

Timely Request Closure

Requests Closed within 24 days in the past 12 months

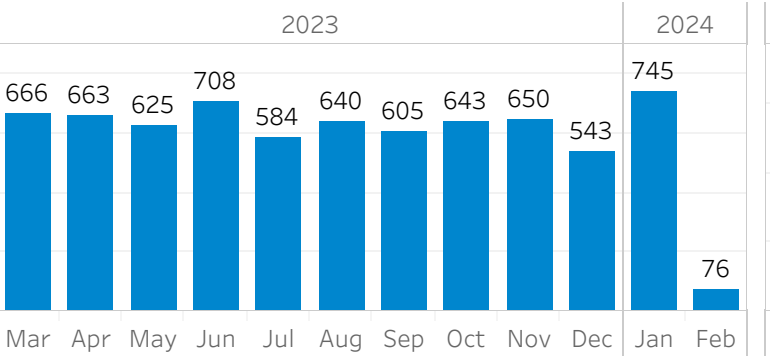


Timely Request Closure (Monthly Performance)

2023												2024	
Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec			Jan	Feb
73%	80%	84%	87%	83%	84%	86%	87%	88%	85%			81%	81%

Monthly Request Volume

Requests Received



Request Closure Times

In the past 12 months

	Count of NEXTRE..	% of Total Count of ..
Less than 5 Days	2,776	38.6%
Between 6 - 10 Days	1,582	22.0%
Between 11 - 24 Days	1,627	22.7%
Between 25 days - 2 Months	906	12.6%
Between 3 - 6 Months	121	1.7%
Between 6 - 12 Months	81	1.1%
More than 12 Months	90	1.3%

Open Requests

By month they were received

