



AMERICAN ARBITRATION ASSOCIATION®

2021 ANNUAL REPORT

MINNESOTA

NO-FAULT ARBITRATION

PROVIDED BY THE AMERICAN ARBITRATION ASSOCIATION
MINNESOTA NO-FAULT OFFICE

2355 HIGHWAY 36 WEST, SUITE 400
ROSEVILLE, MN 55113

TABLE OF CONTENTS

Introduction.....	3
Case Filings.....	3
Locations.....	5
Evidentiary Hearings.....	7
Claim Information	8
Award Information.....	11
Claim to Award.....	13
Case Timelines.....	14
Case Disposition.....	16
Contact Us.....	17

INTRODUCTION

The American Arbitration Association® (AAA®) is dedicated to the development and use of efficient, effective, and economical methods of dispute resolution through education, technology, and solutions-oriented service.

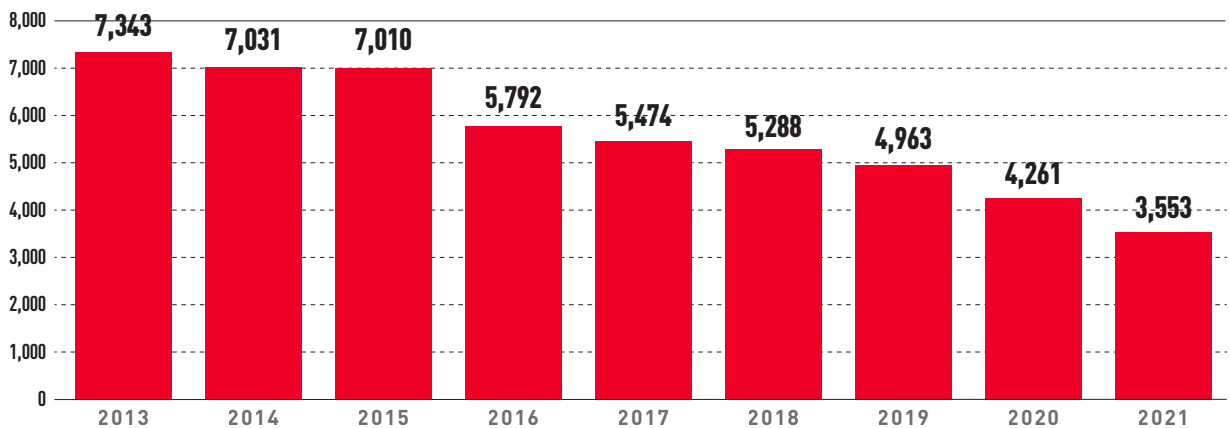
We value our continued partnership with the State of Minnesota and are committed to building a program based on integrity, trust, and innovation to meet the needs of the no-fault user community.

CASE FILINGS

The following graph compares the total case filings received from 2013 through 2021. Since 2013, there has been a 52% decrease in the number of annual filings.

This is a decrease of over 3,700 cases filed in 2021 as compared to cases filed in 2013.

Table 1: Annual Case Filings



Method of Filing

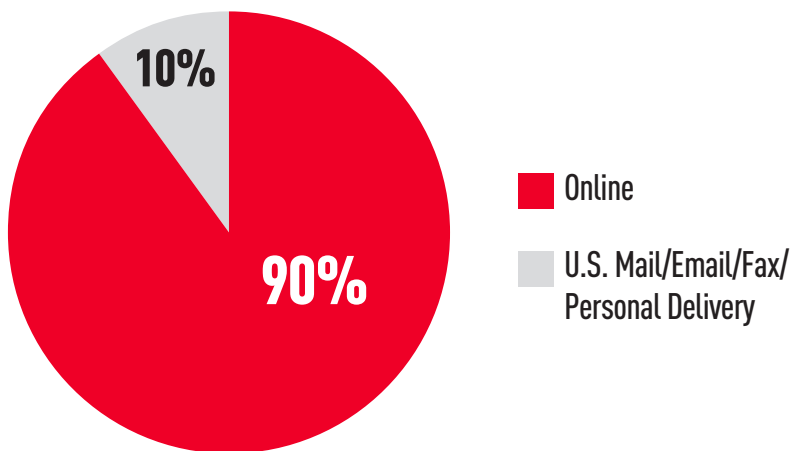
Cases may be filed with the AAA by U.S. Mail, fax, email, and personal delivery, as well as online through AAA WebFile® or AAA FastFile.

