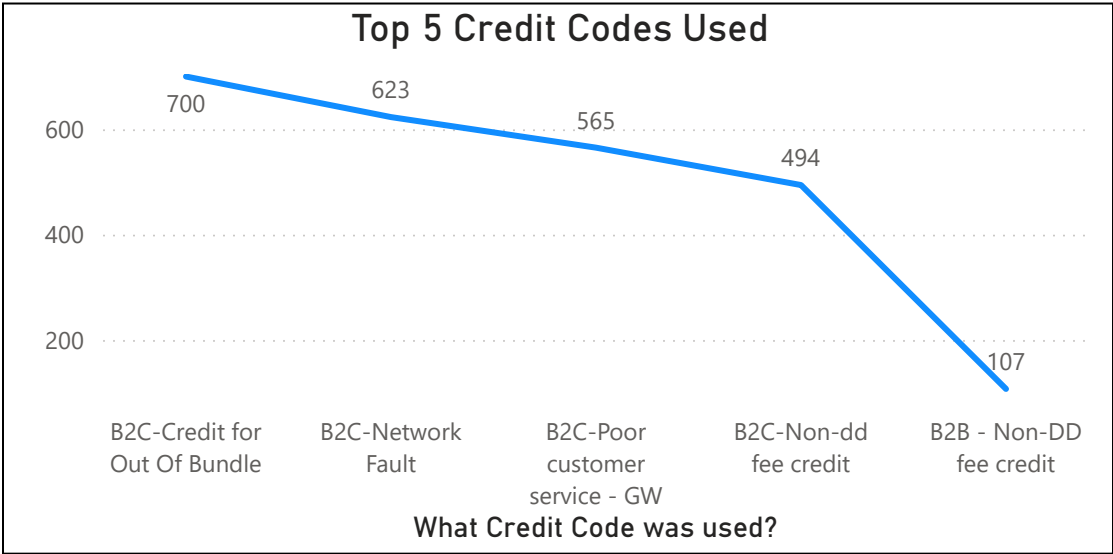
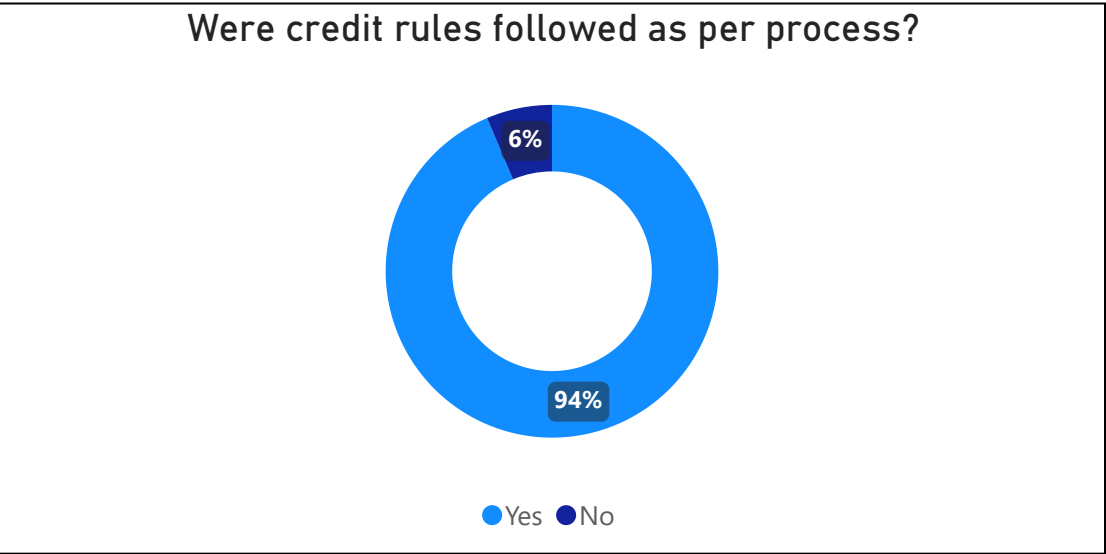
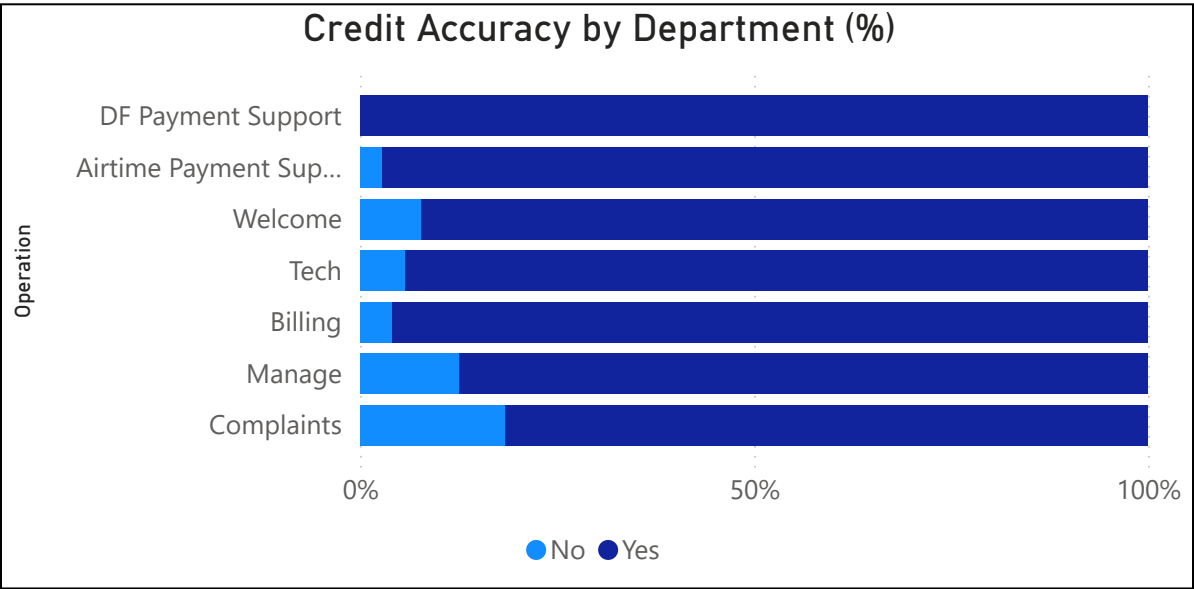
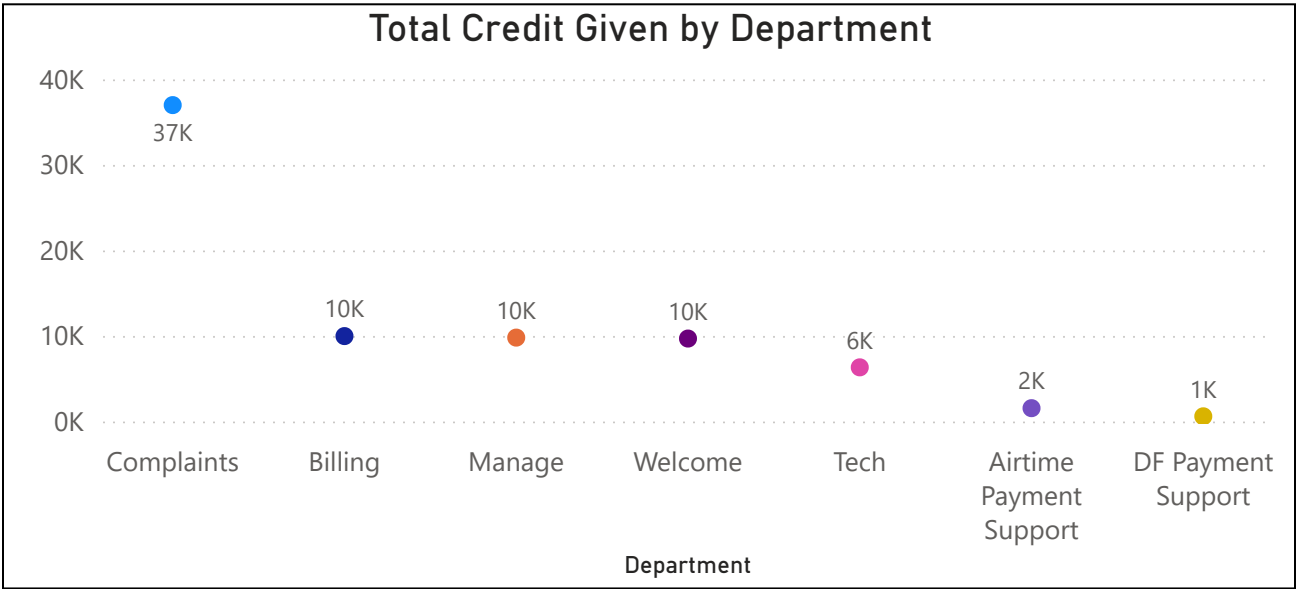


