



American Arbitration Association

Dispute Resolution Services Worldwide

AAA® Claims Program Services

Events as routine as business transactions or as catastrophic as natural disasters can have large-scale consequences, with potentially significant impact on individuals, businesses, governments and homeowners.

The American Arbitration Association® (AAA) has expert technical support services as well as turnkey and customized programs to help organizations and businesses in both the public and private sectors **resolve claims—including the most high-volume, large-scale claims caseloads—quickly and cost effectively.**

AAA Claims Program Services are uniquely positioned to handle these claims:

- The national scale of the AAA enables claims program solutions to be operational rapidly, impartially and competitively priced—*while*
- Its regional presence facilitates attention to the details of each claim and allows the AAA to set up localized operations swiftly and hire on-site staff as needed.

And, as a not-for-profit public-service organization dedicated to the use of alternative dispute resolution (ADR), the AAA offers:

- Technical and professional expertise acquired over decades of experience and millions of cases.
- Technology-driven processes and applications for program management, document exchange and reporting.
- The ability to develop any necessary new rules or procedures and new panels of mediators or arbitrators as needed.
- Access to over 8,000 expert neutrals on AAA's own Roster of Arbitrators and Mediators.
- Broad experience and proven success engaging claims holders to participate in ADR.

RANGE OF CLAIMS

AAA's experience includes claims programs stemming from natural disasters and environmental issues, such as hurricanes and toxic tort claims, to those resulting from business matters—for example, mortgage foreclosures, corporate bankruptcies and class actions.

VOLUME OF CLAIMS

Size doesn't matter: the AAA has the operational capability for the management and disposition of multiple claims at once or a succession of claims over time, from dozens of cases to tens of thousands of cases.

TYPES OF PROGRAMS

Officials in government, business or law can select from existing AAA services and panels, or the AAA will work with stakeholders to choose or create a configuration of settlement services and a pricing schedule tailored to the caseload.

CLAIMS PROGRAMS TEAM

Experienced and knowledgeable solutions-design and case-administration experts provide prompt and economic design, filing, management and disposition at competitive costs.



AAA® Claims Program Services

AAA partners with public and private organizations and companies to streamline the process of claims resolution.

FOLLOWING IS JUST A SELECTION OF CLAIMS-PROGRAM CAPABILITIES.

Disaster Recovery Mediation Programs

The AAA has developed catastrophe response programs to deal with mass property claims resulting from hurricanes, floods, earthquakes and other natural and man-made disasters. These may be government-mandated or voluntary programs.

The AAA's mediation and arbitration programs have been selected by states to facilitate quick and cost-effective resolution to insurance claims disputes following catastrophic events. The overall 74% settlement rate for mediation programs includes programs in Florida (Hurricane Andrew: 92% settlement, 2,500+ claims), Louisiana (Hurricanes Katrina and Rita: 74% settlement, 17,831 cases mediated); Hawaii, California, North Carolina and Mississippi (82% settlement).

"As a result of the program administered by AAA, the citizens of the State of Mississippi were able to have thousands of their Hurricane Katrina claims resolved quickly and fairly to allow them to continue on with the rebuilding of their lives." —Former Mississippi Department of Insurance Official

Foreclosure Mediation Programs

The AAA designs programs to help governments, judges, court administrators, homeowners and lenders/servicers resolve mortgage disputes. The AAA has been selected by various circuit courts in Florida to administer both pre- and post-suit residential mortgage foreclosure mediation programs. These programs have been mandated by the Florida Supreme Court to encourage homeowners and lenders to resolve their foreclosure disputes quickly and without further litigation.



National and Regional Insurance Programs

The large insurance programs handled by the AAA include the Prudential Mass Claims Program, which involved over 50,000 cases in 49 states, with 570 neutrals hearing as many as 1,000 cases per day. The majority of the claims were settled in just over 15 months.

