



Dispute Resolution Statistics

ON THIS PAGE

- > [Arbitration Statistics Through August](#)
- > [Historical Statistics for Cases Filed and Closed](#)
- > [Top 15 Controversy Types in Customer Arbitrations](#)
- > [Top 15 Security Types in Customer Arbitrations](#)
- > [Top 15 Controversy Types in Intra-Industry Arbitrations](#)
- > [How Arbitration Cases Close](#)
- > [Results of Customer Claimant Arbitration Award Cases](#)
- > [Results of All-Public Panels and Majority Public Panels in Customer Cases](#)
- > [Arbitrators by Type and Location](#)
- > [Mediation Statistics Through August](#)

Arbitration Statistics Through August

Year	New Case Filings	Cases Closed	Open Cases	Turnaround Time (in months)
2016	Total: 2,508 Customer: 1,770 (71%) Intra-Industry: 738 (29%)	2,349	4,813	Overall: 14.8 Hearing Decisions: 17.0 Simplified Decisions: 7.5
2015	Total: 2,234 Customer: 1,498 (67%) Intra-Industry: 736 (33%)	2,346	4,513	Overall: 14.3 Hearing Decisions: 17.2 Simplified Decisions: 8.3

2014	Total: 2,660 Customer: 1,826 (69%) Intra-Industry: 834 (31%)	2,593	4,727	Overall: 14.9 Hearing Decisions: 18.3 Simplified Decisions: 8.1
2016 vs 2015	Total: +12% Customer: +18% Intra-Industry: 0%	0%	+7%	Overall: +3% Hearing Decisions: -1% Simplified Decisions: -10%

Historical Statistics for Cases Filed and Closed

Year	Cases Filed	Cases Closed
2016	2,508	2,349
2015	3,435	3,489
2014	3,822	3,838
2013	3,714	4,498
2012	4,299	4,877
2011	4,729	6,099

Year	Cases Filed	Cases Closed
2010	5,680	6,241
2009	7,137	4,571
2008	4,982	3,757
2007	3,238	5,345
2006	4,614	7,212
2005	6,074	9,043

Year	Cases Filed	Cases Closed
2004	8,201	9,209
2003	8,945	7,278
2002	7,704	5,957
2001	6,915	5,582

Top 15 Controversy Types in Customer Arbitrations

A single arbitration case may include multiple controversy types.

Controversy		2016 Cases served	2015	2014	2013	2012
Breach of Fiduciary Duty	Through August	1,403	1,061	1,376	1,220	1,469
	Year-End	1,403	1,807	2,064	1,802	2,078
Negligence	Through August	1,307	1,004	1,348	1,168	1,331
	Year-End	1,307	1,667	1,977	1,714	1,903
Failure to Supervise	Through August	1,275	920	1,148	1,006	1,156
	Year-End	1,275	1,554	1,733	1,476	1,650
Misrepresentation	Through August	1,162	874	1,050	1,030	1,234
	Year-End	1,162	1,499	1,593	1,507	1,745
Suitability	Through August	1,102	762	931	863	941
	Year-End	1,102	1,364	1,401	1,243	1,352
Breach of Contract	Through August	1,091	838	1,195	924	1,057
	Year-End	1,091	1,444	1,755	1,390	1,513
Omission of Facts	Through August	963	704	901	850	954
	Year-End	963	1,216	1,384	1,242	1,345
Fraud*	Through August	898	605	2	--	--
	Year-End	898	1,089	41	--	--

Unauthorized Trading	Through August	242	168	160	174	218
	Year-End	242	264	239	255	312
Violation of Blue Sky Laws*	Through August	222	149	--	--	--
	Year-End	222	236	--	--	--
Churning	Through August	174	157	141	161	178
	Year-End	174	247	213	236	245
Manipulation	Through August	173	112	126	105	129
	Year-End	173	208	173	161	186
Margin Calls	Through August	51	57	44	34	49
	Year-End	51	97	83	55	68
Errors-charges	Through August	37	36	46	49	45
	Year-End	37	64	71	75	75
Transfer	Through August	25	28	34	40	33
	Year-End	25	45	56	59	52

* These categories were not tracked for the years in which no data appears.

Top 15 Security Types in Customer Arbitrations

A single arbitration case may include multiple security types.

Security		2016 Cases served	2015	2014	2013	2012
Common Stock	Through August	464	329	395	357	465

	Year-End	464	610	572	547	669
Municipal Bond Funds	Through August	375	267	437	23	34
	Year-End	375	607	684	66	49
Municipal Bonds	Through August	320	241	328	28	56
	Year-End	320	559	553	67	77
Mutual Funds	Through August	220	160	197	216	279
	Year-End	220	373	369	296	387
Limited Partnerships	Through August	126	51	63	61	47
	Year-End	126	79	82	84	68
Real Estate Investment Trust	Through August	129	131	156	230	196
	Year-End	129	191	232	299	299
Corporate Bonds	Through August	108	56	40	52	90
	Year-End	108	194	66	86	117
Exchange-Traded Funds	Through August	99	81	71	72	77
	Year-End	99	127	120	99	122
Options	Through August	80	83	93	76	103
	Year-End	80	128	143	109	145
Annuities	Through August	79	55	76	80	95
	Year-End	79	81	105	111	143

Variable Annuities	Through August	75	78	80	109	159
	Year-End	75	104	116	160	217
Private Equities	Through August	75	62	52	76	93
	Year-End	75	92	77	108	129
Government Securities	Through August	70	45	18	16	23
	Year-End	70	169	31	25	28
Preferred Stock	Through August	52	27	24	50	77
	Year-End	52	142	44	86	109
Structured Products	Through August	37	23	19	38	87
	Year-End	37	25	21	52	109

Top 15 Controversy Types in Intra-Industry Arbitrations

A single arbitration case may include multiple controversy types.

