



NO-FAULT CUSTOMER NEWSLETTER

AAA Minnesota No-Fault Newsletter: News and Notes for Party Representatives.

News & Announcements

Redesign of AAA WebFile®

Later this fall, the AAA will launch a new design of AAA WebFile. The goal of this redesign is to improve the user's experience, by building greater efficiency within the site. The redesign includes a new look and new features. Training tools will be available to assist users in navigating the new site. Stay tuned for more information.

Online Settlement Tool

The AAA will launch an enhancement to AAA WebFile that will provide parties with the option to engage in online settlement negotiations. The launch of this tool is scheduled for late fall 2018. Stay tuned for more information in the upcoming weeks. Training materials will be available on the Minnesota No-Fault website at www.adr.org/mnnofault.

Online Scheduling System Tips

- First, determine whether there are any significant periods of time during which you are unavailable for a hearing and use the recurring feature to mark this time off.
- Second, identify any common unavailability and mark this time off, such as Fridays or the 12:30 time slots.
- Third, review the days that are left using the "Day-by-Day" method.

If you experience any issues or error messages during the calendaring process, please report these to either your case administrator or to Krista Peach at KristaPeach@adr.org.

Party Tips

- To ensure motions are processed in a timely manner, please do not include a motion in the Rule 5(g) Response, but rather send it separately.
- The Notice of Hearing includes information about how the arbitrator prefers to receive hearing materials.
- If you change firms, please remember to make all necessary profile updates on AAA WebFile, including updating your email address. A "How To" guide is available on the AAA website at www.adr.org/mnnofault.com

Rule Highlight

Rule 16 Representation

Q. Is a representative required to be a licensed attorney in a Minnesota no-fault arbitration?

A. No. Rule 16 of the Minnesota Rules of No-Fault Arbitration Procedure states, "Any party may be represented by counsel or other representative named by that party."



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Q. What happens if the representative withdraws from representation?

- A. Pursuant to Rule 16, the claim shall be dismissed, unless the claimant advises the arbitration organization of the intention to proceed *pro se* or a replacement representative is named within 30 days of the sending of notice of withdrawal. Once the AAA receives notice of the withdrawal, a letter is sent to the claimant advising of the notification requirements under Rule 16. If there is no response and an arbitrator has already been appointed, the arbitrator will determine the allocation of arbitrator compensation.

New Arbitrators

On August 23, 2018, a New Arbitrator Training was held at the AAA for new applicants approved by the No-Fault Standing Committee. The training was conducted by Standing Committee members Eric Hayes and Darrold Persson with the assistance of AAA employee Kelly Baker, Supervisor. The training provided new arbitrators with direction on the responsibilities and expectations of the service as a No-Fault panel member, as well as best practices for handling cases. We would like to welcome to the No-Fault Panel the following new arbitrators: Norbert Cuellar, Anu Chudasama, Jonathan Fischer, Edwin Goss, Stuart Johnson, Jeremy Lampman, Elliot Olsen, Rylee Retzer-Busselman, Paul Schroepfer and Darwin Williams.

Navigating to the Minnesota No-Fault Webpage

The Minnesota No-Fault website provides various resources for parties and representatives, such as filing instructions, petition form, a list of respondent addresses, subpoena forms, annual reports, and the arbitrator conduct complaint form.

To access the site, use the following steps:

1. Visit the AAA's website at www.adr.org;
2. Select "Practice Areas" from the top dashboard, then select "Government";
3. Scroll down to the "Automobile Insurance" heading and click on "Minnesota No-Fault Arbitration".

Building Security Reminders

- Registered visitors will receive a barcode by email. The email will be sent from meetings@ivisor.com, not from the AAA. You may need to check your spam and junk folders.
- Arbitrators and named representatives are automatically registered and will therefore receive a barcode by email.
- If you would like your client to receive a barcode by email, please complete and return the Visitor Form.
- The emails are sent at the end of the week for hearings scheduled at the AAA office for the upcoming week.
- The email will note a start time of 8:00 a.m., which is the default setting. Please review the Notice of Hearing to determine what time the hearing begins.
- If you are unable to locate the email, a barcode will be issued by security upon check-in. Please have identification ready.
- Upon arrival, all visitors are required to check-in at the security desk before entering the turnstiles.

AAA Office Closings

Wednesday, November 21 – Closes at 1:00 PM

Thursday, November 22 – Closed

Friday, November 23 – Closed