Editing: Jolien Willemsens and Ivo Aertsen

Leuven, May 2005

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Foreword

We are happy to present the 2004 Annual Report of the European Forum for Victim-Offender Mediation and Restorative Justice. 2004 was again a very busy year in which many people within and around the Forum have contributed to the development of the organisation and the development of restorative justice in general.

You will find a more detailed overview of the most important activities in this annual report. It is, nevertheless, worthwhile to highlight some items in this foreword.

In 2004 the European Forum published its second book: *Mapping Restorative Justice. Developments in 25 European countries.* This book gives a clear overview of the state of affairs of restorative justice and is a rich source of information on legislation and practice. Furthermore, some members of the European Forum wrote a book on the request of the Council of Europe: *Rebuilding community connections – mediation and restorative justice in Europe.* This publication is mainly oriented to policy-makers and to others who are planning to introduce restorative justice. It outlines the main features of restorative justice and proposes guidelines for setting up programmes.

A second important event in 2004 was, of course, the Budapest conference which took place from 14 till 16 October 2004. It was exciting to see how such a big group of people, after overcoming the initial language-difficulties, started working together in a very active way. Thanks to the AGIS 2 funding, the conference could act as a true bridge between the East and the West.

2004 was also a busy project-year. First of all we finalised the AGIS 1 project, which focused on the training of mediation practitioners and of legal practitioners. Secondly the AGIS 2 project on "Meeting the challenges of introducing victim-offender mediation in Central and Eastern Europe" was started.

The members of the Practice and Training Committee have taken it upon themselves to take care of the follow-up of the AGIS 1 project. A first result is the organisation of a Summer School on the training of mediators in June-July 2005. Until now it is, however, less clear how to further training programmes for prosecutors and judges.

For 2005, the Forum will pay special attention to a number of issues. The first one is the promotion of the Forum. We will call upon national promoters to make the Forum more visible in all European countries. Secondly, a major point on the agenda of the Board is to secure core funding to allow the Secretariat to continue its work. Thirdly, the possibilities for co-operation with European institutions, like the European Union and the Council of Europe, should be explored into more detail. And, finally, continued attention will be paid to the development of restorative justice in Central and Eastern Europe.

We invite you to read more about above-mentioned points in this Annual Report. If you should have comments on this report, or on the functioning of the European Forum in general, please do not hesitate to contact the Secretariat or

the i	members	of tl	he B	oard.	Please	also	get	in	touch	with	us	if	you	would	like	to
cont	ribute in a	an ac	ctive	way	to the f	uncti	onin	g c	of the F	orun	٦.					

Ivo Aertsen

Vice-Chair

1. Short information about the Forum

The European Forum for Victim-Offender Mediation and Restorative Justice v.z.w. is a non-governmental not-for-profit organisation established according to Belgian law. It was officially created during the first General Meeting, organised in Leuven (Belgium) on 8 and 9 December 2000. Its statutes were published in the Belgian Official Journal on 19 April 2001.

The *general aim* of the Forum is to help establish and develop victim-offender mediation and other restorative justice practices throughout Europe. To further this general aim, the Forum pursues, amongst others, following *objectives*: promoting international exchange of information; promoting the development of effective restorative justice policies, services and legislation; exploring and developing the theoretical basis of restorative justice; stimulating research; and, assisting the development of principles, ethics, training and good practice.

The Forum has a permanent *secretariat*, located within the Department of Criminal Law and Criminology of the Catholic University of Leuven, Hooverplein 10, 3000 Leuven, Belgium.

2. The European Forum Board

The *Board* of the Forum, which was elected during the 2004 General Meeting, is composed of: Siri Kemény (Norway) as Chair, Ivo Aertsen (Belgium) as Vice-Chair, João Lázaro (Portugal) as Treasurer, Martin Wright (United Kingdom) as Secretary, Margaret Carey (United Kingdom), Frauke Petzold (Germany), Jaime Martin (Spain), Vira Zemlyanska (Ukraine) and Vidia Negrea (Hungary).

3. Membership

The Forum has a mixed *membership* structure. There are full (with voting rights) and associate (without voting rights) members. Both individuals and organisations (governmental and non-governmental) have the right to become a member.

In 2004, 58 new members were accepted: 41 full individual members, 10 associate individual members, 2 full local organisations, 2 full national governmental organisations, 2 full regional, national or international NGO's and 1 associate national NGO.

