



PROGRESS TO THE END OF NOVEMBER 2017

89%

Over Cap Claims Fully Settled

7,396 Claims Fully Settled

Over Cap Claims Summary

As at 30 November 2017

Claims notified to Southern Response	8,308
Claims fully settled	7,396
Cash settled	5,057
PC issued	2,339
Claims in progress	912
Customer decision	129
Design & documentation	241
Under assessment	337
Under construction	205

99.9%

Out of Scope Claims Fully Settled

21,339 Claims Fully Settled

Out of Scope Claims Summary

As at 30 November 2017

Claims notified to Southern Response	21,357
Claims fully settled	21,339
Claims in progress	18