AAA WebFile is an external case management portal, which provides users with 24-hour access to file, access, and manage cases. Similarly, AAA FastFile provides users with the ability to file online without the need to create an online account.

In 2021, online filings comprised 90% of overall cases filed. This is an increase from 77% in 2020.

The following graph illustrates a breakdown of how no-fault cases were filed with the AAA in 2021.

Table 2: Breakdown of 2021 Cases



LOCATIONS

Pursuant to Rule 14 of the Minnesota Rules of No-Fault Arbitration Procedure, a hearing will be held in the arbitrator’s office, another appropriate place in the general locale within a 50-mile radius of the claimant’s residence, or other place agreed upon by the parties. At the time of filing, a claimant is provided with an opportunity to request a particular hearing location. Absent an objection, the AAA’s staff will make every effort to locate an arbitrator who is willing to hear a case in the requested location and secure a place to hold the hearing in that location.

In 2021, the AAA received hearing locale requests in many different cities and different counties. In order to honor such requests, the AAA scheduled hearings at county courthouses, libraries, community centers, AAA offices, and law offices.

The graphs below demonstrate the most common cities and counties requested by claimants.

Table 3: 2021 Top-Requested Hearing Locales by City

St. Paul	262
Minneapolis	175
Woodbury	123
Anoka	73
Shoreview	68
Roseville	43
Inver Grove Heights	36
Buffalo	32
Vadnais Heights	21
Lakeville	17
Stillwater	12
Fridley	10
Coon Rapids	9
Mankato	7
White Bear Lake	7
Rochester	6
Maplewood	5
Duluth	5

With the assistance of Traveling Arbitrators, who volunteer to serve in many locations throughout the state, the AAA has the ability to provide access to in-person hearings within all of Minnesota’s 87 counties. In 2021, the Traveling Arbitrator Panel comprised of 145 arbitrators.

Table 4: 2021 Top-Requested Hearing Locales by County

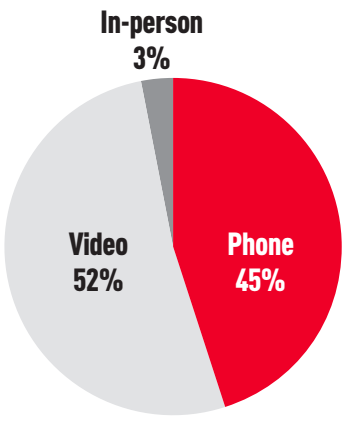
Ramsey	401
Hennepin	195
Washington	136
Anoka	97
Dakota	57
Wright	32
Blue Earth	7
Olmstead	6
St. Louis	5

EVIDENTIARY HEARINGS

The charts and graph below illustrate the evidentiary hearings in 2021.

Table 5: 2021 Evidentiary Hearings

Method	Evidentiary Hearings	% Of Total
Phone	838	45%
In-person	48	3%
Video	956	52%
Total:	1,842	100%



CLAIM INFORMATION

The AAA receives three types of claims: Basic Economic Loss, Auto Glass Replacement, and Automobile Property Damage.

Basic Economic Loss claims include claims arising out of the denial or delay of payment for medical expenses, wage loss, and replacement services.

Auto Glass Replacement claims are those claims arising out of the insurance company's denial or reduction of payment toward the glass repair of an

insured's automobile. These claims typically are filed by the auto glass provider who repaired the insured's automobile. These claims also include court-ordered consolidated glass cases.

Automobile Property Damage claims are those claims that arise out of property damage to the insured's automobile.

The chart below illustrates a breakdown of the types of claims filed with the AAA in 2021.

Table 6: 2021 Breakdown of Claim Type

Case Type	Total Filed
Basic Economic Loss	3,526
Auto Glass Replacement	23
Auto Property Damage	2

Under Rule 5 of the Minnesota Rules of No-Fault Arbitration Procedure, a claim may not exceed the \$10,000 jurisdictional amount at the time the petition is filed. Claim amounts often fluctuate throughout the life of a case and may exceed the jurisdictional amount after the claim has been filed.

