

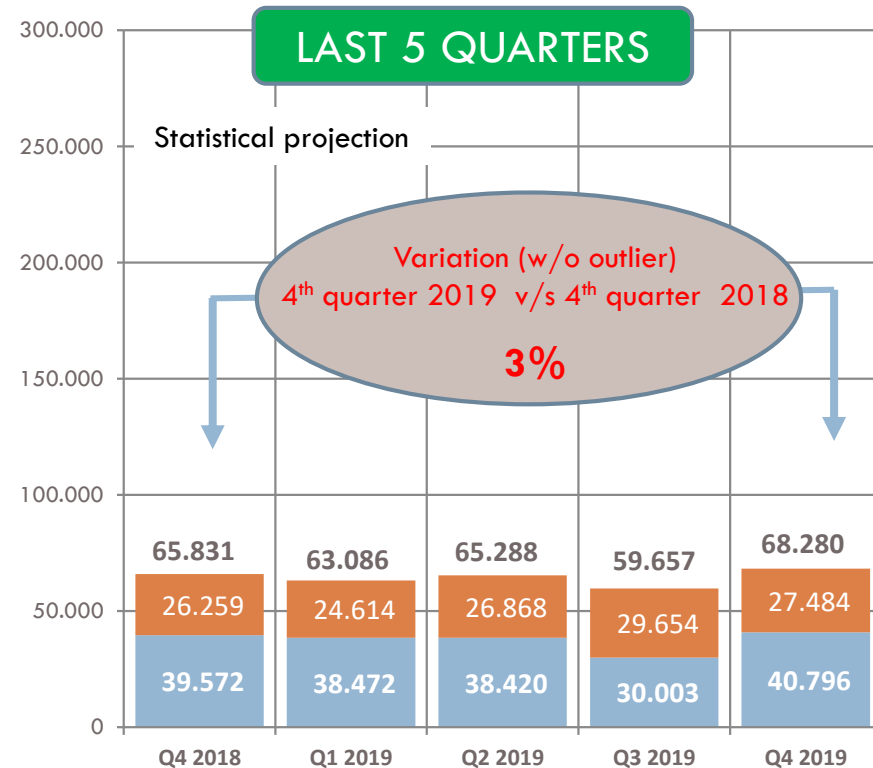
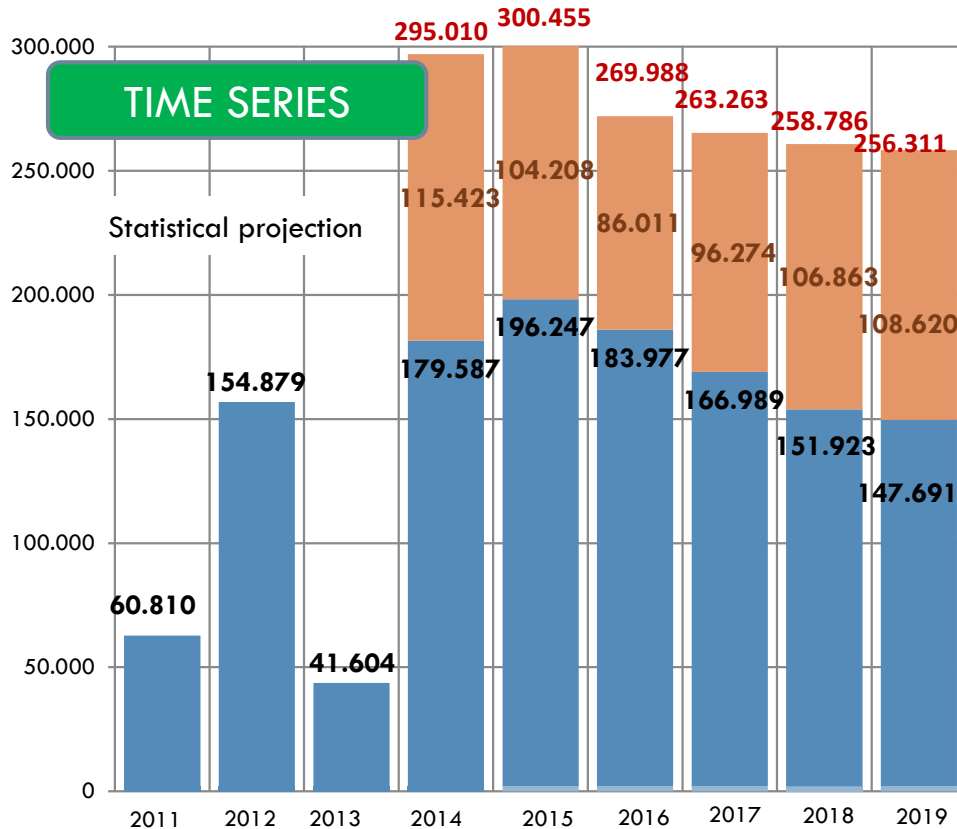


CIVIL MEDIATION LEGISLATIVE DECREE 28/2010

STATISTICS FOR THE PERIOD JANUARY 1ST – DECEMBER 31ST 2019

Incoming mediations

March 2011 – December 2019



In the comparison between years, it has to be taken into account that:

- From 13 December 2012 to 30 September 2013 the compulsory attempt at conciliation was suspended;
- In 2012 there were approximately 45.000 mediations (an average of 11.165 per quarter) for damages from circulation of vehicles and boats, this subject matter is no longer mandatory as of September 20, 2013

■ Incoming mediations

■ Incoming mediations for one mediation firm, statistical «outlier»

