



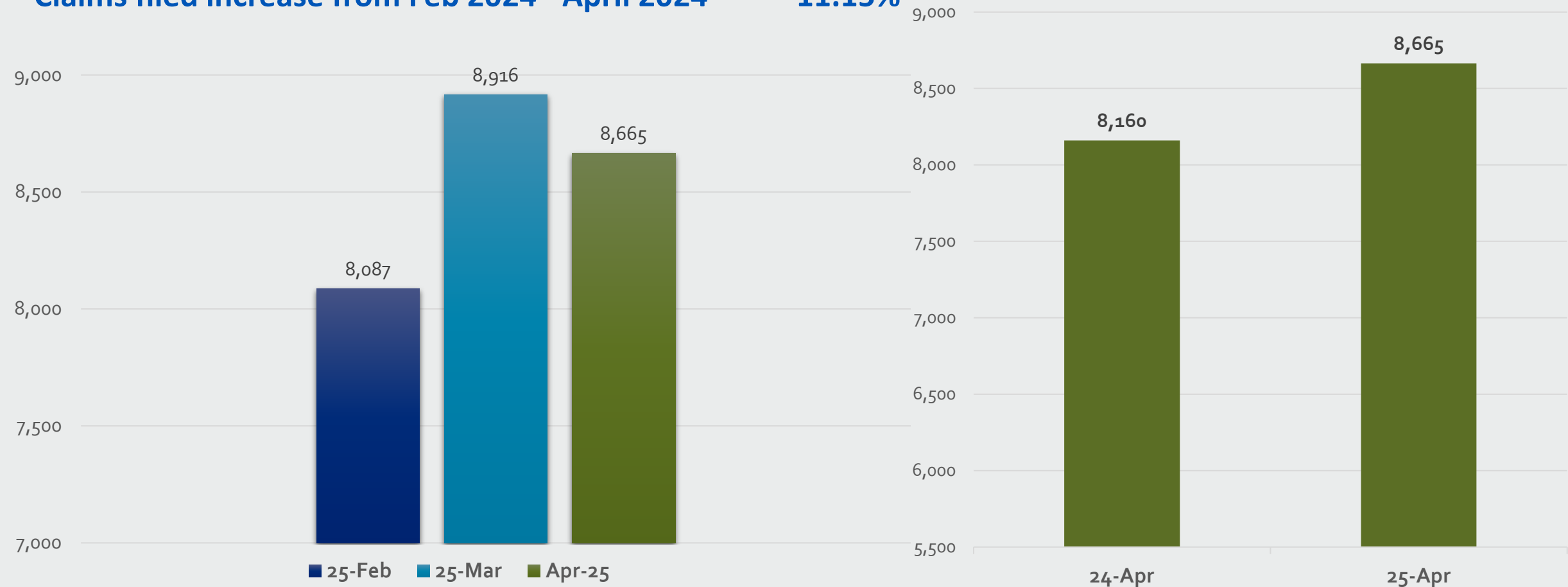
Claims Data
May 8, 2025



Claims filed as of 4/30/25: 318,496

February-April 2025 Three Month Trend Total: 25,668
Monthly Moving Average: 8,556
Claims filed increase from Feb 2024 - April 2024 11.15%

