Alternative Dispute Resolution

Updates

Preliminary

As of April 30, 2018

This ADR update records in brief the collective accomplishments of NCMB during the month of April 2018.

I. PREVENTIVE MEDIATION (PM)

- 33 cases pending at the beginning of the year
 160 new cases filed since January (39 cases filed in April)
 193 total cases handled as of April 30, 2018
 155 net total cases handled (193 total cases handled less 38 pending cases within the process cycle time (PCT)
- Disposition rate: 88% (137 of the 155 net total cases handled)
 - o 97 cases disposed within the process cycle time (PCT = 60 days)
 - 40 cases disposed beyond PCT
- Settlement rate: 86% (133 of the 155 net total cases handled)
- Average duration to settle: 29 days
- 56 cases pending as of April 30, 2018
 - o 38 pending cases are 35 days old or younger
 - o 18 pending cases are older than the PCT
- Monetary benefits: Php25,429,431 benefitting 1,075 workers

II. NOTICES OF STRIKE/LOCKOUT (NS/L)

- 31 cases pending at the beginning of the year
 65 new cases filed since January (16 cases filed in April)
 96 total cases handled as of April 30, 2018
 70 net total cases handled (96 total cases handled less 26 pending cases within the process cycle time (PCT)
- Disposition rate: 67% (47 of the 70 net total cases handled)
 - 38 cases disposed within the process cycle time (PCT = 60 days)
 - 9 cases disposed beyond PCT
- Two (2) cases materialized into actual strike
- One (1) case certified for compulsory arbitration
- Settlement rate: 60% (42 of the 70 net total cases handled)
- Average duration to settle: 82 days
- 49 cases pending as of April 30, 2018
 - 26 pending cases are 45 days old or younger
 - o 23 pending cases are older than the PCT

Monetary benefits: Php157,570,346 benefitting 1,922 workers

Mandays saved: 774,780 *

*computed as average strike duration for last five years multiplied by the number of workers involved in NS/L handled during the reporting period.

ACTUAL STRIKES/LOCKOUTS (AS/L)

Two (2) work stoppages were monitored since January 2018

Both work stoppages were settled/disposed

• Total man-days lost: 2,660

Disposition rate: 100% (2 of the 2 strikes handled)

Monetary benefits: Php1,684,103,754 benefitting 251 workers

IV. GOVERNMENT INTERVENTION IN LABOR DISPUTES (Comparative 2017–2018)

	20	17 (Jan. 1	L – Apr. 30	0)	2018 (Jan. 1 - Apr. 30)					
Particulars	No. Cases Handled	AJ	CCA	Total AJ & CCA	No. Cases Handled	AJ	CCA	Total AJ & CCA		
Actual Strikes/Lockouts	8	0	0	0	2	0	0	0		
Notices of Strike/Lockout	86	0	0	0	96	0	1	1		
Preventive Mediation	216	0	0	0	193	0	0	0		
Total	310	0	0	0	291	0	1	1		
% of AJ/CCA to Total Cases Handled		0.00%	0.00%	0.00%		0.00%	0.34%	0.34%		

٧. ISSUES INVOLVED IN NEWLY FILED LABOR DISPUTES (Jan. 1 - Apr. 30, 2018)

	No. of New	ISSUES INVOLVED							
Case Type	Cases Filed	Unfair Labor Practice (ULP)	Bargaining Deadlock (BD)	ULP/BD					
Actual Strike/Lockout	2	1	1	0					
Notices of Strike/Lockout	65	49	14	2					
Preventive Mediation	160	131	20	9					
Total New Cases	227	181	35	11					

