

**Number Percent Notes:**

**Number of Disputes Received:**

Total number of disputes submitted (accepted, not accepted, eligible, ineligible)

**Number Settled in Conciliation  
Number Settled in Mediations:  
Number Settled in Adjudications:  
Number Waiting on Airline:**

**Domestic Disputes:**

Consumer and Airline in same country

- Baggage Complaint
- Property Complaint
- Unfair Treatment
- Delay
- Downgrading
- Disability Complaint
- Denied Boarding
- Cancellation
- Other

**Total:**

**Ineligible Total**

**Cross-border Disputes:**

Consumer and Airline in different countries - how do we handle multi-national?

- Baggage Complaint
- Property Complaint
- Unfair Treatment
- Delay
- Downgrading
- Disability Complaint
- Denied Boarding
- Cancellation
- Other

**Total:**

**Ineligible Total**

**Ineligible Disputes:**

Did not contact trader first

from Case Registration

Already pursued ADR

from Case Registration

Transaction date outside of range

from Case Registration

Trader refused case

Airline declined (and did not pay) on Cases page

**Total:**

**Airline Never  
Responded**

Airline has not responded after 90 days.

**Discontinued Cases:**

Settlement Rejected

Other

**Total:**

Operational reasons

**Average Time To  
Resolve:**

All Disputes

Domestic Disputes

Cross-border Disputes

Beyond 90 days

Difference between when case submitted by consumer and resolution/outcome is reached