Two members resigned in 2004.

The membership of 19 members was terminated by the 2004 General Meeting since these members had not paid their membership fees.

This means that at the end of the year 2004, the Forum had 206 members.

4. Overview of the activities

4.1. General Meeting

The 2004 General Meeting was organised in Budapest, Hungary, on 14 October 2004, on the first evening of the European Forum conference. It was attended by 46 members and 6 non-members. The minutes of the meeting can be found on the website (http://www.euforumrj.org), under the heading activities.

Next to recurrent formal issues, like the approval of the report of the previous General Meeting, the approval of the accounts and budget and membership matters, following important issues were handled:

- The election of four new Board members. Torunn Bolstad (Norway), Rob Mackay (UK), Andrei Pascu (Romania) and Christa Pelikan (Austria) had resigned from the Board. Following people and organisations were elected to the Board: Vira Zemlyanska (Ukraine), Siri Kemény (Norway), Margaret Carey (UK), and Community Service Foundation of Hungary, represented by Vidia Negrea.
- The Board presented the strategic priorities for 2005. These came out of a 'SWOT' exercise to identify strengths, weaknesses, opportunities and threats.

During the meeting, reports were presented of the activities of the Board, the Secretariat and the committees.

4.2. Board meetings

In 2004 the Board met twice; once in Oslo (Norway) on 25-27 March, and once right before and after the 2004 General Meeting and conference on October 13 and 16 in Budapest (Hungary).

Important elements of discussion during these meetings were the conference, the financial state of affairs, and the work of the committees.

During the Board meetings, concrete projects were also discussed, for example the two European Commission co-funded AGIS projects (see further).

Strategies for actively involving the membership in the activities of the Forum were discussed as well as different ways to increase the membership benefits.

Much attention went to the overall policies of the Forum and to the internal functioning of the organisation.

4.3. Committees

Five committees have been set up within the Forum. The *information committee* gathers and processes information on restorative justice developments in the different countries. The *communication committee* provides the mechanisms of dissemination of information to the outside world and within the Forum. The *newsletter editorial board* is part of this committee. The *practice and training committee* identifies, promotes and supports principles of good practice. The *research committee* promotes and develops research that informs and supports practice and policy developments.

Also this year it proved quite difficult to get active participation in the committees.

The *information committee* (Chair: Frederico Marques, Portugal) collected papers on the state of affairs in restorative justice in some 17 European countries by using a common template. This comparative overview was published by the European Forum in 2004 in the form of a book: David Miers and Jolien Willemsens (eds.), *Mapping Restorative Justice. Developments in 25 European countries*, European Forum for Victim-Offender Mediation and Restorative Justice, Leuven (Belgium), 195 p., ISBN 90-901-8752-9. This book is available from the Secretariat.

In 2004 the *communication committee* (Chair: Siri Kemény, Norway) focused on organising the bi-annual conference "Restorative justice in Europe. Where are we heading?". Siri Kemény collected the papers from the Budapest conference and compiled a conference publication. This publication is available on the website of the European Forum: http://www.euforumrj.org.

During 2004, the members of the *practice and training committee* (Chair: Niall Kearney, UK) built further on the outcomes of the AGIS1 project (see further). They mainly focused on organising a summer school for trainers and managers in victim-offender mediation and restorative justice. The summer school will take place in June 2005 in the Czech Republic.

The chair of the *research committee* (Inge Vanfraechem, Belgium) regularly sent out information concerning conferences, research initiatives, etc. to the members of her committee. The committee functions as a network of interested persons.

4.4. Newsletter

In 2004 Anne Lemonne (Belgium) continued her work as co-ordinator of the newsletter editorial board. At the Budapest meeting she resigned from her function. Since no new candidate for the post of co-ordinator could be found, responsibility for producing the newsletter has been divided between the members of the editorial board.

The newsletter appeared three times in 2004: April, August and December.

The main articles in 2004 covered developments in Germany, Basque country, Norway, Romania and Ukraine. Much attention was given to the results of the AGIS1 project and the progress of the AGIS 2 project (see further). Reports of conferences were included, as well as information about European projects and developments within the Forum. The Bulletin Board, Newsflash and Readers' Corner were recurrent sections in the newsletter.