Responding firms in 4th quarter 2019

399 su 589

Flussi per materia

2019

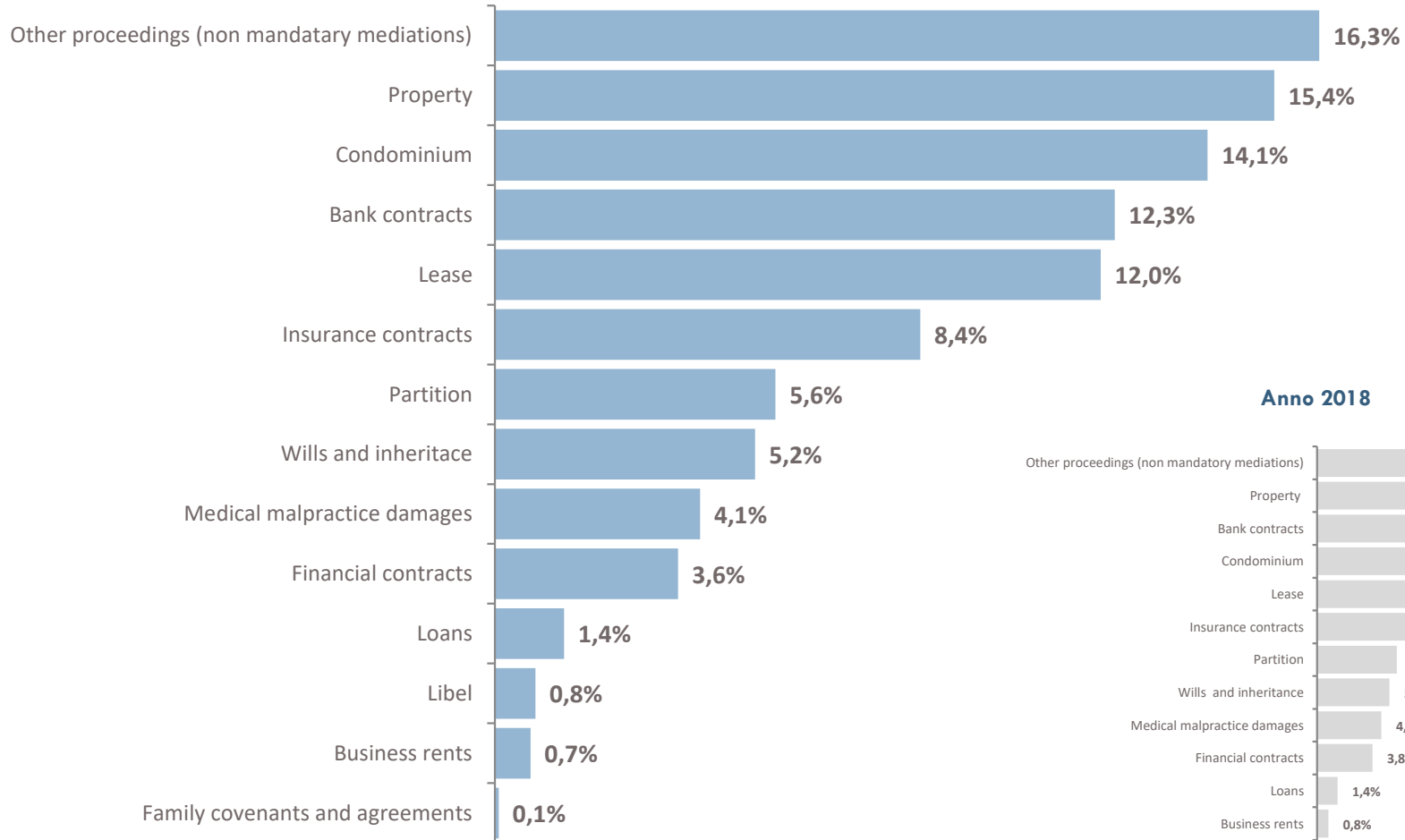
| | January 1 st – December 31 st 2019 | | | |
|--|--|----------------|----------------|----------------|
| | INITIAL PENDING | INCOMING | RESOLVED | FINAL PENDING |
| Condominium | 12.147 | 20.863 | 19.518 | 13.492 |
| Property | 17.171 | 22.812 | 21.690 | 18.292 |
| Partition | 6.597 | 8.213 | 7.617 | 7.194 |
| Wills and inheritance | 5.283 | 7.616 | 7.177 | 5.723 |
| Family covenants and agreements | 171 | 111 | 101 | 182 |
| Lease | 9.793 | 17.732 | 17.089 | 10.435 |
| Loans | 1.232 | 2.026 | 1.964 | 1.295 |
| Business rents | 1.597 | 1.042 | 1.055 | 1.583 |
| Medical malpractice damages | 4.896 | 6.004 | 5.936 | 4.963 |
| Libel | 731 | 1.189 | 1.092 | 829 |
| Insurance contracts | 5.105 | 12.449 | 10.598 | 6.956 |
| Bank contracts | 17.284 | 18.141 | 18.524 | 16.902 |
| Financial contracts | 3.079 | 5.361 | 5.212 | 3.229 |
| Other proceedings (non mandatory mediations) | 18.932 | 24.131 | 22.565 | 20.497 |
| Total | 104.019 | 147.691 | 140.137 | 111.572 |

Insurance contracts «outlier»

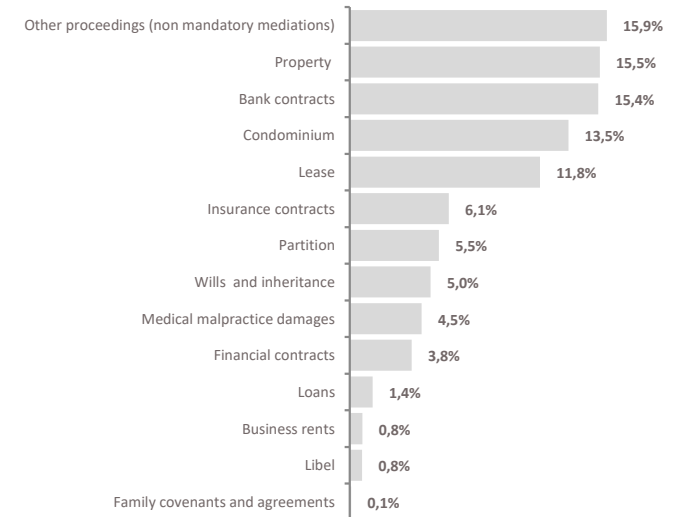
| | | | |
|---------------|----------------|----------------|---------------|
| 31.880 | 108.620 | 105.759 | 34.741 |
|---------------|----------------|----------------|---------------|

