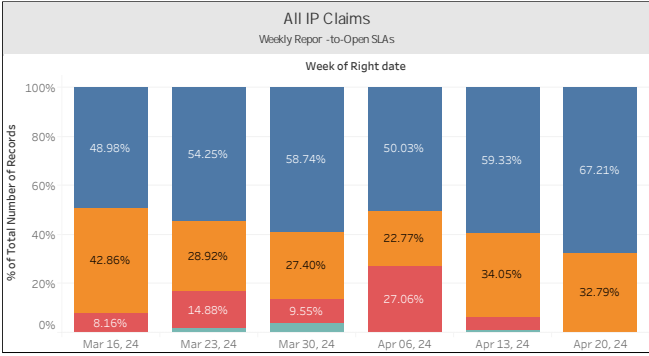
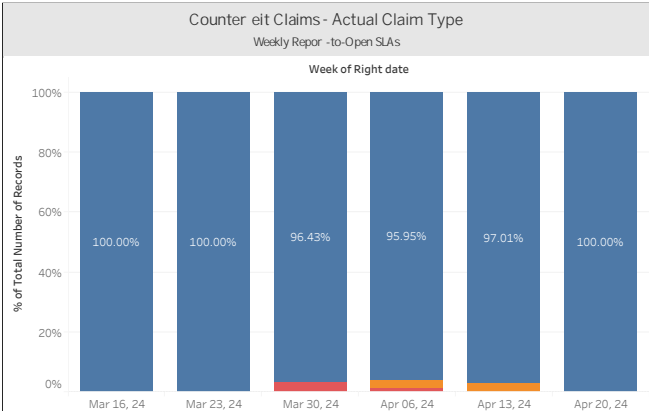


Counterfeit Claims & SLA YTD - Actual Claim Type

Year of Created date FY 2025	Created Date Range All values	Day of Closed Time To Null	Week of Created date All	claim_src_chnl_nm All	IP_Claim_Status Closed
---------------------------------	----------------------------------	-------------------------------	-----------------------------	--------------------------	---------------------------



SLA bins
<div><=8 hrs</div> <div><=24 hrs</div> <div><=48 hrs</div>



SLA bins
<div><=8 hrs</div> <div><=24 hrs</div> <div><=48 hrs</div> <div>>48 hrs</div>

YTD /8 Hrs/24 Hrs			
1/27/2024	36.52%	100.00%	1,495
2/3/2024	78.77%	100.00%	4,489
2/10/2024	87.15%	100.00%	8,256
2/17/2024	89.82%	99.94%	11,753
2/24/2024	91.77%	99.95%	14,604
3/2/2024	90.36%	99.93%	17,955
3/9/2024	84.23%	98.45%	23,306
3/16/2024	78.18%	97.32%	28,119
3/23/2024	73.92%	94.76%	34,143
3/30/2024	71.61%	93.46%	40,217
4/6/2024	68.02%	90.02%	48,218
4/13/2024	67.20%	90.34%	53,238
4/20/2024	67.20%	90.35%	53,299

SLA Bins				
SLA bins				
	<=8 hrs	<=24 hrs	<=48 hrs	>48 hrs
Apr 20, 2024	67.21%	32.79%		
Apr 13, 2024	59.34%	34.06%	5.40%	1.20%
Apr 06, 2024	49.97%	22.73%	27.15%	0.15%
Mar 30, 2024	58.66%	27.51%	9.53%	4.30%
Mar 23, 2024	54.02%	28.78%	15.26%	1.94%
Mar 16, 2024	48.89%	42.97%	8.14%	
Mar 09, 2024	63.65%	29.81%	6.54%	
Mar 02, 2024	84.21%	15.64%		0.15%
Feb 24, 2024	99.79%	0.21%		
Feb 17, 2024	96.14%	3.66%		0.20%
Feb 10, 2024	97.13%	2.87%		
Feb 03, 2024	99.87%	0.13%		
Jan 27, 2024	36.52%	63.48%		

YTD CF/8 Hrs/24 Hrs - Actual Claim Type			
1/27/2024	100.00%	100.00%	27
2/3/2024	100.00%	100.00%	65
2/10/2024	100.00%	100.00%	137
2/17/2024	99.41%	100.00%	169
2/24/2024	99.47%	100.00%	190
3/2/2024	99.55%	100.00%	223
3/9/2024	99.61%	100.00%	255
3/16/2024	99.69%	100.00%	322
3/23/2024	99.72%	100.00%	363
3/30/2024	99.49%	99.74%	391
4/6/2024	98.92%	99.57%	465
4/13/2024	98.68%	99.62%	532
4/20/2024	98.69%	99.63%	534

SLA Bins - Actual Claim Type			
SLA bins			
	<=8 hrs	<=24 hrs	<=48 hrs
Apr 20, 24	100.00%		
Apr 13, 24	97.01%	2.99%	
Apr 06, 24	95.95%	2.70%	1.35%
Mar 30, 24	96.43%		3.57%
Mar 23, 24	100.00%		
Mar 16, 24	100.00%		
Mar 09, 24	100.00%		
Mar 02, 24	100.00%		
Feb 24, 24	100.00%		
Feb 17, 24	96.88%	3.13%	
Feb 10, 24	100.00%		
Feb 03, 24	100.00%		
Jan 27, 24	100.00%		