The newsletter was sent to all the members as part of their member benefits. It was also presented at several restorative justice and related conferences as promotion material. Three organisations are buying the newsletter for their library without being a member of the Forum. With other organisations the Forum has established an exchange of newsletters.

4.5. Conference

The 2004 conference, "Restorative Justice in Europe: Where are we heading?", took place in Budapest (Hungary) from 14-16 October 2004, and was organised in co-operation with the Family, Child, Youth Priority Non-Profit Association, and with the support of the Community Service Foundation of Hungary and the Hungarian National Institute of Criminology.

As in previous years, the conference could count on the interest of many people from all over the world: 217 people from 35 different countries participated. Thanks to the AGIS2 project (see further) almost 50 Central and Eastern Europeans could benefit from a waiver of the fee. They were also offered two nights in the conference hotel.

The main subject of the conference was how to ensure that the restorative justice ideals and values are not overruled by the established criminal justice system. Much attention also went to the exchange of experience and ideas between the East and the West.

As in the previous conference there were a limited number of plenary sessions. The focus was on opportunities for more informal exchange in workshops and café conferences. Based on the feedback collected after the conference, this format continues to be appreciated by most of the participants.

The papers presented at the conference, together with materials from workshops and café conferences have been collected by Siri Kemény, and are available from the Forum website (http://www.euforumrj.org/activities).

The next conference is planned for June 2006.

4.6. Information provision

The Secretariat and the Chair dealt with numerous requests for information. They pertained to information about the Forum, information about contact persons or institutions in other countries, information about training or educational programmes in restorative justice, and information about specific aspects of restorative justice.

As the Secretariat is hosted by the Catholic University of Leuven, information and literature is provided on a regular basis to students, not only from Leuven but also from abroad.

4.7. Website

In 2004 the Secretariat tried to keep the information on the website up-to-date. However, this is a time-consuming job. Also, only a small amount of requests to put information on the website is being received. Updating the website and providing current information would be easier if the membership of the Forum contacted the Secretariat regularly with news about events, publications and developments. This information could then be made available on the website as well as be included in a newsflash.

The discussion room on our website is still not being used very often.

Work is still being done to improve the reading room on the website. Although the database is in need of updating, it can still be a valuable source of information with its +1600 entries.

With the financial help of the AGIS-programme of the European Commission, a new "Projects" section was added to the website in 2003. This section serves to report on all projects the Forum is running or is involved in.

4.8. Representation of the Forum

In 2004, the European Forum was represented at the following events by the Chair:

- Conference on 'Mediation and Conflict Resolution in European Cities', European Forum for Urban Safety, Angers (France), 6-7 May 2004.
- Conference on 'Victim-Offender Mediation in Finland', Tampere (Finland), 15-16 May 2004.
- Council of Europe Ad Hoc Conference on 'Preventing Everyday Violence in Europe: Responses in a Democratic Society', Oslo (Norway), 8-9 November 2004.

By Board member João Lázaro:

• Final Seminar of the Grotius project 'M.E.D.I.A.Re' ('Mutual Exchange of Data and Information About Restorative Justice'), Ministry of Justice, Rome (Italy), 18-19 June 2004.

4.9. Financial situation and funding applications

Some financial benefits were obtained from the European projects that were awarded to the Forum (see further).

Unfortunately no new funding opportunities could be found in 2004. This means that searching for funding has become the number one priority for the year 2005.

4.10. Projects

In the course of the year 2003 the European Forum was awarded two AGIS projects. These projects are being co-financed by the European Commission.

AGIS 1: Working towards the creation of European training models for practitioners and legal practitioners in relation to restorative justice practices

This project, which started on the 1st of April 2003 and which ran until the end of February 2004, focused on two important areas: the training of restorative justice practitioners and the education of legal practitioners. The project included the organisation of four seminars. Two of these seminars dealt with the exchange of training models for mediation practitioners. It resulted in recommendations on the training of mediators in criminal matters. The other two seminars served to develop training modules for prosecutors and judges on restorative justice.

TOA-Servicebüro, in the person of Regina Delattre, was asked to run the project in co-operation with the Secretariat of the European Forum. More information can be found under the 'Projects' section of the website (http://www.euforumrj.org).

AGIS 2: Meeting the challenges of introducing victim-offender mediation in Central and Eastern Europe.

