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(54) Title: ONLINE MEDIATION AND SETTLEMENT OF DISPUTES

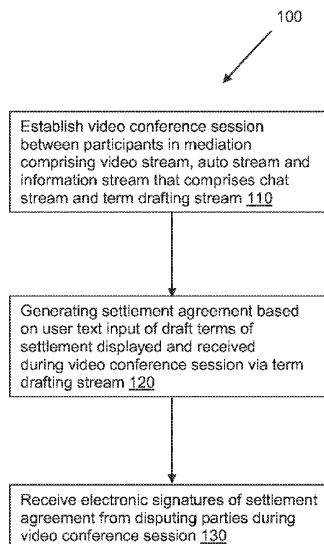


Figure 1

(57) Abstract: A computer-implemented method of mediating and settling a dispute, the method comprising: establishing a video conference session between participants in a mediation of the dispute, wherein the video conference session comprises a video stream, an audio stream, and an information stream, wherein the information stream comprises one or both of: a chat stream between some or all of the participants to display and receive chat messages relating to the mediation of the dispute, a term drafting stream to display and receive user text input from one of the participants relating to draft terms of settlement of the dispute.

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