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)".

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

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.

5. 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 001 Telephone   Ext

Fax   Country 001 Fax

6. 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 ❓

American Arbitration Association®

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.)

Email Address

*Confirm Email Address

*Telephone   Country 001   Telephone   Ext Ext

Fax   Country 001   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.

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.

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":

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:

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.

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.

GET IT ON Google Play   Download on the App Store

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.

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

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