Incoming mediations by subject

2019



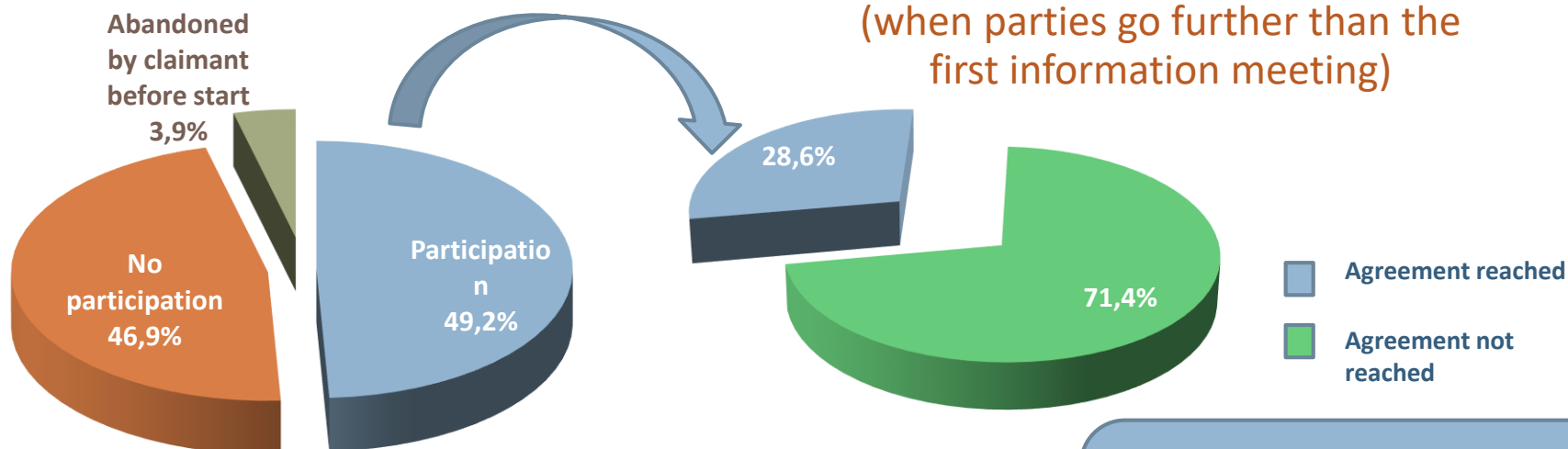
Anno 2018



Success rate

2019

Presenza delle parti



| | 03/2011 – 12/2012 | 2013 | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 |
|----------------------|-------------------|-------|-------|-------|-------|-------|-------|-------|
| Participation | 27,0% | 32,4% | 40,5% | 44,9% | 46,9% | 48,2% | 50,4% | 49,2% |
| Success rate | 43,9% | 42,4% | 24,2% | 22,6% | 23,7% | 25,4% | 27,3% | 28,6% |

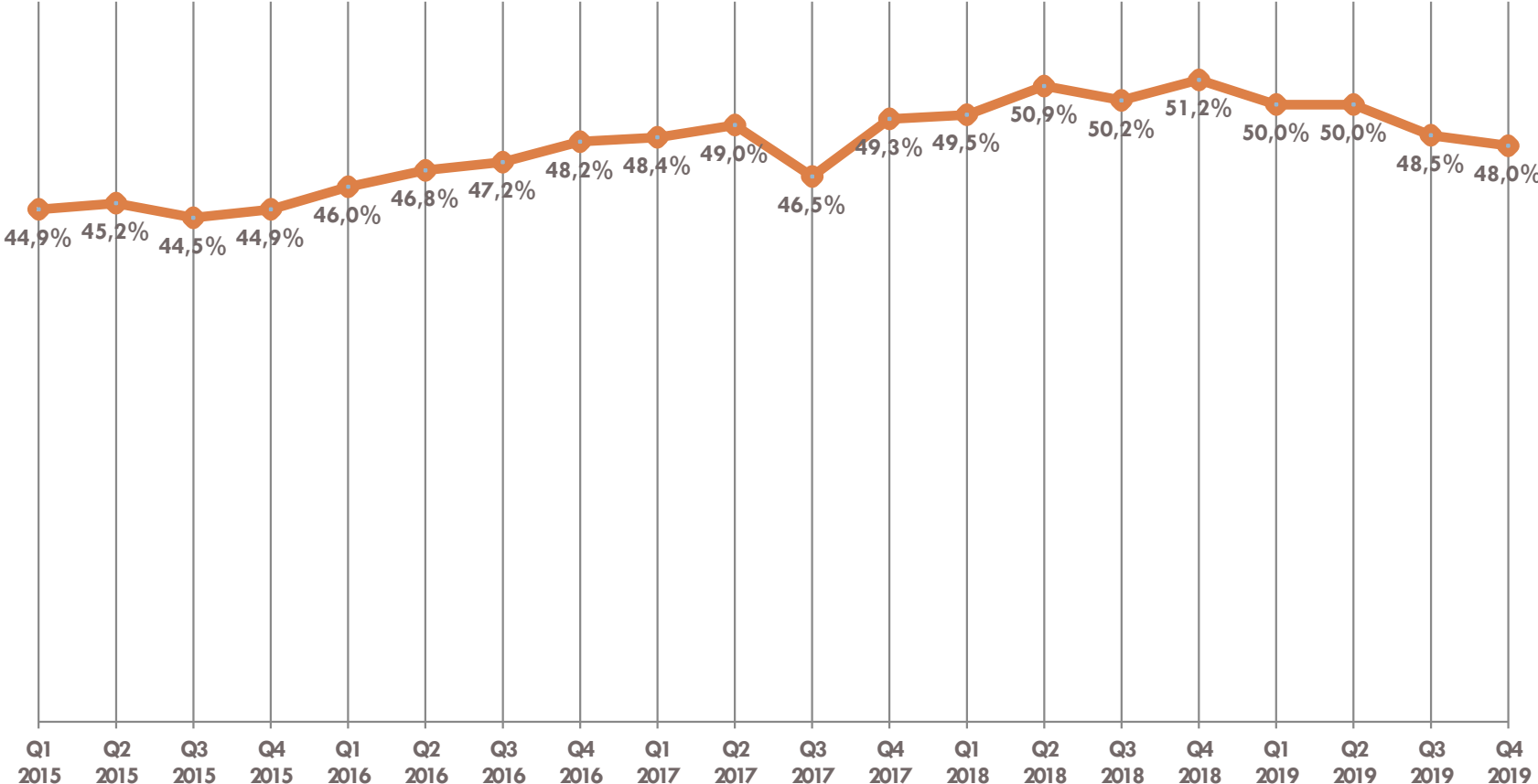
From an analysis carried out on a part of organisms it appears that the success rate rises to 46,3% if the parties agree to sit at the mediation table even after the first meeting introduced with Law 98/2013.

