

	Number	Percent	Notes:
Number of Disputes Received:	39		Total number of disputes submitted (accepted, not accepted, eligible, ineligible)
Number Settled in Conciliation	3		
Number Settled in Mediations:	1		
Number Settled in Adjudications:	2		
Number Waiting on Trader:	10		
Domestic Disputes:			Consumer and Trader in same country
Item/Service Not Received	2	25.00%	
Item/Service Not as Described	2	25.00%	
Late Delivery	0	0.00%	
Payment for Cancelled Transaction	0	0.00%	
Charged Twice	0	0.00%	
Incorrect Amount Charged	0	0.00%	
Fraudulent Transaction	4	50.00%	
Settlement Not Fulfilled	0	0.00%	
Other	0	0.00%	
Total:	8		
Ineligible Total			
Cross-border Disputes:			Consumer and Trader in different countries - how do we handle multi-national?
Item/Service Not Received	12	44.44%	
Item/Service Not as Described	6	22.22%	
Late Delivery	2	7.41%	
Payment for Cancelled Transaction	1	3.70%	
Charged Twice	1	3.70%	
Incorrect Amount Charged	1	3.70%	
Fraudulent Transaction	1	3.70%	
Settlement Not Fulfilled	2	7.41%	
Other	1	3.70%	
Total:	27		
Ineligible Total	2		
Ineligible Disputes:			
Did not contact trader first	0	0.00%	from Case Registration

Already pursued ADR	0	0.00%	from Case Registration
Transaction date outside of range	0	0.00%	from Case Registration
Consumer dropped out	---	0%	after Case starts; how do we measure? Administrator notified by email
Trader dropped out	---	0%	after Case starts; how do we measure? Administrator notified by email
Consumer lied	---	0%	how do we measure this? Mediator/Adjudicator would notify administration
Frivolous or vexatious dispute	---	0%	is this part of Trader refusal? Trader notify Administrator
Trader refused case		0.00%	Trader declined (and did not pay) on Cases page
Total:	2		
Trader Never Responded	10		
Discontinued Cases:			Operational reasons
Settlement Rejected	0	0.00%	
Other	19	100.00%	
Total:	19		
Average Time To Resolve:			Difference between when case submitted by consumer and resolution/outcome is reached
All Disputes	---		
Domestic Disputes	---		
Cross-border Disputes	---		
Beyond 90 days	---		