



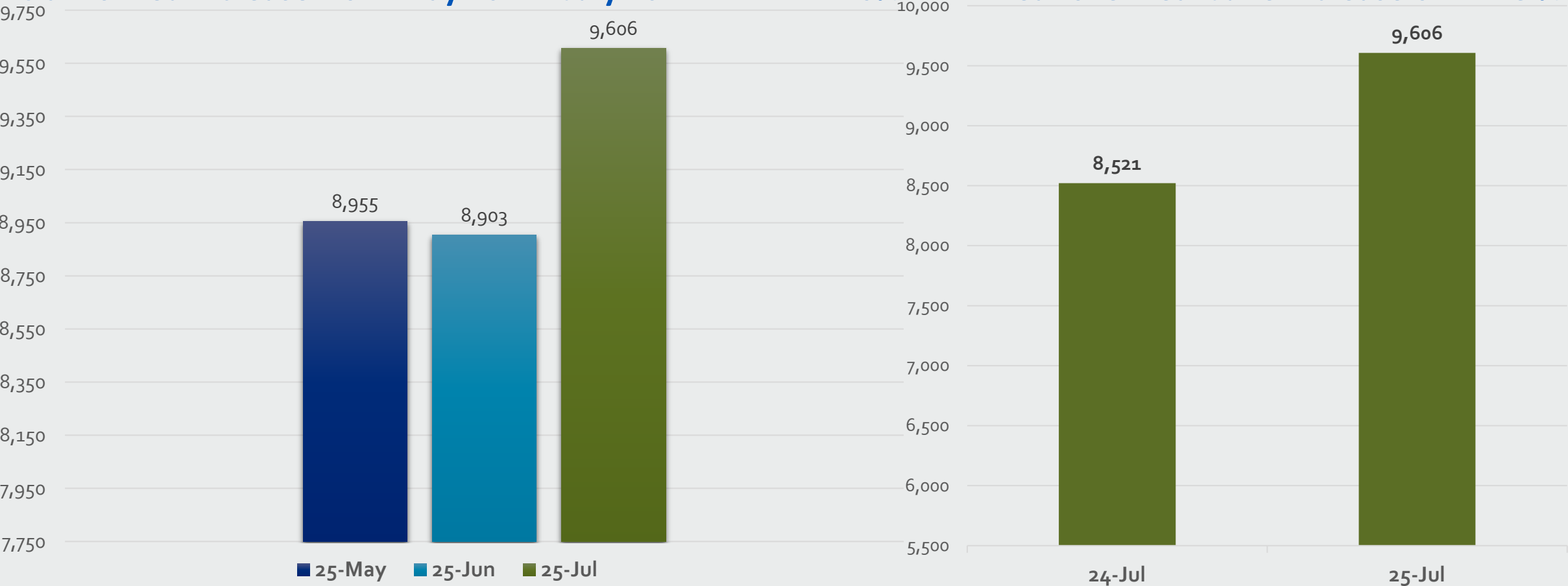
Claims Data
August 14, 2025

Claims filed as of 7/31/25: 345,945

May-July 2025 Three Month Trend Total:
Three Month Moving Average:
Claims filed increase from May 2024 - July 2024

