

| Rail Period                                | Claims received | Claims approved | Compensation paid (£) | Avg. processing time (working days) |
|--|-----------------|-----------------|-----------------------|-------------------------------------|
| <b>Period 1</b><br>01/04/2022 - 30/04/2022 | 42,891          | 34,106          | 1,155,607.04          | 2.93                                |
| <b>Period 2</b><br>01/05/2022 - 28/05/2022 | 43,028          | 36,272          | 1,215,967.06          | 2.54                                |
| <b>Period 3</b><br>29/05/2022 - 25/06/2022 | 61,906          | 49,228          | 1,906,880.01          | 2.74                                |
| <b>Period 4</b><br>26/06/2022 - 23/07/2022 | 85,293          | 51,739          | 1,969,338.22          | 3.15                                |
| <b>Period 5</b><br>24/07/2022 - 20/08/2022 | 86,149          | 79,707          | 3,255,136.74          | 4.42                                |
| <b>Period 6</b><br>21/08/2022 - 17/09/2022 | 37,137          | 50,669          | 2,063,736.64          | 5.19                                |
| <b>Period 7</b><br>18/09/2022 - 15/10/2022 | 45,083          | 36,626          | 1,493,486.61          | 3.18                                |
| <b>Period 8</b><br>16/10/2022 - 13/11/2022 | 57,070          | 45,876          | £1,678,554.49         | 2.8                                 |
| <b>Period 9</b><br>13/11/2022 - 10/12/2022 | 57,928          | 42,231          | 1,295,966.96          | 2.74                                |

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| <b>Period 10</b><br>11/12/2022 - 07/01/2023 | 75,755          | 75,345          | 2,828,245             | 4                                   |
| <b>Period 11</b><br>08/01/2023 - 04/02/2023 | 88,660          | 76,826          | 2,564,019             | 4                                   |
| <b>Period 12</b><br>05/02/2023 - 04/03/2023 | 67,994          | 59,591          | 1,638,022             | 3                                   |
| <b>Period 13</b><br>05/03/2023 - 31/03/2023 | 38,064          | 33,671          | 901,936               | 2.22                                |