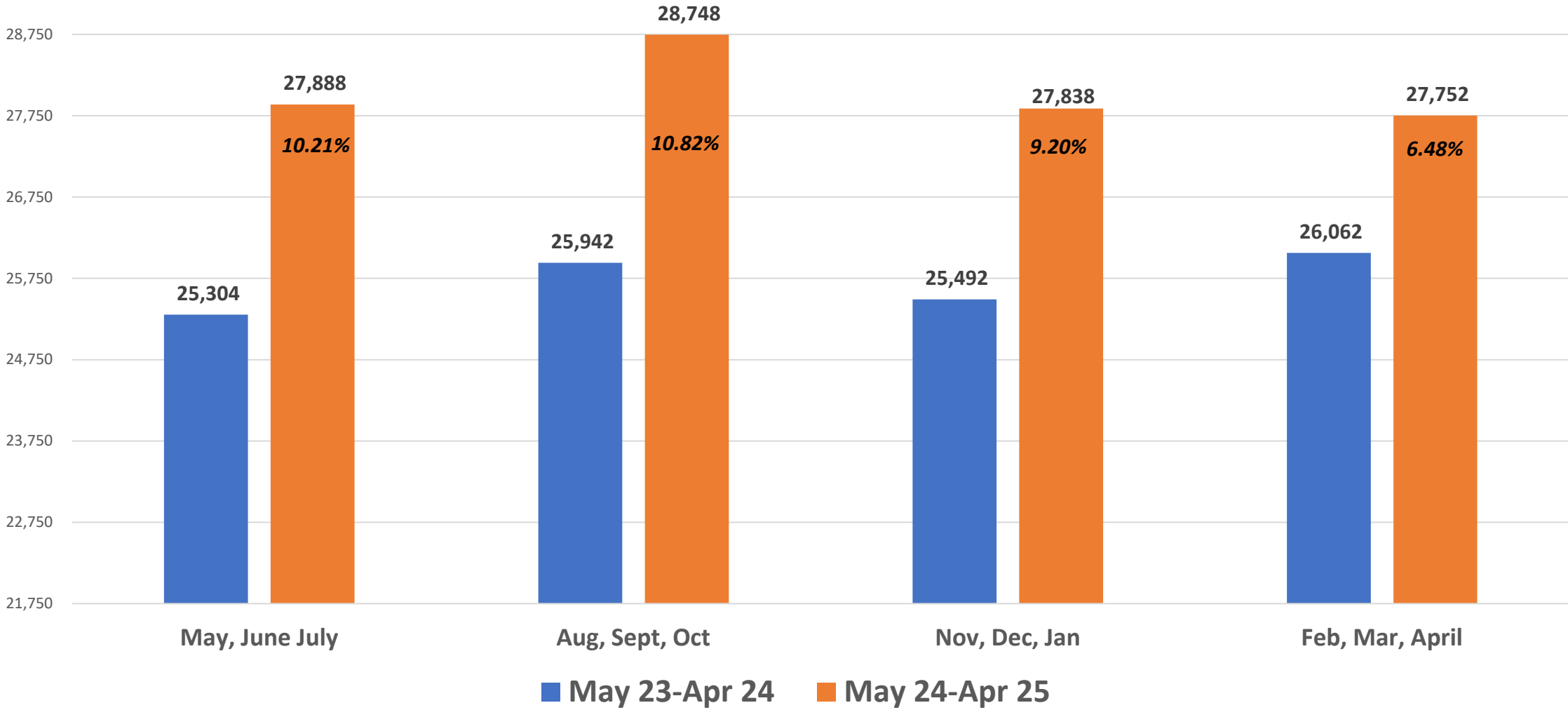
Year Over Year April Increase of 6.19 %





YOY 23-24 & 24-25 3-Month Claims Filed Comparison

Year Over Year Increase of 9,426 Claims 9.17%