CONTROVERSY		2016	2015	2014	2013	2012
		CASES SERVED				
Promissory Notes	Through August	282	276	342	429	591
	Year-End	282	401	476	632	802
Breach of Contract	Through August	256	272	266	333	490
	Year-End	256	373	347	465	652
Compensation	Through August	98	90	117	114	240

	Year-End	98	140	146	155	316
Libel/Slander/Defamation	Through August	82	80	73	63	72
	Year-End	82	115	99	101	109
Wrongful Termination	Through August	80	85	62	92	72
	Year-End	80	123	79	117	110
Libel or Slander on Form U-5	Through August	77	87	77	72	60
	Year-End	77	119	110	99	106
Discrimination*	Through August	37	39	34	43	30
	Year-End	37	54	43	53	49
Commissions	Through August	36	49	61	62	171
	Year-End	36	73	77	85	213
Raiding Disputes	Through August	20	28	31	16	30
	Year-End	20	40	39	21	41
Breach of Fiduciary Duty	Through August	11	17	41	54	115
	Year-End	11	28	52	78	143
Indemnification	Through August	10	6	13	13	11
	Year-End	10	12	16	17	17
Misrepresentation	Through August	9	14	27	19	16
	Year-End	9	17	33	24	24

Failure to Supervise	Through August	9	5	12	6	7
	Year-End	9	11	14	10	10
Negligence	Through August	9	11	17	9	38
	Year-End	9	21	25	11	43
Fraud**	Through August	7	9	--	--	--
	Year-End	7	13	--	--	--

* This category combines the following discrimination controversy types: disability, age, gender, race, sexual orientation, national origin, religion, employment discrimination, and sexual harassment. This number does not represent the number of cases served, as one case may have multiple discrimination claims.

** These categories were not tracked for the years in which no data appears.

How Arbitration Cases Close

Cases Decided by Arbitrators	2016 (% of Cases)	2015	2014	2013	2012
After Hearing	409 (18%)	646 (19%)	683 (18%)	792 (18%)	895 (19%)
After Review of Documents	100 (4%)	182 (5%)	208 (5%)	236 (5%)	182 (4%)
Total	509 (22%)	828 (24%)	891 (23%)	1,028 (23%)	1,077 (22%)

Cases Resolved by Other Means	2016 (% of Cases)	2015	2014	2013	2012
Direct Settlement by Parties	1,166 (50%)	1,716 (50%)	1,942 (51%)	2,336 (52%)	2,414 (50%)
Settled via Mediation	244 (11%)	306 (9%)	329 (9%)	315 (7%)	502 (10%)

Withdrawn	223 (10%)	317 (9%)	358 (9%)	482 (11%)	428 (9%)
All Others	175 (8%)	294 (8%)	290 (8%)	297 (7%)	394 (8%)
Total	1,808 (78%)	2,633 (76%)	2,919 (77%)	3,430 (77%)	3,738 (78%)

Results of Customer Claimant Arbitration Award Cases

Year Decided	All Customer Claimant Cases Decided (Hearings & Paper)	Percentage Decided of All Customer Claimant Cases Closed	Percentage (and Number) of Cases where Customer Awarded Damages
2016	271	17%	41% (112 cases)
2015	455	20%	42% (190 cases)
2014	465	19%	38% (177 cases)
2013	499	18%	42% (212 cases)
2012	570	18%	45% (255 cases)
2011	670	16%	44% (297 cases)

Results of All-Public Panels and Majority Public Panels in Customer Cases

Year Decided	Cases Decided by All-Public Panels	Percentage (and Number) of Cases Decided by 3 Public Arbitrators where Customer Awarded Damages	Cases Decided by Majority-Public Panels	Percentage (and Number) of Cases Decided by 2 Public Arbitrators and 1 Non-Public Arbitrator where Customer Awarded Damages
2016	105	43% (45 cases)	54	39% (21 cases)
2015	163	47% (77 cases)	84	45% (38 cases)
2014	135	44% (59 cases)	104	38% (39 cases)

2013	128	43% (55 cases)	107	44% (47 cases)
2012	99	49% (49 cases)	111	33% (37 cases)

Arbitrators by Type and Location

Arbitrator Type	Total
Public	3,136
Non-Public	3,769
Total	6,905

Click on each hearing location below to view the number of cases, public arbitrators, non-public arbitrators and public chairs* or view in [table format](#).

* We expand arbitrator pools in select hearing locations as case demand requires.

Mediation Statistics Through August

Year	Cases in Agreement	Cases Closed (Percent Settled)	Turnaround Time (in days)
2016	403	414 (76%)	108
2015	339	312 (80%)	115
2014	293	372 (83%)	98
2016 vs 2015	+19%	+33%	-4%

[Sitemap](#) | [Privacy](#) | [Legal](#)

©2016 FINRA.