

FINRA Mediation - Party Experience Survey

FINRA Dispute Resolution Services is dedicated to the integrity of the mediation process and satisfaction of forum participants. We strive to make the dispute resolution process understandable, efficient and fair. To ensure that we are meeting your needs, please respond to the following questions.

We will keep your responses confidential, unless you check yes to question four below. Your feedback is a valuable and necessary component in our efforts to serve you better. **Please fill out and return via email to mediate@finra.org or submit through the DR Portal.**

Case Number:

Case Name:

Mediation Session Location:

Submitted By:

Party/Attorney/Representative:

Submitted Date:

Mediator:

1. Why did you select this mediator?
(e.g., mediator's rate; past experience with mediator; mediator's background/experience)

Comments:

2. Were you satisfied with the mediator's pre-session communication?

Yes No Not applicable

Comments:

3. My overall evaluation of the mediator's performance on this case is:

Exceptional Good Satisfactory Unsatisfactory

Comments and any suggestions for improvement:

4. May we anonymously share your responses with the mediator? Yes No

Comments:

Mediation Process and Staff

5. Why did you proceed with FINRA Mediation over other forums or private options?

Comments:

6. How did you learn about FINRA Mediation?

FINRA Arbitration Mediation Solicitation Special Program Other

Comments:

7. Were you satisfied with the mediation process? Yes No

Comments:

8. What were the biggest benefits to mediating through FINRA?

Waiver of Postponement Ease of Administration Experienced Mediators
 The Mediator Prefers FINRA Other

Comments:

9. Are there any features or services that you wish to see implemented in FINRA Mediation?

Yes No

Comments:

10. The services provided by FINRA Dispute Resolution Services staff was:

Exceptional Good Satisfactory Unsatisfactory

Comments:

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