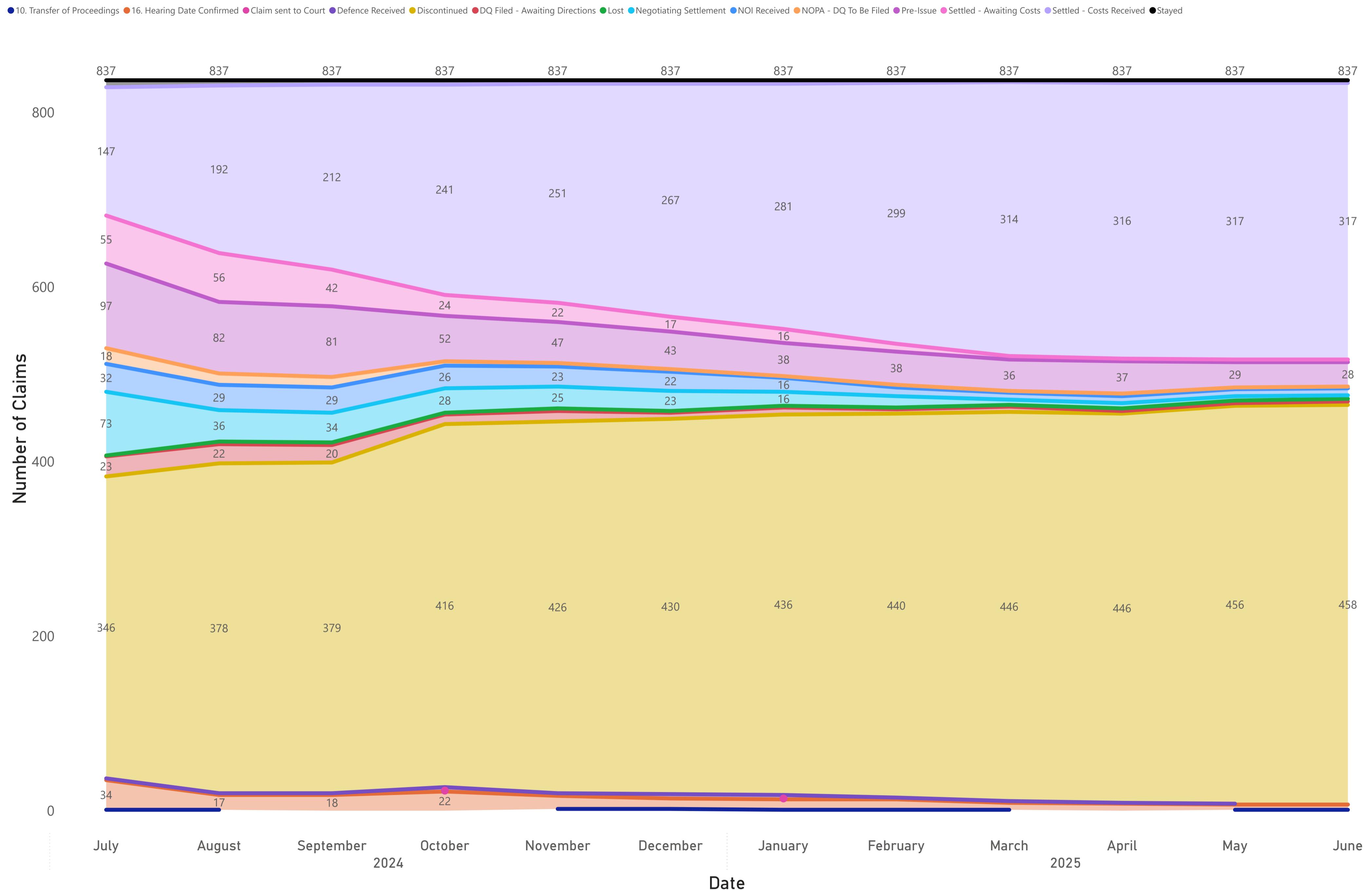