Participation by subject

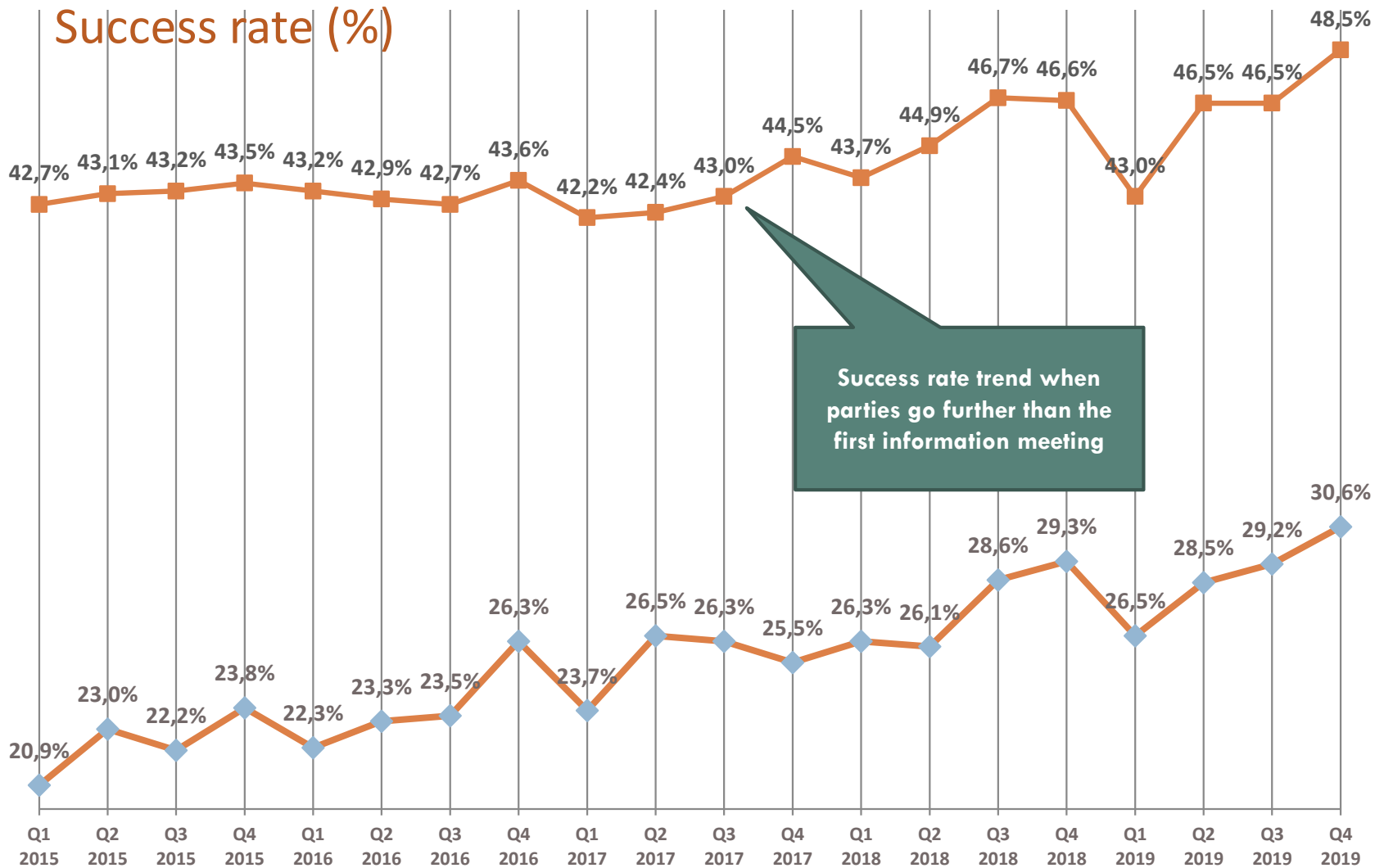
2019

| Subject | % of participation |
|--|--------------------|
| Wills and inheritance | 64,6% |
| Partition | 61,7% |
| Property | 58,3% |
| Business rents | 56,4% |
| Lease | 55,0% |
| Condominium | 53,8% |
| Family covenants and agreements | 50,0% |
| Other proceedings (non mandatory mediations) | 48,2% |
| Bank contracts | 46,5% |
| Loans | 43,6% |
| Medical malpractice damages | 40,9% |
| Financial contracts | 39,0% |
| Libel | 35,7% |
| Insurance contracts | 12,3% |