The following charts provide claim information by case type for those cases filed in 2021.

Table 7: 2021 Basic Economic Loss Claim Amounts

Claim Type	Minimum	Maximum	Average	Median
Medical	\$1.00	\$127,621.50	\$7,064.33	\$6,365.00
Replacement Services	\$220.00	\$100,000.00	\$8,829.18	\$8,156.34
Wage Loss	\$223.00	\$41,503.21	\$9,616.54	\$8,372.76

Table 8: 2015-2021 Basic Economic Loss Comparison of Claims Filed

The following graph illustrates a comparison of claims filed between 2015 and 2021 for Basic Economic Loss Benefits, which includes medical, replacement services, and wage loss.

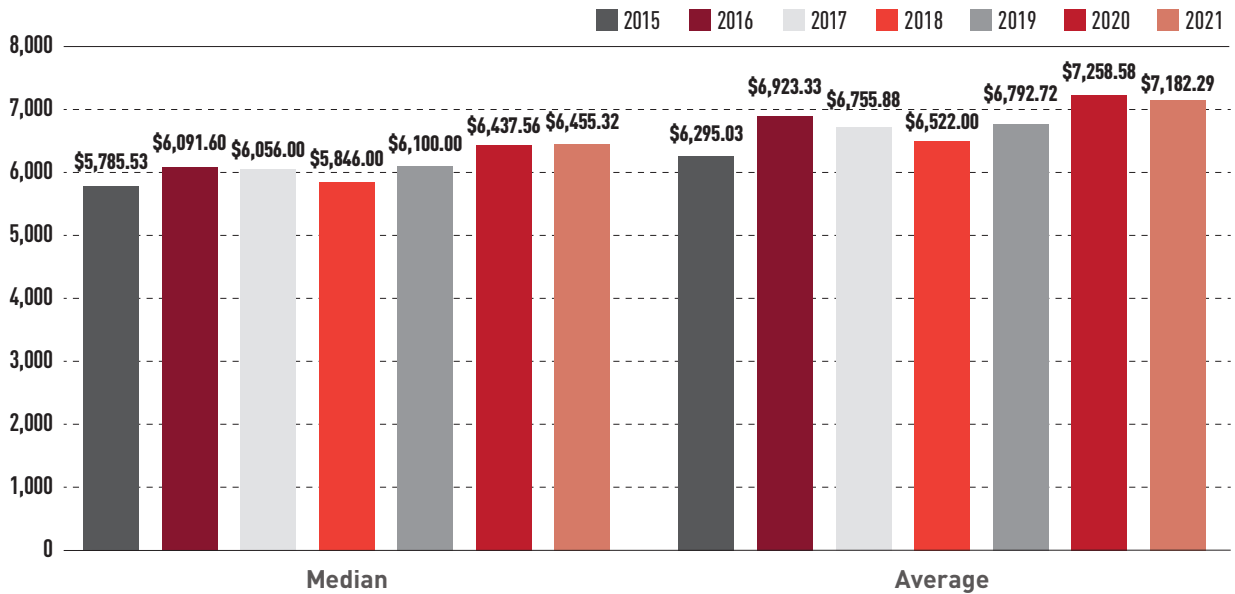
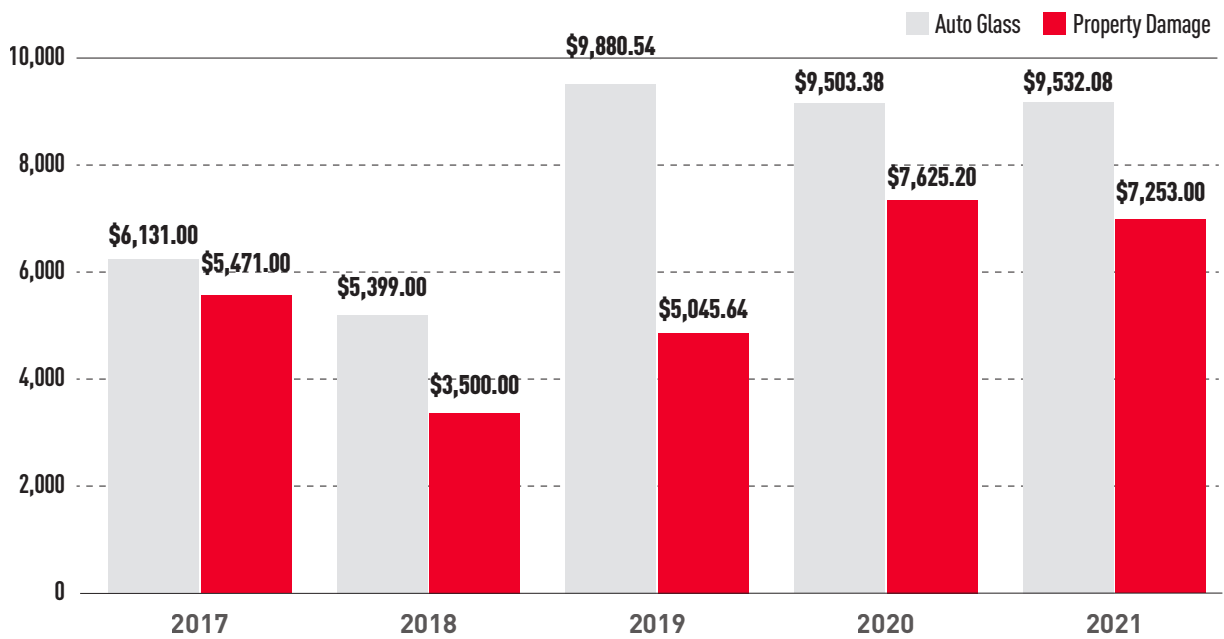


