



Steps of the Consumer Arbitration Process

CASE FILING: AAA CASE FILING SERVICES RECEIVES FILING

- Filing Requirements Reviewed/Obtained
 - Assigned to Case Administrator
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1. Case Initiation Stage

- **Initiation Letter** sent
 - **Answer** and **Initial List Form** due date set
 - **Filing Fees** and **Deposits** requested, if applicable
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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
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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
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4. Preliminary Hearing Conference Call Stage

- Preliminary hearing scheduled
 - Preliminary hearing held
 - Hearing date set
 - Document Exchange schedule set
 - Scheduling Order sent to parties
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5. Hearing Stage

- Hearing conducted or Documents received and confirmed
 - Arbitrator confirms no further proofs or witnesses
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6. Award Stage

- **Hearing Closed** and Award due date set
- Arbitrator's **Award** sent to parties
- **Case Closed**