

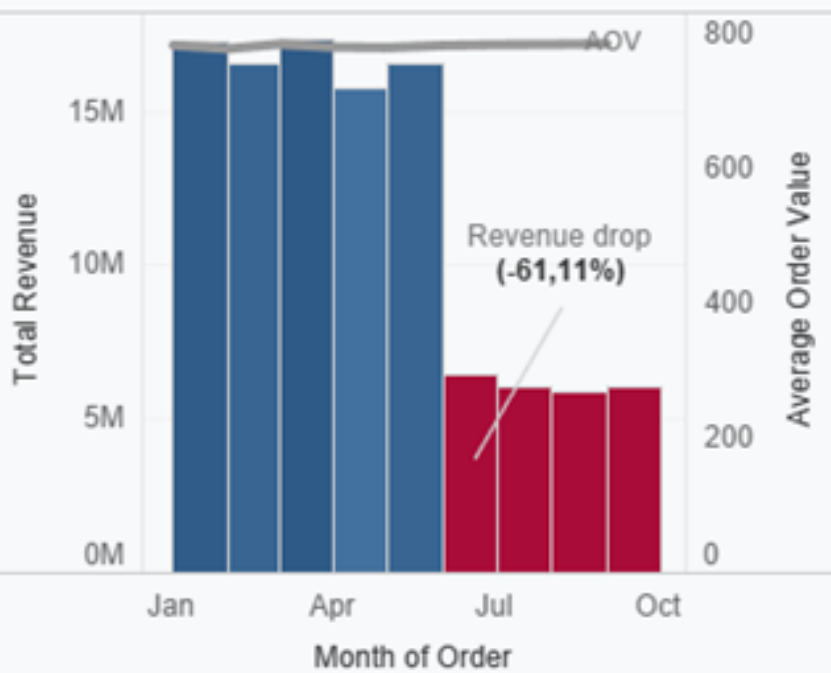
Crisis Impact and Business Recovery Tracking (June 2025)



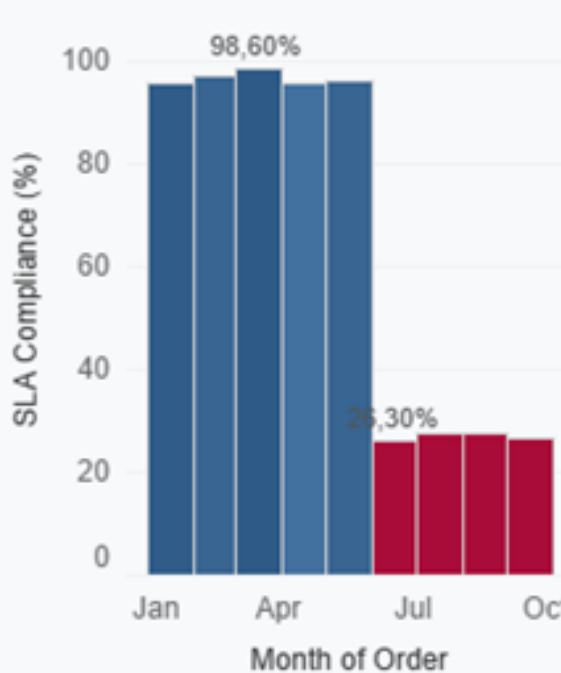
Sharp Decline in Oder Volume



Monthly Revenue Impact of the Crisis



Monthly SLA Compliance (%)