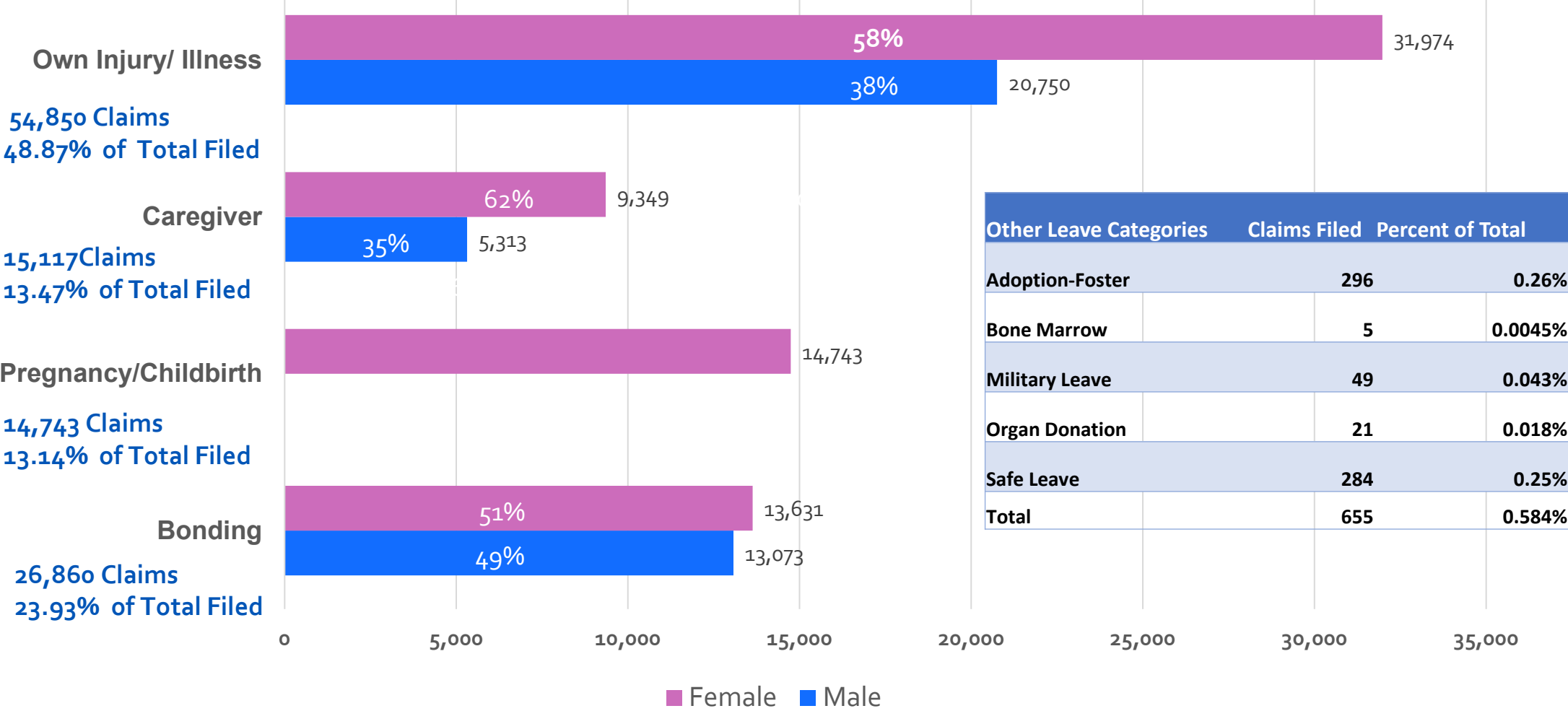


Claims Filed as of 4/30/25 : Cumulative 318,496 May 23- April 24 102,800 May-April 24-25 112,226