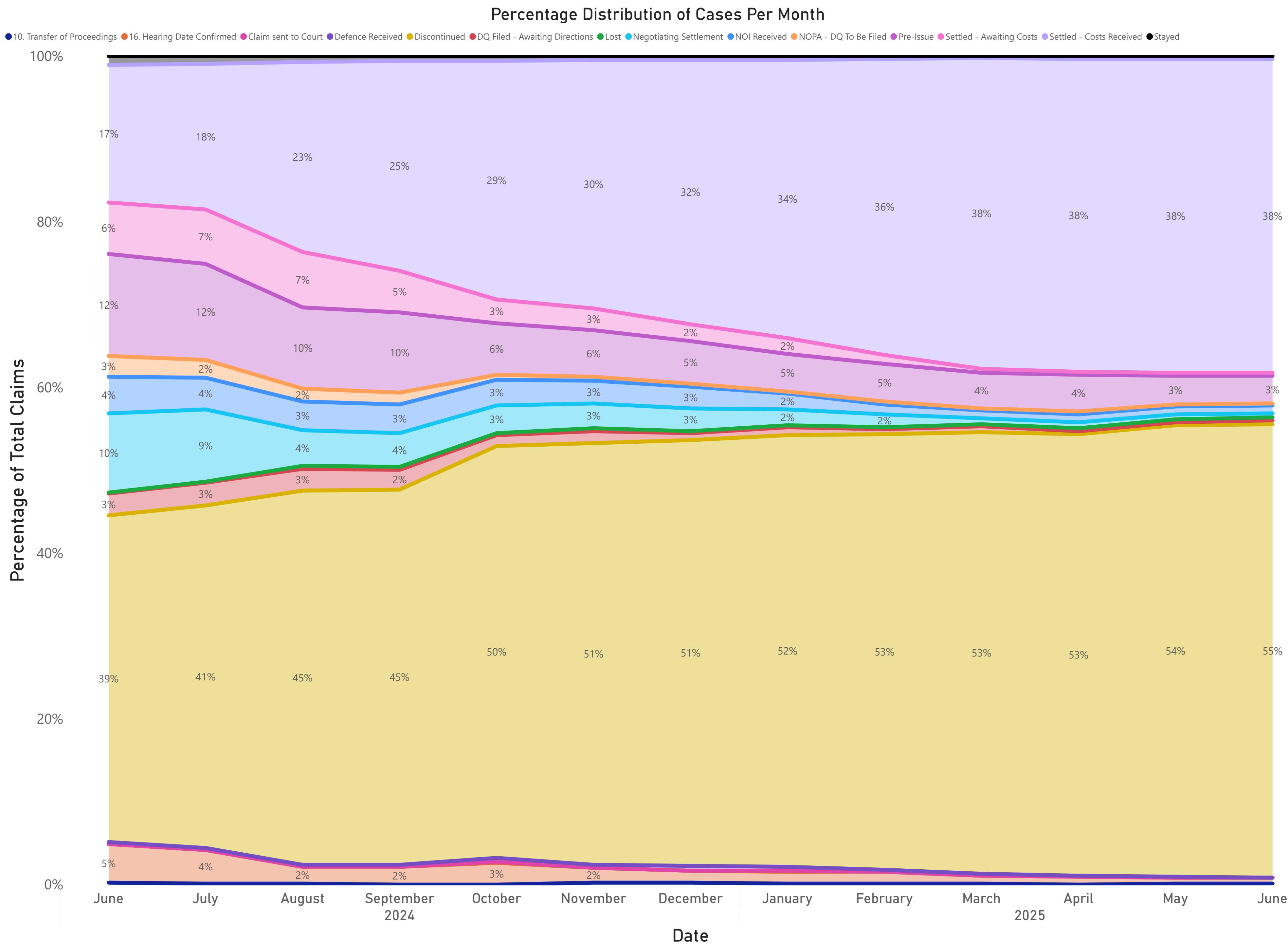


