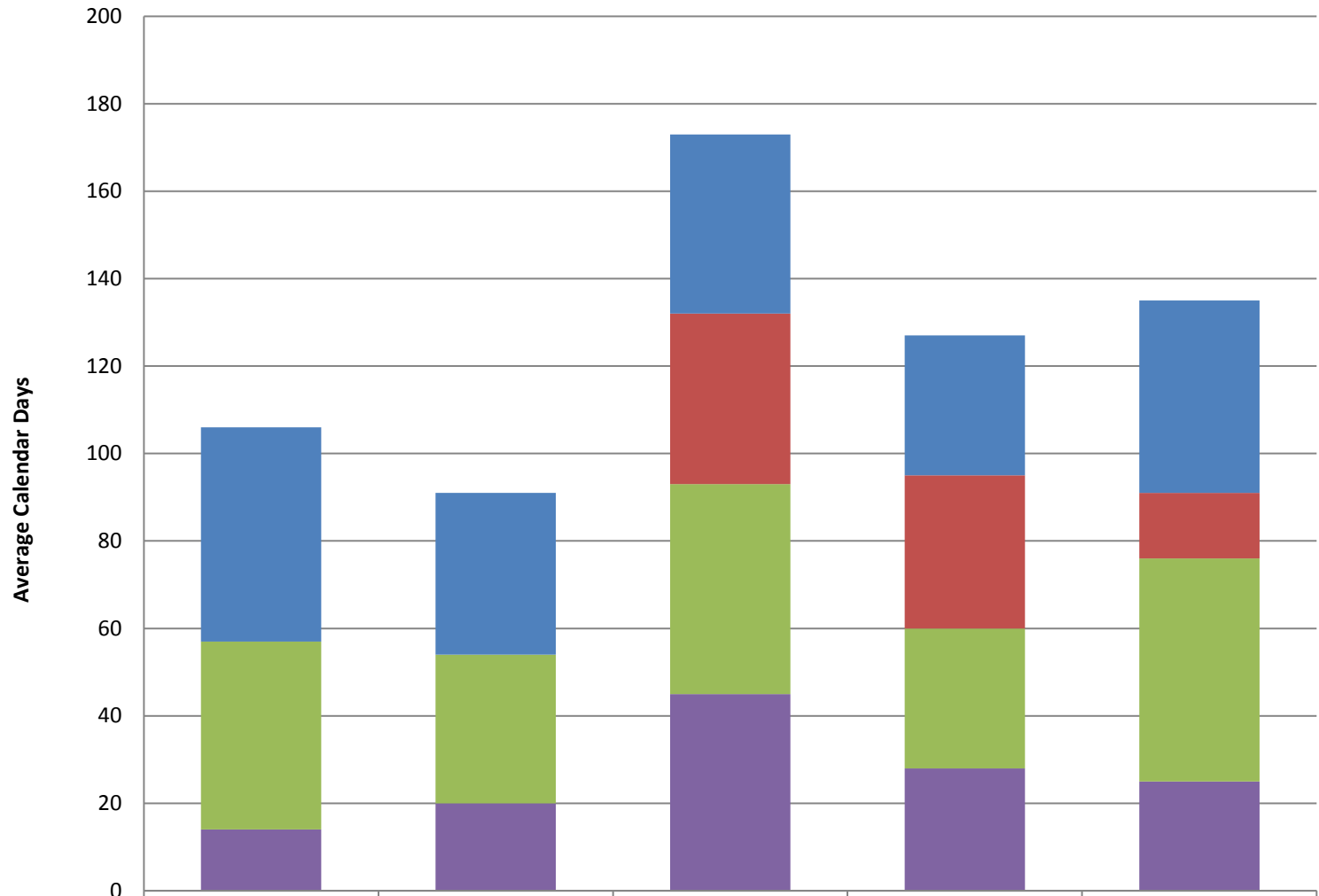


Post-Investigation ADR Timeliness Trends, Process Overview



NOTE: AIP - Agreement in Principle

■ Settlement Date to Order	49	37	41	32	44
■ Mediation Date to AIP Date	0	0	39	35	15
■ Agreement Date to Mediation Date	43	34	48	32	51
■ Offer to Agreement Date	14	20	45	28	25