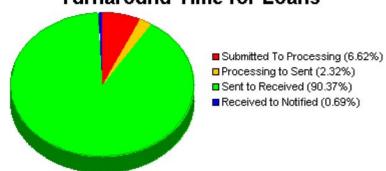




| Total Number of Selected Article Records | 2648 |
|---|-------------|
| Average Time from Submitted to Processing | 13.42 hours |
| Average Time from Processing to Sent | 4.65 hours |
| Average Time from Sent to Received | 4.37 days |
| Average Time from Received to Notified | 26 minutes |
| Average Total Time | 5.14 days |

Loans

Turnaround Time for Loans



| Total Number of Selected Loan Records | 1766 |
|---|-------------|
| Average Time from Submitted to Processing | 14.03 hours |
| Average Time from Processing to Sent | 4.92 hours |
| Average Time from Sent to Received | 7.98 days |
| Average Time from Received to Notified | 1.46 hours |
| Average Total Time | 8.83 days |
| | |

Overall Turnaround Time