

Timely Request Closure

Requests Closed within 24 days in the past 12 months

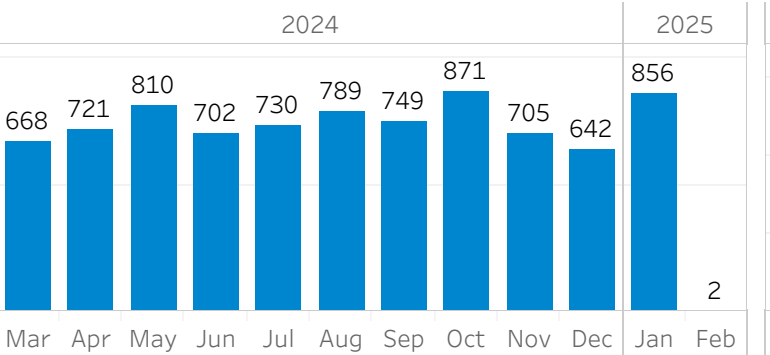


Timely Request Closure (Monthly Performance)

2024											20..
Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	
82%	82%	80%	85%	79%	85%	80%	87%	84%	85%	83%	

Monthly Request Volume

Requests Received



Request Closure Times

In the past 12 months

	Count of NEXTRE..	% of Total Count of ..
Less than 5 Days	2,914	35.6%
Between 6 - 10 Days	1,740	21.2%
Between 11 - 24 Days	2,132	26.0%
Between 25 days - 2 Months	1,120	13.7%
Between 3 - 6 Months	132	1.6%
Between 6 - 12 Months	67	0.8%
More than 12 Months	89	1.1%

Open Requests

By month they were received

