




Create a New AAA® Consumer Clause Registry Account

The AAA Consumer Clause Registry contains a list of businesses that have submitted their consumer arbitration clauses with the AAA and where upon review the AAA has determined that the clause substantially and materially complies with the due process standards of the Consumer Due Process Protocol.

If a business has not registered its consumer clause prior to the filing of a consumer case, the AAA will require that the business register its clause at that time. In addition, the Registry will include on-line access to the arbitration clause reviewed by the AAA and may include other documents related to the arbitration clause.

To create a new Consumer Clause Registry account:

1. Navigate to www.adr.org/clauseregistry and click on "Businesses (1st Time Registration of this Business): Register our Consumer Arbitration Clause(s)".

 AMERICAN ARBITRATION ASSOCIATION® Welcome to Clause Registry

Consumer Clause Registry THIS IS THE CONSUMER CLAUSE REGISTRY HOME PAGE

The American Arbitration Association (AAA) maintains a publicly-available Consumer Clause Registry (Registry). The Registry was created to provide more access to information about the AAA's consumer arbitration services. The Registry contains a list of businesses that have submitted their consumer arbitration clauses with the AAA and where upon review the AAA has determined that the clause substantially and materially complies with the due process standards of the **Consumer Due Process Protocol**. By accessing the Registry, parties will be able to search businesses by name to determine if the AAA has reviewed their consumer arbitration clause and will administer their consumer arbitrations. If a business has not registered its consumer clause prior to the filing of a consumer case, the AAA will require that the business registers its clause at that time. In addition, the Registry will include on-line access to the arbitration clause reviewed by the AAA and may also include other documents related to the arbitration clause. For more information about the Consumer Clause Registry, please see **R-12 of the Consumer Arbitration Rules**.

For businesses that want to submit their consumer arbitration clause to the Registry, or to understand the process for registering a consumer arbitration clause, click on the Business Register a Consumer Arbitration Clause button below.

If you have questions regarding the Registry, please email the AAA at consumerreview@adr.org.


View Registered Consumer Arbitration Clauses

Businesses (1st Time Registration of this Business): Register your Consumer Arbitration Clause(s)

Businesses (Existing Registry User): Sign in

2. Be sure to read the Terms of Use and Privacy Policy to ensure you agree, and then check the and click "NEXT":



 AMERICAN ARBITRATION ASSOCIATION® Welcome to Clause Registry

[← Back to Consumer Clause Registry Home Page](#)

Consumer Clause Registration Terms and Conditions

Pursuant to [R-12 of the Consumer Arbitration Rules](#) (Consumer Rules), a business that intends to insert a dispute resolution provision in its contract that designates the Consumer Rules or refers to the AAA in a consumer contract should register its consumer clause with AAA. Only after the AAA reviews the submitted consumer arbitration clause, receives the non-refundable consumer review and Registry fee, and determines it will administer consumer-related disputes filed pursuant to the consumer clause, will the business be included on the Consumer Clause Registry. The AAA will maintain a publicly available Consumer Clause Registry that will contain the name of the business, the address, and the consumer arbitration clause, along with additional documents that may be related to the arbitration clause. Please provide current and accurate information during this registration process. After a consumer arbitration clause has been registered, any subsequent changes, additions and corrections, including changes to the consumer arbitration clause itself, should be directed to consumerreview@adr.org


Please note that the non-refundable fee associated with the Consumer Clause Registry is an annual fee and is also not refundable if the AAA determines that the arbitration clause is not compliant with the [Consumer Due Process Protocol](#) and declines to list the business on the Registry. The AAA will send future Registry annual fee notices to the contact provided by the business. The business should immediately notify the AAA at consumerreview@adr.org of any contact changes. Failure to notify the AAA of an internal contact may result in removal from the Registry.

By clicking this box you agree that you have read the above terms and conditions, understand them, and agree to be bound by them.

[Download Terms and Conditions](#)

[Next](#)

3. Complete the "Pre Registration Form" with the email address you are looking to register on the Registry. (Note: this cannot be an email address associated with an AAA WebFile® or Panelist eCenter® account.)

