

Timely Request Closure

Requests Closed within 24 days in the past 12 months

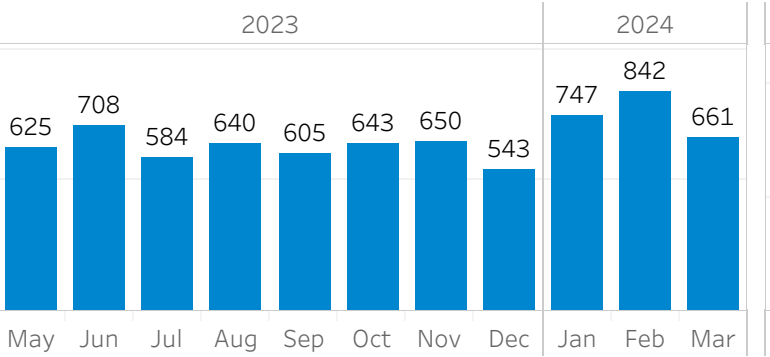


Timely Request Closure (Monthly Performance)

2023								2024		
May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
84%	87%	83%	84%	86%	87%	88%	85%	81%	86%	82%

Monthly Request Volume

Requests Received



Request Closure Times

In the past 12 months

	Count of NEXTRE..	% of Total Count of ..
Less than 5 Days	2,875	39.4%
Between 6 - 10 Days	1,620	22.2%
Between 11 - 24 Days	1,683	23.1%
Between 25 days - 2 Months	799	10.9%
Between 3 - 6 Months	130	1.8%
Between 6 - 12 Months	85	1.2%
More than 12 Months	105	1.4%

Open Requests

By month they were received

