



## PROGRESS TO THE END OF FEBRUARY 2017

**85%**

**Over Cap Claims Fully Settled**

6,799 Claims Fully Settled

### Over Cap Claims Summary

As at 28 February 2017

Claims notified to Southern Response	7,971
Claims fully settled	6,799
Cash settled	4,666
Completed managed repair & builds	2,133
Claims in progress	1,172
Customer decision	303
Design & documentation	472
Under assessment	142
Under construction	255

**99.5%**

**Out of Scope Claims Fully Settled**

21,567 Claims Fully Settled

### Out of Scope Claims Summary

As at 28 February 2017

Claims notified to Southern Response	21,677
Claims fully settled	21,567
Claims in progress	110