Leave Reason by Gender May 2024-April 2025



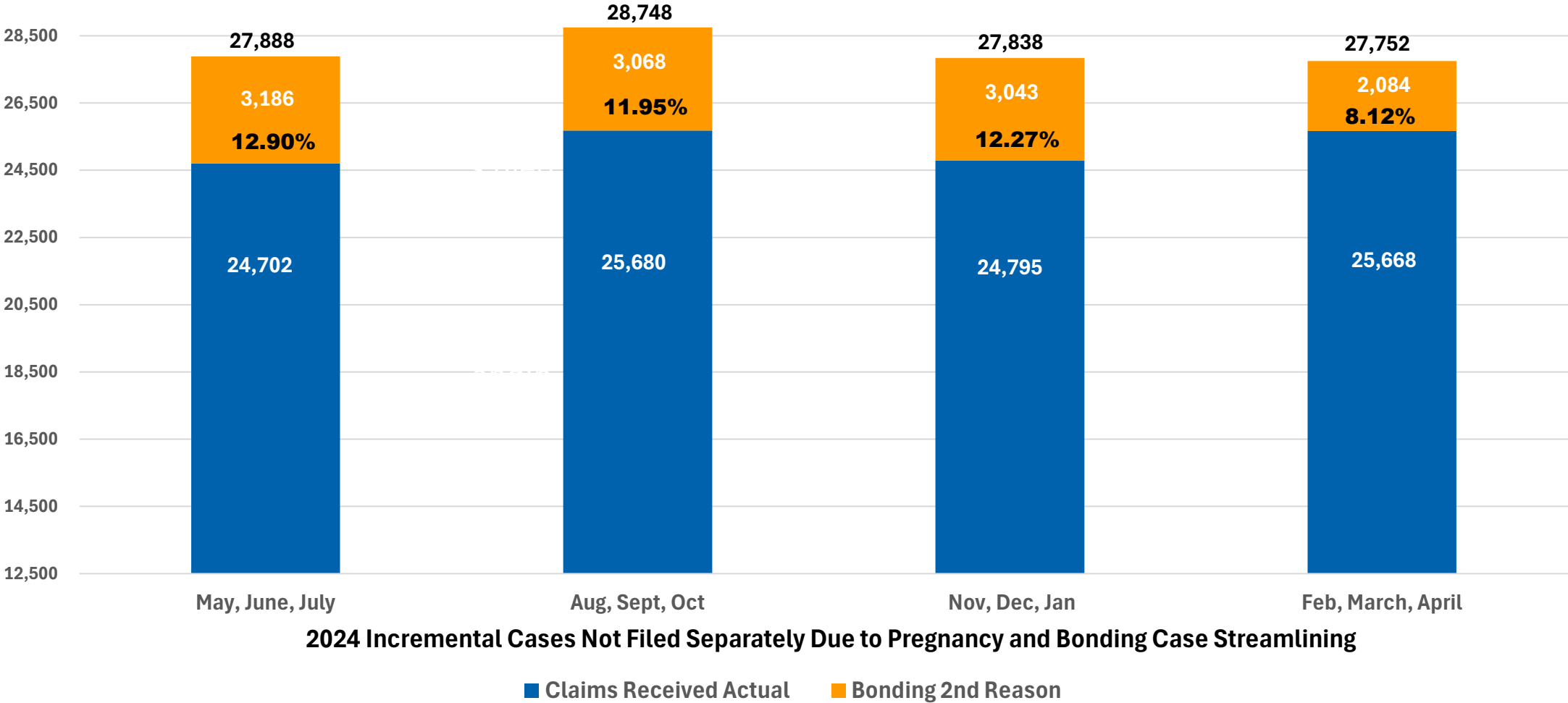
All Leaves Percent by Gender: Female 62.39%, Male 35.03%, Choose not to Answer 2.4%, Non-Binary .16%





YOY 23-24 & 24-25 3-Month Claims Filed with Bonding Segment of Pregnancy as a Separate Case

11,381 Incremental Cases Over Actual Claims Filed 11.29% Increase (12 months ending 4/25)



May 2024 –April 2025 Claims Filed 100,845 - Bonding Segment 11,381 - Total Claims Filed 112,226



Adjudicated Claims Status

Year Over Year Adjudicated Claims Jan-Dec 2023 and 2024

	2023		2024		Change	
Approved	63,782	74.88%	68,045	77.63%	2.75%	↑
Denied	21,398	25.12%	19,605	22.37%	2.75%	↓

2024 Adjudication Including Bonding Segment

		2024	Change	
Approved	80,266	80.37%	5.49% *	↑
Denied	19,605	19.63%	5.49%	↓

* Cumulative change from 2023 Approval/Denial rates

Six Month Claims Adjudication Trend

	Actual			Including Bonding Segment			
Approved	35,552	79.38%		40,679	81.50%	2.18%	↑
Denied	9,236	20.62%		9,236	18.50%	2.18%	↓

