



PROGRESS TO THE END OF MAY 2017

88%

**Over Cap Claims
Fully Settled**

7,048 Claims Fully Settled

Over Cap Claims Summary

As at 30 May 2017

| | |
|--------------------------------------|-------|
| Claims notified to Southern Response | 7,966 |
| Claims fully settled | 7,048 |
| Cash settled | 4,829 |
| PC Issued | 2,219 |
| Claims in progress | 918 |
| Customer decision | 194 |
| Design & documentation | 402 |
| Under assessment | 89 |
| Under construction | 233 |

99.8%

**Out of Scope Claims
Fully Settled**

21,576 Claims Fully Settled

Out of Scope Claims Summary

As at 30 May 2017

| | |
|--------------------------------------|--------|
| Claims notified to Southern Response | 21,626 |
| Claims fully settled | 21,576 |
| Claims in progress | 50 |