VI. SINGLE ENTRY APPROACH (SEnA)

- 375 Requests for assistance (RFAs) pending at the beginning of the year 1,972 new RFAs filed since January 2018 (382 cases filed in April)
 - 2,347 total RFAs handled during the period
 - 2, 098 net total RFAs handled (2,347 total RFAs handled less 249 pending RFAs within the process cycle time (PCT)
- Disposition rate: 92% (1,931 of the 2,098 net total RFAs handled)
 - 1,781 RFAs disposed within the process cycle time(PCT = 30+15 days)
 - 150 RFAs disposed beyond the PCT
- Settlement rate: 59% (1,228 of the 2,098 net total RFAs handled)
 - 1,167 RFAs settled within the process cycle time(PCT = 30 days +15 days)
 - o 61 RFAs settled beyond the process cycle time
- Average duration to settle: 19 days

- 416 pending RFAs as of April 30, 2018
 - o 249 pending RFAs are 30 days old or younger
 - o 167 pending RFAs are older than 30 days
- Monetary benefits: Php72,934,377.89 benefitting 1,804 workers

No. of RFAs Filed, Settled, Monetary Benefits and Workers Benefitted: Philippines 2014-2018

Year	No. of RFAs Filed	No. of RFAs Settled	Monetary Benefits	Workers Benefitted
2014	5,854	4,801	128,766,931	4,650
2015	5,508	4,501	190,390,407	4,579
2016	5,981	4,561	192,548,347	5,157
2017	6,200	3,923	256,314,330	5,575
2018 (April)	1,972	1,228	72,934,378	1,804
Total	25,515	19,014	840,954,393	21,765

VII. VOLUNTARY ARBITRATION (VA)

- 329 cases pending at the beginning of the year
 - 156 new VA cases submitted since January 2018 (27 cases in April)
 - 485 cases handled during the period.
 - 376 net total cases handled (485 total cases handled less 109 pending cases within the process cycle time (PCT)
- 96 cases disposed since January 2018
- 26% disposition rate (96 of the 376 net total cases handled)
 - 9 cases disposed within the process cycle time (PCT=90 days)
 - o 87 cases were disposed beyond the PCT
- Average duration to decide;
 - 223 days from the date of acceptance by the arbitrator
 - o 31 days from submission for resolution
- 389 cases pending as of April 30, 2018
 - o 109 pending cases are 90 days old or younger
 - 280 pending cases are older than 90 days
- Monetary benefits: Php261,340,241.47 benefitting 170 workers

No. of VA Cases Handled, Monetary Benefits and Workers Benefitted Philippines 2014-2018

Year	No. new of VA Submitted	Monetary Benefits	Workers Benefitted
2014	242	413,567,384	1,231
2015	305	472,017,539	3,908
2016	406	1,069,775,449	364
2017	527	1,196,166,600	828
2018 (April)	156	261,340,241	170
Total	1,636	3,412,867,214	6,501

VIII. WORKPLACE RELATIONS ENHANCEMENT

- 102 LMCs facilitated since January 2018 (32 in organized companies and 70 in unorganized companies)
- 765 LMCs enhanced (403 in organized companies and 362 in unorganized companies)

• 1,608 companies reached through promotional/pre-facilitation activities since January 2018

3,311 existing LMCs nationwide as of April 30, 2018 (1,503 in organized

companies; 1,808 in unorganized establishments)

 97.5% or 3,064 out of 3,144 companies with LMCs were not involved in AS/L, NS/L, PM cases during the period

IX. CONVERGENCE PROGRAM

• LMCs Enhanced through convergence programs since January 2018:

 244 LMCs enhanced through convergence program with NWPC (productivity), 240 LMCs in OSHC and ECC on occupational safety and 296 LMCs in health and with BWSC on family welfare program

X. GRIEVANCE MACHINERY (GM)

25 GMs were operationalized in organized establishments since January 2018

71 GMs institutionalized in unorganized establishments

- 781 GMs enhanced (428 in organized and 353 in unorganized establishments)
- 3,722 existing/active GMs nationwide as of April 30, 2018 (1,870 in organized establishments; 1,852 in unorganized establishments)
- 97.7% or 3,636 out of 3,722 existing/active GMs were not involved in AS/L, NS/L, PM cases during the period

SHIRLEY M. PASCUAL, CESO III

Samuel

Executive Director IV

09 May 2018

Table 1. Comparative Summary of Conciliation-Mediation Cases, Philippines
As of April 30, 2018

