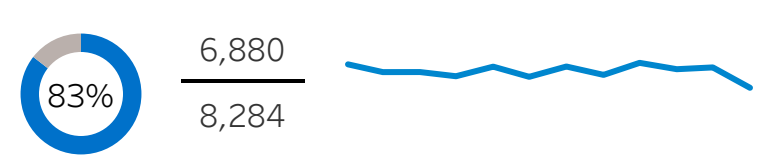


Timely Request Closure

Requests Closed within 24 days in the past 12 months

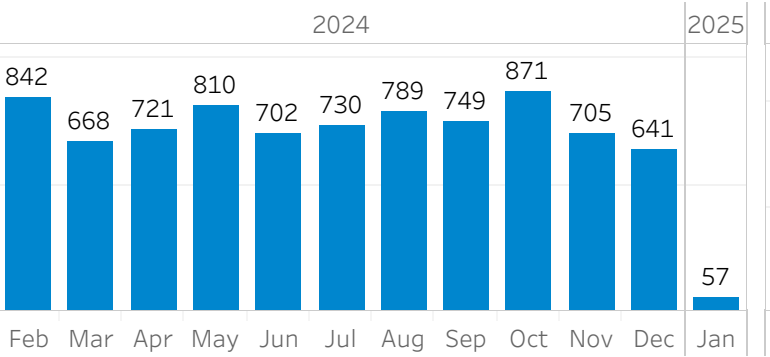


Timely Request Closure (Monthly Performance)

2024												20..
Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	
86%	82%	82%	80%	85%	79%	85%	80%	87%	84%	85%	73%	

Monthly Request Volume

Requests Received



Request Closure Times

In the past 12 months

	Count of NEXTRE..	% of Total Count of ..
Less than 5 Days	2,983	36.0%
Between 6 - 10 Days	1,728	20.9%
Between 11 - 24 Days	2,169	26.2%
Between 25 days - 2 Months	1,118	13.5%
Between 3 - 6 Months	128	1.5%
Between 6 - 12 Months	65	0.8%
More than 12 Months	93	1.1%

Open Requests

By month they were received