 AMERICAN ARBITRATION ASSOCIATION® Welcome to Clause Registry

Pre Registration Form

Email Address

Confirm Email Address

CAPTCHA WILL DISPLAY HERE


What code is in the image? *

[Refresh Captcha](#)

[Next](#)

4. If your email address has not already been registered in our systems, you will receive a success message. Please check your email for a link to complete next steps.




 AMERICAN ARBITRATION ASSOCIATION® Welcome to Clause Registry

Pre Registration Success

*Thank you for starting the process of creating an Clause Registry account.
You will receive an email from do-not-reply@adr.org.*

*To proceed with account registration, please click on the link within the email.
If you do not receive the email, please check your junk or spam folders.*

- Follow the prompts on the page to create your account. First, you'll enter the public information to be displayed on the registry:

 AMERICAN ARBITRATION ASSOCIATION® Welcome to Clause Registry

[←](#)

Consumer Clause Registry Form: This Form is for Businesses/Companies Use Only to Register a Consumer Arbitration Clause

***Required Field**

*Legal Name of Business

INFORMATION TO BE DISPLAYED ON REGISTRY

*Business Name(to be displayed on Registry)

Business Address(to be displayed on Registry)

*Address Line1

Address Line2

Address Line3

*Country

*Zip Code

In addition to displaying your business name and address on the Registry, you also have the opportunity to display public contact information for your consumer arbitration clause. Please provide any such additional information in the fields below and it will be included on the Registry along with the business name and address:

Contact Information (to be displayed on the Registry)

First Name

Last Name

Email Address

Confirm Email Address


Telephone Country Telephone Ext

Fax Country Fax

- Any additional businesses can be added:

Up to 25 Related Businesses can be entered during registration. Additional related businesses can be added after registration by contacting the AAA at consumerreview@adr.org

[Click to add a related business](#)

Related Businesses 



7. Create a username and password, making sure that it meets the onscreen criteria:

INFORMATION FOR ADMINISTRATION PURPOSES ONLY
(This information will not be displayed on the Registry)

Please provide a business contact for AAA Administration

Note that the User ID and Password will be required to access the Consumer Clause Registry to make updates, register additional clauses and pay the annual renewal fees.

*USER ID (The User ID is permanent and cannot be changed. It is unique to Consumer Clause Registry and may not be used on AAA WebFile)

USER ID

*Password

*Confirm Password

Passwords must be between 9 and 64 characters long and must contain at least three of the following four types of characters:

Uppercase characters: A – Z

Lowercase characters: a – z

Numbers: 0 – 9

Symbols: @ # \$ % ^ * - _ □ + = [] { } | : ' , . ? / ' ~ " () ;

8. Enter the registration information to be tied to the account, the captcha code, and click "REGISTER":

*First Name

*Last Name

*Contact's Company

*Address Line 1

Address Line 2

Address Line 3

*Country

*Postal Code

*Email Address (The Email address must be unique to Consumer Clause Registry and may not be used on AAA WebFile.)

*Confirm Email Address

*Telephone Country Telephone Ext

Fax Country Fax

CAPTCHA WILL DISPLAY HERE


What code is in the image? *

[Refresh Captcha](#)

REGISTER



9. If successful, you will receive an onscreen confirmation of an email sent with further instructions.



AMERICAN ARBITRATION ASSOCIATION®

Welcome to Clause Registry

Thank you for starting the registration process for the AAA Consumer Clause Registry.
Your account is not yet active. You will receive an email from ADRWebSupport@adr.org. In order to activate your account, please click on the link within the email to verify your email address. If you do not receive the email, please check your junk or spam folders.

After completing this process, your account can be used to login and upload your company's Consumer Clause and pay the registration fee, as well as return to the site to add additional clauses, renew your registration and/or create a new Consumer Clause registration for an additional business.

10. Check your email for an email from @adr.org with the subject line of "ADR.org Consumer Clause Registry Account Validation". This will contain a link to click to finalize the process.


Thank you for creating an account with the American Arbitration Association.