This project started only in December 2003 and will run until the end of November 2005. The general objective of the project is to realise, in two years, an effective support to the development of VOM in Central and Eastern European countries. The specific objectives of the project are:

- 1) to study, at the conceptual and practical level, what the possibilities are for implementing VOM in Central and Eastern European countries given their specific political, economical, cultural and legal background.
- 2) to discuss how the experience in Western European countries can inform and support the development of VOM in Central and Eastern European countries.
- 3) to prepare strategies for promoting the development of an integrated policy concerning VOM in Central and Eastern European countries.
- 4) to actively work towards creating dynamics for exchange and co-operation (networking) between Central and Eastern European countries in this field.
- 5) to discuss what Western European countries can learn from the developments in criminal justice in Central and Eastern European countries.
- 6) to study what can be learned from the previous points in terms of policy development concerning VOM at the level of the European Union.

In the framework of this projects, 2 expert meetings and 2 seminars are being organised.

The first expert meeting took place in Vienna on 24-26 June 2004. The purpose of the meeting was to create a good overview of the current situation as regards restorative justice in Central and Eastern European countries.

The first seminar coincided with the conference in Budapest in October 2004. The seminar actually consisted of all the different sessions (plenaries, workshops and café conferences) organised during the conference on the topic of Central and Eastern Europe. The main purpose of these sessions was to bring the East and the West together and to see what each could learn from the other.

The second expert meeting and second seminar will take place in the year 2005. The expert meeting, which will take place in Chisinau (Moldova) on 17-19 March 2005, will look into what can concretely be done to give an impetus to the policy developments around restorative justice in Central and Eastern European countries. The second seminar will take place in Sofia (Bulgaria) from 29 September till 1 October 2005. The results of the project will be presented here and a discussion will be organised on how the conclusions and recommendations of the project can be used in a practical way.

The project allowed the Forum to hire some additional personnel. Borbala Fellegi, who is the main contact person for this project, has joined the Secretariat in September 2004 and will stay until the end of November 2005. Two job students have been working on the project as well: Zuzana Slezakova and Jana Arsovska.

4.11. International initiatives

European Network

In 2002, the Belgian government took the initiative to propose a European Council Decision setting up a European Network of national contact points for restorative justice. The idea was that this network should support the effective implementation of restorative justice through national policies and by criminal justice agencies. The initiative had been taken in close co-operation with the European Forum, and the proposed network should be seen as complementary to, and supportive for, the work of the Forum.

The Belgian proposal was sent to the European Parliament for consideration, and it gave a positive advise in April 2003. The next step is that the proposal should be dealt with by the Ministers of Justice and Home Affairs in the Council of the European Union. When this will happen is completely dependent on the political initiative of the Council.

In the meantime we are always looking for possibilities to bring civil servants and other officials together to discuss the field of restorative justice.

Council of Europe – Implementing restorative justice: a vade-mecum

After several contacts between the Forum and the Council of Europe, the Integrated Projects 2 "Responses to violence in everyday life in a democratic society" of the Council of Europe offered the possibility to develop a practical guide to facilitate the effective implementation of restorative justice practices throughout Europe. The vade-mecum is intended to serve policy makers at all levels of government, judicial authorities and mediation services with their umbrella organisations.

In the year 2003 the vade-mecum was written by 4 members of the Board of the European Forum (Ivo Aertsen, Christa Pelikan, Robert McKay, Martin Wright) with the assistance of the Secretariat (Jolien Willemsens). It was published in July 2004 by Council of Europe Publishing: Ivo Aertsen, Robert Mackay, Christa Pelikan, Jolien Willemsens and Martin Wright (eds.), Rebuilding community connections – mediation and restorative justice in Europe, Council of Europe Publishing, France, 123 p., ISBN 92-871-5451-1. The book is also available in French under the title: Renouer les liens sociaux – Médiation et justice réparatrice en Europe (ISBN 92-871-5450-3). In 2005 the book was also translated into Russian (available at the Secretariat).

COST

A number of members of the European Forum are taking part in COST Action A21 "Restorative justice developments in Europe".

COST ('European Cooperation in the Field of Scientific and Technological Research') is an intergovernmental European framework for international cooperation between nationally funded research activities. COST is not financing research directly, but the exchange, analysis and co-ordination of research.

¹ Official Journal: C 242/20, 8.10.2002, p.20.

