



PROGRESS TO THE END OF JULY 2017

88%

**Over Cap Claims
Fully Settled**

7,194 Claims Fully Settled

Over Cap Claims Summary

As at 31 July 2017

Claims notified to Southern Response	8,179
Claims fully settled	7,194
Cash settled	4,934
PC issued	2,260
Claims in progress	985
Customer decision	170
Design & documentation	331
Under assessment	244

99.9%

**Out of Scope Claims
Fully Settled**

21,493 Claims Fully Settled

Out of Scope Claims Summary

As at 31 July 2017

Claims notified to Southern Response	21,520
Claims fully settled	21,493
Claims in progress	27