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**