Rate of Counterparty Participation in a Mediation Process

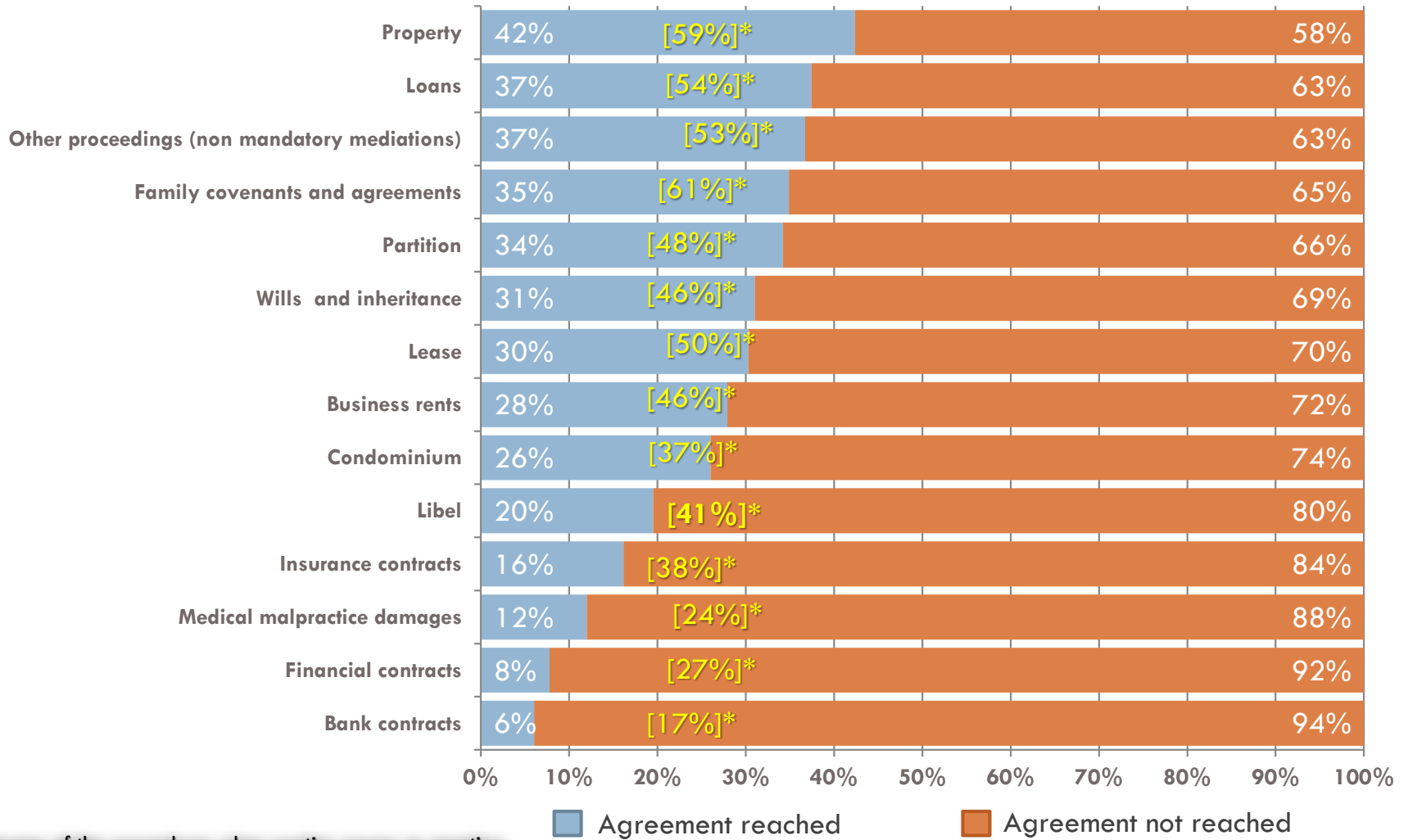


Trend of success rates



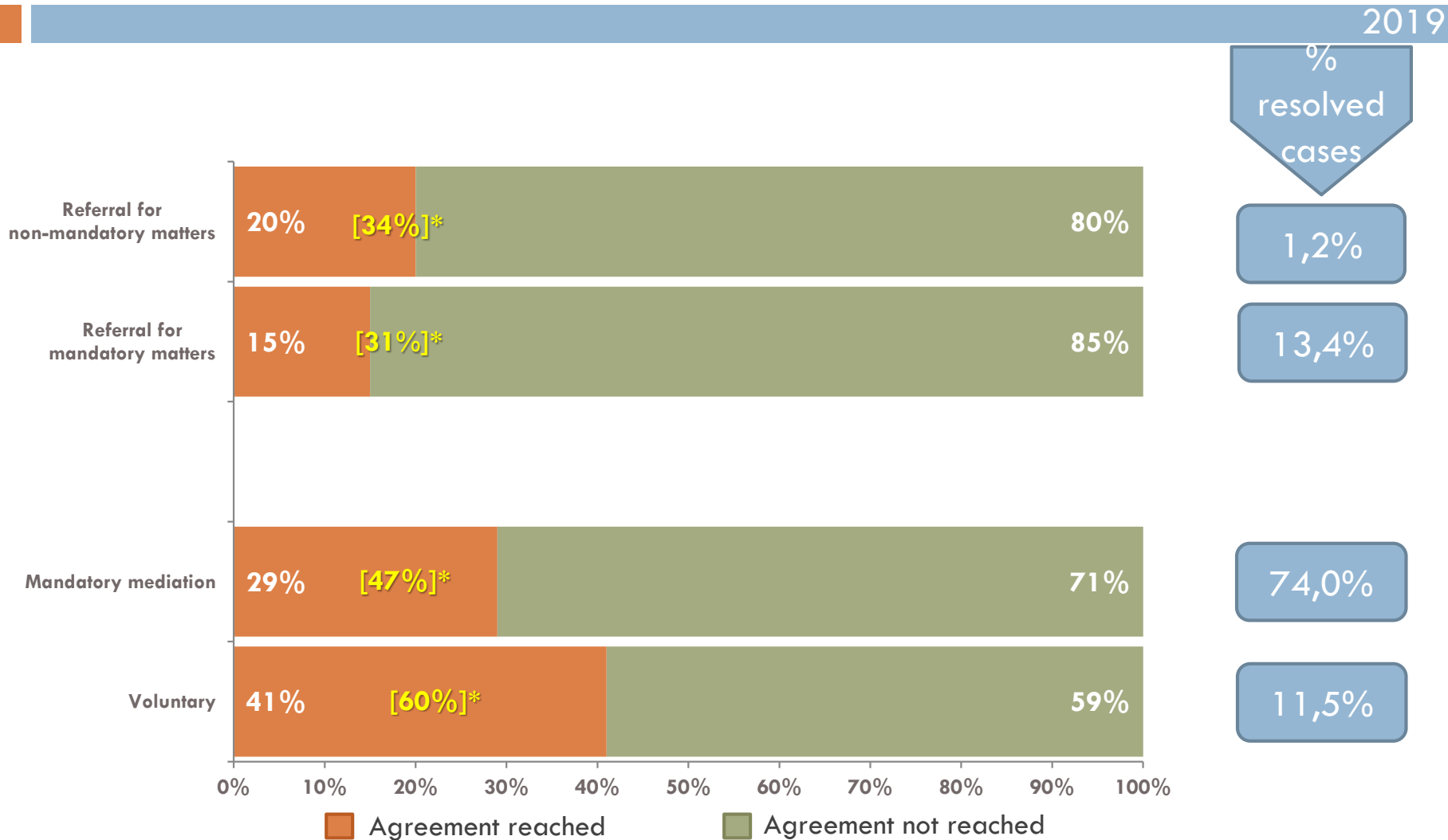
Success rate analysis by subject

2019



* Outcome of the procedures when parties agree on meeting

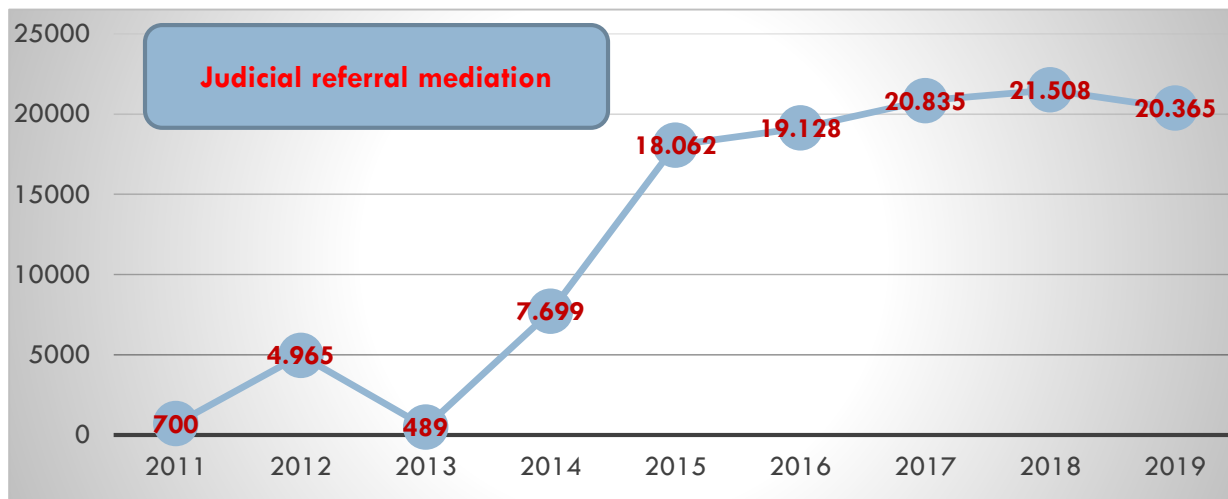
Success rate of Mediation by Type of Referral



