

CONSUMER Dispute Resolution



2024

Single Consumer Cases Filed in 2024

8,459

TOP STATES FOR SINGLE CONSUMER CASE FILINGS

California	2,977
Texas	728
Florida	678
New York	669
Illinois	265
New Jersey	254
Georgia	234
Pennsylvania	199
North Carolina	164
Arizona	149
Minnesota	149

CONSUMERS DID NOT PAY ANY FEES ON 4,457 CASES IN 2024. ADDITIONALLY, THE AAA WAIVED \$211,668 IN FEES FOR CONSUMERS.

COMMITMENT TO DIVERSITY IN 2024

40%

DIVERSE PANEL

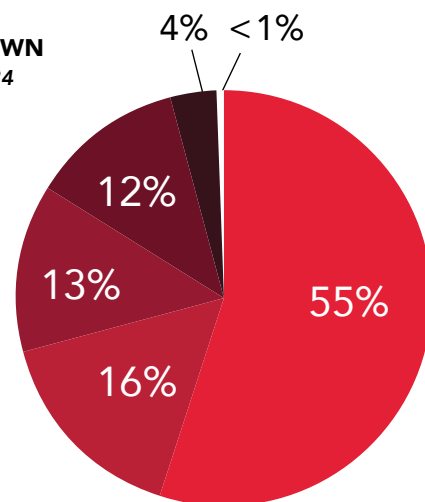
42%

DIVERSE APPOINTMENTS

8,860 # of cases closed in 2024

DISPOSITION BREAKDOWN FOR CASES CLOSED IN 2024

Settled	4,842
Administrative	1,446
Awarded	1,166
Withdrawn	1,076
Dismissed	309
Consolidated	21



MOST FREQUENT DISPUTE TYPES

Financial Services	3,291
Car Sale/Lease	1,176
Warranties	406
Telecommunications	380
Insurance	298
Hospitality/Travel	274

TIME TO AWARD (IN MONTHS)

AAA advanced cases to award significantly faster than U.S. District Courts in 2024.



QUICKEST
TIME TO AWARD



MEDIAN
TIME TO AWARD



MEDIAN
TIME TO TRIAL IN
U.S. DISTRICT COURT

MONETARY AWARDS FOR CONSUMERS IN 2024

TOTAL AMOUNT AWARDED

\$17,121,205

Average Award

\$63,178

Median Award

\$6,642

Largest Award

\$5,000,338

This graphic does not include data related to consumer mass arbitration.