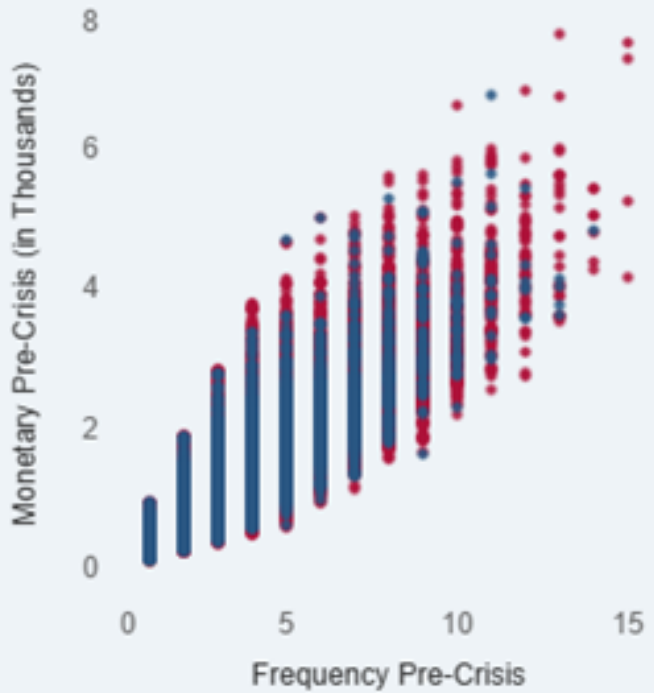


Customer Segmentation & Loyalty Recovery

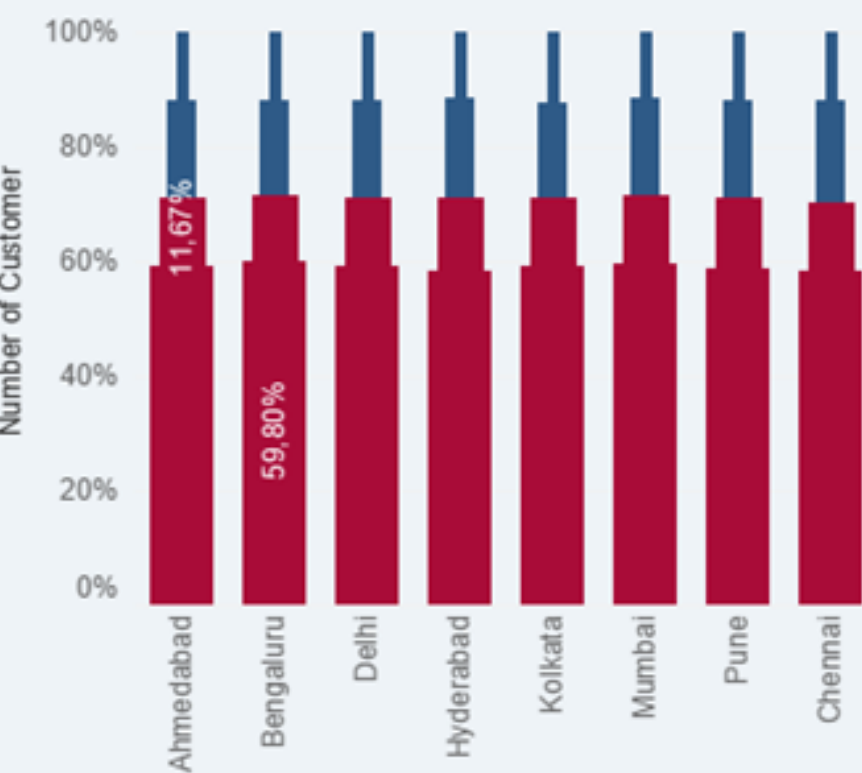
Crisis Impact: Customer Segment Composition



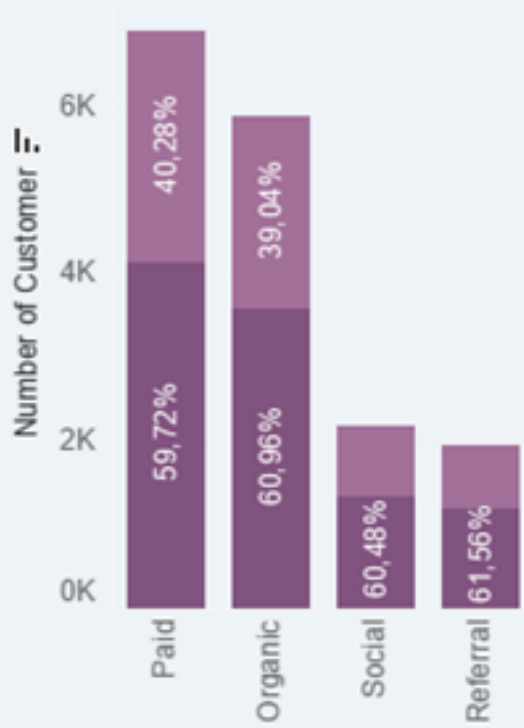
High-Value Loss: Pre-Crisis RFM Profile



Churn Rate (%) Across Cities



New Post-Crisis Customer Acquisition by Channel



Operational Performance & Strategic Partner Insights

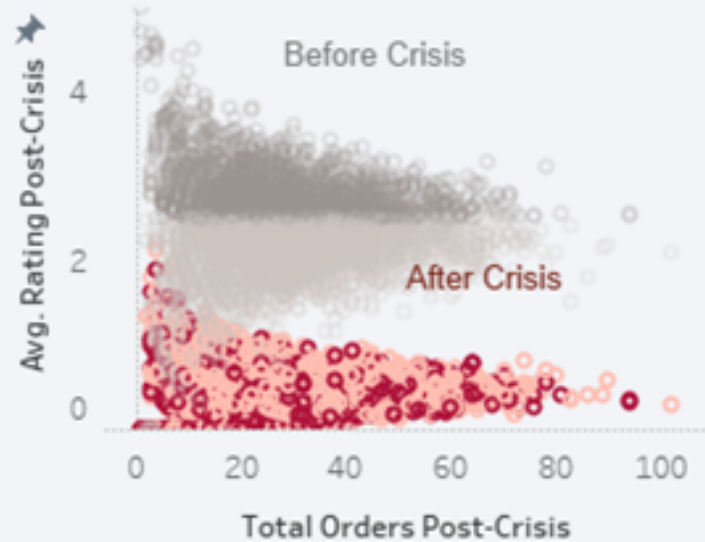
Delivery Time Variability (Mins)



Rating and Sentiment Trends



Restaurant Performance Shift



Most Frequent Complaints After Crisis

Average experience Not worth the price
Portion size smaller than expected
Food quality is not good
Delivery was late Packaging was poor
Worst order