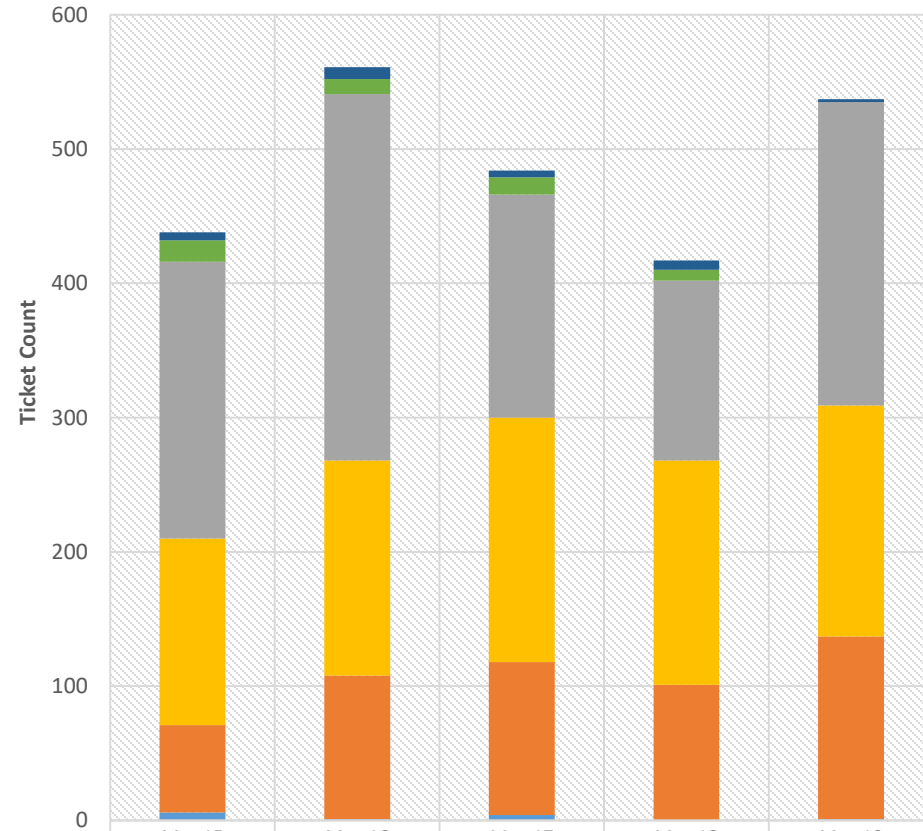


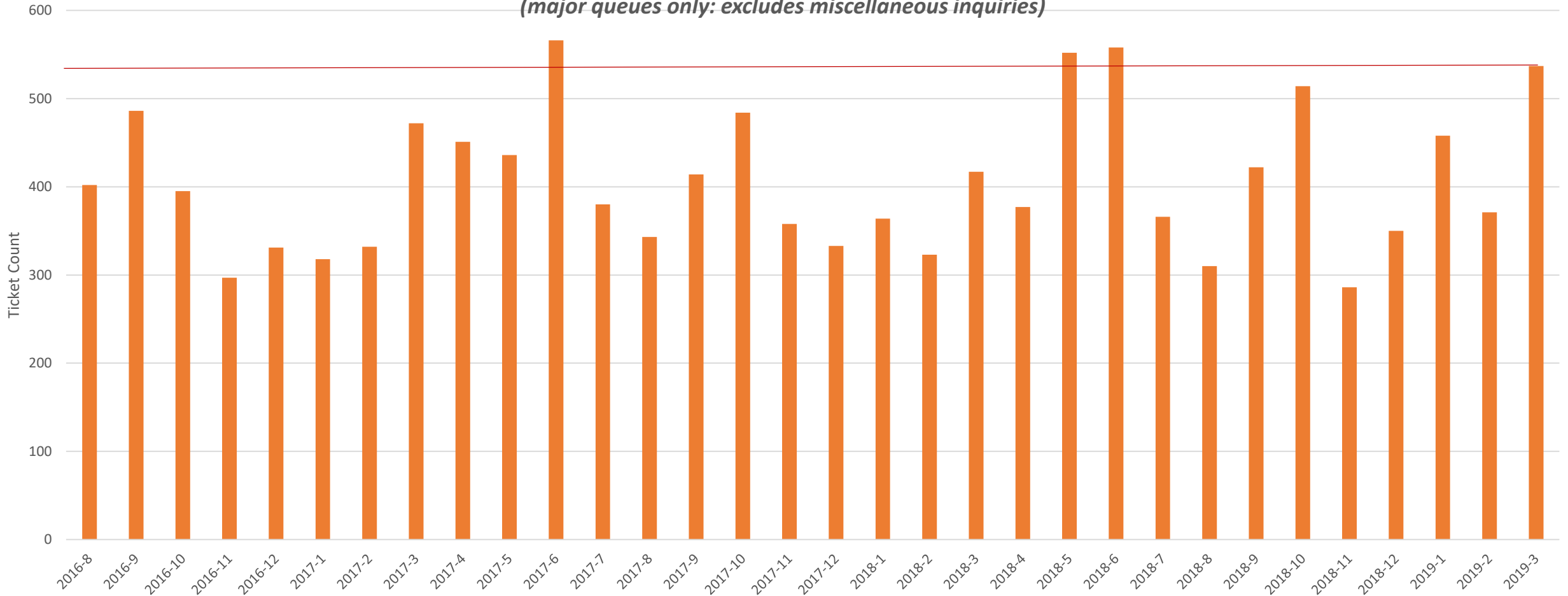
Major Queue Volume Month-to-Month Comparison (2015-2019: March)