Table 9: 2021 Auto Glass Replacement and Property Damage Claim Amounts

Claim Type	Minimum	Maximum*	Average	Median
Auto Glass Replacement	\$2,507.42	\$163,872.03	\$26,987.64	\$9,532.08
Auto Property Damage	\$4,466.00	\$10,040.00	\$7,253.00	\$7,253.00

*Court-ordered cases involving consolidated claims are included.

Table 10: 2017-2021 Auto Glass Replacement and Property Damage Comparison of Median Claims Filed



AWARD INFORMATION

Rule 32 of the Minnesota Rules of No-Fault Arbitration Procedure provides the scope of what an arbitrator may award under the No-Fault Rules. This rule provides that an award may include arbitration fees, expenses, rescheduling fees, and arbitrator compensation. An award may also include interest

when required under Minn. Stat. §65B.54. However, an arbitrator may not include attorney fees for either party in the award.

The following charts and graphs on award information are based on cases closed in the specified years.

Table 11: 2021 Basic Economic Loss Award Amounts

Issue Type	Minimum	Maximum	Average	Median
Medical	\$25.47	\$137,617.26	\$7,581.12	\$6,323.58
Replacement Services	\$1,215.00	\$22,477.36	\$8,792.67	\$8,082.22
Wage loss	\$74.48	\$34,756.79	\$11,161.74	\$9,673.23