COST Action A21 aims at enhancing and deepening the knowledge on theoretical and practical aspects of restorative justice in Europe. In this respect, a network of researchers has agreed to work together during four years in order to exchange and discuss research needs, methods and results; co-ordinate research projects in the respective countries as far as possible and desirable; and stimulate and support further (common) research projects. More precisely, the action is focused on three domains around each of which a working group has been established:

- Evaluative research on RJ practices: the study of the process and the effects of VOM and conferencing, the study of national recording systems of data and the study of organisational features, job evaluation and satisfaction (the contact person for this working group is Ida Hydle: Ida.Hydle@hia.no);
- Policy oriented research: the comparative study of national legislation in relation to VOM, the study of the relation between criminal justice and RJ practices and agencies, the study of training models and training of legal professionals in the RJ area, and the study of new RJ models and applications (the contact person for this working group is Michael Kilchling: M.Kilchling@iuscrim.mpg.de);
- Theoretical research: the study of theoretical concepts, approaches and frameworks on RJ (the contact person for this working group is Robert Mackay: mackay@amicalis.fsnet.co.uk).

In the year 2004 the working groups met three times: once on 21-23 March 2004 in Kristiansand (Norway), once on 25 August 2004 in Amsterdam (the Netherlands) and once on 18-19 October 2004 in Budapest (Hungary) after the conference of the European Forum.

More information about COST Action A21 can be found on the Forum's website since the European Forum is providing webspace for the Action.

5. Staff

In 2004, the European Forum Secretariat was staffed by:

- Jolien Willemsens (on a half time basis). Jolien was on maternity leave from the middle of November 2004 until the middle of March 2005;
- Borbala Fellegi (responsible for the AGIS 2 project), from September 2004 until November 2005.
- Suzana Slezakova (job student helping in the initial stages of the AGIS 2 project), from May till June 2004.
- Jana Arsovska (job student helping in the AGIS 2 project), from October 2004 until June 2005.

6. Financial report

Contents:

- Letter from the accountant (pg. 13)

Attachment 1: Balance-sheet Forum 31/12/2004 (in Euro)

Attachment 2: Spreadsheet Costs-Incomes and Budget 2004-2005 (in Euro)



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BELASTINGCONSULENTE

FAX 016-20 70 06

25 april 2005

To whom it may concern

Re: Auditors' report of the VZW European Forum for Victim-Offender Mediation and Restorative Justice, Hooverplein 10, 3000 Leuven (abbreviation: the Forum).

As auditor we have examined the balance of 31 december 2004 of the VZW European Forum for Victim-Offender Mediation and Restorative Justice, as well as the profit-and-loss account and explanations for the year 2004 as it was closed on december 31, 2004.

We are not part of the Board of this VZW.

Our examination has been performed according to the standards for control and consequently include the sample surveys and the controle methods that were considered necessary in the given circumstances.

The bookkeeping-entries were controlled and were found to be consistent with the available pieces of evidence.

The situation 2004 is the faithful reflection of the costs incurred and incomes received in the year 2004. In our opinion the attached balance gives a faithful image of the capital and of the financial situation of the VZW on 31 december 2004, as well as of the results of its activities for the year that was closed on before-mentioned date, composed in accordance with the bookkeeping legislation and the commonly accepted Belgian bookkeeping principles which are being applied in an identical way.

The financial year was closed with a loss of 2.201,44 euro.

This means that the VZW's own property was 2.796,04 euro on 31/12/04 (4.997,48 euro from 2003 - 2.201,44 euro from 2004).

The final balance on 31 december 2004 provides a total balance of 85.564,00 euro.

Tvan Swinnen

Business Manager of A.B.S. BVBA Accountant I.A.B.

With number of legitimisation 221433 N 96

ONDER DE VORM VAN EEN BESLOTEN VENNOOTSCHAP MET BEPERKTE AANSPRAKELIJKHEID

abs@abs-accountant.be

byba Accountants- en Belastingconsulentenkantoor Swinnen

RPR Leuven I.A.B. 221433-N-96 B.T.W. BE 0459.049.629

ATTACHMENT 1

Balance-sheet Forum 31/12/2004 (in Euro)

Assets		Liabilities	
Fixed assets	1001,18	Profits 2001-2004	2796,04
Customers	221,00	Provision personnel	31100,00
Membership fees	1760,00	Suppliers	38324,76
Other receivables	325,22	Vacation provision	2899,91
Bank account	82223,84	Deferred income	10443,19
Cash	25,16		
Deferred charges	7,50		
TOTAL	85563,90	TOTAL	85563,90