	A. Actual	Strikes/Loc	kouts (ASL)	B. Notices of	of Strikes/Lo	ckouts (NSL)	C. Preventi	ve Mediation	Cases (PM)
Indicator	2017	2018	% change	2017	2018	% change	2017	2018	% change
Pending, beginning of period	6	0		37	31		38	33	
New cases filed/declared Cases treated as PM Total PM Cases Filed	5	2	-60%	49	65	33%	177 1 178	160 0 160	-10%
Total Cases Handled	11	2		86	96		216	193	
Workers involved in new cases	782	315	-60%	8,190	16,433	101%	31,958	24,023	-25%
Mandays Lost	167,780	2,660	-98%						
Cases Disposed	7	2		50	47		162	137	
Settled	2	2		47	42 0		156 0	133 0	
Assumed Jurisdiction (AJ)	4	0		0	U			0	
Certified for Compulsory Arbitration (CCA)	0	0		0	1		0		
Materialized into Actual S/L (MAS)	0	0		3	2		2	0	
Materialized into Notice of S/L (MSN)	0	0		0	0		4	4	
Subsumed/Consolidated to AJ/CCA	0	0		0	0		0	0	
Referred to Compulsory Arbitration	0	0		0	0		0	0	
Referred to Voluntary Arbitration	0	0		0	0		0	0	
Others	1	0		0	2		0	0	
Disposition Rate (Work Normalization on AS/L)	70%	100%	30%	71%	67%	-4%	88%	88%	0%
Settlement Rate	20%	100%	80%	67%	60%	-7%	85%	86%	1%
Success Rate **	- 1	-		96.51%	97 92%	1%	99%	100%	1%
Dispute Management Rate ***	99.01%	99.31%	-0.3%				- <		
Pending, end of period	4	0		36	49		54	56	

^{**}Conciliation Success Rate (or success rate in short) - reflects the result of the Board's conciliation-mediation efforts to prevent potential labor disputes from maturing into full-blown labor disputes. It is computed as N-MAS/N where N is the total number of cases handled and MAS the cases that materialized into Actual Strike/s. Success rate is computed separately for NSL and PM cases

^{***} Dispute Management Rate reflects the result of the Board's overall efforts in minimizing the occurrence of Actual Strikes thru efficient and effective handling of labor disputes. Formula TNSC-MAS/TNSC, where TNSC (Total Non-Strike Cases) is the combined NSL and PM cases handled.

Table 2. Statistics on Strikes/Lockouts by Month, Philippines: 2017 and 2018
As of April 30, 2018

Month	1	Strikes/ Declared	Cases Disposed			at the End Period	Workers	Involved	Manda	ys Lost
Month	2017	2018/p	2017	2018/p	2017	2018/p	2017	2018/p	2017	2018/p
TOTAL	5	2	7	2			782	315	167,780	2,660
lonuary	0	1	2	0	4	1	0	70	120,348	140
January February	1	1	1	1	4	0	214	245	14,488	2,170
March		0	0	1	5	0	138	0	16,668	350
	3	0	4	0	4	0	430	0	16,276	0
April	1	0	1	0	4	0	263	0	18,040	0
May	0	0	2	0	2	0	0	0	15,738	0
lune	1	0	2	0	1	0	294	0	13,346	0
July	2	0	0	0	3	0	140	0	9,278	0
August	0	0	1	0	2	0	0	0	10,894	0
September Setalana	0	0	2	0	0	0	0	0	4,408	0
October	0	0	0	0		0	0	0	0	0
November	0	0	0	0	0	0	0	0	0	0
December		Ŭ I	Ü							
TOTAL	9	2	15	2			1,479	315	239,484	2,660
Pending Beginning (2017)		6								
Pending Beginning (2018)		0								

Table 3. Actual Strikes/Lockouts Handled, By Manner of Disposition and Month: Philippines
As of April 11, 2018