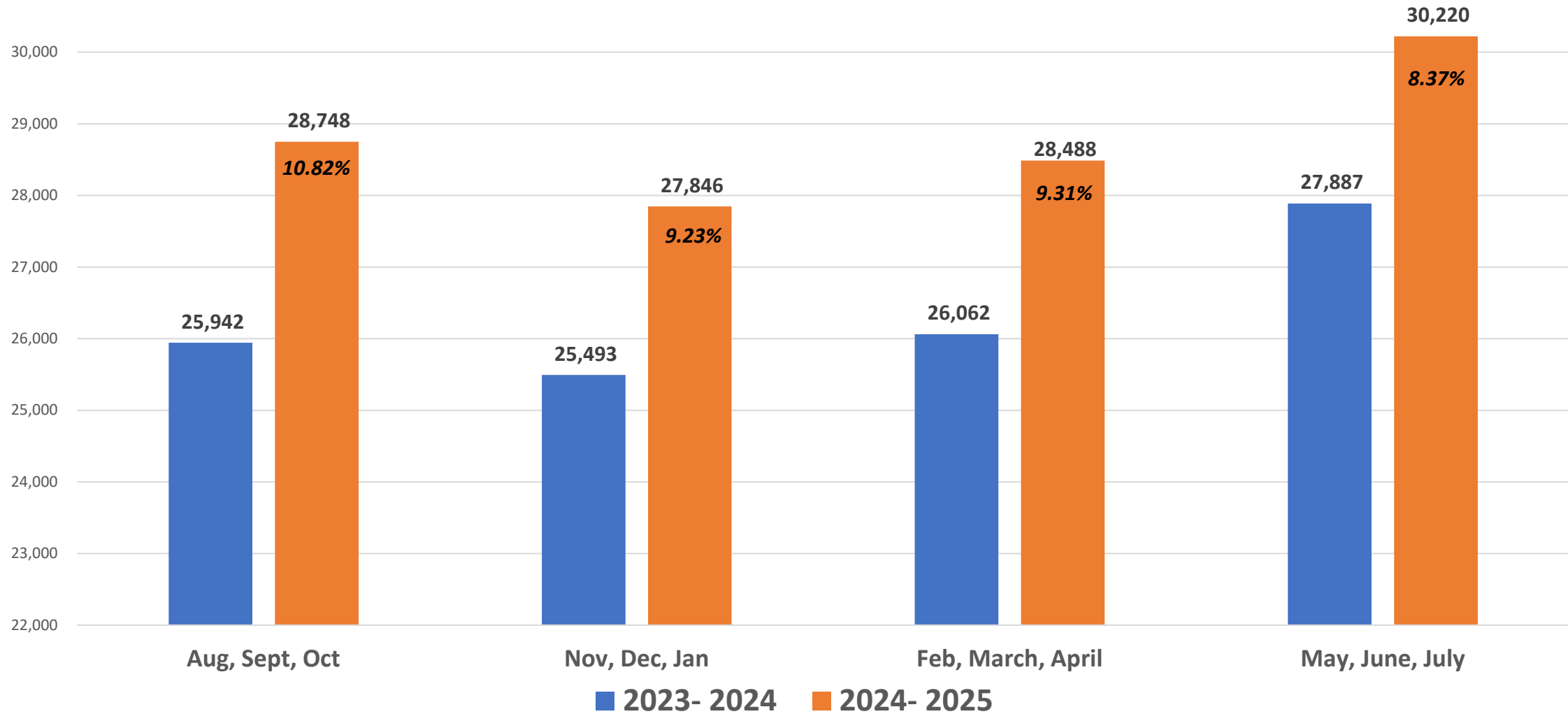
27,467
9,156
11.20%

Year Over Year Comparison 2025 to 2024
A YTD increase of 5,897 Claims or 10.48%
A Year over Year June Increase of 12.73 %