ATTACHMENT 2

COSTS-INCOMES AND BUDGET 2004-2005 (IN EURO)

COSTS	Budget 2004 ²	Reworked budget 2004 ³	Result 2004	Budget 2005
Postage	2000,00	0,00	408,51	2.000,00
Copies	400,00	0,00	0,00	350,00
Travel, accommodation	5.500,00	2.000,00	3.289,95	2.000,00
Office supplies	1.000,00	0,00	95,56	725,00
Documentation	300,00	50,00	42,35	0,00
Computer supplies	100,00	0,00	0,00	100,00
Other	250,00	230,00	0,00	0,00
Software	180,00	0,00	0,00	180,00
Website	800,00	0,00	0,00	0,00
Accountancy	1.100,00	1.100,00	1.161,60	1.100,00
Newsletter	1.500,00	1.050,00	1.079,31	1.050,00
Publications	2.000,00	0,00	2.453,88	700,00
Membership	75,00	75,00	75,00	90,00
Financial	900,00	400,00	609,33	400,00
Representation	250,00	250,00	57,50	250,00
Meetings	750,00	750,00	0,00	500,00
Conference organisation	15.000,00	15.000,00	40.538,38	0,00
Conference travel &	0,00	3.500,00	1.625,99	0,00
accommodation				
Conference office supplies	0,00	700,00	190,62	0,00
Conference publications	0,00	0,00	247,04	0,00
Conference financial	0,00	500,00	688,48	0,00
Conference postage	0,00	1.000,00	844,83	0,00
AGIS I staff costs	0,00	13.280,00	19.366,34	0,00
AGIS I travel and	0,00	50,00	320,40	0,00
subsistence				
AGIS I equipment	0,00	90,00	100,12	0,00
AGIS I conferences &	0,00	24.000,00	25.171,09	0,00
seminars				
AGIS I publications	0,00	1.100,00	883,01	0,00
AGIS I other direct costs	0,00	900,00	901,45	0,00
AGIS I overheads	0,00	2.000,00	1.630,70	0,00
AGIS 2 staff costs	0,00	35.905,00	29.444,93	35.900,00
AGIS 2 equipment	0,00	500,00	500,59	550,00
AGIS 2 documentation	0,00	250,00	0,00	400,00
AGIS 2 conferences and	0,00	21.880,00	14.945,43	36.370,00
seminars				
AGIS 2 publications	0,00	2.625,00	2.262,12	1.550,00
AGIS 2 overhead	0,00	2.300,00	3.178,74	2.600,00
Personnel	28.000,00	9.950,00	0,00	2.000,00
Vacation provision	100,00	100,00	0,00	100,00
Provision personnel	0,00	0,00	0,00	0,00
Provision computer supplies	0,00	0,00	0,00	0,00
Membership fees not paid	0,00	0,00	850,00	0,00
Overhead KUL	0,00	0,00	0,00	125,00
TOTALS	60.205,00	141.535,00	152.963,25	89.040,00

² As approved by the General Meeting.
³ When the budget for 2004 was approved by the General Meeting, it was not known yet that the Forum would be granted the two AGIS projects. After the approval of the projects, a reworked budget was made, which also detailed in a clearer way the costs relating to the conference.

budget 2004	
baaget 2004	
British Home Office 0,00 0,00 2.836,20	0,00
Council of Europe 0,00 3.000,00 3.000,00	0,00
AGIS I 0,00 38.420,00 28.061,99	0,00
AGIS II 0,00 48.445,00 50.331,81 54	159,00
Conference 35.000,00 35.000,00 55.065,50	0,00
Membership 7.700,00 7.700,00 9.800,50 8	.000,00
Books, newsletter 100,00 100,00 1.087,44 1	.500,00
Financial 100,00 100,00 342,09	100,00
Other 200,00 200,00 0,00	0,00
TOTALS 43.100,00 132.965,00 150.525,53 63	.759,00
REST -17.105,00 -8.570,00 -2.437,72 -25	.281,00
WITHDRAWAL RESERVES 17.000,00 8.600,00 236,28 25	.000,000
	•
REST -105,00 30,00 -2.201,44	281,00