[Click here](#) to finalize the registration process.

11. Clicking on "Click here" will take you to the Consumer Clause Registry Sign In screen, to enter your username and password, and click "Sign In":

Sign In to Consumer Clause Registry

Please enter your username and password



[Sign In](#)

Forgot [Username](#) or [Password](#)?

If you have trouble logging in, please [click here](#).

Your account will be locked after four or more unsuccessful login attempts. Should that occur, we recommend that you reset your password as that will allow you to immediately unlock your account and login using your new credentials.

If your previous log-in was before December 03, 2023, you will need to reset your password by clicking on the "Forgot password?" link on this page and following those instructions. You will need access to the email address associated with your user account.

Multi-Factor Authentication (MFA) is now required and you will be prompted to set up your MFA preferences once you log in. To learn more about MFA, [click here](#).



12. Next, you will receive a “Multi-Factor Authentication Preference” screen. Choose your method of secondary authentication from a phone text or call, or an authenticator app (such as Duo, Microsoft, or Google).

An authenticator app is a program installed on your mobile device; it will generate a six-digit code for you to enter as a secondary authentication method when logging in to an AAA-ICDR site.

Note that secondary authentication is required every thirty days or when logging in from a new IP address.

Multi-Factor Authentication Preference

Secondary authentication is required every thirty days or when logging in from a new IP address.

Please select your preferred contact method for secondary authentication:

Phone (Text, Call)

Authenticator App(Duo, Microsoft, Google, etc.)

An authenticator app is a program installed on your mobile device; it will generate a six-digit code for you to enter as a secondary authentication method when logging in to an AAA-ICDR site.

Continue

Cancel



13. Once you have selected your preference, click "Continue".

If setting up Phone Verification:

Phone Verification

Secondary authentication is required to complete logging in to the application.

A verification code will be sent to the following phone number:

Country Code

Country/Region

Phone Number

Phone number

Send Code

Call Me

Cancel

Select your country code from the list, and enter your phone number. **If you choose this option, the AAA strongly recommends using a business phone number rather than a personal phone number.**

Then, select to "Send Code" via text or "Call Me" to receive a phone call. If you selected "text", you will need to enter the verification code you received via text.

Use verification code 765571 for Clause Registry authentication.

After entering the code, you can select "Verify" to proceed.



Phone Verification

Secondary authentication is required to complete logging in to the application.

A verification code will be sent to the following phone number:

+1

Enter your verification code below, or [Send new code](#)

Verify



Cancel

Note that the phone call option will require you to press a key to validate.

If setting up Authenticator App:

Authenticator App Verification

1. Download the Microsoft Authenticator using the download links for iOS and Android, or use any other authenticator app of your choice.

2. Once you have downloaded the Authenticator app, you can use any of the methods below to continue with enrollment.

a. Scan the QR code

QR CODE WILL
DISPLAY HERE

[b. No scanning feature? Click here.](#)

Continue

Cancel



Download your authenticator app of choice. Then, scan the QR code in the app, to generate your code. Once completed, click "Continue" to enter the code.

The image shows a mobile application screen titled "Authenticator App Verification". At the top, it says "Enter your verification code from your authenticator app." Below this is a label "Enter your code" and a text input field containing the placeholder text "Enter your code". At the bottom of the screen, there are two buttons: a red button labeled "Verify" and a grey button labeled "Cancel".

After entering the code, you can click "Verify" to proceed.

14. Once successful, you will be logged into your Consumer Clause Registry account:

The image shows a web dashboard for the American Arbitration Association's Consumer Clause Registry. The header includes the logo and "AMERICAN ARBITRATION ASSOCIATION®" on the left, and "Welcome fakeabc to Clause Registry (version 4.6.1 V2) [logout](#)" on the right. Below the header, it says "Please select one of the following options:". There are five buttons arranged in two columns: "fakeABC" (top left), "Update User Profile" (top right), "Create registration for a different business" (bottom left), "Change Password" (bottom right), and "Multi-Factor Authentication Phone Number Update" (bottom right).