



## PROGRESS TO THE END OF APRIL 2017

**87.4%**

**Over Cap Claims  
Fully Settled**

6,973 Claims Fully Settled

### Over Cap Claims Summary

As at 30 April 2017

Claims notified to Southern Response	7,981
<b>Claims fully settled</b>	<b>6,973</b>
Cash settled	4,777
Completed managed repair & builds	2,196
<b>Claims in progress</b>	<b>1,008</b>
Customer decision	223
Design & documentation	434
Under assessment	116
Under construction	235

**99.7%**

**Out of Scope Claims  
Fully Settled**

21,586 Claims Fully Settled

### Out of Scope Claims Summary

As at 30 April 2017

Claims notified to Southern Response	21,650
Claims fully settled	21,586
Claims in progress	64