	Mar 15	Mar-16	Mar-17	Mar-18	Mar-19
■ Visa	6	9	5	7	2
■ Urgent	16	11	13	8	0
■ Reimbursement	206	273	166	134	226
■ HR/Payroll	139	160	182	167	172
■ Payment	65	107	114	101	136
■ Multiple Payment	6	1	4	0	1

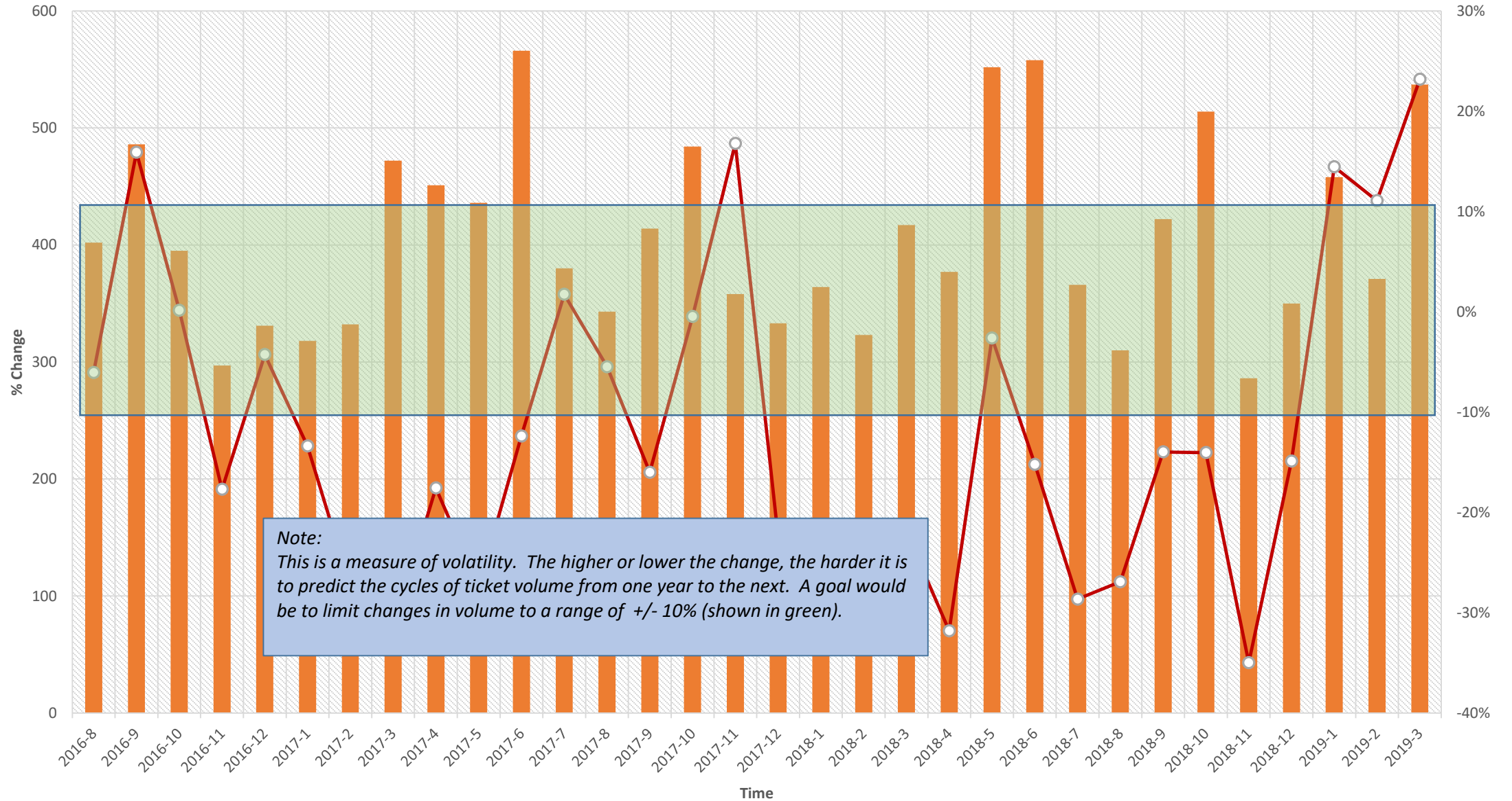
Total Ticket Volume
Aug 2016 -Mar 2019

(major queues only: excludes miscellaneous inquiries)



Annual Change in Ticket Volume Juxtaposed to Total Monthly Volume

Ticket Volume without "unsorted" tickets % Change (over same month, previous year)



Turn-Around Time juxtaposed to Total Volume Mar 2017 - Mar 2019

