



PROGRESS TO THE END OF DECEMBER 2017

90%

Over Cap Claims
Fully Settled

7,487 Claims Fully Settled

Over Cap Claims Summary

As at 31 December 2017

Claims notified to Southern Response	8,312
Claims fully settled	7,487
Cash settled	5,115
PC issued	2,372
Claims in progress	825
Customer decision	166
Design & documentation	230
Under assessment	248
Under construction	181

99.9%

Out of Scope Claims
Fully Settled

21,357 Claims Fully Settled

Out of Scope Claims Summary

As at 31 December 2017

Claims notified to Southern Response	21,357
Claims fully settled	21,339
Claims in progress	18