YOY Aug 23-July 24 / Aug 24-July 25 Claims Filed Comparison

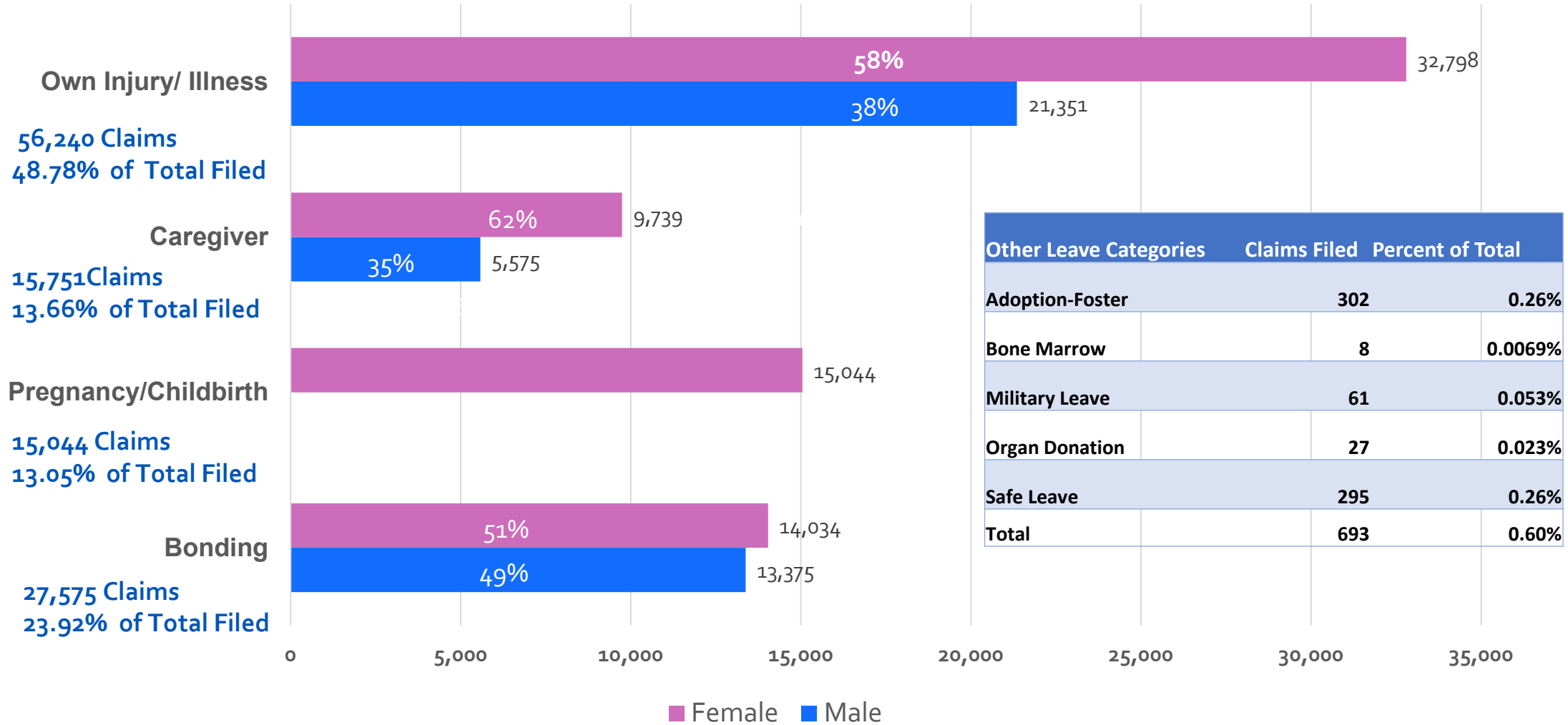
Year Over Year Increase of 9,918 Claims 9.41%



Claims Filed as of 7/31/25 : Cumulative 345,945 Aug-July 2023-2024 105,384 Aug-July 2024-2025 115,302