Consumer Rights Solicitors SSB Plevin Distribution of Cases

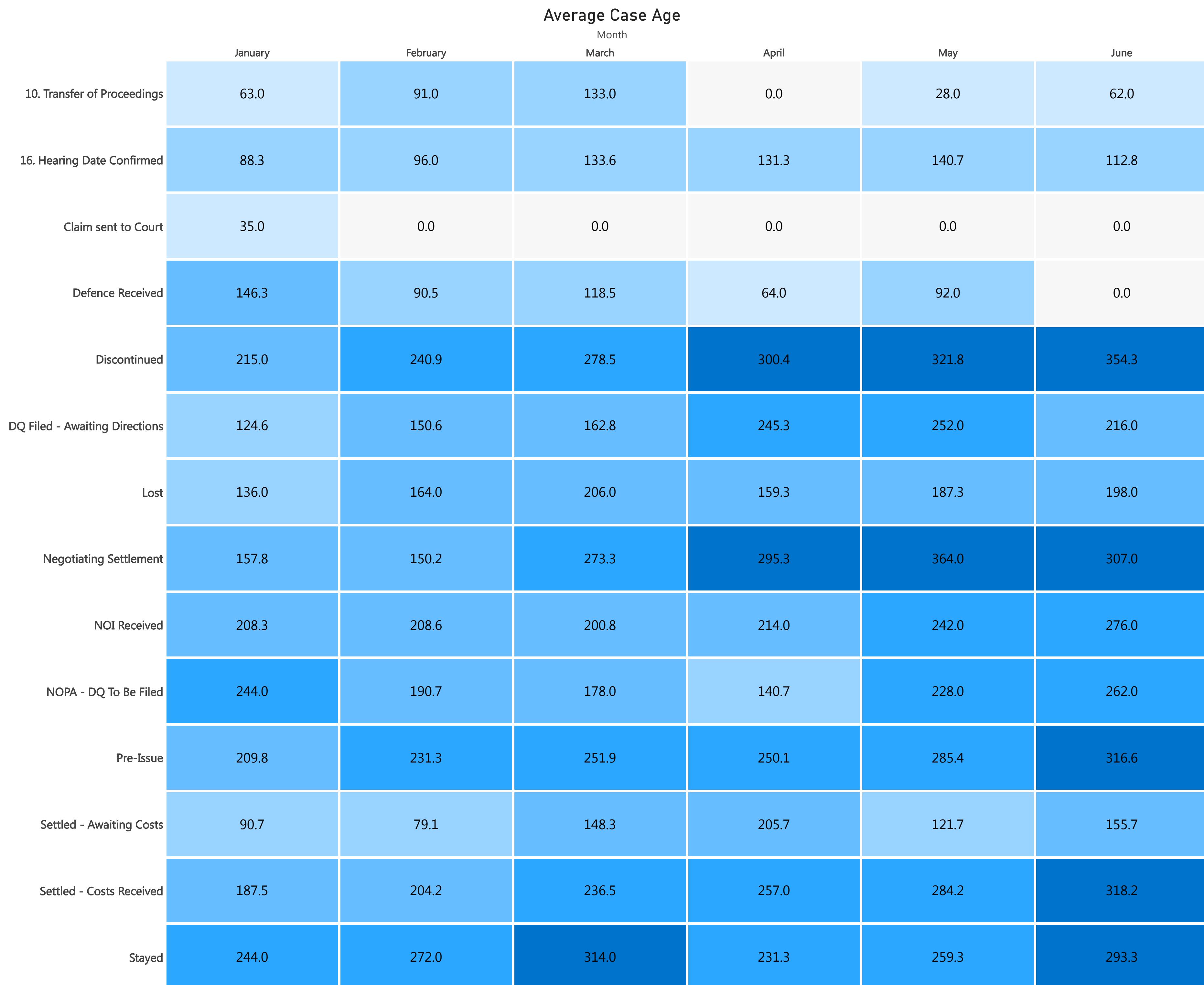
Distribution of Cases