Table 12: 2015-2021 Basic Economic Loss Award Comparison

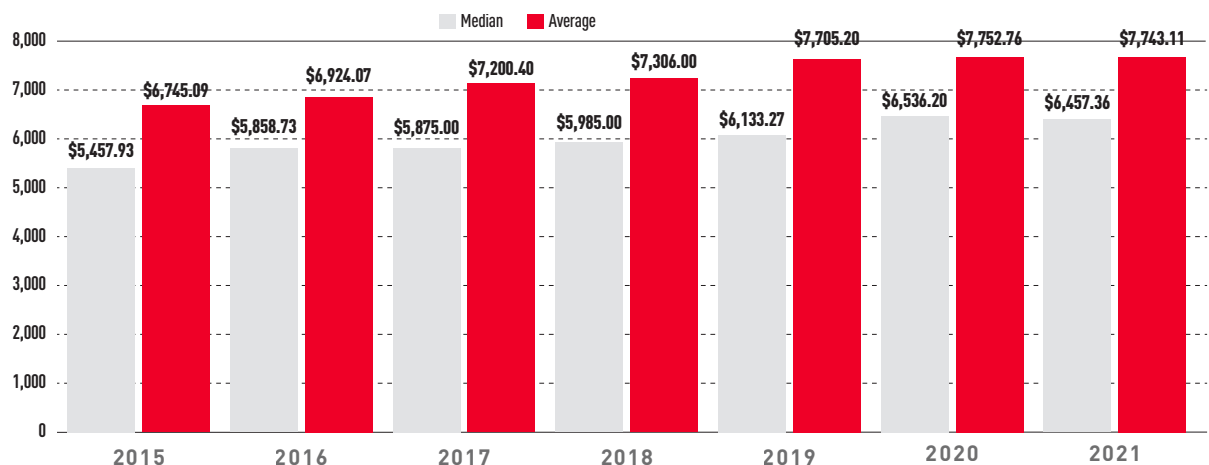
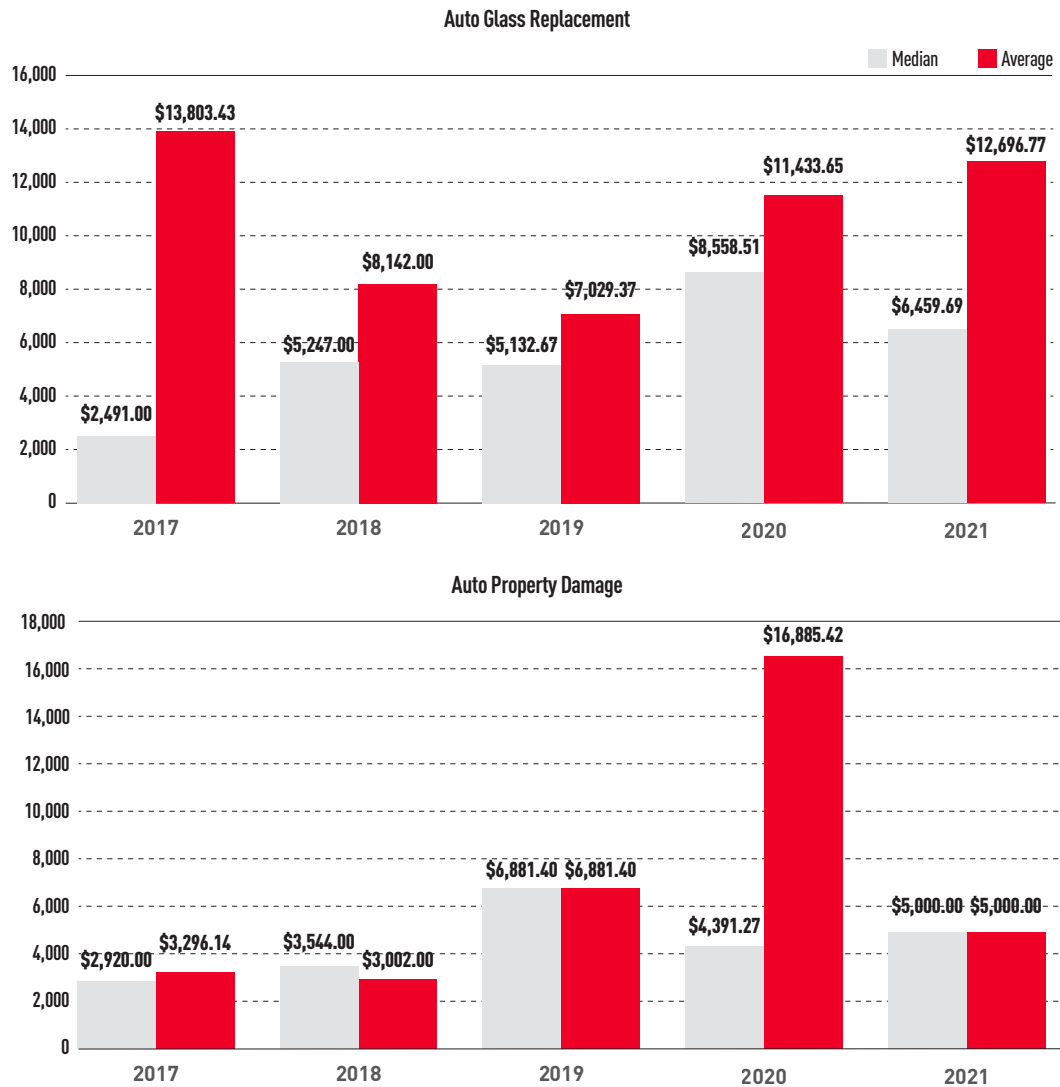


