



## Pro Se Arbitration Administration Information Sheet

Thank you for filing a case with the American Arbitration Association® (“AAA®”).

We would like to introduce you to the AAA and the Pro Se Arbitration Administration Team. This information is being provided in order to educate parties on the role of the AAA in administering the case that has been filed. Because you are proceeding with your arbitration without representation, which the AAA refers to as a Pro se party, the AAA has assigned the administration of your case to its Pro Se Arbitration Administration Team. Below is some basic information about the arbitration process you need to be aware of:

- The AAA is an independent organization that is not affiliated with the individuals, companies or law firms involved with this dispute. The arbitrator is not an employee of the AAA, but rather the AAA maintains rosters of individuals with expertise, qualifications and knowledge in a variety of subject matters and fields.
- The AAA manages only the administrative aspects of the arbitration, such as the appointment of the arbitrator and handling the fees associated with the arbitration. **The AAA and/or the arbitrator do not assist the parties in presenting their case.**
- **The AAA and/or the arbitrator do not provide legal advice or assistance to the parties and cannot give advice about your case or what documents you should use as evidence.** If you need legal advice, you should consider consulting with an attorney.
- **The AAA does not decide the outcome of a case or make any rulings on issues such as what documents must be shared with each side.** The arbitrator makes such decisions or rulings and the AAA cannot overrule or change an arbitrator’s decisions or rulings.
- **Unless directed otherwise, communications with the AAA for cases administered by the AAA’s Pro Se Arbitration Administration Team should be sent in writing.** The AAA’s Pro Se Team also has a customer service phone line should you have general questions about the arbitration process. You can reach the Pro Se customer service team at 844-241-1773. If you are unable to reach a representative, please leave a voice message clearly stating your name, phone number, and case number and we will respond to you as soon as possible.
  - **Unless the AAA directs the parties differently, all written communications should be shared with the other parties involved in the arbitration.** If you fail to share communications with the other party, the AAA or the arbitrator might not act on any requests or objections contained within those communications.
- **It is very important that the parties follow the deadlines set in the Rules and by the AAA.** When a deadline is set for a party to take an action, that action must be taken by that time. If a party is unable to meet a deadline, they should send a written communication to the case administrator immediately.

**Finally, a variety of resources for pro se arbitration parties is provided by the AAA on our website, [www.adr.org/pro-se](http://www.adr.org/pro-se).** These include a document entitled “Find an Attorney or Other Legal Representation,” should you have an interest in finding representation in this arbitration.