As of 4/30/2025

Race and Ethnicity Data

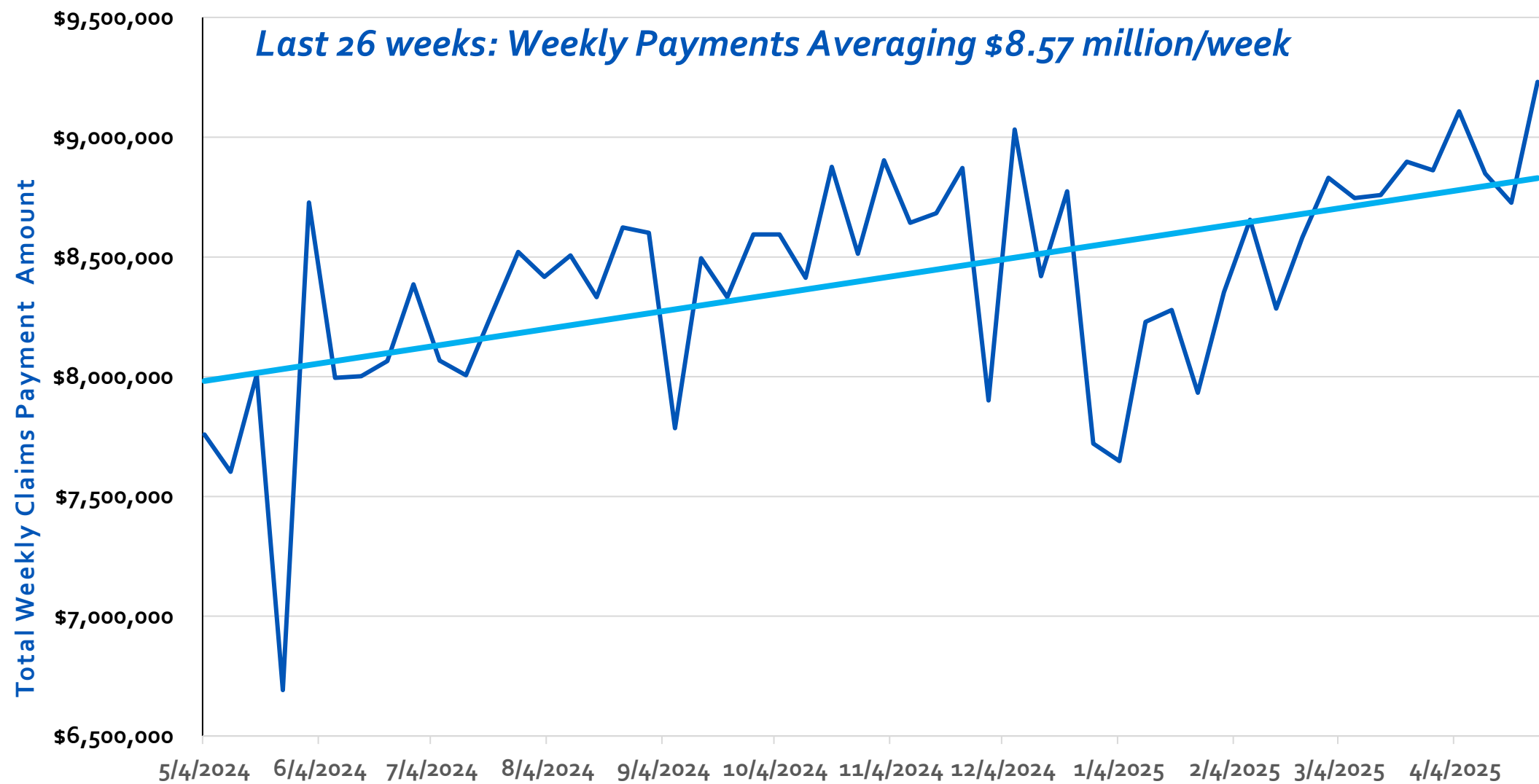
8/1/2023-4/30/25

Race Statistics	Responses	Percent of Responses	Approved %	Denied %
Response Rate	32.68%			
American Indian or Alaska Native	437	0.79%	71.43%	28.57%
Asian	3,107	5.61%	82.32%	17.68%
Black or African American	6,759	12.21%	74.37%	25.63%
Native Hawaiian or Other Pacific Islander	102	0.18%	60.64%	39.36%
White	39,111	70.65%	81.48%	18.52%
Prefer not to answer	4,329	7.82%	77.32%	22.68%
Other-Multiple Category Responses	1,516	2.74%	70.58%	29.42%
Number of Responses	38,602	100.00%		

