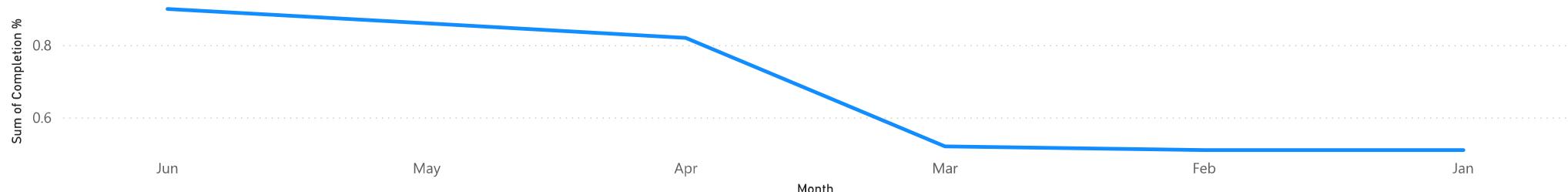
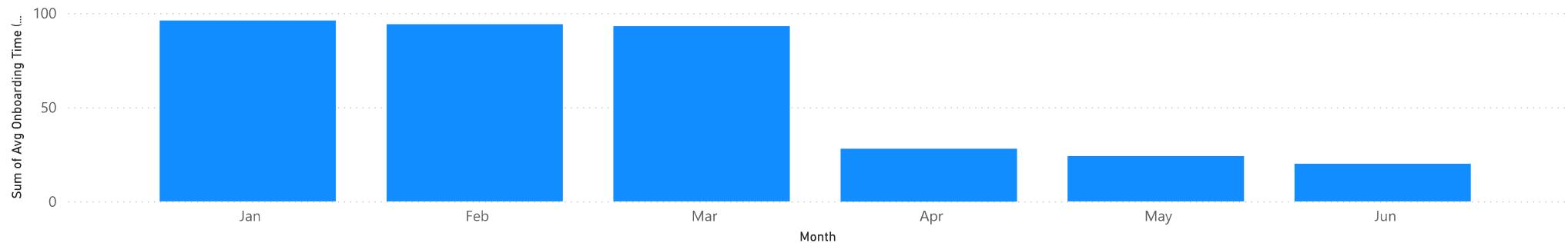


Applications Started	Applications Completed	Completion %	Avg Onboarding Time (Hours)	Drop-off Rate %
28K	19800	0.86	59.2	0.1