* Outcome of the procedures when parties agree on meeting

Categories of mediation – resolved cases

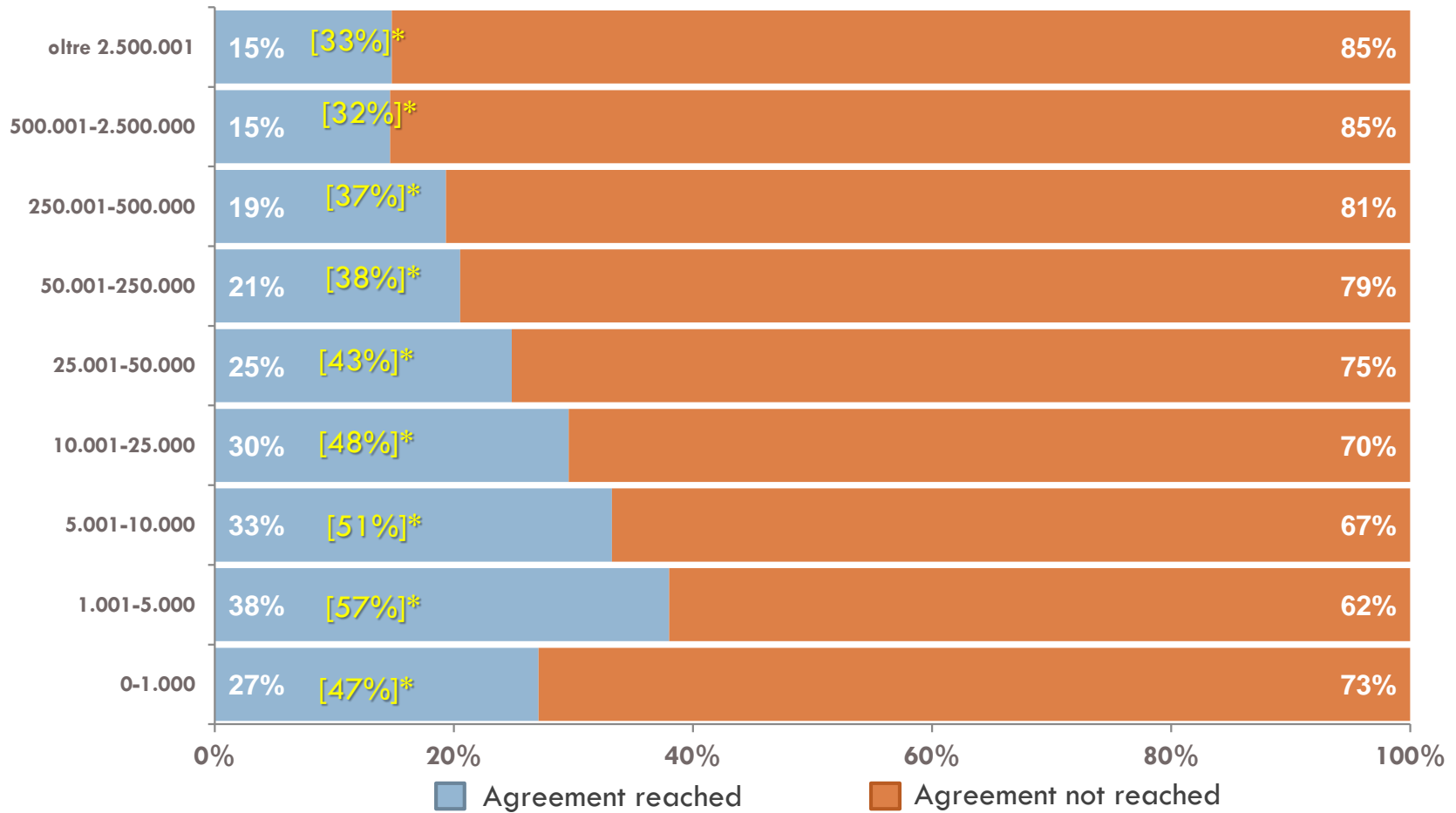
| | 2011 | | 2012 | | 2013 | | 2014 | | 2015 | | 2016 | | 2017 | | 2018 | |
|---|---------------|--------------|----------------|--------------|---------------|--------------|----------------|--------------|----------------|--------------|----------------|--------------|----------------|--------------|----------------|--------------|
| Judicial referral | 700 | <i>1,7%</i> | 4.965 | <i>3,3%</i> | 489 | <i>2,0%</i> | 7.699 | <i>5,6%</i> | 18.062 | <i>9,7%</i> | 19.128 | <i>11,0%</i> | 20.835 | <i>13,4%</i> | 21.508 | <i>14,8%</i> |
| Mandatory mediation (2011-2012) | | | | | | | | | | | | | | | | |
| Mandatory Mediation with easy opt-out at the initial meeting (from end 2013) | 31.288 | <i>77,9%</i> | 129.531 | <i>84,9%</i> | 13.802 | <i>57,5%</i> | 131.360 | <i>83,8%</i> | 151.469 | <i>81,6%</i> | 138.127 | <i>79,6%</i> | 118.963 | <i>76,5%</i> | 106.336 | <i>73,4%</i> |
| Provided by contract / agreement | 200 | <i>0,5%</i> | 458 | <i>0,3%</i> | 359 | <i>1,5%</i> | 1.332 | <i>0,6%</i> | 823 | <i>0,4%</i> | 935 | <i>0,5%</i> | 761 | <i>0,5%</i> | 818 | <i>0,6%</i> |
| Voluntary | 7.973 | <i>19,9%</i> | 17.677 | <i>11,6%</i> | 9.369 | <i>39,0%</i> | 15.926 | <i>10,0%</i> | 15.392 | <i>8,3%</i> | 15.284 | <i>8,8%</i> | 14.898 | <i>9,6%</i> | 16.273 | <i>11,2%</i> |



| | 2019 | |
|---|----------------|--------------|
| Judicial referral | 20.365 | <i>14,5%</i> |
| Mandatory mediation (2011-2012) | | |
| Mandatory Mediation with easy opt-out at the initial meeting (from end 2013) | 103.014 | <i>73,5%</i> |
| Provided by contract / agreement | 684 | <i>0,5%</i> |
| Voluntary | 16.074 | <i>11,5%</i> |

