

Timely Request Closure

Requests Closed within 24 days in the past 12 months

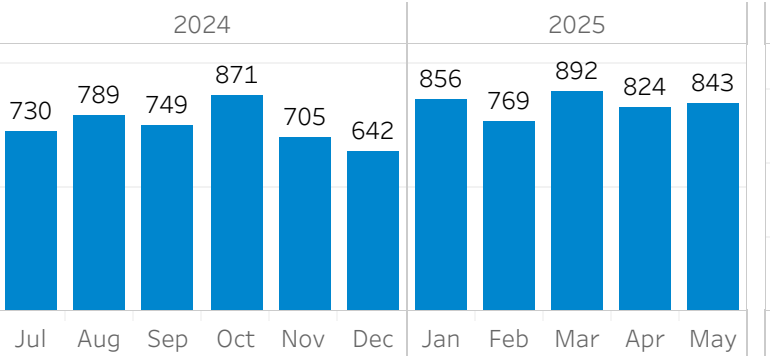


Timely Request Closure (Monthly Performance)

2024						2025				
Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
79%	85%	80%	87%	84%	85%	83%	83%	84%	83%	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	2,956	34.8%
Between 6 - 10 Days	1,881	22.1%
Between 11 - 24 Days	2,229	26.2%
Between 25 days - 2 Months	1,149	13.5%
Between 3 - 6 Months	142	1.7%
Between 6 - 12 Months	70	0.8%
More than 12 Months	67	0.8%

Open Requests

By month they were received