Table 13: 2021 Auto Glass Replacement and Auto Property Damage Award Amounts

Issue Type	Minimum	Maximum*	Average	Median
Auto Glass Replacement	\$1,416.22	\$93,429.66*	\$12,696.77	\$6,459.69
Auto Property Damage	\$5,000.00	\$5,000.00	\$5,000.00	\$5,000.00

*Court-ordered cases involving consolidated claims

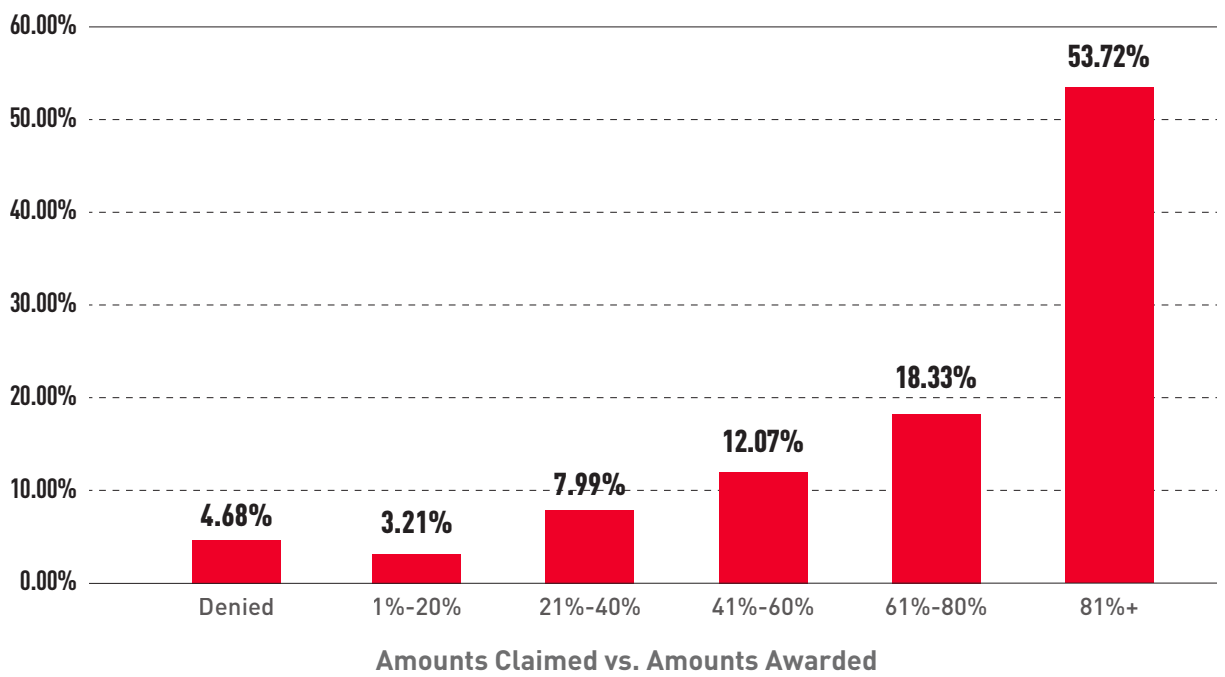
Table 14: 2017-2021 Auto Glass Replacement and Auto Property Damage Award Comparison



CLAIM TO AWARD

The graph below provides a snapshot of amounts awarded based on the amounts claimed for each case in 2021. For example, this graph illustrates that 4.68% of cases were denied, while 53.72% of cases were awarded at 81% or more of the amount claimed.