Ethnicity Statistics	Responses	Percent of Responses	Approved %	Denied %
Response Rate	31.79%			
Hispanic or Latino	10,173	18.89%	76.14%	23.84%
Not Hispanic or Latino	40,889	75.92%	80.92%	19.08%
Prefer not to answer	2,718	5.05%	79.18%	20.82%
Other-Multiple Category Response	78	0.14%	67.57%	32.43%
Total Number of Responses	53,858	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 4/30/22	YTD 2023 thru 4/30/23	YTD 2024 thru *4/30/24	YTD 2025 thru **4/30/25	Cumulative since 1/1/22	YOY 24 to 25 Percentage Increase
Unique Employees	12,297	23,164	28,182	32,619	157,983	15.74%
Total Days Paid	615,940	988,709	1,154,749	1,265,534	10,769,282	9.59%
Total Request for Funds	\$60,464,166	\$101,430,008	\$127,131,610	\$146,730,995	\$1,157,458,440	15.42%

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

46.54% were paid the max weekly benefit

34.79% were paid between the min & max

18.66% were paid below the minimum

Average Daily Amount

*\$104.96

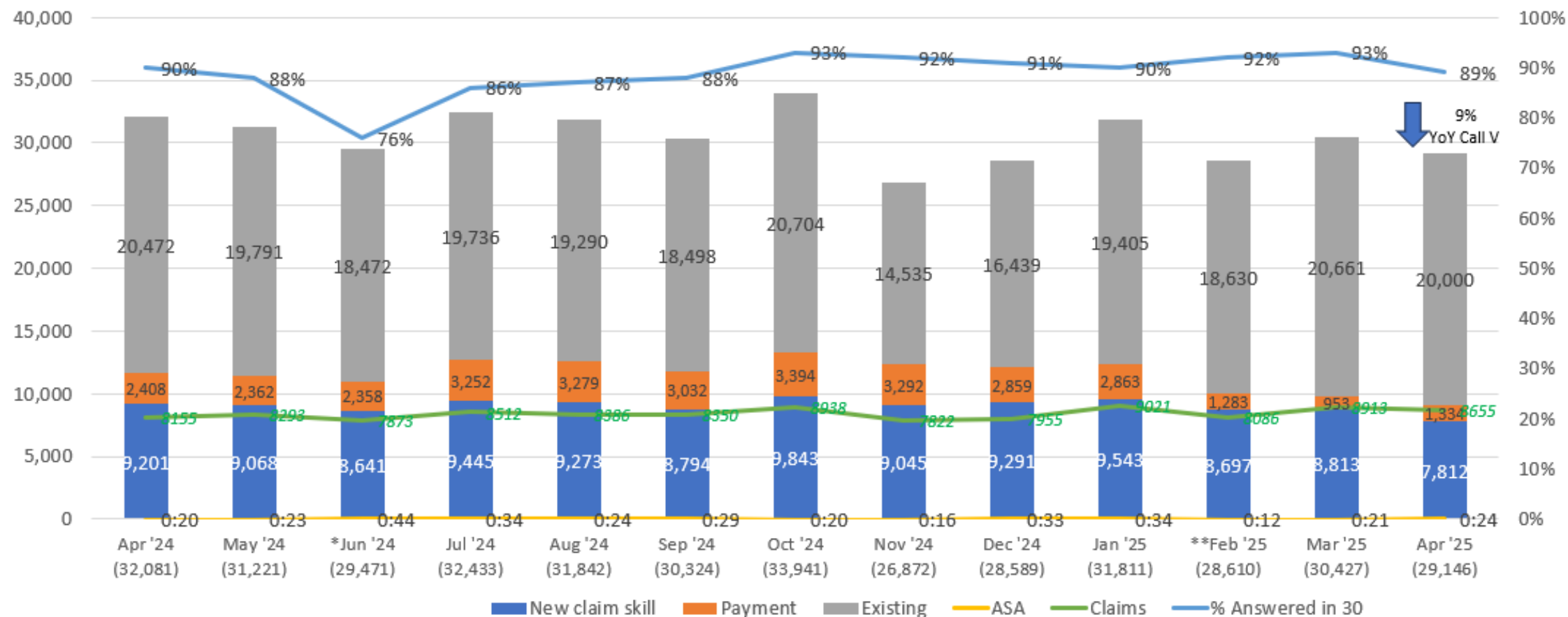
*New max \$941.40 as cases with >= Jan 1, 2024-start dates are paid
**New max \$981 as cases with >= Jan 1, 2025-start dates are paid

