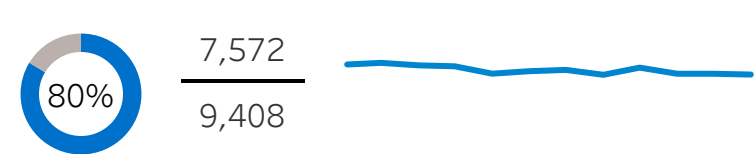


Timely Request Closure

Requests Closed within 24 days in the past 12 months



Timely Request Closure (Monthly Performance)

2025												2026
Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec		Jan
83%	84%	83%	82%	78%	80%	80%	78%	81%	78%	78%		78%

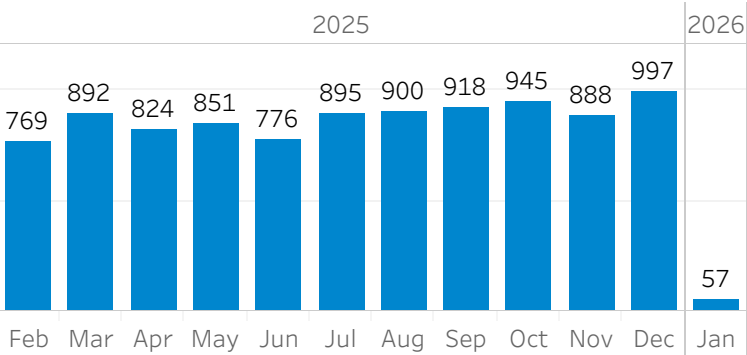
Request Closure Times

In the past 12 months

	Count of NEXTRE..	% of Total Count of ..
Less than 5 Days	3,517	37.4%
Between 6 - 10 Days	1,778	18.9%
Between 11 - 24 Days	2,277	24.2%
Between 25 days - 2 Months	1,471	15.6%
Between 3 - 6 Months	196	2.1%
Between 6 - 12 Months	87	0.9%
More than 12 Months	80	0.9%
ERROR	2	0.0%

Monthly Request Volume

Requests Received



Open Requests

By month they were received

