



## NO-FAULT ARBITRATOR NEWSLETTER

Welcome to the latest edition of the No-Fault Arbitrator Newsletter.

### Hearing Briefs and Materials

We strongly encourage arbitrators to consider accepting hearing briefs and materials electronically. A significant number of people are still working remotely due to the pandemic and may not have easy access to a printer. Also, arbitrators can review hearing briefs and materials electronically without the need to print anything themselves.

### New Hearing Exhibits Document Tab

AAA WebFile® and Panelist eCenter® now both include a Hearing Exhibits tab, which is an easy-to-use and secure space for parties to upload their hearing exhibits for the arbitrator. This feature reduces or even eliminates the expensive and time-consuming preparation of hard copy exhibits and the risk associated with mailing these items.

**How it works:** The arbitrator activates the Hearing Exhibits tab for the case in Panelist eCenter. This provides parties with access to the tab where they can upload exhibits. An email notifies case participants when documents are uploaded to this space. For more information on how to utilize this tool, contact your Case Administrator.

### Best Practices for Video Hearings

- **Promptness**  
Log in at least five minutes before the hearing is scheduled to start. Preparing early to connect allows time to locate login credentials and verify participant connectivity without delaying the proceedings.
- **Login Credentials**  
Locate your login credentials ahead of time. AAA staff are often connecting several videoconference hearings at the same time; therefore, they may not be immediately available to resend this information if you wait until the start of the hearing.
- **Hosting Your Hearings**  
We encourage arbitrators who have their own licensed videoconferencing account to host their own hearings. For hearings done by videoconference, please notify the Case Administrator when accepting the case that you will host the virtual hearing.

### Cybersecurity

Important tips for ensuring security in the course of serving on a case, as well as for everyday cybersecurity, are available as a resource to panelists on Panelist eCenter under *Information Security Tips & Training*. The information provides tips for ensuring security in the course of serving on a case, as well as for everyday protection.



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**Topics include:** Identity Theft, Home Network Security, Password Best Practices, Phishing and Social Engineering, Security Tips for Mobile Devices, and Wi-Fi Best Practices.

Arbitrators can also access cybersecurity best practices and a checklist on the AAA's Minnesota No-Fault webpage at [www.adr.org/mnnofault](http://www.adr.org/mnnofault).

### Arbitrator Case Management Reminders

- Copy the Case Administrator on all emails. Also, if the AAA requests that you respond to an email by using "Reply All," please do so.
- Notify the Case Administrator if the hearing record is left open and when it will close.
- Complete all categories on the Record of Hearing, including the claim amount, which should reflect the amount claimed at the hearing.

### Download the Panelist eCenter Mobile App

The Panelist eCenter mobile app provides panelists with access to their pending cases on their mobile devices. Log in to the app using your Panelist eCenter username and password.

Panelists can view their pending cases, events, tasks, and documents. Case tasks and events may be viewed globally or at the case level, and panelists can search and view the documents for any particular case. Events and tasks may also be viewed across all pending cases. A convenient search function enables the user to find cases, events, and documents with ease.

At the case level, panelists can view party details, case status, and hearing locale or requested alternative hearing format. They can also view the parties' claim amounts, their representatives, and the case administrator. Panelists can easily contact case participants and the case administrator by phone or email directly from the app.

The app is designed for Apple and Android devices—smart phones and tablets. You may download it for free on [Google Play](https://play.google.com/store/apps/details?id=com.adrpanelist) and the [Apple App Store](https://apps.apple.com/us/app/panelist-e-center/id1444444444).

### Sign Up for ACH Payments to Ensure Timely Receipt of Your Arbitrator Compensation

Paper checks can take a long time to arrive in the mail. A paper check can even be stolen from an arbitrator's mailbox and cashed—something we have seen happen.

A quicker and safer alternative is to use ACH payments, which are electronic payments deposited directly into the bank account you designate. We encourage you to join the more than 1,200 panelists who have already signed up to receive compensation via ACH payment.



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To enroll, please complete this [authorization form](#) and upload it to our secure Citrix ShareFile platform located [here](#). Please do not email, mail, or fax the completed form.

Keep in mind that it may take one or two payment cycles before you start receiving ACH payments rather than paper checks. If you have any questions about the process, please contact AAA Corporate Finance at [ach@adr.org](mailto:ach@adr.org).

### **New AAA Office and Mailing Address**

The Minneapolis office moved to a new location on August 27, 2021. The new address is:

American Arbitration Association  
2355 Highway 36 West, Suite 400  
Roseville, MN 55113

### **Feedback**

#### **What would you like to see featured in this newsletter?**

Please contact Kelly Baker at [KellyBaker@adr.org](mailto:KellyBaker@adr.org) or Kristin Folsom at [KristinFolsom@adr.org](mailto:KristinFolsom@adr.org).