

Timely Request Closure

Requests Closed within 24 days in the past 12 months

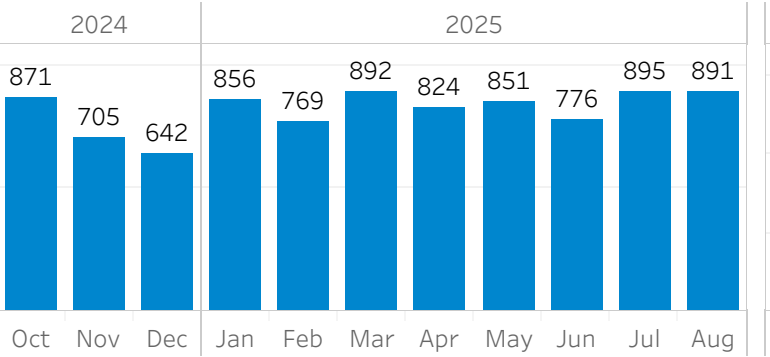


Timely Request Closure (Monthly Performance)

2024			2025							
Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
87%	84%	85%	83%	83%	84%	83%	82%	78%	80%	80%

Monthly Request Volume

Requests Received



Request Closure Times

In the past 12 months

	Count of NEXTRE..	% of Total Count of ..
Less than 5 Days	3,002	34.2%
Between 6 - 10 Days	1,896	21.6%
Between 11 - 24 Days	2,342	26.7%
Between 25 days - 2 Months	1,224	14.0%
Between 3 - 6 Months	164	1.9%
Between 6 - 12 Months	74	0.8%
More than 12 Months	71	0.8%

Open Requests

By month they were received

