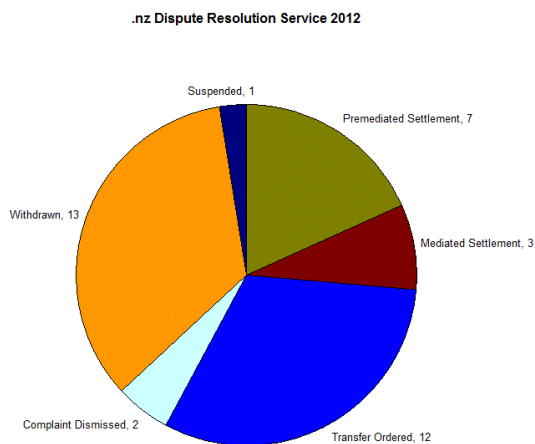


Summary of Dispute Resolution Service Data for 2012

For the 2012 calendar year, to the end of December, there have been a total of 38 valid complaints.

Of the 38 valid complaints received during 2012, so far 37 have reached their conclusion - one is suspended as a consequence of legal action. 13 complaints have been withdrawn by the complainant.

The Expert ordered a transfer in 12 of the cases. Two were dismissed. These decisions have been implemented.



| Month | Complaints | Premediated settlement | Mediated settlement | Transfer ordered | Dispute dismissed | Cancellation ordered | Dispute withdrawn |
|-----------------|------------|------------------------|---------------------|------------------|-------------------|----------------------|-------------------|
| Total 12 | 38 | 7 | 3 | 12 | 2 | 0 | 13 |
| 12-2012 | 2 | 1 | 0 | 0 | 0 | 0 | 1 |
| 11-2012 | 4 | 2 | 1 | 0 | 0 | 0 | 1 |
| 10-2012 | 2 | 0 | 0 | 1 | 0 | 0 | 1 |
| 9-2012 | 3 | 1 | 0 | 0 | 0 | 0 | 2 |
| 8-2012 | 4 | 0 | 1 | 2 | 0 | 0 | 1 |
| 7-2012 | 3 | 0 | 1 | 1 | 0 | 0 | 1 |
| 6-2012 | 3 | 1 | 0 | 1 | 0 | 0 | 1 |
| 5-2012 | 7 | 1 | 0 | 4 | 2 | 0 | 0 |
| 4-2012 | 2 | 0 | 0 | 1 | 0 | 0 | 1 |
| 3-2012 | 3 | 0 | 0 | 0 | 0 | 0 | 3 |
| 2-2012 | 2 | 0 | 0 | 1 | 0 | 0 | 0 |
| 1-2012 | 3 | 1 | 0 | 1 | 0 | 0 | 1 |