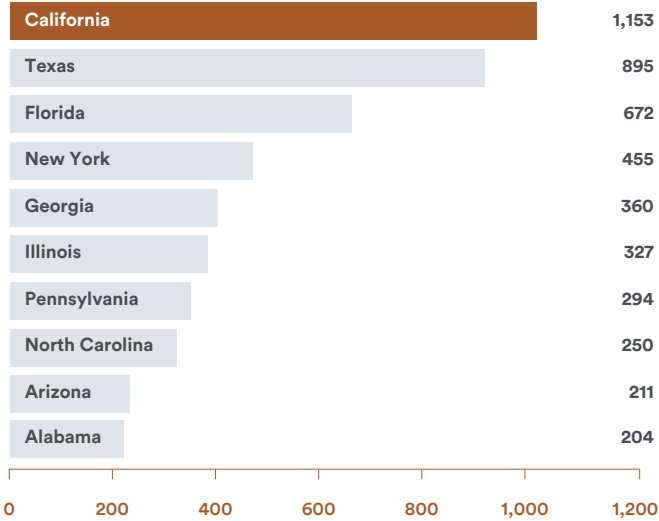




# 8,210 Single Consumer Case Filings in 2021

## TOP TEN STATES FOR SINGLE CONSUMER CASE FILINGS



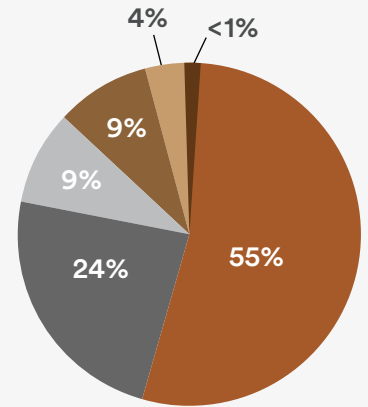
## Most Cases Settle

**7,281**  
# of cases closed

**624**  
# of cases awarded

### DISPOSITION BREAKDOWN

Settled	3,975
Administrative	1,717
Withdrawn	662
Awarded	624
Dismissed	283
Consolidated	20



### DID YOU KNOW?

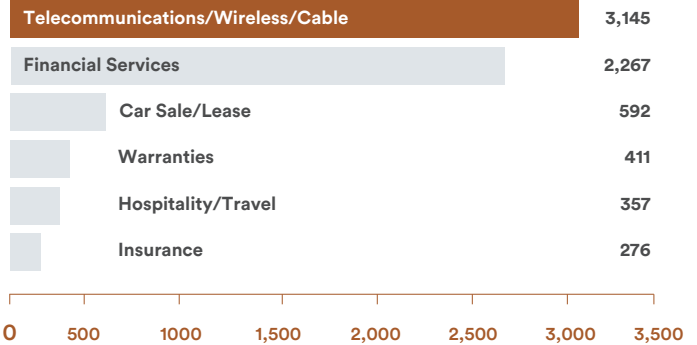
THAT CONSUMERS DID NOT PAY ANY FEES ON 4,982 CASES. ADDITIONALLY, THE AAA WAIVED \$115,166 IN FEES FOR CONSUMERS.

### MEDIAN TIME FROM FILING TO AWARD VS TRIAL

For The Parties that Proceed to Award - Time Resolution is Speedy Especially When Compared to U.S. District Court



### MOST FREQUENT DISPUTE TYPES



### COMMITMENT TO DIVERSITY

**34%**  
DIVERSE ROSTER

**36%**  
DIVERSE APPOINTMENTS

### MONETARY AWARDS FOR CONSUMERS

#### TOTAL AMOUNT AWARDED

**\$6,070,710**

Average Award  
**\$36,792**

Median Award  
**\$6,174**

Largest Award  
**\$844,512**