Success rate by value range

2019



* Outcome of the procedures when parties agree on meeting

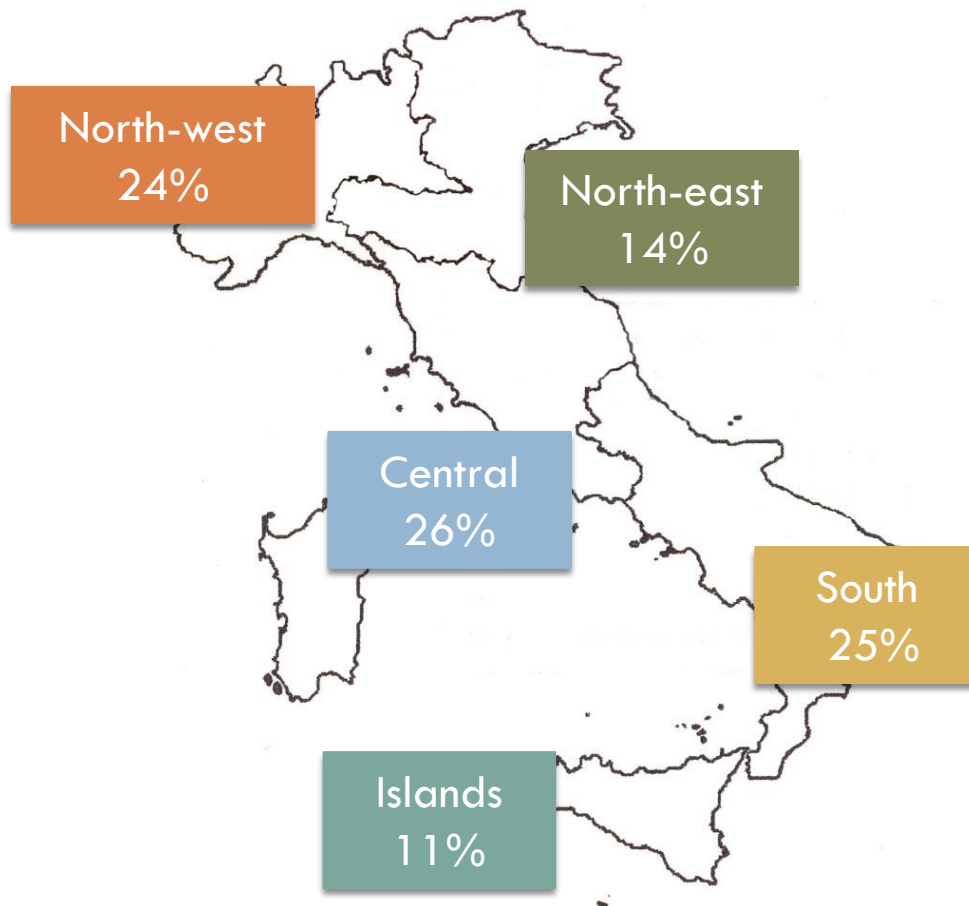
Success rate by type of mediation body

2019

| Type of mediation organization | Number of organizations as of 31.12.2019 | Resolved | Sample Survey | |
|---------------------------------|--|----------------|---|--|
| | | | Success rate including cases where the other party did not participate in the process | Success rate including only cases in which both parties participated in meetings following the first information one |
| CHAMBERS OF COMMERCE | 76 | 12.672 | 28,7% | 49,5% |
| PRIVATE ORGANIZATIONS | 367 | 75.514 | 31,4% | 51,4% |
| BAR ASSOCIATIONS | 105 | 51.028 | 25,2% | 40,3% |
| OTHER PROFESSIONAL ASSOCIATIONS | 40 | 923 | 38,0% | 61,4% |
| Total | 588 | 140.137 | 28,6% | 46,3% |

Geography of mediations

2019

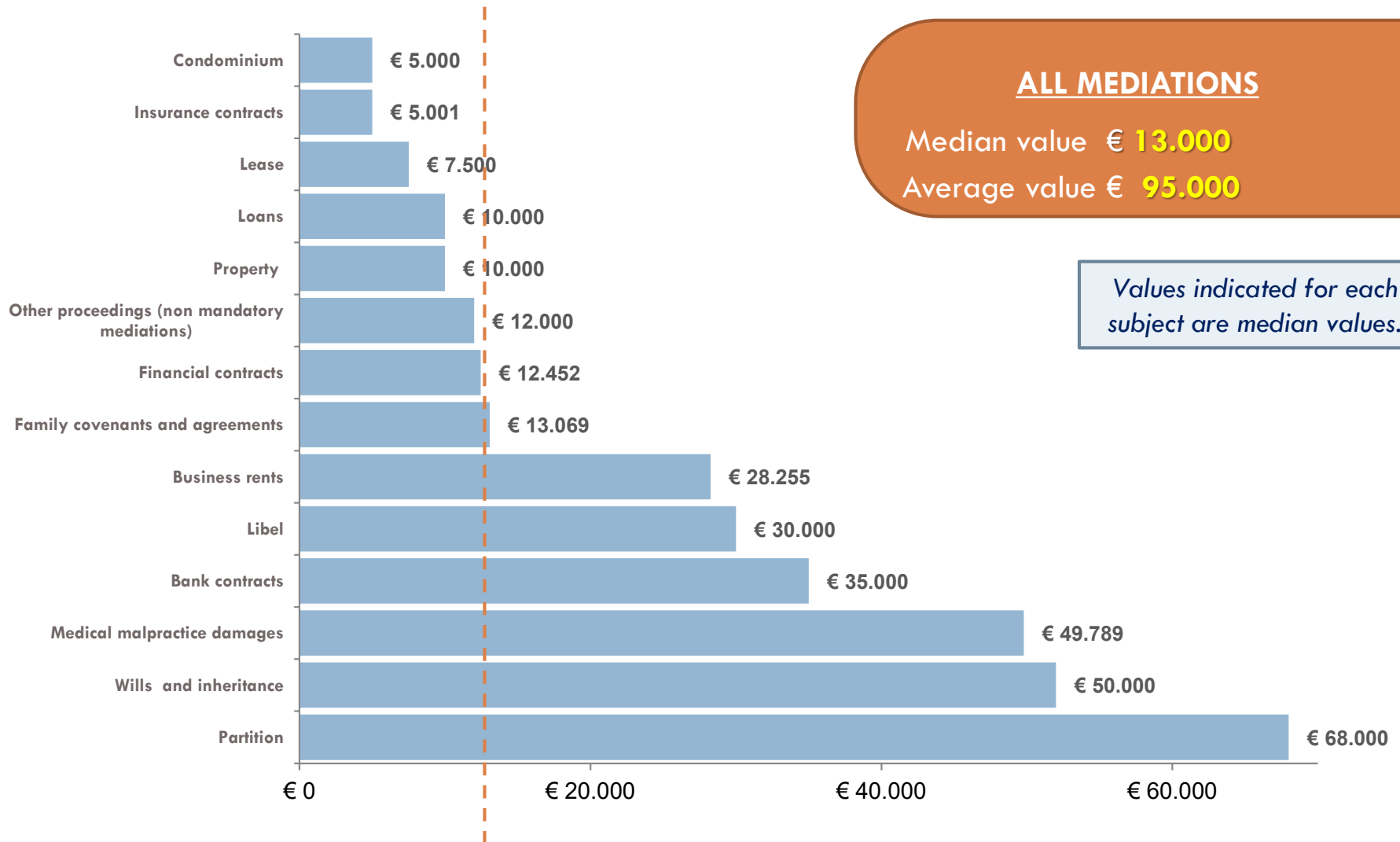


| REGIONS | % |
|-----------------------|-------|
| LAZIO | 14,3% |
| LOMBARDY | 13,8% |
| CAMPANIA | 10,5% |
| SICILY | 8,8% |
| TUSCANY | 8,1% |
| EMILIA-ROMAGNA | 6,5% |
| PUGLIA | 6,5% |
| PIEDMONT | 6,4% |
| VENETO | 5,2% |
| CALABRIA | 4,0% |
| LIGURIA | 3,2% |
| ABRUZZO | 2,9% |
| SARDINIA | 2,6% |
| MARCHE | 1,6% |
| UMBRIA | 1,6% |
| FRIULI-VENEZIA GIULIA | 1,5% |
| TRENTINO-ALTO ADIGE | 1,2% |
| BASILICATA | 0,8% |
| MOLISE | 0,4% |
| VALLE D'AOSTA | 0,2% |

