

Year of reference (RY)	QUADRA Received requests for mediation in RY	% mediation actually held out of total requests	% nationwide (hypothetic)	QUADRA settlement rate	Nationwide settlement rate	% Quadra fees on average dispute value
2015	137	36,50%		24,00%		1,63%
2014	116	28,45%	27,65%	63,64%	47,40%	1,46%
2013	33	27,27%	20,61%	77,78%	49,25%	0,90%
2012	121	37,19%	17,29%	44,44%	41,37%	0,53%
2011	19	31,58%	20,28%	83,33%	53,16%	0,98%

QUADRA STATS at NOVEMBER 30, 2015