

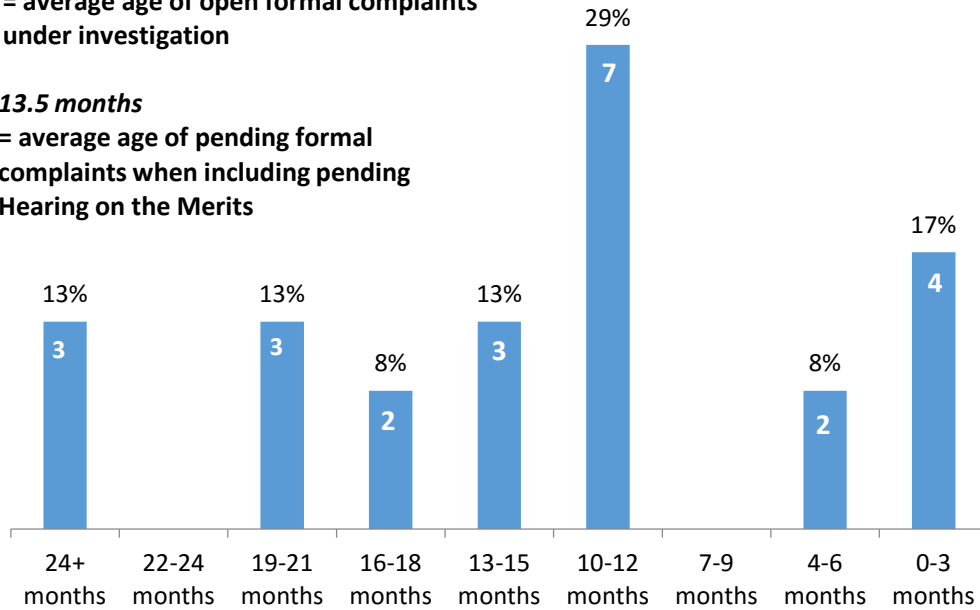
Age of Open Formal Complaints Caseload as of September 16, 2016 (n=24)

11.6 months

= average age of open formal complaints under investigation

13.5 months

= average age of pending formal complaints when including pending Hearing on the Merits



Age of Matters in Preliminary Review as of September 16, 2016 (n=63)

4.7 months

= average age of matters pending in preliminary review

