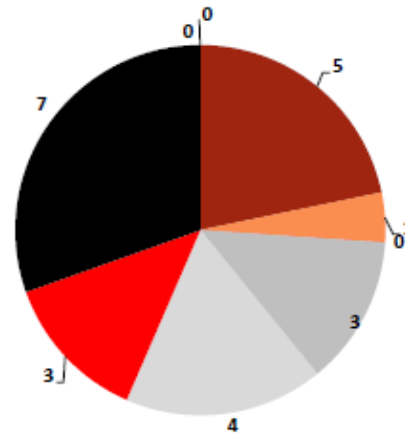
	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	
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	98	89	88	109	137	148	144	166	172	186	191	227	184	218	232	209	189	215	174	180	105	85	70	71	95	155	115	135	
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	323	312	292	315	333	351	360	337	326	316	316	266	311	329	346	373	484	474	503	534	509	486	544	561	
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	440	397	394	368	363	328	339	307	294	274	258	298	295	293	294	300	307	293	283	240	236	230	228	223	
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	1,473	1,392	1,310	1,242	1,121	1,031	945	888	866	834	792	731	715	597	598	601	562	530	504	469	436	415	323	256	
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	921	952	988	1,015	1,072	1,091	1,127	1,182	1,167	1,147	1,136	1,102	1,062	1,031	965	935	928	965	954	947	903	908	956	849	
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	316	348	348	373	399	459	471	505	540	572	583	599	609	618	603	621	618	603	595	535	548	538	510	513	
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	2,919	2,960	2,998	3,018	3,034	3,066																			
Cash settlement 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	230	249	291	316	347	376	412	437	493	533	582	648	691	739	819	841	901	965	1,011	1,112	1,167	1,212	1,270	1,338	
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	230	249	291	316	347	376	412	437	493	533	582	648	691	739	819	841	901	965	1,011	1,112	1,167	1,212	1,270	1,338	

Green Zone



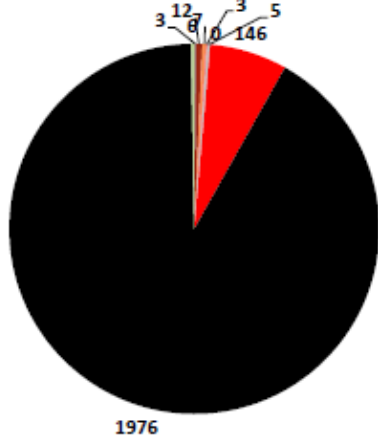
- Scheduled for inspection
- Assessment completed
- Awaiting customer decision
- Construction with Southern Response - pre documentation
- Construction design/documentation
- Under construction
- Construction completed
- Cash settlement completed
- Customers elected to buy another house, self-manage build or cash settle

TC1



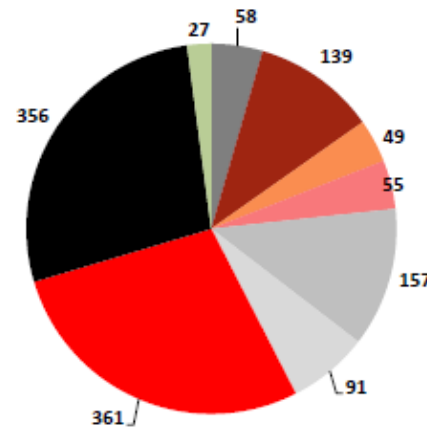
- Scheduled for inspection
- Assessment completed
- Awaiting customer decision
- Construction with Southern Response - pre documentation
- Construction design/documentation
- Under construction
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Red Zone



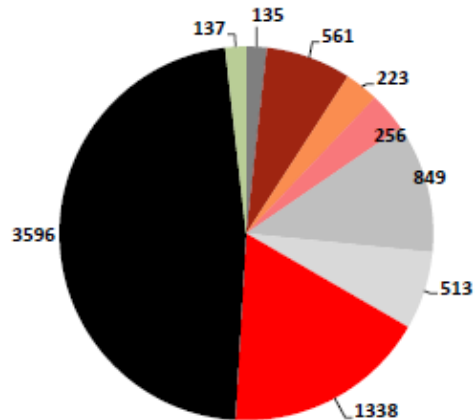
- Scheduled for inspection
- Assessment completed
- Awaiting customer decision
- Construction with Southern Response - pre documentation
- Construction design/documentation
- Under construction
- Construction completed
- Cash settlement completed
- Customers elected to buy another house, self-manage build or cash settle

TC2



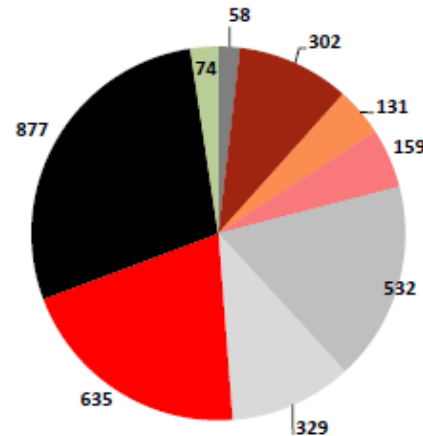
- Scheduled for inspection
- Assessment completed
- Awaiting customer decision
- Construction with Southern Response - pre documentation
- Construction design/documentation
- Under construction
- Construction completed
- Cash settlement completed
- Customers elected to buy another house, self-manage build or cash settle

Total



- Scheduled for inspection
- Assessment completed
- Awaiting customer decision
- Construction with Southern Response - pre documentation
- Construction design/documentation
- Under construction
- Construction completed
- Cash settlement completed
- Customers elected to buy another house, self-manage build or cash settle

TC3



- Scheduled for inspection
- Assessment completed
- Awaiting customer decision
- Construction with Southern Response - pre documentation
- Construction design/documentation
- Under construction
- Construction completed
- Cash settlement completed
- Customers elected to buy another house, self-manage build or cash settle

Out of Scope properties as at 30 September 2015	
Properties assessed	21,340
properties to still be assessed	382
Total out of scope properties	21,722
Properties completed that didn't involve SR construction	12,373
Properties completed that did involve SR construction	7,688
Fully settled properties	20,061
In progress	1,279
Properties to still be assessed	382
Total out of scope properties	21,722

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.

