



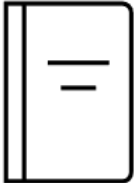
NAI mediation clause

Mediation is done on a voluntary basis. A mediation clause may be included in a contract for future disputes or parties may agree to resolve an existing dispute through mediation.



Request for mediation

An NAI mediation is started by submitting a (joint) request to the NAI. A request must contain certain information. The applicant(s) is liable to pay administration costs to the NAI based on the monetary value of the dispute.



Response

If the request is not submitted jointly by all parties involved, the other parties involved will be given the opportunity to communicate their willingness to enter into a mediation agreement within 14 days.



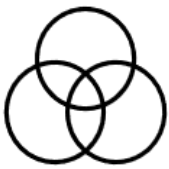
Appointment of the mediator

Unless the parties have agreed otherwise, the mediator shall be appointed by them jointly. If the parties do not appoint the mediator jointly, the mediator will be appointed through a list procedure.



De Mediation Agreement

The parties and the mediator conclude a mediation agreement. The mediation agreement contains the applicable procedural rules.



The mediation

The mediation shall be conducted in the manner agreed in the mediation agreement. During the mediation, the mediator shall be permitted, with the consent of the parties, to speak and correspond with each of the parties separately.



The end of the mediation

A successful mediation ends by signing a settlement agreement. The mediation also ends if a party terminates the mediation agreement or if the mediator informs the parties that the mediation has ended without a settlement agreement.