

07/01/2025 Through 06/30/2026

Commonwealth of Virginia

Claim Production

07/01/2025 - 06/30/2026

|                        | Prior Open Claims |     |       |       | New During Period |       |       |       |                         |                 | Closed During Period |       |       |       |               |                       | Current Open Claims |     |       |       |                |
|------------------------|-------------------|-----|-------|-------|-------------------|-------|-------|-------|-------------------------|-----------------|----------------------|-------|-------|-------|---------------|-----------------------|---------------------|-----|-------|-------|----------------|
| Current Claim Adjuster | IND               | MO  | Other | Total | IND               | MO    | Other | Total | Re-opened During Period | New Claim Ratio | IND                  | MO    | Other | Total | Closing Ratio | Overall Closing Ratio | IND                 | MO  | Other | Total | Adjusted Total |
| Cloud, Audrey          | 168               | 19  | 0     | 187   | 0                 | 0     | 0     | 0     | 17                      | 9.1%            | 17                   | 2     | 0     | 19    | 111.8%        | 9.3%                  | 179                 | 25  | 0     | 204   | 102            |
| Compton, Hali          | 0                 | 112 | 0     | 112   | 1                 | 514   | 0     | 515   | 1                       | 460.7%          | 1                    | 539   | 0     | 540   | 104.7%        | 86.0%                 | 0                   | 100 | 0     | 100   | 86.5           |
| Day, Mitchell          | 111               | 3   | 0     | 114   | 9                 | 0     | 0     | 9     | 12                      | 18.4%           | 53                   | 4     | 0     | 57    | 271.4%        | 42.2%                 | 191                 | 13  | 0     | 204   | 102            |
| Dejesus, Samantha      | 163               | 17  | 0     | 180   | 0                 | 0     | 0     | 0     | 18                      | 10.0%           | 27                   | 12    | 0     | 39    | 216.7%        | 19.7%                 | 183                 | 20  | 0     | 203   | 101.5          |
| Dillon, Kristina       | 0                 | 75  | 0     | 75    | 0                 | 82    | 0     | 82    | 0                       | 109.3%          | 1                    | 130   | 0     | 131   | 159.8%        | 83.4%                 | 0                   | 0   | 0     | 0     | 0              |
| Fleming, Stacy         | 0                 | 0   | 0     | 0     | 0                 | 0     | 0     | 0     | 0                       | 0.0%            | 2                    | 0     | 0     | 2     | 0.0%          | 0.0%                  | 0                   | 0   | 0     | 0     | 0              |
| Fulcher, Stuart        | 103               | 0   | 0     | 103   | 107               | 1     | 0     | 108   | 8                       | 112.6%          | 105                  | 1     | 0     | 106   | 91.4%         | 48.4%                 | 134                 | 0   | 0     | 134   | 132.2          |
| Garcia, Ashley         | 0                 | 86  | 0     | 86    | 0                 | 509   | 0     | 509   | 3                       | 595.3%          | 0                    | 489   | 0     | 489   | 95.5%         | 81.8%                 | 0                   | 114 | 0     | 114   | 94.8           |
| Gardner, Carissa       | 0                 | 0   | 0     | 0     | 65                | 2     | 0     | 67    | 2                       | 0.0%            | 20                   | 2     | 0     | 22    | 31.9%         | 31.9%                 | 88                  | 0   | 0     | 88    | 88.2           |
| Gough, Skylar          | 0                 | 19  | 0     | 19    | 0                 | 373   | 0     | 373   | 1                       | 1,968.4%        | 1                    | 329   | 0     | 330   | 88.2%         | 84.0%                 | 0                   | 101 | 0     | 101   | 77.2           |
| Graves, Devonika       | 0                 | 68  | 0     | 68    | 12                | 156   | 0     | 168   | 14                      | 267.6%          | 27                   | 230   | 0     | 257   | 141.2%        | 102.8%                | 163                 | 39  | 0     | 202   | 101            |
| Hsu, Linda             | 111               | 2   | 0     | 113   | 52                | 2     | 0     | 54    | 2                       | 49.6%           | 55                   | 4     | 0     | 59    | 105.4%        | 34.9%                 | 109                 | 1   | 0     | 110   | 84.5           |
| Hubley, Donna          | 0                 | 0   | 0     | 0     | 0                 | 0     | 0     | 0     | 0                       | 0.0%            | 3                    | 0     | 0     | 3     | 0.0%          | 0.0%                  | 0                   | 0   | 0     | 0     | 0              |
| Jenkins, Debra         | 78                | 185 | 0     | 263   | 9                 | 75    | 0     | 84    | 0                       | 31.9%           | 11                   | 24    | 0     | 35    | 41.7%         | 10.1%                 | 64                  | 171 | 0     | 235   | 148.5          |
| Keller, Bailey         | 0                 | 0   | 0     | 0     | 0                 | 32    | 0     | 32    | 0                       | 0.0%            | 0                    | 2     | 0     | 2     | 6.3%          | 6.3%                  | 0                   | 30  | 0     | 30    | 15             |