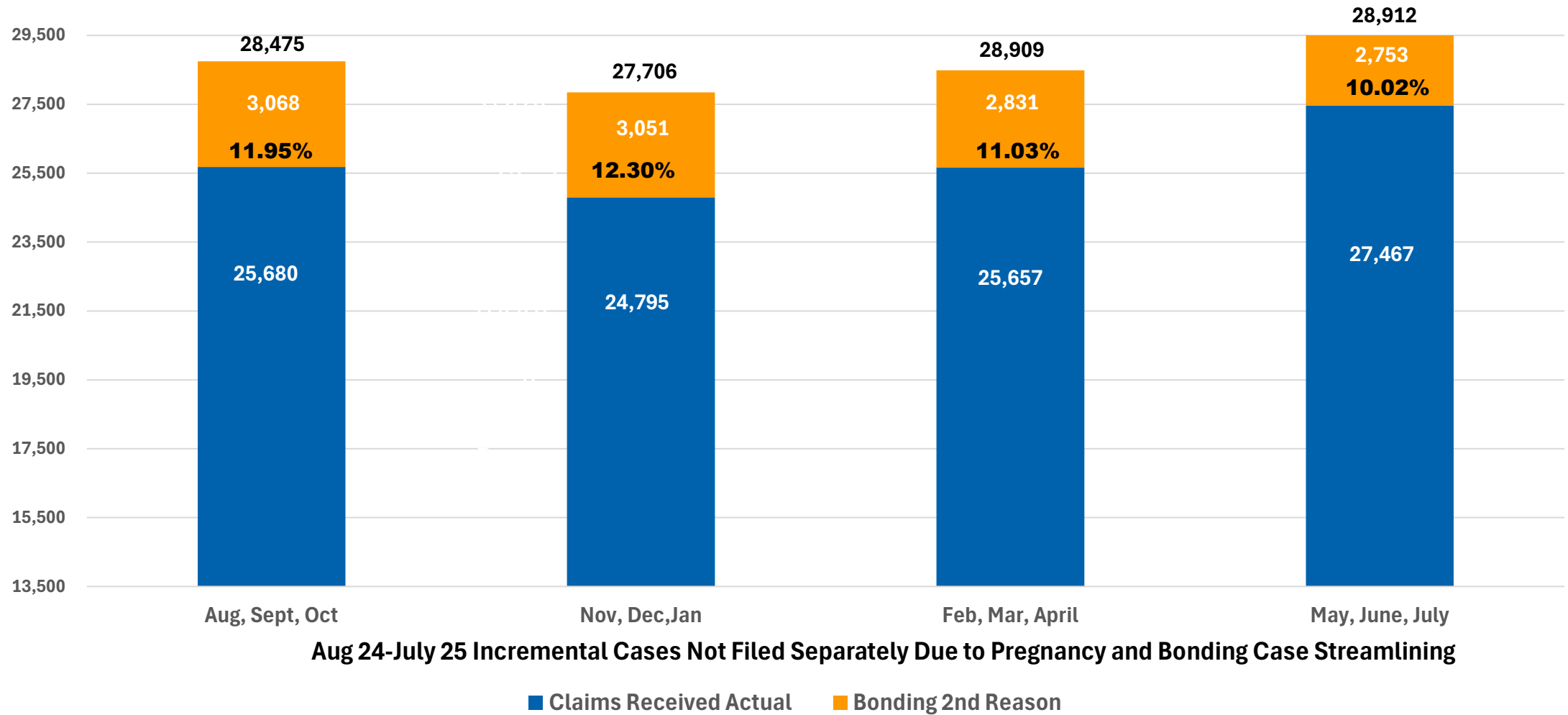
Leave Reason by Gender 12 Month Trend August 2024-July 2025



All Leaves Percent by Gender: Female 62.42%, Male 35.12%, Choose not to Answer 2.30%, Non-Binary .16%

Aug 24-July 25 Claims Filed Plus Bonding Segment of Pregnancy as a Separate Case

11,703 Incremental Cases Over Actual Claims Filed 11.30% Increase



Aug 2024 –July 2025 Claims Filed 103,599 - Bonding Segment 11,703 - Total Claims Filed 115,302



Adjudicated Claims Status

Fiscal Year Over Year Adjudicated Claims

	FY 2024		FY 2025		Change	
Approved	67,709	76.79%	71,35	78.27%	1.48%	↑
Denied	20,469	23.21%	19,810	21.73%	1.48%	↓

2025 Adjudication Including Bonding Segment

		2025	Change	
Approved	82,838	80.70%	3.91% *	↑
Denied	19,810	19.30%	3.91%	↓

* Cumulative change from fiscal 2024 Approval/Denial rates

Six Month Claims Adjudication Trend

	Actual			Including Bonding Segment			
Approved	34,342	78.57%		39,926	81.00%	2.43%	↑
Denied	9,367	21.43%		9,367	19.00%	2.43%	↓

