Create a New AAA® Consumer Clause Registry Account

The AAA Consumer Clause Registry contains a list of businesses that have submitted their consumer arbitration clauses with the AAA and where upon review the AAA has determined that the clause substantially and materially complies with the due process standards of the Consumer Due Process Protocol.

If a business has not registered its consumer clause prior to the filing of a consumer case, the AAA will require that the business register its clause at that time. In addition, the Registry will include on-line access to the arbitration clause reviewed by the AAA and may include other documents related to the arbitration clause.

To create a new Consumer Clause Registry account:

1. Navigate to www.adr.org/clauseregistry and click on “Businesses (1st Time Registration of this Business): Register our Consumer Arbitration Clause(s)“.

2. Be sure to read the Terms of Use and Privacy Policy to ensure you agree, and then check the and click “NEXT”:
3. Complete the “Pre Registration Form” with the email address you are looking to register on the Registry. (Note: this cannot be an email address associated with an AAA WebFile® or Panelist eCenter® account.)

4. If your email address has not already been registered in our systems, you will receive a success message. Please check your email for a link to complete next steps.
5. Follow the prompts on the page to create your account. First, you’ll enter the public information to be displayed on the registry:

6. Any additional businesses can be added:
7. Create a username and password, making sure that it meets the onscreen criteria:

8. Enter the registration information to be tied to the account, the captcha code, and click “REGISTER”:
9. If successful, you will receive an onscreen confirmation of an email sent with further instructions.

10. Check your email for an email from @adr.org with the subject line of “ADR.org Consumer Clause Registry Account Validation”. This will contain a link to click to finalize the process.

11. Clicking on “Click here” will take you to the Consumer Clause Registry Sign In screen, to enter your username and password, and click “Sign In”:
12. Next, you will receive a “Multi-Factor Authentication Preference” screen. Choose your method of secondary authentication from a phone text or call, or an authenticator app (such as Duo, Microsoft, or Google).

An authenticator app is a program installed on your mobile device; it will generate a six-digit code for you to enter as a secondary authentication method when logging in to an AAA-ICDR site.

Note that secondary authentication is required every thirty days or when logging in from a new IP address.
13. Once you have selected your preference, click “Continue”.

If setting up Phone Verification:

Select your country code from the list, and enter your phone number. **If you choose this option, the AAA strongly recommends using a business phone number rather than a personal phone number.**

Then, select to “Send Code” via text or “Call Me” to receive a phone call. If you selected “text”, you will need to enter the verification code you received via text.

After entering the code, you can select “Verify” to proceed.
Note that the phone call option will require you to press a key to validate.

If setting up Authenticator App:
Download your authenticator app of choice. Then, scan the QR code in the app, to generate your code. Once completed, click “Continue” to enter the code.

After entering the code, you can click “Verify” to proceed.

14. Once successful, you will be logged into your Consumer Clause Registry account:

If you have encounter any issues or error message, please contact ConsumerReview@adr.org.