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

CTPL Digital Insights

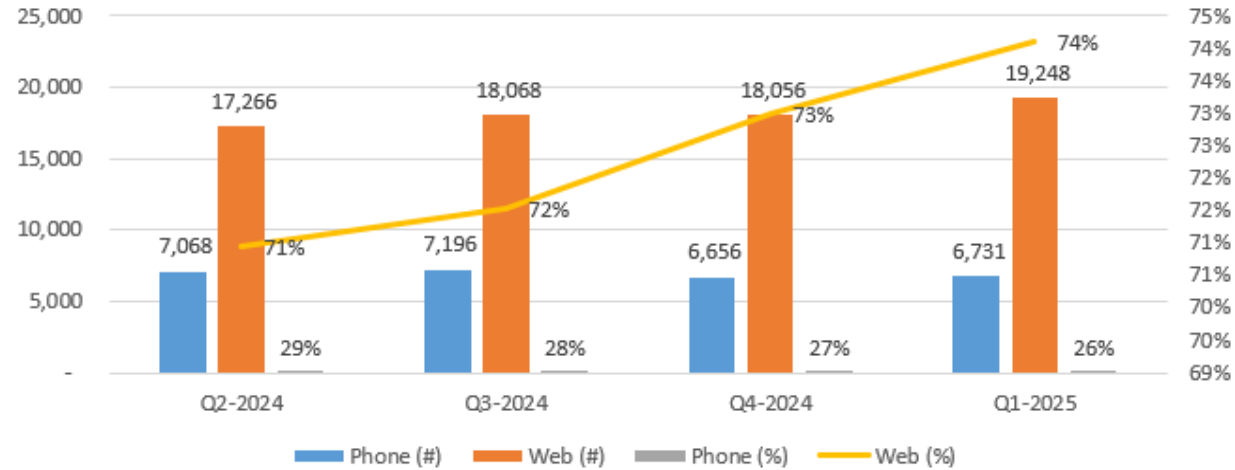
Total Registered Users

- 16,792 registrations were completed in Q1 2025
- 224,219 program registrations since December 2021 (Program to date)

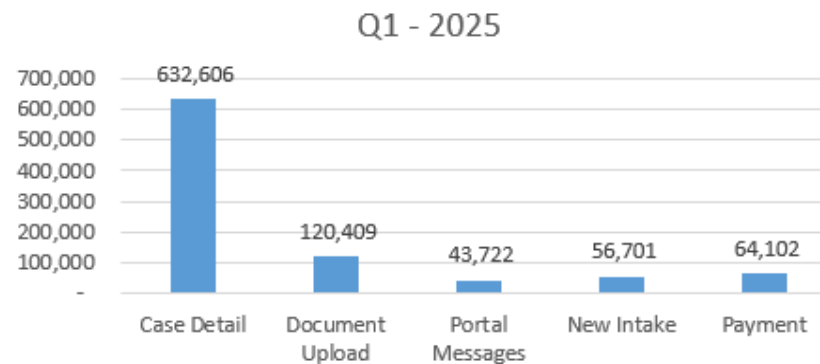
Portal Behaviors

- In Q1 2025, 77,290 unique users logged into the portal
- Users averaged 5 logins during Q1 2025
- The average stay on the portal was 80 secs per user during Q1 2025
- 111,527 new documents were uploaded through the portal in Q1 2025; over 596k form *downloads* since 1/12/24

