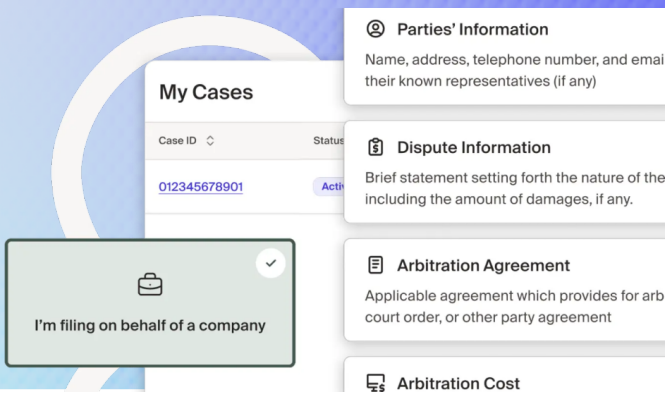
American Arbitration Association®

AI Arbitrator

Analysis by AI. Guided by Humans.



An AI solution that moves at the speed of business, the AAA® AI arbitrator is a groundbreaking innovation that delivers fast, cost-effective, and trusted dispute resolution within an intuitive, easy-to-use platform.

What makes the AI arbitrator unique?

- **AAA's Proprietary Advantage:** The AI arbitrator is trained on AAA commercial and construction awards, not generic legal text. It reflects real arbitrator logic, providing authentic legal reasoning.
- **Human Safeguards:** Parties have the opportunity to review and confirm that the AI correctly summarized their claims and submissions. Then the entire AI-led case analysis is validated by an expert AAA human arbitrator.
- **Responsible and Ethical AI:** AAA frameworks and standards are integrated throughout the platform to allow for transparency and accountability.
- **High Volume with Efficiency:** When efficiency and speed are essential, the AI Arbitrator resolves cases faster and at lower costs.
- **Intuitive and Easy to Use:** Parties can quickly and easily get started with their first case.

How the AI Arbitrator Works:

- Parties submit their claims and evidence.
- Parties validate their submissions are accurately summarized by the AI arbitrator.
- The AI arbitrator parses claims, analyzes evidence, applies law, and drafts a proposed award.
- An AAA-trained human arbitrator reviews, revises as needed, finalizes, and issues the award.

For more information and to request a demo of the AI arbitrator, contact Andrew Barton, BartonA@adr.org.

AI IMPACT
TRUSTED OUTCOMES

35%+
Cost Savings

20-25%
Time Savings

** Time and cost savings are based on documents-only construction cases*

Now is the time to embrace AI to drive positive change through speed, efficiency, and accuracy. Our AI arbitrator can deliver timely and transparent outcomes that meet the speed of today's society. For over 100 years, people have trusted us to resolve disputes fairly, and today we carry that trust forward by transforming arbitration to meet the demands of a digital-first world.

Diana Didia
AAA Executive Vice President and
Chief Technology & Innovation Officer

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ABOUT THE
AI ARBITRATOR

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Frequently Asked Questions

Understanding the AAA AI Arbitrator

1. Is the AI arbitrator actually deciding cases on its own?

No. Every decision made by the AI arbitrator involves a human arbitrator. The AI arbitrator uses legal reasoning to draft a recommended award—not a final decision. An AAA-trained human arbitrator reviews the AI's analysis, revises if needed, and issues the final, binding award.

2. Does the AI replace human legal judgment or ethics?

No. Human legal judgment remains central at every step. The AI arbitrator acts as an analytical tool—it organizes and reasons through case documents, but only a human arbitrator can finalize an award. Every output is validated for logic, fairness, and legal soundness by an experienced AAA arbitrator trained in AI arbitrator oversight. Carefully crafted AAA frameworks and standards are baked into every layer of the AI arbitration platform's development to allow for transparency and accountability.

3. What data is the AI arbitrator trained on?

The AI Arbitrator was trained on real AAA commercial and construction awards and refined through expert human calibration. This training gives the system domain-specific expertise while protecting confidentiality.

4. Can parties review the AI's draft before a final award?

This is not a black box. While the parties do not see the AI's draft award, during the submission and response process, they do have the opportunity to review and confirm that the AI correctly summarized their claims and submissions before their information is submitted to the human arbitrator.

5. Is participation in AI arbitration mandatory?

No. The AI arbitrator is completely opt-in. Both parties must agree to use it; otherwise, the case proceeds under traditional AAA arbitration.

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6. How does this affect arbitrators?

This innovation is designed to empower, not replace, human arbitrators. The AI arbitrator increases the speed and volume of cases, which we think can provide more opportunities for panelists. Arbitrators working on AI-led cases receive specialized training in reviewing AI-generated analyses.

7. Is this suitable for complex or subjective cases?

Not yet. The AI Arbitrator is currently available for documents-only commercial and construction disputes—cases without live witnesses or complex factual issues. As the system matures, AAA may expand its use to other case types.

8. How do we ensure fairness and trust in this process?

AAA's reputation for fairness is built on nearly a century of trusted arbitration. Every AI-led case follows AAA's ethical frameworks, due process principles, and disclosure requirements. Parties will always know who their arbitrator is, how the case is handled, and how the decision is made. AAA maintains a dedicated AI Governance Committee overseeing compliance, ethics, and model outputs.

9. What are the time and cost benefits?

Early testing shows 20–25% faster resolution times and 35% or greater cost savings in documents-only construction disputes.

10. What if the AI "gets it wrong"?

The human arbitrator is ultimately responsible for detecting and correcting any deficiencies before issuing the final award. Every award remains the human arbitrator's award, not the AI's. The AI assists, but the decision—and accountability—stays human.

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