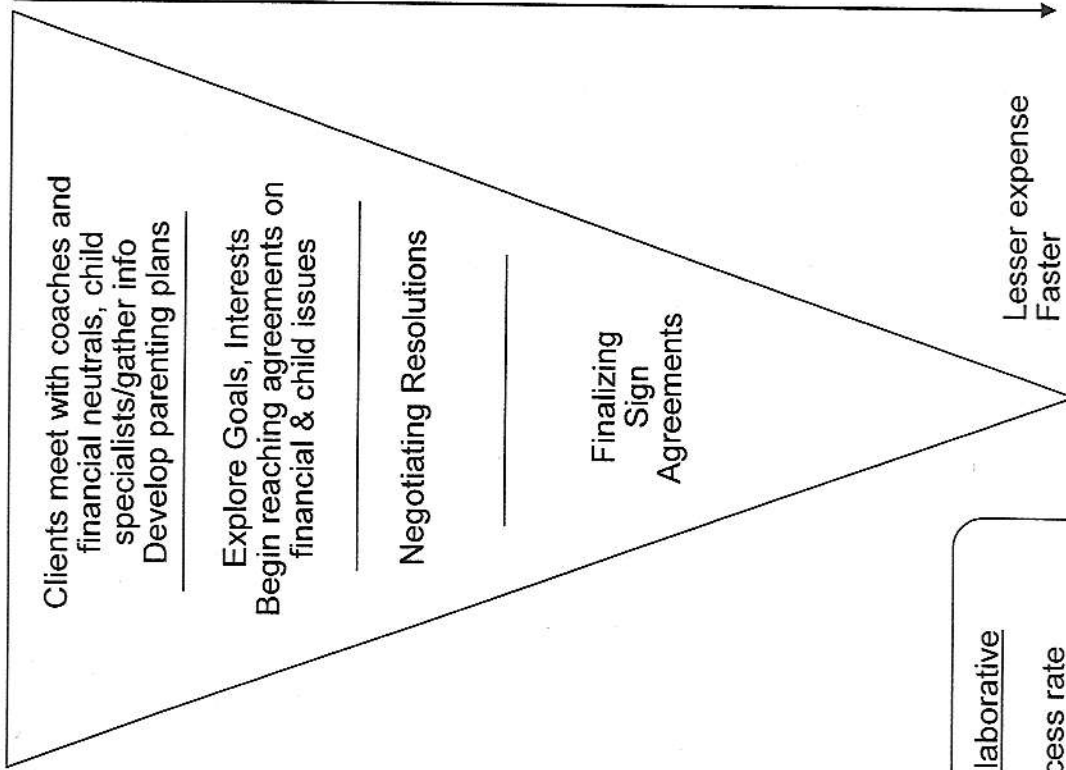


Collaborative

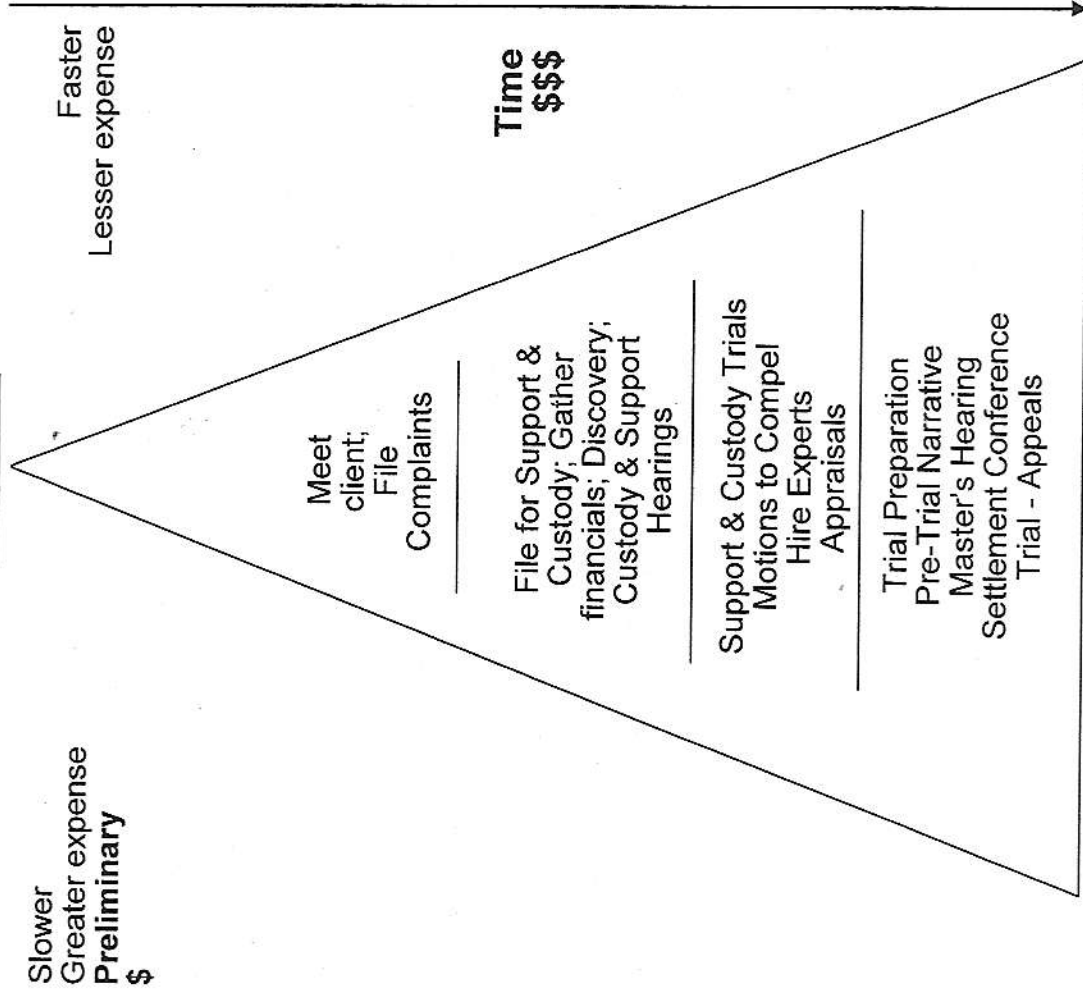


Collaborative

93% success rate

- 5% reconciliation
- 1% "9 for 10"
- 1% failure

Litigation



	<u>Litigation</u>	<u>Collaborative</u>
Satisfaction with process	54%	75%
Satisfaction with result	38%	72%