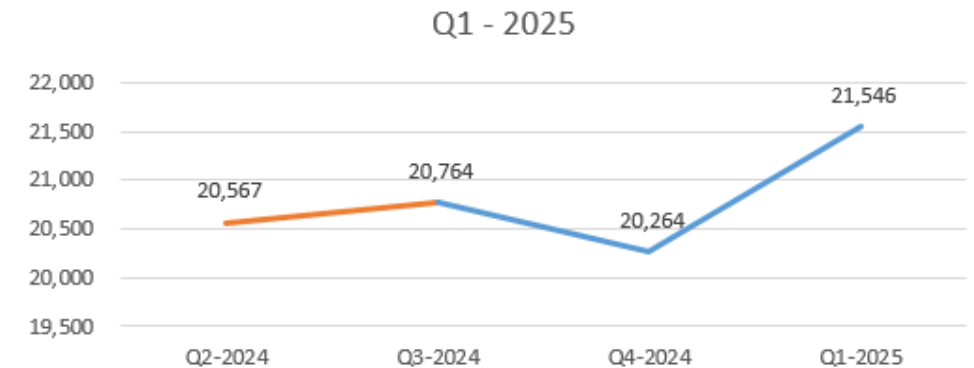
Intake – Claim Submission



Top 5 Activities Completed in Portal – By Click



Portal Messages Received Quarterly



Digital Communications

Email opt in for Communications

Q1 2025

22,027
85%

Program To Date

264,532

Text Message opt In

Q1 2025
21,275
82%

Program To Date
237,796

Portal Messages

Q1 2025

Program To Date

Received

21,546

271,311



ABC Healthcare Inc

Registration Number:
000186749

FEIN Number:
23-9547841

DBA:

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[Payment Methods](#)

[Outstanding Items](#)

[Claims](#)

Employee Claims information is accessible only to individuals who have been previously authorized by their organization/company and provided the appropriate credentials by the CT Paid Leave Authority. In order to request access, please follow the instructions found on Step 5 of the [I am an Employer](#) page.



Employee Claims (Case Number)

1

[Export Claim Data](#)

Please note that claim information is not available before a decision has been issued for the claim (e.g. approval, denial, exhaustion). Pending claims will not be shown. In addition, claims older than 12 months will no longer be visible in the portal. If you have questions about a specific claim or claim status, please submit a [Contact Us](#) request with the Contact Reason: Benefit Questions.

CLAIM CASE NUMBER	FIRST NAME	LAST NAME	CLAIM DECISION	CLAIM START DATE	CLAIM END DATE
75740719	Royal	Waller	Denied	Mar 26, 2024	Apr 30, 2024
68093376	John	Fisher	Denied	Mar 29, 2024	May 17, 2024
83958931	Wilbur	Copeland	Approved	Jan 2, 2024	May 31, 2024



PFML Claim:

83958931

Claim Start Date:
2024-01-02

Claim End Date:
2024-05-31

[Return to Account](#)

Claim Information

Claim Case Number
83958931

First Name
Wilbur

Last Name
Copeland

Leave Reason
Military Leave

Leave Schedule Type
Intermittent

Claim Decision
Approved

Claim Start Date
1/2/2024

Claim End Date
5/31/2024

Anticipated Weekly Benefit Amount
\$560.60

> System Information



Related Case (Claim) Payments

CLAIM CASE NUMBER	EMPLOYEE NAME	PAY FROM DATE	PAY TO DATE	GROSS BENEFIT AMOUNT
83958931	Wilbur Copeland	Jan 12, 2024	Jan 14, 2024	\$336.36
83958931	Wilbur Copeland	Jan 18, 2024	Jan 22, 2024	\$448.48
83958931	Wilbur Copeland	Jan 23, 2024	Jan 29, 2024	\$560.60
83958931	Wilbur Copeland	Jan 30, 2024	Feb 5, 2024	\$560.60
83958931	Wilbur Copeland	Feb 6, 2024	Feb 12, 2024	\$560.60
83958931	Wilbur Copeland	Feb 13, 2024	Feb 19, 2024	\$560.60
83958931	Wilbur Copeland	Feb 20, 2024	Feb 26, 2024	\$560.60
83958931	Wilbur Copeland	Feb 27, 2024	Feb 28, 2024	\$112.12
83958931	Wilbur Copeland	Mar 1, 2024	Mar 5, 2024	\$448.48
83958931	Wilbur Copeland	Mar 6, 2024	Mar 12, 2024	\$560.60
83958931	Wilbur Copeland	Mar 13, 2024	Mar 19, 2024	\$560.60
83958931	Wilbur Copeland	Mar 20, 2024	Mar 26, 2024	\$560.60
83958931	Wilbur Copeland	Mar 27, 2024	Apr 2, 2024	\$560.60
83958931	Wilbur Copeland	Apr 3, 2024	Apr 6, 2024	\$336.36