Analysis made with a sample of resolved cases

Economic value of mediation disputes

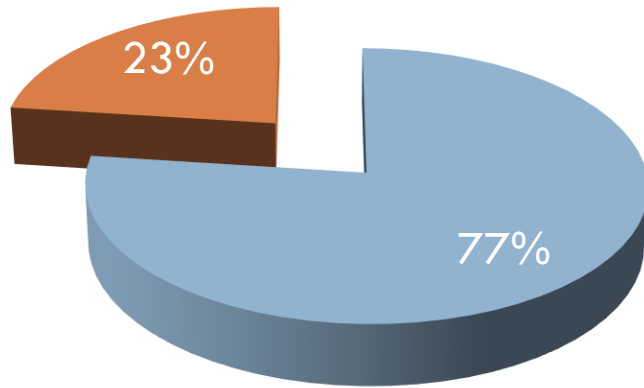
2019



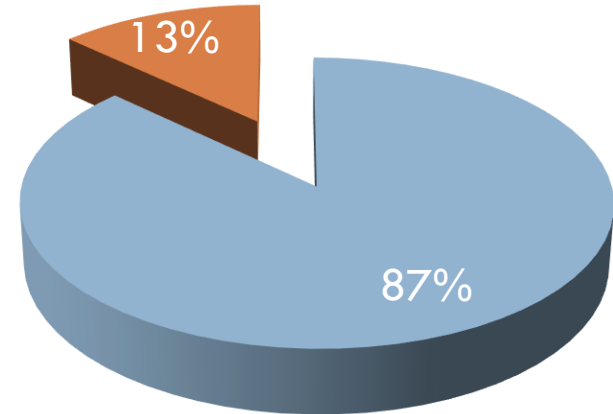
Lawyer's assistance in voluntary mediation

2019

Total claimants



Total defendants



| | |
|--------------|----------------------------|
| Year 2018 | 76% Assisted by lawyer |
| | 24% NOT assisted by lawyer |

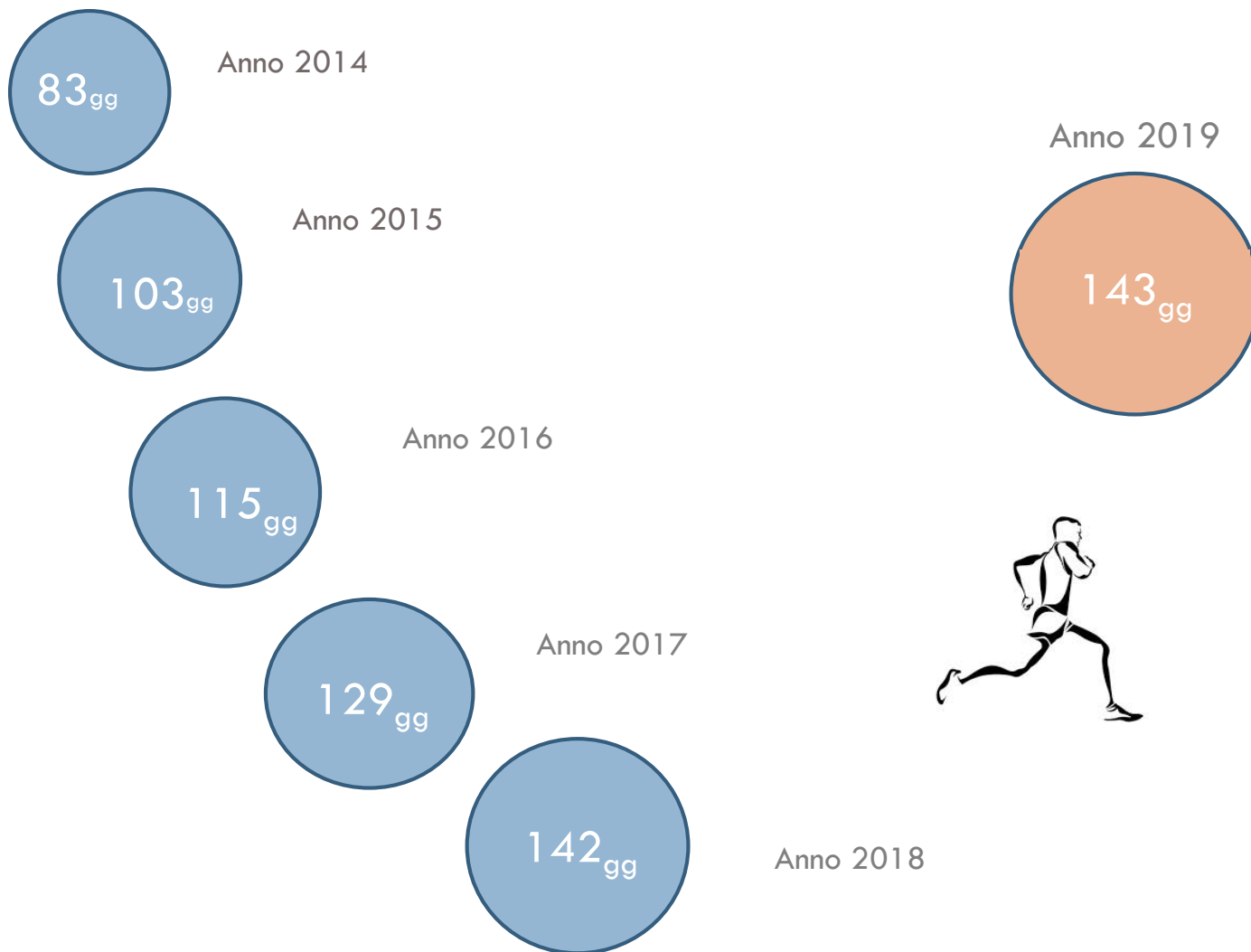
■ Assisted by lawyer
■ NOT assisted by lawyer

| | |
|--------------|----------------------------|
| Year 2018 | 90% Assisted by lawyer |
| | 10% NOT assisted by lawyer |

From September 21st 2013 the assistance of parties by lawyers is mandatory for all mandatory mediations

Days in mediation

(Cases when an agreement is reached)



Ministero della Giustizia



Direzione Generale di Statistica
e Analisi Organizzativa

Document available at <https://webstat.giustizia.it>