Steps of the Consumer Arbitration Process

CASE FILING: AAA CASE FILING SERVICES RECEIVES FILING
• Filing Requirements Reviewed/Obtained
• Assigned to Case Administrator

1. Case Initiation Stage
• Initiation Letter sent
• Answer and Initial List Form due date set
• Filing Fees and Deposits requested, if applicable

2. Arbitrator Invitation Stage
• Arbitrator selected and invited to serve
• Arbitrator reviews case information, checks for conflicts and returns signed oath, with disclosures, if any

3. Arbitrator Appointment Stage
• Parties notified of appointed Arbitrator
• Objections to appointed Arbitrator due date set
  • If objection received, party opinions are gathered and AAA decision is announced
  • If removed, back to Step 2
  • If Arbitrator confirmed, continue to Step 4

4. Preliminary Hearing Conference Call Stage
• Preliminary hearing scheduled
• Preliminary hearing held
  • Hearing date set
  • Document Exchange schedule set
• Scheduling Order sent to parties

5. Hearing Stage
• Hearing conducted or Documents received and confirmed
• Arbitrator confirms no further proofs or witnesses

6. Award Stage
• Hearing Closed and Award due date set
• Arbitrator's Award sent to parties
• Case Closed