As of 7/31/2025

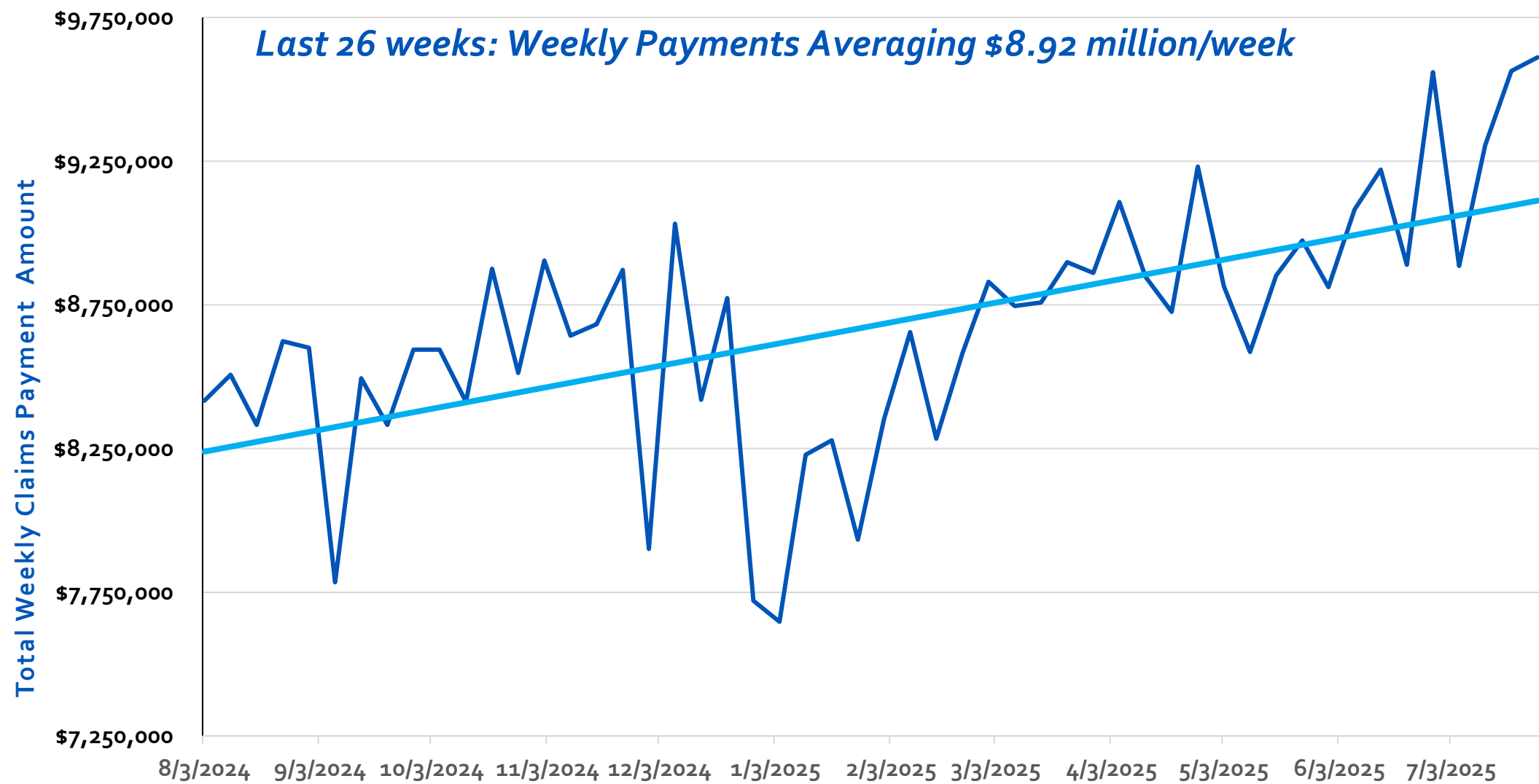
Race and Ethnicity Data

8/1/23-6/30/25

Race Statistics	Responses	Percent of Responses	Approved %	Denied %
Response Rate	32.83%			
American Indian or Alaska Native	460	0.75%	72.45%	27.55%
Asian	3,395	5.52%	82.51%	17.49%
Black or African American	7,582	12.33%	74.81%	25.19%
Native Hawaiian or Other Pacific Islander	116	0.19%	60.19%	39.81%
White	43,425	70.63%	81.46%	18.54%
Prefer not to answer	4,815	7.83%	77.60%	22.40%
Other-Multiple Category Responses	1,691	2.75%	72.62%	27.38%
Number of Responses	61,484	100.00%		

Ethnicity Statistics	Responses	Percent of Responses	Approved %	Denied %
Response Rate	31.94%			
Hispanic or Latino	11,318	18.92%	76.46%	23.54%
Not Hispanic or Latino	45,377	75.88%	80.99%	19.01%
Prefer not to answer	3,021	5.05%	79.67%	20.33%
Other-Multiple Category Response	90	0.15%	68.24%	31.76%
Total Number of Responses	59,806	100.00%		