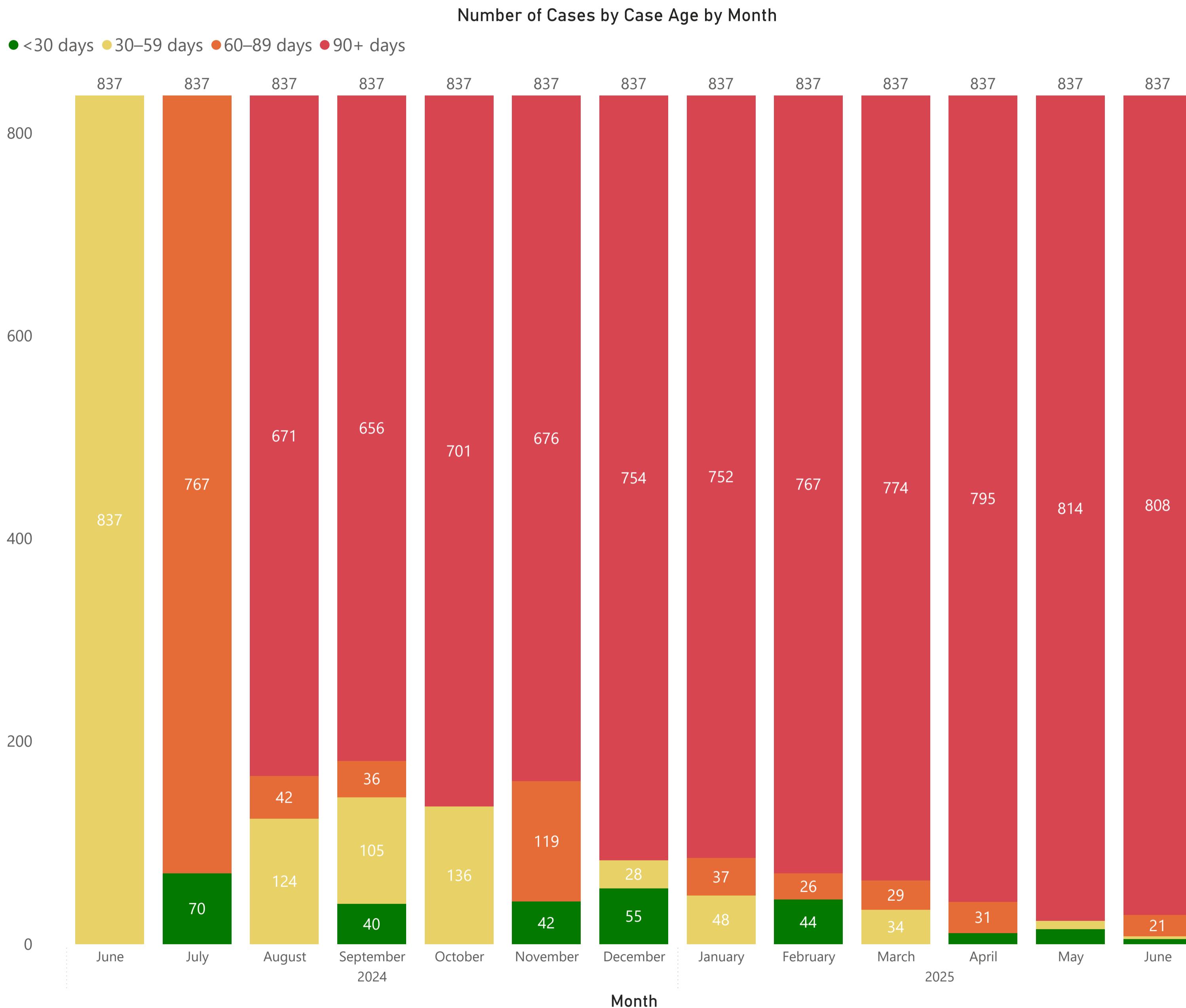
Consumer Rights Solicitors SSB Plevin Percentage Distribution of Cases



