

## PROGRESS TO THE END OF JANUARY 2017

**84%**

Over Cap Claims  
Fully Settled

6,707 Claims Fully Settled

### Over Cap Claims Summary

As at 31 January 2017

<b>Claims notified to Southern Response</b>	<b>7,963</b>
<b>Claims fully settled</b>	<b>6,707</b>
Cash settled	4,602
Completed managed repair & builds	2,105
<b>Claims in progress</b>	<b>1,256</b>
Customer decision	348
Design & documentation	471
Under assessment	163
Under construction	274

**99.48%**

Out of Scope Claims  
Fully Settled

21,567 Claims Fully Settled

### Out of Scope Claims Summary

As at 31 January 2017

<b>Claims notified to Southern Response</b>	<b>21,680</b>
Claims fully settled	21,567
Claims in progress	113