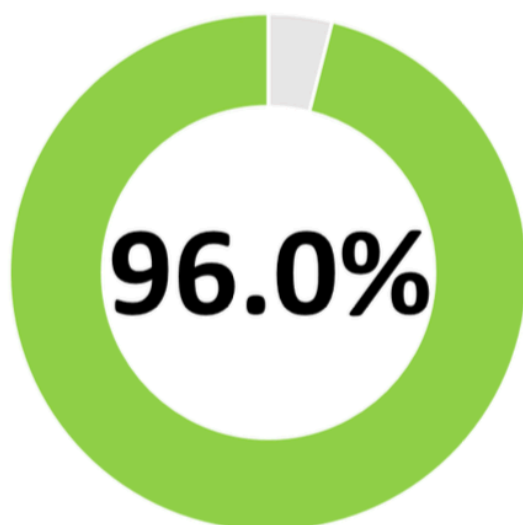


## PROGRESS TO THE END OF AUGUST 2019:

### Claim Settlement Progress



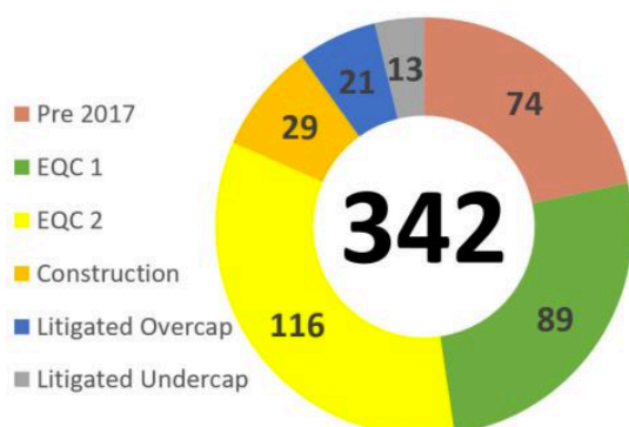
Total Claims	8640
Total Settled	8298
In Progress	342
Aug Settled	36
Aug New	0

As Southern Response has adopted a wider Canterbury customer mandate there has been an increase in claims from EQC. This mandate allows the agency (SR or EQC) best suited to resolve the claim to manage and settle it, regardless if it is under or over the statutory EQC cap.

During the month of August, 36 claims were settled and there were no new claims from EQC. Most of the settlements this month are from the claims that have come into Southern Response in the last year.

As at the end of August 2019, Southern Response has settled 96% (8298 of 8640 claims) of its overcap and undercap claims portfolio.

### Total Open Claims



Total Open Claims	342
Litigated Overcap	21
Litigated Undercap	13
Construction	29
Pre 2017	74
EQC1	89
EQC2	116

Overall there are now 342 open overcap and undercap claims in the business.

Claims in the Construction category are those where a building contract has been signed and Southern Response is managing the construction process.

Pre-2017 claims are those where a cap was paid by EQC prior to 2017.

EQC1 claims are claims identified as possible overcap claims that were proactively retrieved from EQC during 2017 and 2018.

EQC2 claims are claims that are being managed by Southern Response as EQC's agent, which came into the business since 1 October 2018.