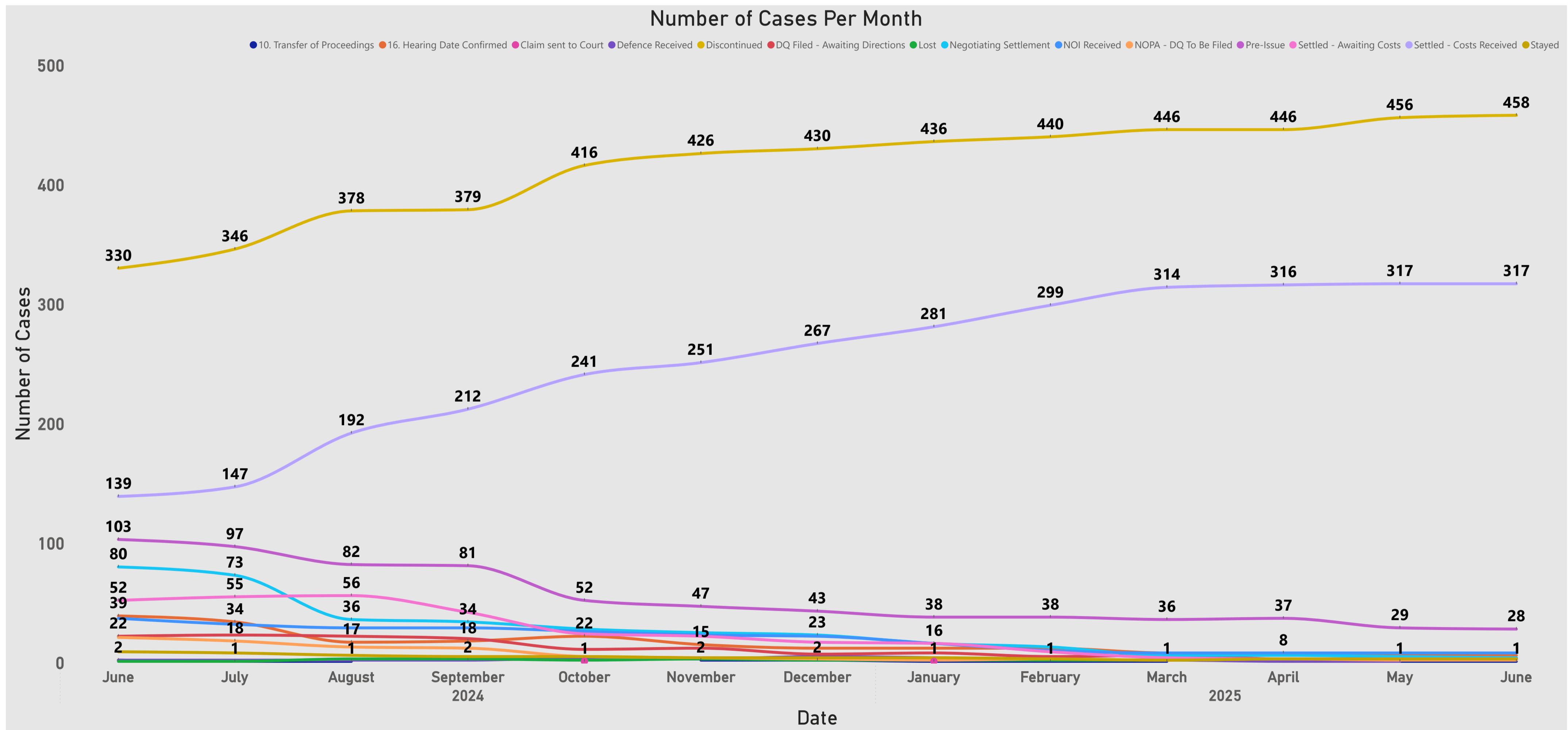
Consumer Rights Solicitors SSB Plevin Average Case Age