Table 15: 2021 Cases Awarded

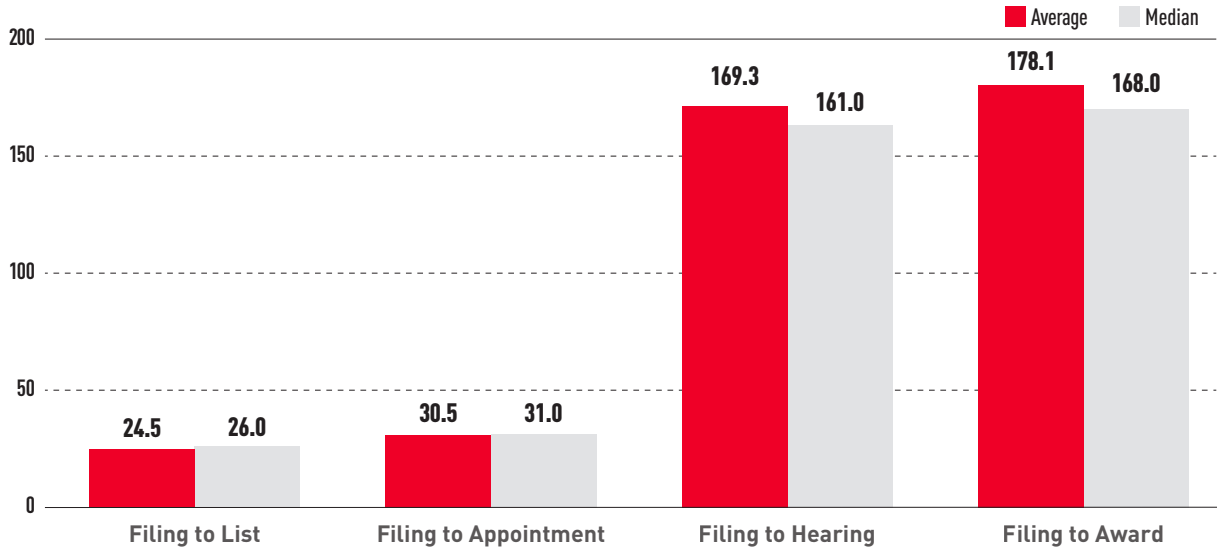


CASE TIMELINES

The AAA recognizes the importance of timely administration and, therefore, routinely reviews the administrative process to evaluate the need for enhancements. The AAA’s role in the dispute resolution process is to administer cases from filing to closing in an orderly and efficient manner.

The following graph illustrates for awarded cases the number of calendar days between the filing of the claim with the AAA and each administrative timeframe.

Table 16: 2021 Administrative Timeframes in Days for Awarded Cases



Administrative Definitions

Filing – for purposes of reporting, the term “filing” refers to the time in which the case information is entered in the AAA’s case management system

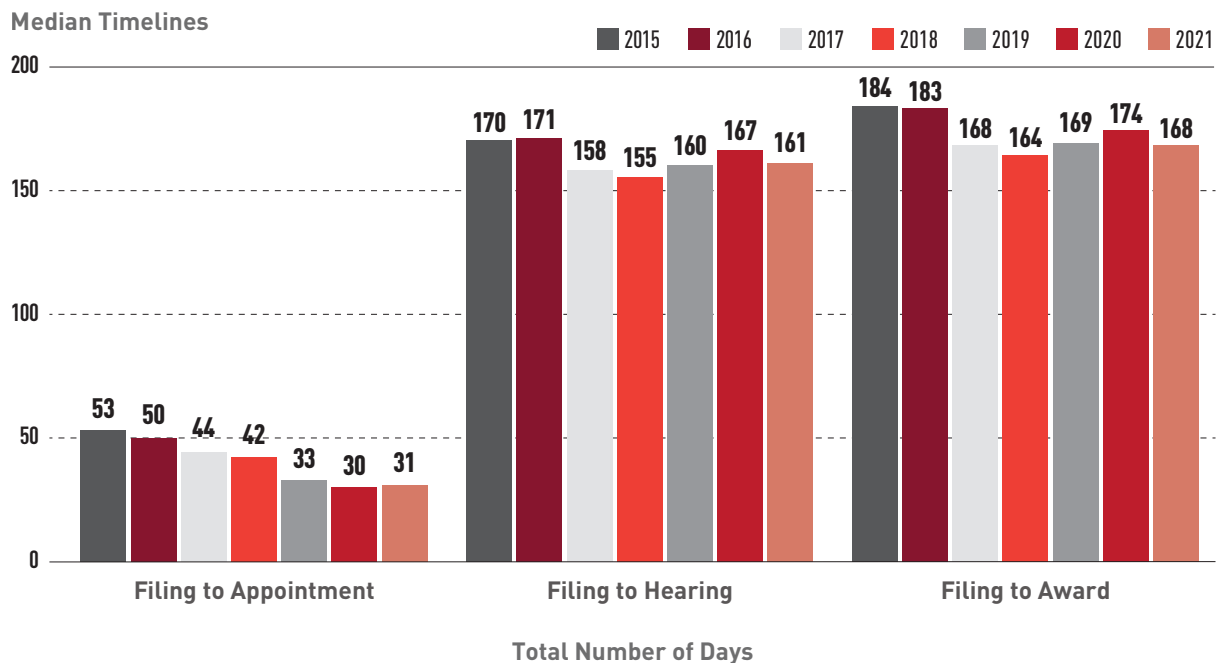
Hearing – the date an evidentiary hearing is held

