

Florida



Residential Mortgage
Mediation Program

Filing and Scheduling a Case In the 12th Judicial Circuit Court Residential Mortgage Mediation (RMM) Program under Administrative Order 2016-5.1

AAA WebFile®

Pursuant to AO2016-5.1, you must review and confirm your review of borrower financial documents prior to mediation. You should view them on our secure web platform, by going to www.mortgagemediation.org and clicking on the “AAA WebFile” tab. The RMM Program uploads borrower financial documents at least 30 days prior to mediation. Pertinent documents are stored and exchanged pursuant to the Administrative Order on AAA WebFile. Members of your firm must register and will have continuous access to the documents required to mediate a case. You must be prepared and have reviewed all necessary documentation at the mediation session or you may be reported as not having full authority to settle.

You may submit a Form A by email by clicking on the tab “File Form A Only”.

Mortgage Mediation Services
by the American Arbitration Association

HOME

AAA Webfile

Please LOG IN

User ID

Password

[▶ Forgot your AAA User ID? Click here for help.](#)

[▶ Forgot your password? Click here for help.](#)

New USER?
Please register.

GETTING TO THE CASE SITE:

From www.mortgagemediation.org website Click the red “AAA WebFile” tab.

- If you are already registered please login using your username and password

- If you are not a registered user, please register in order to create a username and password so that you can record information. Make sure to keep your login information safe and secure.

Using your own, completed, Form A document:

(You can use the generic version in Word format if you need one—it is stored under Lenders Forms on www.mortgagemediation.org.)

- Fill in the correct Circuit # and County in the Header. Fill in the correct Circuit # and the AO # under the title
- After you log in (after successful registration), you will see a set of tabs across the page.
- Select **FORM A Upload** tab

Then you can upload all the Form A documents you have. You can enter the description of the document, browse your own computer for the document and click on it. Then wait for it to upload.

You will get a confirmation of the number and descriptions of what you uploaded. We will create electronic case files in the system for you and you will have access to them when they are paid. Fees are \$225 for every eligible, homesteaded or non-homesteaded residence.

Simply mail a check or checks payable to the “American Arbitration Association” to:
American Arbitration Association, RMM Program, 100 SE 2nd St., Suite 2300, Miami, FL 33131

For additional information, questions or concerns please call 800-218-5524.

MEDIATION SCHEDULING FOR LENDER AND BORROWER ATTORNEYS

You must formally appear as counsel on a case and register to AAA WebFile, the AAA case management system. Notify us of your availability using the AAA WebFile calendar for your cases. The scheduling system will schedule mediation cases using your calendar in the system. All days and times left as available will be used if needed. To block out days or times, you must mark them as unavailable in the Calendar tool.

Cancellations are discouraged and should only be for good cause. Cancellations within five days of the mediation date will trigger the \$225 payment to the mediator who has reserved time to mediate that day. Rescheduling may be available when both parties want to reschedule and any necessary fees are deposited. Pursuant to AO2012-9.1, rescheduling due to Plaintiff’s untimely compliance with the order may result in a sanction of \$225 for mediation cancellation and rescheduling.

You MUST arrive at mediation promptly at the scheduled time. A Non-appearance of a party or counsel will be reported to the Court.

BORROWER ATTORNEYS INFORMATION:

Notice of Appearance IMPORTANT!

As counsel of record, once the borrower secures your services you must attend the mediation under the FL Rules of Civil Procedure, Rule 1.720 (b) (2). To receive RMM Program notices, please email your contact information and / or your notice of appearance to 12thCircuitRMM@adr.org or FAX to **877-395-1389**.

For information, please call our number for Law Firms **800-218-5524** or visit the RMM Program websites www.mortgagemediation.org and www.mediate.crc.usf.edu.

If you do not already have an account on the www.mortgagemediation.org website, we will add you to our file and copy you on all letters, but you will not be able to view the online case file. To view the online file, you must create an account on www.mortgagemediation.org and let us know what your user ID is when you send the email/fax, so that we can also link your AAA WebFile user ID with the case.

You will not be notified by the RMM Program Manager regarding the borrower's case unless you have notified the Program Manager by mail, email, or fax as an attorney representing the borrower. You should also maintain a calendar of availability. If you withdraw from a case, it is important that you file a timely Notice of Withdrawal with the Court and forward a copy to 12thCircuitRMM@adr.org.

Timelines and Deadlines

It is imperative that you support your client in meeting the RMM Program timelines established by the administrative order. Please help your client submit the required documents and successfully submit them to the RMM Program by uploading to AAA WebFile, scanning and emailing to 12thCircuitRMM@adr.org, or faxing to **877-395-1389. If Borrowers are unable to submit documents, do not submit their mediation fees, or are not granted Determination of Civil Indigency Status (AO2012-9.1 Form J) in a timely manner, they may lose the opportunity for mediation through the RMM Program. **It is essential that any documents brought to mediation are CURRENT.****