Consumer Rights Solicitors SSB Plevin Case Age by Month



Consumer Rights Solicitors SSB Plevin Case Movement



Consumer Rights Ltd CRS SSB Plevin KPI Summary

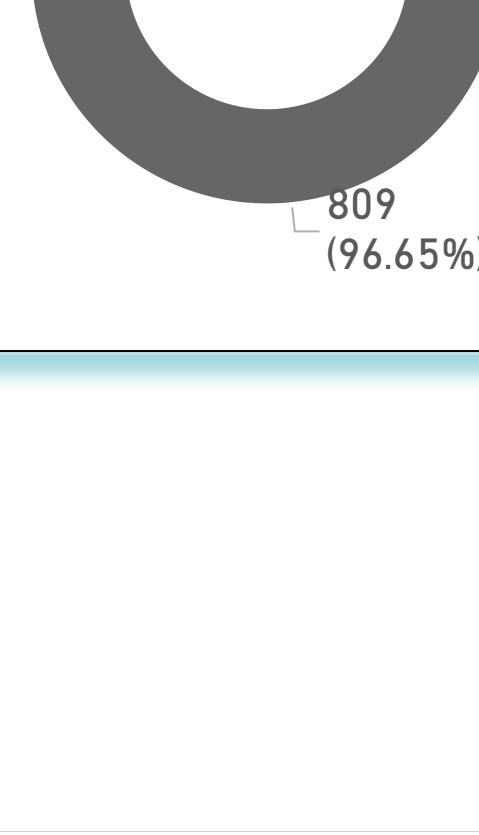
Pre-Issue

28
Claims Pre-Issue

27
Pre-Issue Claims Over 90 Days

KPI: Claims Over 90 Days

Proportion of Pre-Issue Claims To Total



- Other Statuses
- Pre-Issue

96.43%
Claims Exceeding KPI

Pre-Issue Claims KPI

100%

Pre Issue
>90 Days In Status

28

27

96.4%

317

Average Case Age (Days)

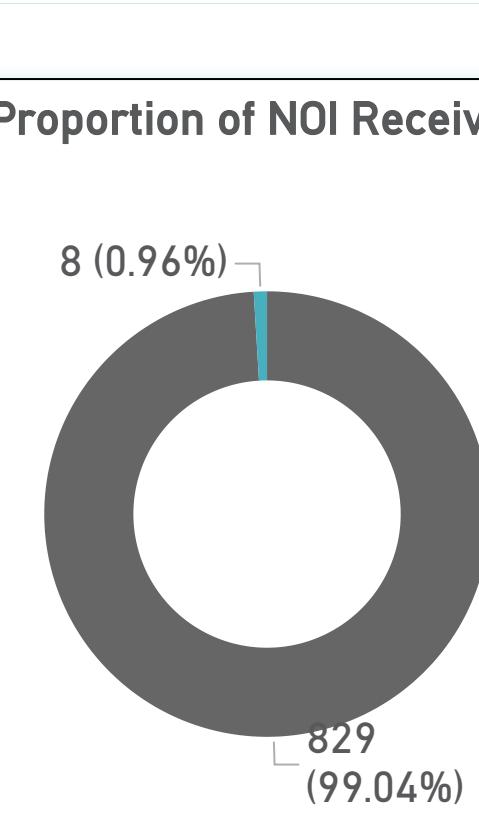
Claims Sent to Court

0
Claims Sent to Court

0
Claims Sent to Court Over 28 Days

KPI: Claims Over 28 Days

Proportion of Claims Sent To Court to Total



- Other Statuses

837 (100%)

0.00%
Claims Exceeding KPI

Claims Sent To Court KPI

100%

Claim sent to Court
>28 Days In Status

0

0

0

Average Case Age (Days)

NOI Received

8
NOI Received

8
NOI Received Over 28 Days

KPI: Claims Over 28 Days

Proportion of NOI Received Claims To Total



- Other Statuses
- Notice of Issue Re...

829 (99.04%)

100.00%
Claims Exceeding KPI

NOI Received Claims KPI

100%

NOI Received
>28 Days In Status

8

8

276

Average Case Age (Days)