Award – the date in which the award is signed by the arbitrator

Appointment – the date an arbitrator is appointed to serve on a case

In order to enhance user experience, the AAA is dedicated to introducing new technology and more efficient case-management processes to reduce overall case timelines.

Table 17: 2015-2021 Timeframe Comparison



Since 2015, the median timeframe from filing to appointment decreased by 22 days and the median time frame from filing to entering of an award decreased by 16 days.

CASE DISPOSITION

The charts below illustrate the final disposition of cases closed in the specified year.

Table 18: 2021 Closed-Case Dispositions

Closed Status	Count	% Of Total
Administrative	18	0.46%
Awarded	1,837	46.51%
Dismissed	2	0.05%
Settled	1,809	45.80%
Withdrawn	284	7.19%
Total Cases:	3,950	100%

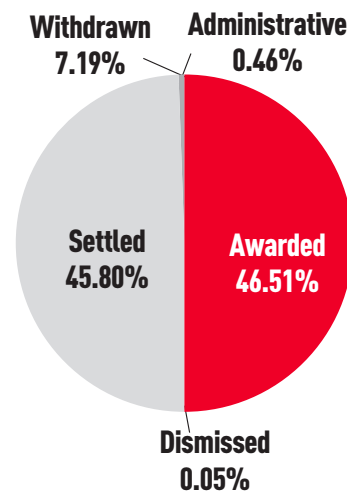
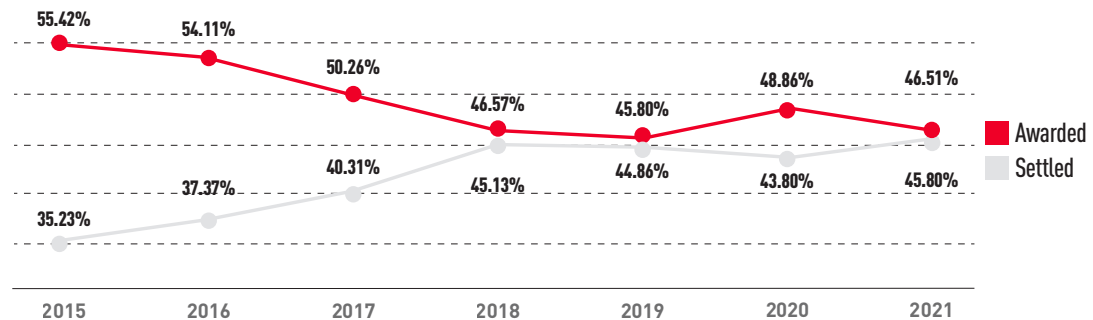


Table 19: 2015-2021 Disposition Comparison



CONTACT US

Please feel free to contact us if you have any questions.

Krista Peach Assistant Vice President 612-278-5114

Kelly Baker Supervisor 612-278-5106



AMERICAN ARBITRATION ASSOCIATION®

2021 ANNUAL REPORT

MINNESOTA NO-FAULT ARBITRATION

PROVIDED BY THE AMERICAN ARBITRATION ASSOCIATION
MINNESOTA NO-FAULT OFFICE

2355 HIGHWAY 36 WEST, SUITE 400
ROSEVILLE, MN 55113