For over 35 years, the AAA has applied its expertise in handling No-Fault Automobile insurance claims in several states, resolving hundreds of thousands of claims. For example, working as the appointed administrator in partnership with state agencies and courts in New York State and Minnesota, the AAA has handled nearly 700,000 claims over the 10-year period from 2001-2010. AAA's unique conciliation process in New York State consistently helps parties settle half of the submitted cases within about 45 days of filing, with most of the remaining cases resolved through arbitration in 5 months.

"The AAA system is perfect for the timely resolution of outstanding No-Fault claims. ... Our clients are extremely happy with the results in such a quick period of time and have specifically asked that we continue using the system and not enter the litigation forum." —Customer of AAA No-Fault Services

*FOR MORE DETAILS ABOUT THESE AND OTHER PROGRAMS:
Please visit www.adr.org/claimsprograms.*

Congressional and Federal Agency ADR Programs



Automobile Industry Special Binding Arbitration Program

In December 2009, Congress designated the AAA as administrator of a national program to offer binding arbitration to nearly 3,000 automobile dealerships that were closed as a result of the restructuring of GM and Chrysler. Over 1,500 cases were filed in the Automobile Industry Special Binding Arbitration Program and were resolved within the seven-month statutory time frame passed by Congress.

Medicare Demonstration Project

The AAA developed the multi-year Medicare Demonstration Project with the federal Centers for Medicare & Medicaid Services (CMS) and the states of Connecticut, Massachusetts and New York. The goal was the design and implementation of a system to resolve certain disputes related to reimbursement by CMS for home-healthcare expenses incurred by state programs. To this end, the AAA, with the parties (the CMS and involved states), created the customized AAA Medicare Demonstration Project Rules (effective August 2007), provided a panel of expert neutrals with backgrounds in relevant substantive issues and supplied streamlined, professional case management.

Communications Merger

The AAA was designated by the FCC to resolve certain disputes arising from a major media merger (the purchase by News

Corporation of a controlling interest in Hughes Electronics Corporation, which owns the direct satellite broadcaster DirecTV). In the Order approving the merger, the FCC required the arbitration—under a modified version of the AAA’s expedited Commercial Rules—of certain disputes that could arise out of the merger. In coordination with the FCC, the AAA assembled a panel of highly qualified neutrals with experience in media-programming contract-dispute resolution and knowledge of retransmission-consent disputes and regional sports-network programming contract disputes. The AAA also administered these cases on a national level.

Olympic Athletes

By federal statute, disputes between the United States Olympic Committee (USOC) and representative sports organizations must be resolved through the AAA, and, to be recognized by the USOC, amateur sports organizations must require the use of arbitration under the AAA. Specialized arbitrators are provided by the AAA to resolve disputes arising at the various Olympic events throughout the world.

The AAA also administers a program to resolve disputes related to proceedings under the United States Anti-Doping Agency (USADA) Protocol for Olympic Movement Testing under the AAA Olympic Sport Doping Disputes Supplementary Procedures.



Corporate Bankruptcy ADR Programs

The AAA customizes and administers claims programs for reorganizing companies in a variety of industries. Specific needs of corporate debtors, creditors and trustees are addressed in streamlined claims resolution programs designed to conserve corporate assets by reducing time and expense.

The AAA is the ADR provider for seven large bankruptcy trusts established to manage asbestos claims. AAA has also managed mediation and arbitration programs for some of the largest bankruptcies in U.S. history—as long ago as the Eastern Airlines dissolution and as recently as that of General Motors (Motors Liquidation Co.).



Employment Dispute Resolution Programs

Large-scale workplace disputes involving issues including wrongful termination, harassment and discrimination, among others, also can be handled by the AAA. In 2001, the AAA administered an appeals program involving the payment of overtime to state workers, which was contained in a court-approved settlement of a class-action lawsuit against the State of Arizona.

The AAA coordinated the training and review of the program guidelines for the panel of 14 neutrals selected by Plaintiffs’ and Defendants’ counsel to hear the appeals. Plaintiffs had the option to request a telephonic or in-person hearing. There were 2,686 claims resolved through the program; the great majority of the program was completed within two years.

TO GET STARTED ON SOLUTIONS FOR A CASELOAD:

Please contact your regional AAA office, which can be found at www.adr.org/contactus.