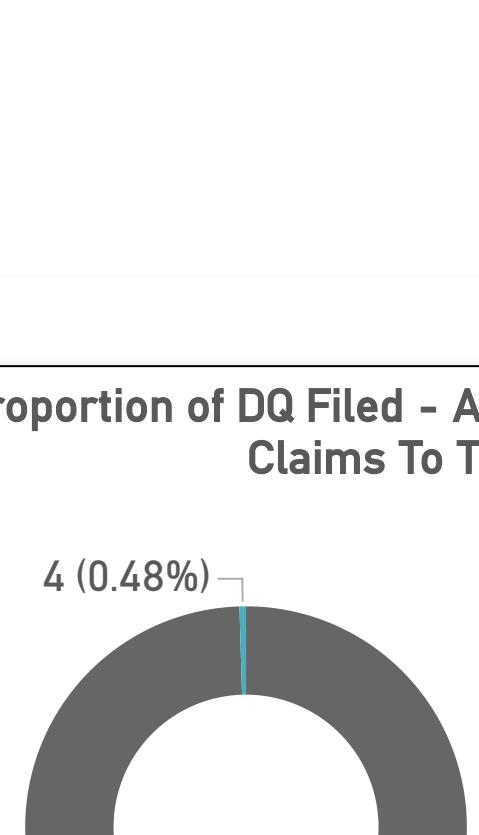
Defence Received

0
Defence Received

0
Defence Received Over 28 Days

KPI: Claims Over 28 Days

Proportion of Defence Received Claims To Total



- Other Statuses

837 (100%)

0.00%
Claims Exceeding KPI

Defence Received Claims KPI

100%

Defence Received
>28 Days In Status

0

0

0

Average Case Age (Days)

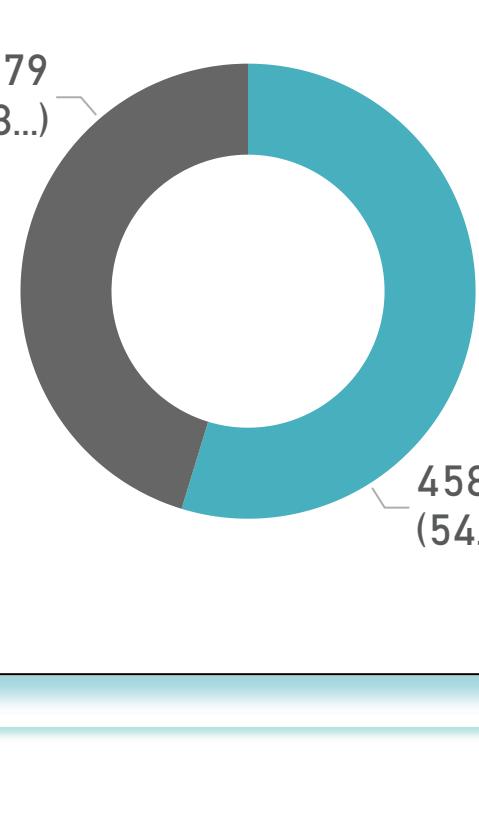
NOPA - DQ To Be Filed

0
NOPA - DQ To Be Filed

2
NOPA - DQ To Be Filed Over 28 Da...

KPI: Claims Over 14 Days

Proportion of NOPA - DQ To Be Filed Claims To Total



- Other Statuses
- NOPA Receiv...

835 (99.76%)

100.00%
Claims Exceeding KPI

NOPA - DQ To Be Filed Claims KPI

100%

NOPA Received
>14 Days In Status

2

2

262

Average Case Age (Days)

DQ Filed - Awaiting Directions

4
DQ Filed - Awaiting Directions

3
DQ Filed - Awaiting Directions Over 56 Days

KPI: Claims Over 56 Days

Proportion of DQ Filed - Awaiting Directions Claims To Total



- Other Statuses
- dQ filed - aw...

833 (99.52%)

75.00%
Claims Exceeding KPI

DQ Filed - Awaiting Directions Claims KPI

100%

Directions Questionnaire R...

4

3

216

Average Case Age (Days)