| Kennedy, Amber         | 0                 | 18  | 0     | 18    | 0                 | 414   | 0     | 414   | 2                       | 2,311.1%        | 0                    | 361   | 0     | 361   | 86.8%         | 83.2%                 | 0                   | 102 | 0     | 102   | 73.8           |
| Krozier, Jeffrey       | 0                 | 0   | 0     | 0     | 57                | 0     | 0     | 57    | 2                       | 0.0%            | 37                   | 0     | 0     | 37    | 62.7%         | 62.7%                 | 83                  | 0   | 0     | 83    | 84             |
| Murphy, Kimberly       | 0                 | 12  | 0     | 12    | 0                 | 113   | 0     | 113   | 0                       | 941.7%          | 0                    | 129   | 0     | 129   | 114.2%        | 103.2%                | 0                   | 0   | 0     | 0     | 0              |
| Nicholas, Sheryl       | 0                 | 0   | 0     | 0     | 3                 | 0     | 0     | 3     | 0                       | 0.0%            | 7                    | 0     | 0     | 7     | 233.3%        | 233.3%                | 0                   | 0   | 0     | 0     | 0              |
| Nock, Kentoria         | 0                 | 0   | 0     | 0     | 84                | 0     | 0     | 84    | 3                       | 0.0%            | 33                   | 4     | 0     | 37    | 42.5%         | 42.5%                 | 97                  | 0   | 0     | 97    | 94.8           |
| Nuval, Cyrus           | 1                 | 99  | 0     | 100   | 0                 | 30    | 0     | 30    | 0                       | 30.0%           | 2                    | 81    | 0     | 83    | 276.7%        | 63.8%                 | 0                   | 0   | 0     | 0     | 0              |
| Olive, Linda           | 170               | 15  | 0     | 185   | 0                 | 0     | 0     | 0     | 0                       | 0.0%            | 7                    | 1     | 0     | 8     | 0.0%          | 4.3%                  | 0                   | 0   | 0     | 0     | 0              |
| Padron, Brigitte       | 7                 | 2   | 0     | 9     | 6                 | 114   | 3,204 | 3,324 | 0                       | 36,933.3%       | 36                   | 131   | 3,204 | 3,371 | 101.4%        | 101.1%                | 4                   | 19  | 0     | 23    | 16.2           |
| P. Allen, Laura        | 101               | 1   | 0     | 102   | 142               | 2     | 0     | 144   | 2                       | 143.1%          | 143                  | 3     | 0     | 146   | 100.0%        | 58.9%                 | 86                  | 0   | 0     | 86    | 84.7           |
| Pugh, Laurie           | 155               | 3   | 0     | 158   | 0                 | 0     | 0     | 0     | 1                       | 0.6%            | 16                   | 2     | 0     | 18    | 1,800.0%      | 11.3%                 | 120                 | 0   | 0     | 120   | 78.5           |
| Robbins, Megan         | 0                 | 0   | 0     | 0     | 0                 | 36    | 0     | 36    | 0                       | 0.0%            | 0                    | 1     | 0     | 1     | 2.8%          | 2.8%                  | 0                   | 35  | 0     | 35    | 17.5           |
| Scott, Brianna         | 94                | 0   | 0     | 94    | 16                | 0     | 0     | 16    | 0                       | 17.0%           | 54                   | 2     | 0     | 56    | 350.0%        | 50.9%                 | 0                   | 0   | 0     | 0     | 0              |
| Somerville, Ernest     | 97                | 0   | 0     | 97    | 1                 | 0     | 0     | 1     | 0                       | 1.0%            | 24                   | 0     | 0     | 24    | 2,400.0%      | 24.5%                 | 0                   | 0   | 0     | 0     | 0              |
| Tsang, Ivy             | 101               | 0   | 0     | 101   | 109               | 0     | 0     | 109   | 2                       | 109.9%          | 118                  | 4     | 0     | 122   | 109.9%        | 57.5%                 | 100                 | 0   | 0     | 100   | 100            |
| Vergundia, Rose        | 120               | 49  | 0     | 169   | 1                 | 1     | 0     | 2     | 0                       | 1.2%            | 14                   | 10    | 0     | 24    | 1,200.0%      | 14.0%                 | 0                   | 0   | 0     | 0     | 0              |
| Vukovich, Stefanie     | 0                 | 88  | 0     | 88    | 0                 | 497   | 0     | 497   | 1                       | 565.9%          | 2                    | 532   | 0     | 534   | 107.2%        | 91.1%                 | 0                   | 85  | 0     | 85    | 49.8           |
| Walker, Sherri         | 168               | 19  | 0     | 187   | 0                 | 2     | 0     | 2     | 28                      | 16.0%           | 31                   | 8     | 0     | 39    | 130.0%        | 18.0%                 | 181                 | 23  | 0     | 204   | 102.5          |
| Zamal, Shareen         | 81                | 1   | 0     | 82    | 93                | 2     | 0     | 95    | 2                       | 118.3%          | 121                  | 6     | 0     | 127   | 130.9%        | 70.9%                 | 69                  | 0   | 0     | 69    | 68.5           |
| Sum:                   | 1,829             | 893 | 0     | 2,722 | 767               | 2,957 | 3,204 | 6,928 | 121                     | 259.0%          | 968                  | 3,043 | 3,204 | 7,215 | 102.4%        | 73.8%                 | 1,851               | 878 | 0     | 2,729 | 1,903.7        |