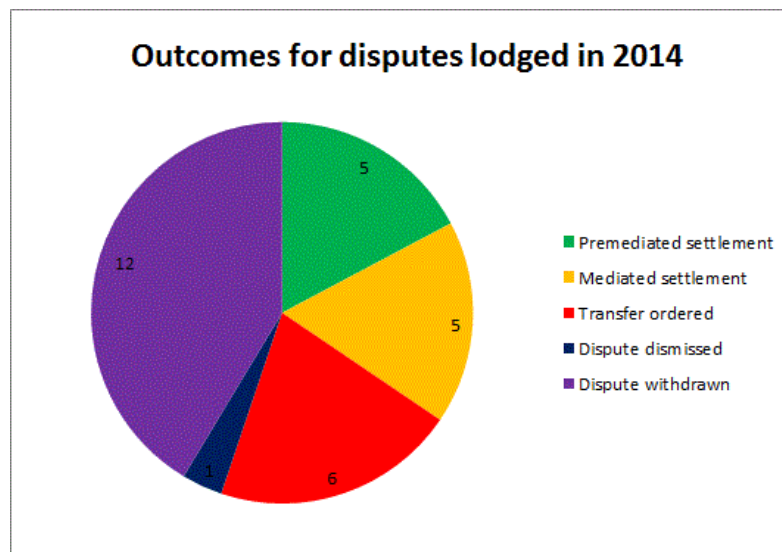


Summary of Dispute Resolution Service Data for 2014

For the 2014 calendar year, to the end of December there have been a total of 29 complaints that have meet policy requirements.

There have been seven disputes that have been sent to expert determination, resulting in six transfers, and one dismissal. There have been a total of five disputed settled at mediation, and five disputes that have been settled prior to mediation. Also, 12 disputes have been withdrawn for various reasons.

At the time of writing this summary, a total of five disputes are in various stages of processing.



Month	Complaints	Premediated settlement	Mediated settlement	Transfer ordered	Dispute dismissed	Cancellation ordered	Dispute withdrawn
Total to date 2014	29	5	5	6	1		12
Dec-14	4			1			3
Nov-14	3		1				2
Oct-14	2	1	1				
Sep-14	1		1				
Aug-14	1			1			
Jul-14	2			1			1
Jun-14	3		2	1			
May-14	3	1					2
Apr-14	2	1			1		

Mar-14	4						4
Feb-14	2	2					
Jan-14	2			2			