							1	JULY	AUG	SEPT	OCT	NOV	DEC
	Tabel	JAN	FEB	MAR	APR	MAY	JUNE	JULT	700				0
Indicator	Total	07111				0	0	0	0	0	0	0	0
ending, beginning of period	0	0	1	1	0		0	0	0	0	0	0	0
ew Actual Strikes/Lockouts declared	2	1	1	0	0	0	0	0	0	0	0	0	0
	2	1	2	1	0	0		0	0	0	0	0	0
otal Cases Handled	315	70	245	0	0	0	0	0					0
orkers involved in strikes/lockouts declared during the period			100	0	0	0	0	0	0	0	0	0	0
landays Lost, to date	2,660	2,170	490		0	0	0	0	0	0	0	0	0
Nork Normalized	2	0	1	,		0	0	0	0	0	0	0	0
Settled	2	0	1 0	0	0	0	0	0	0	0	0	0	0
Assumed Jurisdiction	0	0	0	0	0	0	0	0	0	0	0	0	0
Subsumed/Consolidated to AJ/CCA	0	0	0	0	0	0		0	0	0	0	0	0
Others	0	1	1	0	0	0	0	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0
Pending, end of period	100%	#DIV/0!	100%	100%	#DIV/0!	#DIV/0!			#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/
Work Normalization Rate	100%	#DIV/0!	100%	100%	#DIV/0!	#DIV/0	#DIV/0!			0	0	0	0
Settlement Rate	17	0	2	31	0	0	0	0	0				
Duration to Dispose	1												

Table 4. Actual Strikes/Lockouts Handled, By Manner of Disposition and Region: Philippines As of April 30, 2018

								REGIO	N/p								
Indicator	Total	NCR	CAR	R01	R02	R03	R04-A	R04-B	R05	R06	R07	R08	R09	R10	R11	R12	R13
Pending, beginning of period	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
New Actual Strikes/Lockouts declared	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Cases Handled	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Workers involved in strikes/lockouts declared during the period	315	315	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mandays Lost, to date	2,660	2,660	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Work Normalized	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Settled Assumed Jurisdiction Certified for Compulsory Arbitration Subsumed/Consolidated to AJ/CCA Others	2 0 0 0 0	2 0 0 0 0	0 0 0 0	0 0 0 0 0	0 0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0	0 0 0 0 0	0 0 0 0	0 0 0 0 0	0 0 0 0	0 0 0 0 0	0 0 0 0
Pending, end of period	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Settlement Rate	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!			#DIV/0!	#DIV/0!	11.5	#####
Work Normalization Rate	100%	100%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	
Duration to Dispose	17	17	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Table 5. Statistics on Notices of Strikes/Lockouts Cases by Month, Philippines: 2017 and 2018
As of April 30, 2018

Month	Notic Strikes/L		Cases [Disposed		g At The he Period	Workers I	nvolved
	2017	2018/p	2017	2018/p	2017	2018/p	2017	2018/p
TOTAL	49	65	50	47			8,190	16,433
January	16	10	19	11	34	30	2,199	1,445
February	12	22	11	7	35	45	2,174	4,237
March	15	17	11	15	39	47	2,637	6,257
April	6	16	9	14	36	49	1,180	4,494
May	10	0	14	0	32	0	1,642	0
June	10	0	8	0	34	0	2,027	0
July	20	0	18	0	36	0	2,738	0
August	21	0	12	0	45	0	8,524	0
September	14	0	18	0	41	0	4,723	0
October	11	0	14	0	38	0	5,348	0
November	3	0	12	0	29	0	210	0
December	12	0	10	0	31	0	2,580	0
TOTAL	150		156				35,982	
Pending Beginning (2017)		37						
Pending Beginning (2018)		31						

Table 6. Notices of Strikes/Lockouts Handled, By Manner of Disposition and Month: Philippines
As of April 30, 2018

