

| Rail Period                                | Claims received | Claims approved | Compensation paid (£) | Avg. processing time (working days) |
|--|-----------------|-----------------|-----------------------|-------------------------------------|
| <b>Period 1</b><br>01/04/2024 - 27/04/2024 | 78,751          | 62,570          | 2,312,079.59          | 1.53                                |
| <b>Period 2</b><br>28/04/2024 - 25/05/2024 | 94,100          | 93,179          | 2,743,713.49          | 1.35                                |
| <b>Period 3</b><br>26/05/2024 - 22/06/2024 | 117,799         | 95,709          | 3,545,220.39          | 1.63                                |
| <b>Period 4</b><br>23/06/2024 - 20/07/2024 | 128,511         | 114,054         | 3,824,269.17          | 1.9                                 |
| <b>Period 5</b><br>21/07/2024 - 17/08/2024 | 96,597          | 83,346          | 2,194,914.98          | 1.7                                 |
| <b>Period 6</b><br>18/08/2024 - 14/09/2024 | 98,276          | 86,404          | 2,902,014.22          | 1.35                                |
| <b>Period 7</b><br>15/09/2024 - 12/10/2024 | 94,899          | 79,624          | 2,816,537.05          | 1.62                                |
| <b>Period 8</b><br>13/10/2024 - 09/11/2024 | 99,257          | 87,234          | 2,676,609.67          | 2.32                                |
| <b>Period 9</b><br>10/11/2024 - 07/12/2024 | 162,583         | 118,003         | 3,797,129.73          | 1.86                                |

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| <b>Period 10</b><br>08/12/2024 -<br>04/01/2025 | 142,748         | 130,489         | 3,931,992.96          | 2.12                                |
| <b>Period 11</b><br>05/01/2024 -<br>01/02/2025 | 100,483         | 89,103          | 2,825,243.95          | 4.71                                |
| <b>Period 12</b><br>02/02/2025 -<br>01/03/2025 | 95,665          | 84,766          | 2,993,532.12          | 4.32                                |
| <b>Period 13</b><br>02/03/2025 -<br>31/03/2025 | 87,044          | 80,397          | 2,880,339.11          | 2.45                                |