Claim Payments 52 Week Trend



Minimum wage increases of 4.6% on 1/1/24 and 4.46% on 1/1/25



Approved Insights

	YTD 2022 thru 7/31/22	YTD 2023 thru 7/31/23	YTD 2024 thru *7/31/24	YTD 2025 thru **7/31/25	Cumulative since 1/1/22	YOY 24 to 25 Percentage Increase
Unique Employees	24,784	36,982	44,046	49,758	169,807	12.97%
Total Days Paid	1,319,832	1,792,344	2,094,359	2,281,250	11,784,922	8.92%
Total Request for Funds	\$128,692,302	\$185,070,994	\$231,999,284	\$266,024,973	\$1,276,744,442	14.67%

Of benefits paid for leaves of a week or longer since Inception:

33.75% were paid between the min and max
21.36% were paid below the minimum

Average Daily Amount

*\$103.98

*New max \$941.40 as cases with >= Jan 1, 2024, start dates are paid

**New max \$981 as cases with >= Jan 1, 2025, start dates are paid

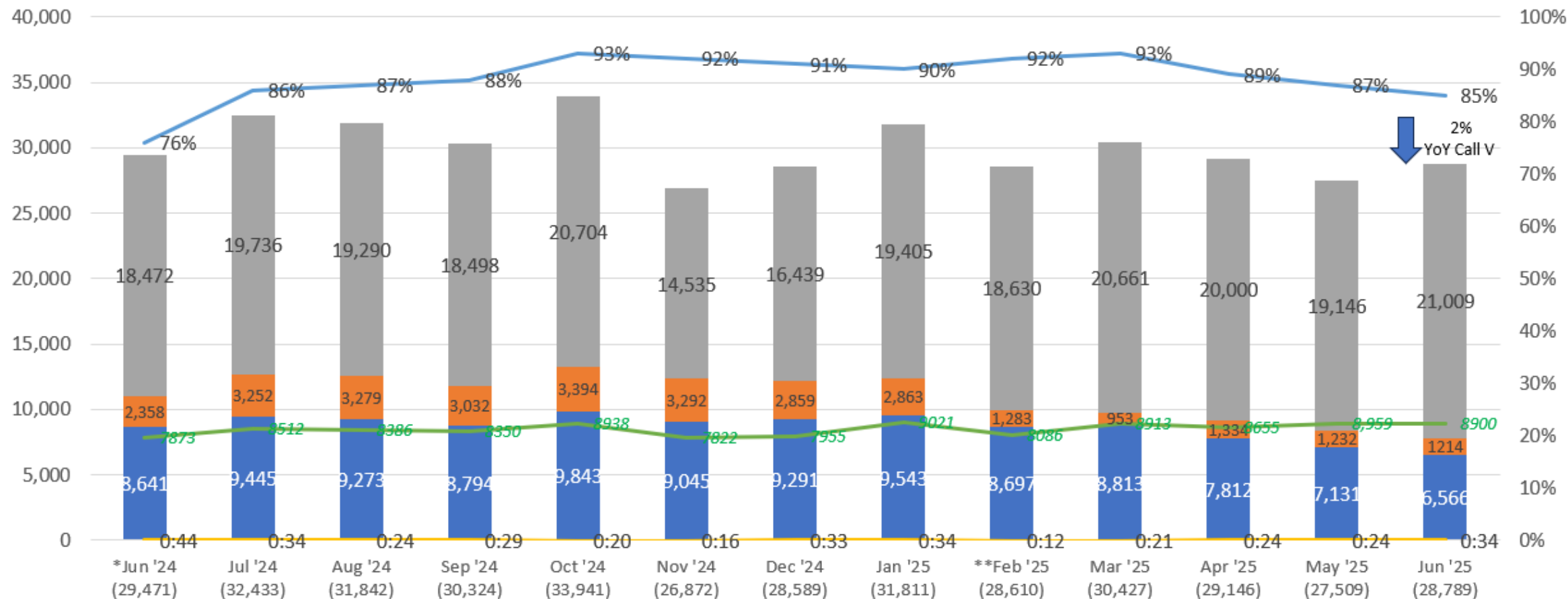
Approved Insights: Volume and total based on all payments since inception; averages and % based on gross payments made between \$0.01-\$981 only

