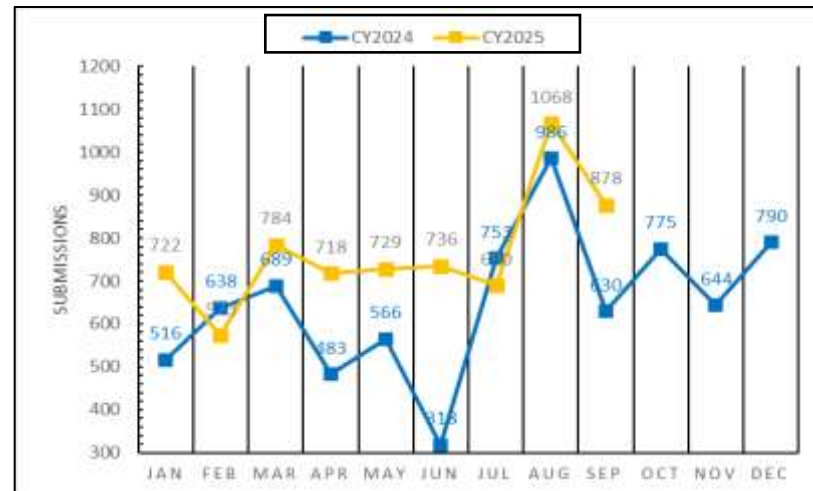
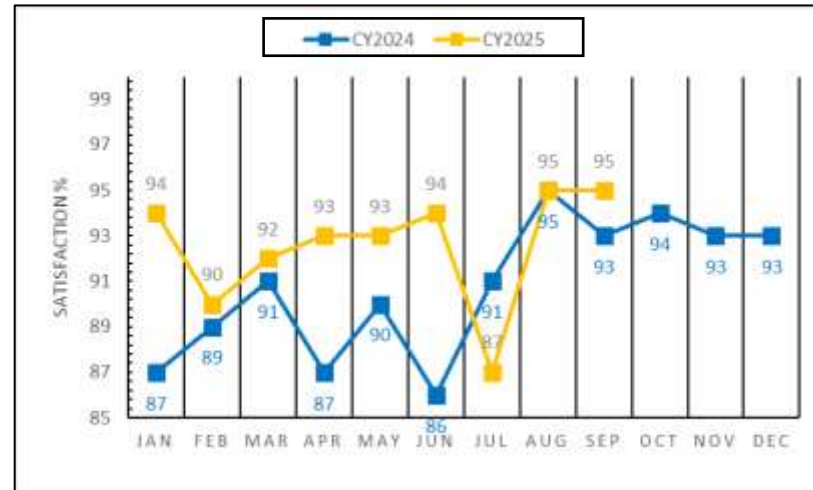


SUMMARY

Satisfaction Rate	↔	95%	0% Increase from AUG 25
Cards Submitted	↓	878	22% (190) Decrease from AUG 25
Response Requested	↑	70 (8%)	57% (40) Increase from AUG 25

ICE Trends



NOTES

IMCOM Standard for overall customer satisfaction:	100-90%	89-65%	64-0%
IMCOM Standard for Follow-up:			
- Comments w/Response Requested: 100% within "3" working days			
- Comments w/o Response Requested: 100% within "5" working days			

Column Key:

GT (greater than), LTE (less than or equal to)

Submission Count = total number of submissions matching date range and other custom settings

Completed - LTE 3 days (On-time) = Number (%) of submissions that were followed-up within 3 days of being submitted

Completed - GT 3 days (Late) = Number (%) of submissions that were followed-up after more than 3 days of being submitted

Pending - LTE 3 days (Current) = Number (%) of submissions that have not been followed-up on but 3 or fewer days have passed since submission was made

Pending - GT 3 days (Delinquent) = Number (%) of submissions that have not been followed-up on and more than 3 days have passed since submission was made

