

Scheme Operations — Weekly Summary

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Weekly Summary — Scheme Operations

****Period:**** 23-29 March 2026

****Generated by:**** Scheduled task (fee-impact)

Volume

- Items processed: 76 (prev week: 54, +40.7%)
- Urgent items: 7 (prev: 7)
- Average resolution time: 4.0 days (prev: 3.4)

Top Categories

1. Visa — 26% of volume
2. Mastercard — 18% of volume
3. AMEX — 12% of volume
4. UnionPay — 12% of volume

Trends

- Volume trending UP 40.7% week-over-week
- Urgent volume within normal range
- Average value difference: within target

Action Items Carried Forward

- 3 items from last week still unresolved
- Oldest open item: SO-37326 (3 days old)
- No recurring patterns detected