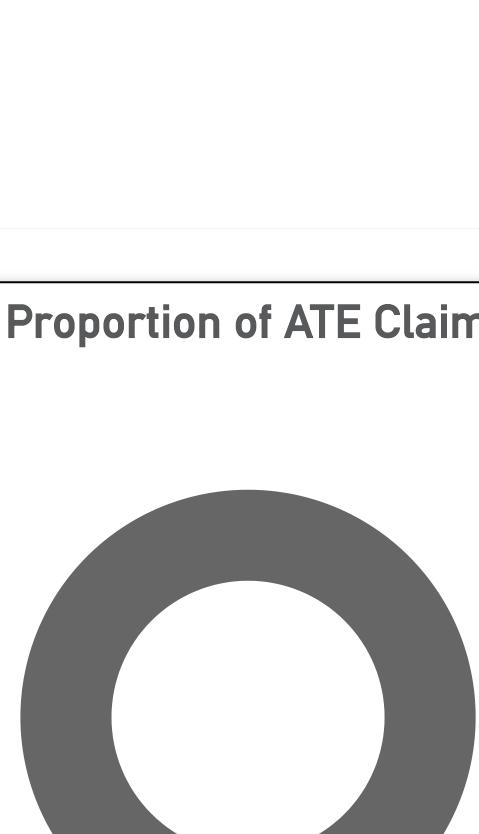
Discontinued

458
Discontinued

457
Discontinued Over 28 Days

KPI: Claims Over 28 Days

Proportion of Discontinued Claims To Total



- Discontinued
- Other Statuses

458 (54.72%)

99.78%
Claims Exceeding KPI

Discontinued Claims KPI

100%

Discontinued
>28 Days In Status

458

457

354

Average Case Age (Days)

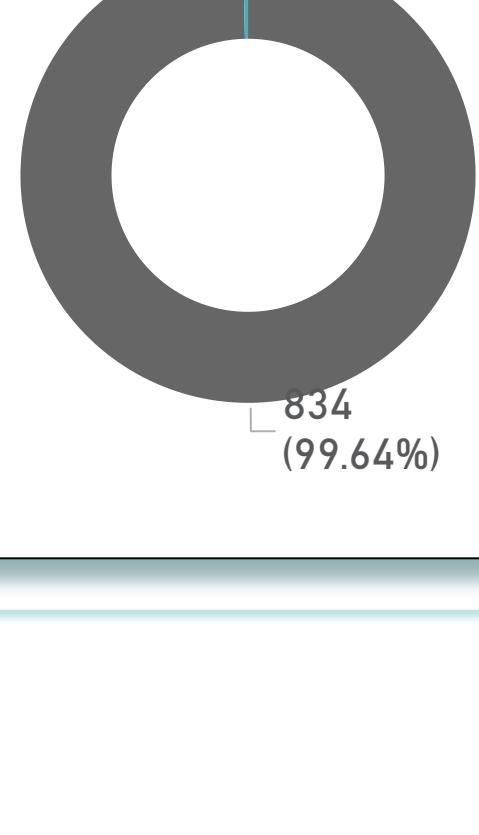
Settled - Awaiting Costs

3
Settled - Awaiting Costs

3
Settled - Awaiting Costs Over 28 Days

KPI: Claims Over 28 Days

Proportion of Settled - Awaiting Costs Claims To Total



- Other Statuses
- Settled - Aw...

834 (99.64%)

100.00%
Claims Exceeding KPI

Settled - Awaiting Costs Claims KPI

100%

Settled - Awaiting Costs
>28 Days In Status

3

3

156

Average Case Age (Days)

Settled - Costs Received

317
Settled - Costs Received

317
Settled - Costs Received Over 28 Days

KPI: Claims Over 28 Days

Proportion of Settled - Costs Received Claims To Total

- Other Statuses
- Settled - Cos...

520 (62.13%)

100.00%
Claims Exceeding KPI

Settled - Costs Received Claims KPI

100%

Settled - Costs Received
>28 Days In Status

317

317

318

Average Case Age (Days)

ATE Claim Made

0
ATE Claim Made Over 6 Months

0
ATE Claim Made

KPI: Claims Over 6 Months

Proportion of ATE Claims Made To Total

- Other Statuses

837 (100%)

0%
Claims Exceeding KPI

ATE Claims Made KPI

100%

ATE Claim Made
>6 Months In Status

0

0

0

Average Case Age (Days)

Lost at Trial

3
Lost

2
Lost Over 28 Days

KPI: Claims Over 28 Days

Proportion of Lost at Trial Claims To Total

- Other Statuses
- Lost

834 (99.64%)

66.67%
Claims Exceeding KPI

Lost at Trial Claims KPI

100%

Lost
>28 Days In Status

3

Consumer Rights Ltd CRS SSB Plevin Case Overview