



## 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**