



PROGRESS TO THE END OF JUNE 2017

88%

**Over Cap Claims
Fully Settled**

7,140 Claims Fully Settled

Over Cap Claims Summary

As at 30 June 2017

Claims notified to Southern Response	8,088
Claims fully settled	7,140
Cash settled	4,895
PC issued	2,245
Claims in progress	948
Customer decision	190
Design & documentation	353
Under assessment	179
Under construction	226

99.9%

**Out of Scope Claims
Fully Settled**

21,538 Claims Fully Settled

Out of Scope Claims Summary

As at 30 June 2017

Claims notified to Southern Response	21,568
Claims fully settled	21,538
Claims in progress	30