Indicator	Total	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	ОСТ	NOV	DEC
Pending, beginning of period	31	31	30	45	47	0	0	0	0	0	0	0	0
New Notices of Strike/Lockout filed	65	10	22	17	16	0	0	0	0	0	0	0	0
Total Cases Handled	96	41	52	62	63	0	0	0	0	0	0	0	0
Workers involved in notices of strikes lockouts filed during the period	16,433	1,445	4,237	6,257	4,494	0	0	0	0	0	0	0	0
Cases Disposed	47	11	7	15	14	0	0	0	0	0	0	0	0
Settled	42	9	6	13	14	0	0	0	0	0	0	0	0
Assumed Jurisdiction	0	0	0	0	0	0	0	0	0	0	0	0	0
Certified for Compulsory Arbitration	1	1	0	0	0	0	0	0	0	0	0	0	0
Materialized into Actual Strike/Locko	2	1	1	0	0	0	0	0	0	0	0	0	0
Subsumed/Consolidated to AJ/CCA	0	0	0	0	0	0	0	0	0	0	0	0	0
Others	2	0	0	2	0	0	0	0	0	0	0	0	0
Pending, end of period	49	30	45	47	49	0	0	0	0	0	0	0	0
Disposition Rate	67%	41%	32%	24%	38%	#DIV/0!							
Settlement Rate	60%	33%	27%	21%	38%	#DIV/0!							
Duration to Settle	82	50	245	65	49	0	0	0	0	0	0	0	0

Table 7. Notices of Strikes/Lockouts Handled, By Manner of Disposition and Region: Philippines
As of April 30, 2018

								REGI	O N /p								
Indicator	Total	NCR	CAR	R01	R02	R03	R04-A	R04-B	R05	R06	R07	R08	R09	R10	R11	R12	R13
Pending, beginning of period	31	8	0	0	0	2	14	0	0	1	2	1	0	0	1	0	2
New Notices of Strike/Lockout file	65	25	0	2	1	7	11	0	0	2	1	1	0	1	13	0	1
Total Cases Handled	96	33	0	2	1	9	25	0	0	3	3	2	0	1	14	0	3
Workers involved in notices of str lockouts filed during the period	16,433	11,346	0	102	21	1,237	1,383	0	0	68	50	197	0	45	1,675	0	309
Cases Disposed Settled	47 42	12 7	0	0	0	2 2	15 15	0	0 0	0	2 2	2 2	0	1	12 12	0	1
Assumed Jurisdiction	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Certified for Compulsory Arbitration	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Materialized into Actual Strike/Lo	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Subsume/Consolidated to AJ/CC	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Others	2	2	0	0	0	0	0	0	0	0	0	U	0	U	0		ŭ
Pending, end of period	49	21	0	2	1	7	10	0	0	3	1	0	0	0	2	0	2
Disposition Rate	67%	67%	#DIV/0!	0%	0%	29%	71%	#####	#DIV/0!	0%	100%	100%	#DIV/0!	100%	100%	#####	33%
Settlement Rate	60%	39%	#DIV/0!	0%	0%	29%	71%	#####	#DIV/0!	0%	100%	100%	#DIV/0!	100%	100%	#####	33%
Duration to Settle	82	57	0	0	. 0	19	71	0	0	0	691	66	0	2	36	0	0

Table 8. Statistics on Preventive Mediation Cases by Month, Philippines: 2017 and 2018
As of April 30, 2018

Month	DE RESERVE DE CONTRACTOR DE	Mediation s Filed	Cases	Disposed	100 CONTRACTOR 100 CO	t The End of Period	Workers	Involved
WOTH	2017	2018/p	2017	2018/p	2017	2018/p	2017	2018/p
TOTAL	178	160	162	137			31,958	24,023
January	62	42	48	28	52	47	13,079	4,988
February	34	48	34	36	52	59	5,586	7,371
March	46	31	48	43	50	47	5,737	5,480
April	36	39	32	30	54	56	7,556	6,184
May	59	0	57	0	56	56	7,378	0
June	34	0	38	0	52	56	7,584	0
July	35	0	39	0	48	56	8,141	0
August	52	0	54	0	46	56	7,713	0
September	40	0	34	0	52	56	11,463	0
October	30	0	32	0	50	56	4,093	0
November	37	0	27	0	60	56	6,437	0
December	24	0	51	0	33	56	8,251	0
TOTAL	489		494				93,018	
Pending Beginning (2017)		38						
Pending Beginning (2018)		33						

