



## PROGRESS TO THE END OF AUGUST 2017

**88%**

**Over Cap Claims  
Fully Settled**

7,253 Claims Fully Settled

### Over Cap Claims Summary

As at 31 August 2017

Claims notified to Southern Response	8,232
<b>Claims fully settled</b>	<b>7,253</b>
Cash settled	4,971
PC Issued	2,282
<b>Claims in progress</b>	<b>979</b>
Customer decision	99
Design & documentation	307
Under assessment	335

**99.9%**

**Out of Scope Claims  
Fully Settled**

21,450 Claims Fully Settled

### Out of Scope Claims Summary

As at 31 August 2017

Claims notified to Southern Response	21,475
Claims fully settled	21,450
Claims in progress	25