



AMERICAN ARBITRATION ASSOCIATION®

April 18, 2025

Dear Contributors,

The American Arbitration Association (AAA) thanks you for reviewing and providing feedback on the proposed revisions to the Consumer Arbitration Rules and/or the Employment Arbitration Rules (Rules). Your thoughtful responses were carefully reviewed and considered by the AAA.

Based on the overall public feedback received by the AAA through this process, the AAA made updates to the proposed revisions of both sets of Rules, which are reflected in the soon-to-be-published updated Rules. We believe these updates have improved the Rules and administrative process, which is a testament to the individuals and organizations who took the time to provide their perspectives.

The AAA remains dedicated to providing parties to consumer and employment/workplace disputes with a state-of-the-art set of Rules and neutral case administration. We believe these upcoming revised Rules reinforce our commitment to providing parties with a transparent, fair, efficient, and ethical dispute resolution experience.

Sincerely,

AAA Rules Committee