Average Daily Amount: Sum of all gross payments since inception \$0.01-\$981 divided by total days payable in those payments



Call Metrics

Month over Month Call Volume by IVR Skill



*Corporate wide IVR incident 6/24/24

**New status and payment IVR options available 2/13/25

■ New claim skill ■ Payment ■ Existing — ASA — Claims — % Answered in 30

CTPL Digital Insights

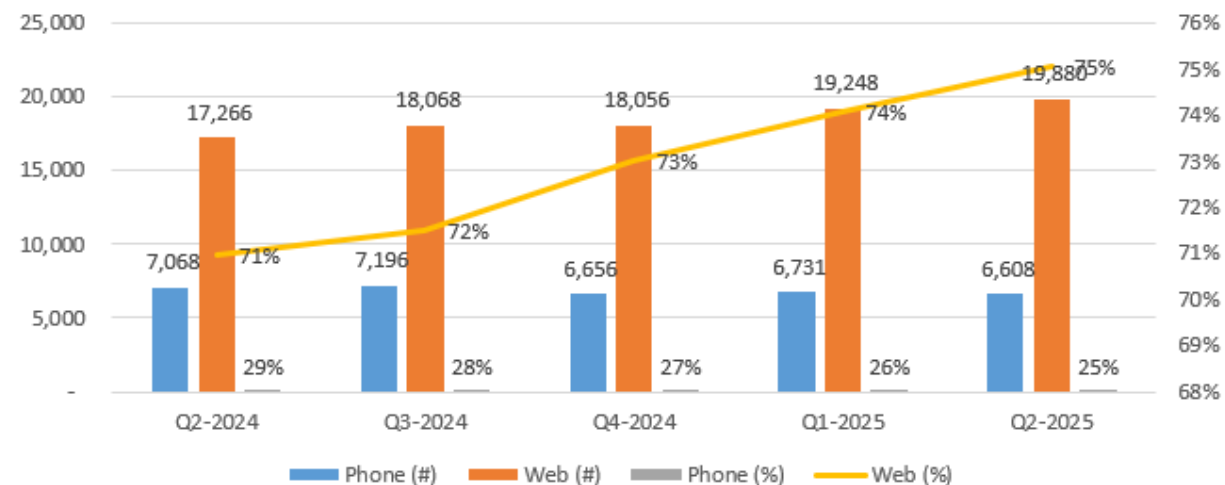
Total Registered Users

- 16,128 registrations were completed in Q2 2025
- 240,347 program registrations since December 2021 (Program to date)

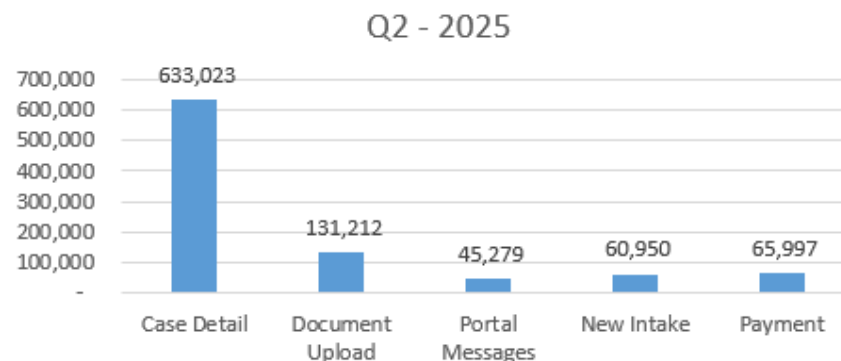
Portal Behaviors

- In Q2 2025, 69,499 unique users logged into the portal
- Users averaged 6 logins during Q2 2025
- The average stay on the portal was 71 secs per user during Q2 2025
- 113,768 new documents were uploaded through the portal in Q2 2025; over 710k form *downloads* since 1/12/24

Intake – Claim Submission



Top 5 Activities Completed in Portal – By Click



Portal Messages Received Quarterly



Digital Communications	Q2 2025	Program To Date
Email opt in for Communications	22,439 85%	286,971
Text Message opt In	22,063 83%	259,859
Portal Messages	Q2 2025	Program To Date
Received	26,056	297,367