



## PROGRESS TO THE END OF MARCH 2017

**87%**

**Over Cap Claims  
Fully Settled**

6,909 Claims Fully Settled

### Over Cap Claims Summary

As at 31 March 2017

Claims notified to Southern Response	7,982
<b>Claims fully settled</b>	<b>6,909</b>
Cash settled	4,734
Completed managed repair & builds	2,175
<b>Claims in progress</b>	<b>1,073</b>
Customer decision	254
Design & documentation	451
Under assessment	124
Under construction	244

**99.6%**

**Out of Scope Claims  
Fully Settled**

21,590 Claims Fully Settled

### Out of Scope Claims Summary

As at 31 March 2017

Claims notified to Southern Response	21,679
Claims fully settled	21,590
Claims in progress	89