Completion % Over Time



Manual vs Digital Onboarding Time

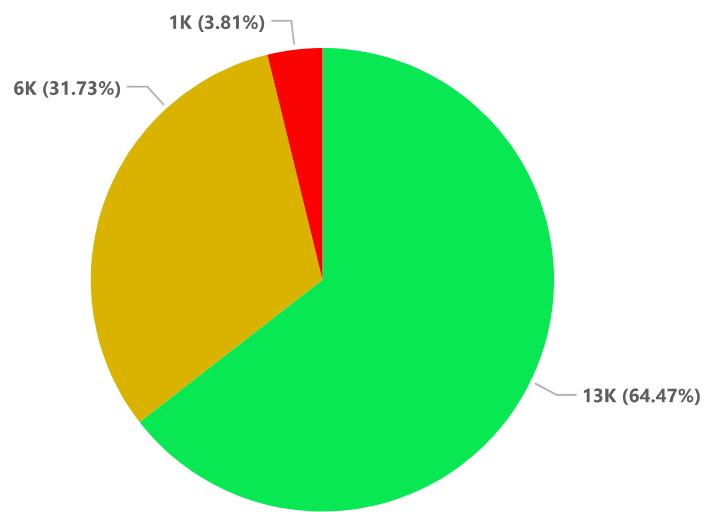


Customer Journey Conversion Funnel



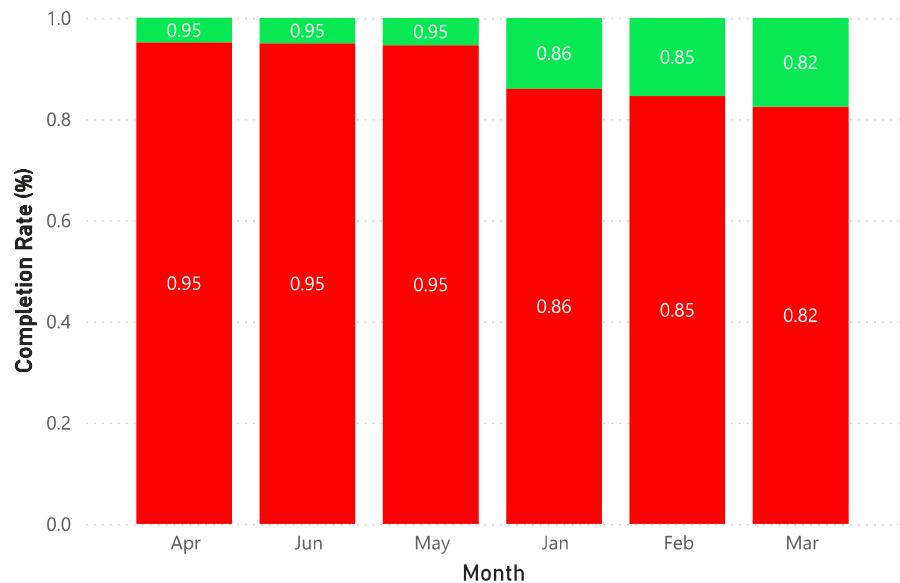
Customer Risk Distribution

- Low Risk
- Medium Risk
- High Risk



Completion % (By Risk) by Month and Risk Category

- Risk Category ● High Risk ● Low Risk ● Medium Risk



Risk Category

- High Risk
- Low Risk
- Medium Risk

Overall SLA Achievement %"

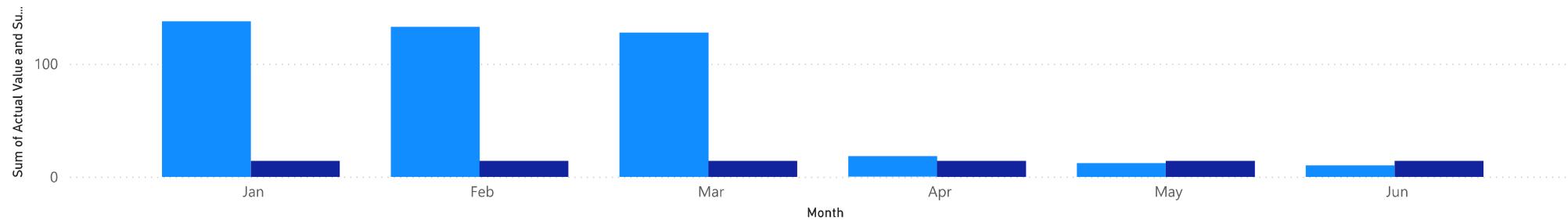
0.9

Met

SLA Status

Sum of Actual Value and Sum of Target by Month

● Sum of Actual Value ● Sum of Target



Month	SLA Type	Sum of Actual Value	Sum of Target	SLA Achievement %	SLA Status
Jan	Account Creation Time (hrs)	72.00	4.00	18.00	Met
Feb	Account Creation Time (hrs)	70.00	4.00	17.50	Met
Mar	Account Creation Time (hrs)	68.00	4.00	17.00	Met
Jan	KYC Verification Time (mins)	65.00	10.00	6.50	Met
Feb	KYC Verification Time (mins)	62.00	10.00	6.20	Met
Mar	KYC Verification Time (mins)	59.00	10.00	5.90	Met
Apr	KYC Verification Time (mins)	12.00	10.00	1.20	Met
May	KYC Verification Time (mins)	8.00	10.00	0.80	Breached
Jun	KYC Verification Time (mins)	7.00	10.00	0.70	Breached
Apr	Account Creation Time (hrs)	6.00	4.00	1.50	Met
May	Account Creation Time (hrs)	4.00	4.00	1.00	Met
Total		437.88	84.60	5.18	Met