Table 9. Preventive Mediation Cases Handled, By Manner of Disposition and Month: Philippines
As of April 30, 2018

Indicator	Total	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	ОСТ	NOV	DEC
Pending, beginning of period	33	33	47	59	47	0	0	0	0	0	0	0	0
Original Preventive Mediation Cases Filed Cases Treated as PM	160 0	42 0	4 8 0	31 0	39	0 0	0	0	0	0 0	0 0	0	0
Total Cases Handled	193	75	95	90	86	0	0	0	0	0	0	0	0
Workers involved in PM cases filed during the period	24,023	4,988	7,371	5,480	6,184	-	-	-	2	-	-	-	
Cases Disposed	137	28	36	43	30	0	0	0	0	0	0	0	0
Settled Assumed Jurisdiction Certified for Compulsory Arbitration Materialized into Actual S/L Materialized into Notice of S/L Subsume/Consolidated to AJ/CCA Others	133 0 0 0 4 0	28 0 0 0 0 0	35 0 0 0 1	40 0 0 0 3 0	30 0 0 0 0 0	0 0 0 0 0	0 0 0 0 0	0 0 0 0 0	0 0 0 0 0 0 0 0 0	0 0 0 0 0	0 0 0 0 0 0	0 0 0 0 0 0	0 0 0 0 0 0
Pending, end of period	56	47	59	47	56	0	0	0	0	0	0	0	0
Disposition Rate	88%	68%	72%	48%	63%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Settlement Rate Duration to Settle	86% 29	68% 35	70% 24	44% 27	63% 33	#DIV/0! 0	#DIV/0! 0	#DIV/0! 0	#DIV/0! 0	#DIV/0! 0	#DIV/0! 0	#DIV/0! 0	#DIV/0!

Table 10. Preventive Mediation Cases Handled, By Manner of Disposition and Region: Philippines
As of April 30, 2018

	REGION/p															5.10	
Indicator	Total	NCR	CAR	R01	R02	R03	R04-A	R04-B	R05	R06	R07	R08	R09	R10	R11	R12	R13
Pending, beginning of period	33	19	0	0	0	3	5	0	0	1	1	0	0	3	1	0	0
Original Preventive Mediation Cases F	160	46	2	2	0	23	49	0	2	7	4	3	1	6	10	2	3
Cases Treated as PM	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Cases Handled	193	65	2	2	0	26	54	0	2	8	5	3	1	9	11	2	3
Workers involved in PM cases filed	24,023	9,292	10	117	0	2,574	6,678	0	140	737	1,303	156	34	1,247	966	508	261
during the period Cases Disposed	137	43	1	1	0	23	37	0	2	3	2	2	0	7	11	2	3
Settled	133	39	1	1	0	23	37	0	2	3	2	2	0	7	11	2	3
Assumed Jurisdiction	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Certified for Compulsory Arbitration	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Materialized into Actual S/L	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Materialized into Notice of S/L	4	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Subsume/Consolidated to AJ/CCA Others	0	0 0	0 0	0	0	0	0 0	0	0	0	0	0	0	0	0	0	0
Pending, end of period	56	22	1	1	0	3	17	0	0	5	3	1	1	2	0	0	0
Disposition Rate	88%	78%	100%	100%	#DIV/0!	100%	88%	#DIV/0!	100%	100%	67%	100%	#DIV/0!	100%	100%	100%	100%
Settlement Rate	86%	71%	100%	100%	#DIV/0!	100%	88%	#DIV/0!	100%	100%	67%	100%	#DIV/0!	100%	100%	100%	100%
Duration to Settle	29	#DIV/0!	0	#DIV/0!	0	#DIV/0!	#DIV/0!	0	13	#DIV/0!	#DIV/0!	0	0	4	#DIV/0!	#DIV/0!	29