



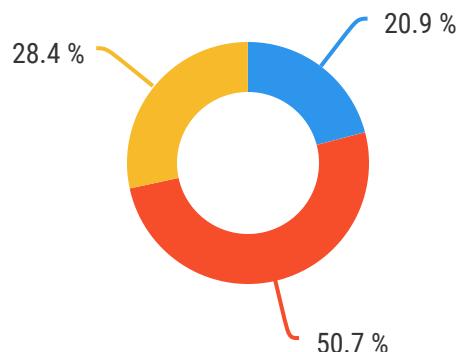
# 2Q 2023 Complaints Summary

2Q 2023 vs. 1Q 2023

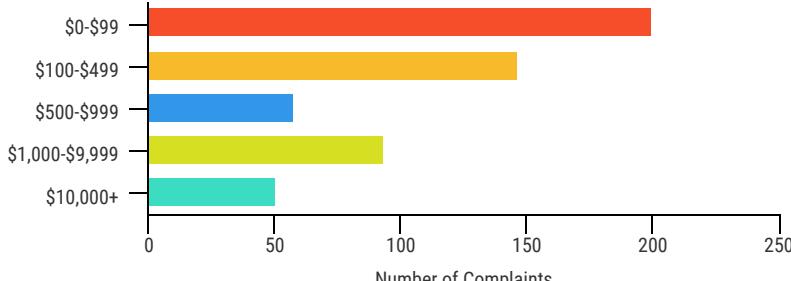
Complaints	Amount Sought	Amount Awarded	Avg complaint value
550	\$13,248,973	\$212,983	\$252,104
-3%	3.5x	171%	40x



## Complaints Categories



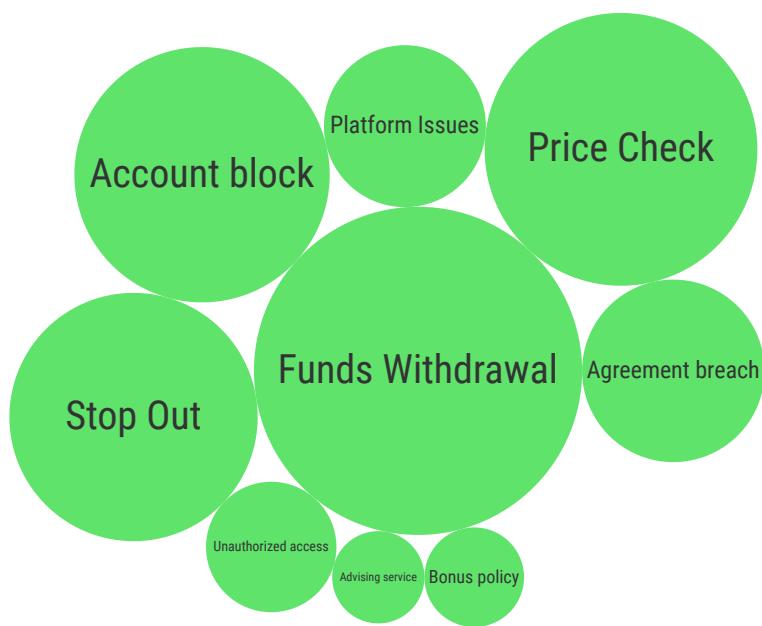
## Complaint Values



Average Resolution time 8 days



## Complaints topics

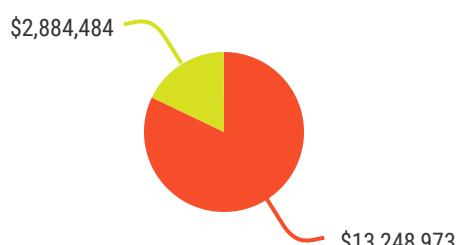


## Complaints Resolved



● 2Q 2023   ● 1Q 2023

## Total Amount Sought



● 2Q 2023   ● 1Q 2023