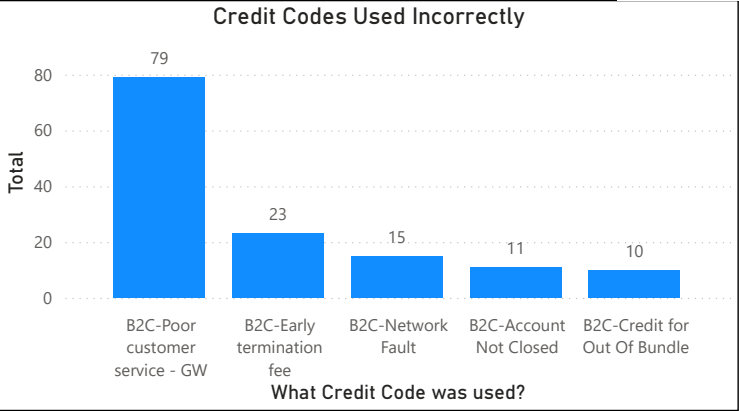
Credit Monitoring Dashboard

Summary of Credit Accuracy and Trends



Appeals & Failures Overview

Summary of Credit Appeals and Failure Reasons



Failure reasons	Count of Failure reasons
Credit provided when no credit was due	100
Gave too much credit	87
Gave too little credit	61
Proactively offered credit	56
Applied credit without customer agreement	31
Complaints Only - Agent empowerment abused	21
Complaints Only - Agent behaviour	3
Total	359

11.28%

Appealed

69.35%

Overtured Appeals

30.65%

Rejected Appeals

